West Yellowstone Police Department

Request for Proposal

Public Safety Software System

West Yellowstone Police Department

November 1, 2016

RFP Checklist

___ Have you signed the transmittal letter?

___ Have you signed the required additional forms?

___ Have you included 5 client references?

___ Have you included 1 original, 2 copies and 1 electronic copy
of your response?

Contents

Introduction

The West Yellowstone Police Department (WYPD) hereby requests that vendors submit proposals for a public safety software system. These proposals shall provide all of the material requested herein, including detailed cost proposals for the necessary hardware, software, and services. A vendor's failure to follow any of the provided instructions may result in rejection of the vendor's proposal.

The WYPD reserves the right to overlook any errors or omissions on the part of the vendor during the RFP process.

The WYPD is seeking to replace its existing public safety system. The WYPD is looking for a contemporary, completely integrated solution that is one application, with one database, provided by one vendor. In addition, the WYPD would like the public safety software solution vendor to not only provide but to also maintain the software and servers (including OS and DBMS) under the vendor's standard maintenance and service agreement.

Contacts

All communications regarding this RFP should be directed to:

Scott Newell
Chief of Police
West Yellowstone Police Department
124 Yellowstone Avenue
West Yellowstone, MT 59758
snewell@townofwestyellowstone.com
(406)646-7600

Or

Brenda Martin
Head Dispatcher
West Yellowstone Police Department
124 Yellowstone Avenue
West Yellowstone, MT 59758
bmartin@townofwestyellowstone.com
(406)646-7600

No vendor employee or consultant shall contact anyone else at the WYPD for purposes of soliciting information about this RFP, the evaluation of the proposals, or the selection process until after such time as the WYPD announces its intent to award the contract or otherwise completes the RFP process.

Dates

11/1/2016	RFP is released to vendors.
11/15/2016 5:00 PM	Questions are due from vendors via email.
11/25/2016	Answers are due back to vendors via email.
11/30/2016	Hardcopy and electronic proposals are due from vendors.
12/20/2016	Vendors are notified of the intent to award the contract.

Deliverables

As of the date specified in the Dates section for the proposals to be due, the vendor must submit the following to the person specified in the Contacts section:

- One bound original
- One electronic copy on CD or flash drive

The sealed package which contains the proposals must note the following prominently on the outside of the package in addition to address or mailing labels:

- Vendor name
- RFP name
- Proposal due date and time

The proposal shall follow the structure specified in the Content section.

Profile

The WYPD provides law enforcement services to West Yellowstone, and Fire and EMS services for the entire Hebgen Basin. It regularly provides dispatch services for Search and Rescue and various other resident officers of other agencies to include Gallatin County Sheriff's Office, Montana Highway Patrol, US Forest Service, and MT Fish Wildlife and Parks. The Town includes a population of approximately 1350. The WYPD consists of 6 sworn officers and 6 non-sworn personnel, who are anticipated to use the new system as follows:

Dispatch Seats	3
Workstations – Records	1
Workstations – Jail	1
Mobile Units	6

The WYPD needs a contemporary, easy-to-use public safety system to reduce redundant data entry, simplify the report review and approval process, provide straightforward access to information, and otherwise streamline the WYPD's processes.

Current System

At present, the WYPD is using CrimeStar RMS. This system has been in place for approximately 17 years. This system no longer operates sufficiently for the department as the CAD module does not integrate with the RMS module. It does not meet our need of integrated mapping, information sharing, or mobile.

The new system must have interfaces with Image Trend RMS used by the Hebgen Basin Rural Fire District, as well as Montana Criminal Justice Information Network (CJIN), and 9-1-1 phone system TBD.

Scope of Services

It is the intention of these specifications that the selected vendor furnish to the WYPD a mature RMS, CAD, Mapping, and JMS solution that will enable the effective and efficient operation of the WYPD's operations.

Please note the following:

- The WYPD is open to new technology and would like to obtain as much information as possible about the software requirements and recommendations for the new system from the respective vendors.
- The WYPD is interested in an off-the-shelf system.
- The system must be scalable and must be able to integrate with the existing and future options the WYPD may implement.
- The system shall allow the WYPD to efficiently organize, track and access the vast amount of information that flows through the system daily, must be easy to use, and must be searchable.

- The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance for the WYPD to enter into and maintain full use of the system.
- Acquisition and implementation of a new RMS, CAD, Mapping, and JMS is a project that will impact the WYPD for years to come. Key goals for the project are to:
  - Replace the legacy system currently being used with an off-the-shelf solution that meets or exceeds the needs of the WYPD
  - Deliver a fully-integrated RMS, CAD, Mapping, and JMS on time and within budget
  - Achieve sufficient knowledge transfer through training to allow staff to be capable of and confident in using the new system
  - Provide a technologically sound platform for expansion of information services into the future
  - Establish a long-term maintenance and support contract

  Additional Project Objectives:

  - Provide real-time access to public safety data;
  - Automate data input processes;
  - Reduce paper-based documentation and tracking;
  - Leverage new technologies to anticipate the future needs of the WYPD;
  - Successfully implement the system with minimal disruption to users and operations.

Service Requirements

Project Management
The vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart here at the WYPD for the duration of the project.

System Configuration and Setup
The vendor must provide detailed system configuration and setup services to the WYPD as part of this project. These services are necessary to ensure that the new system is configured to match the processes and workflow of the WYPD to reduce the learning curve and improve the rate of adoption by the users.

Training
The vendor must provide custom training on the new system to all users. This training may be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the WYPD. The WYPD will provide the training facilities, workstations, network, etc. which are required for the training. The vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar. Training shall be performed using a copy of the WYPD's data which has been converted from the existing system.

Data Conversion
The vendor must include data conversion. The databases to be converted include CrimeStar RMS. The vendor will work with the WYPD to determine the precise process (including data verification and testing) which will be used to perform the data conversion. All data must be converted before go-live and must be available to the users on the new system at that time.

Technical Requirements

Functional and technical requirements are in the attached Excel spreadsheet: *West Yellowstone Police Department PSSS Requirements.xlsx*. The vendor must complete this spreadsheet as part the proposal. Failure to answer all of the requirements in accordance with the provided instructions may result in rejection of the vendor's proposal.

Content

The vendor must provide its proposal in accordance the structure and content specified in the following sections:

Cover Page

This must include the vendor's legal name and contact information, as well as the name of the RFP, federal Tax Identification Number, DUNS number, the vendor's contact person for the proposal, and the date the proposal is due.

Transmittal Letter

This must be provided on the vendor's letterhead and must be signed, in ink, by a person who is authorized to commit the vendor to the representations within the proposal.

The signer must be one of the following:

- A current corporate officer, partnership member or other person specifically authorized to submit a proposal
- A person authorized to bind the vendor as reflected by an accompanying corporate resolution, certificate or affidavit

The transmittal letter must include the following:

- A list of all addenda to the RFP, including the vendor's statement that any responses required by those addenda have been made within the proposal
- A list of any sub-contractors who will be used for the project
- A statement that the proposal will be valid for 6 months from the due date

Failure to provide a properly signed transmittal letter in accordance with the provided instructions may result in rejection of the vendor's proposal.

Table of Contents

This must include a paginated list of the information provided within the proposal.

Qualifications

This must include a minimum of the following information:

- Company Overview – Current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, sectors in which the vendor does business, financial status and company health, current number of agencies under maintenance and support, and number of agencies who are no longer customers.
- Benefits - Describe how working with the vendor would be to the WYPD's particular benefit.

Experience and References

The vendor needs to provide a summary of its experience in implementing a system of this nature and relate its relevance to the proposed project in terms of the technical scope, tasks involved, deliverable products, etc.

Provide a minimum of 5 references of a similar size and scope to the WYPD. Each reference must include the following information:

- Name and address of the Community
- Contact person with email and telephone number
- Date the Community became a client
- Products purchased

The vendor must ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and will require a minimum of 10 to 15 minutes of the contact person's time. In some instances, a site visit may be conducted by WYPD.

If the vendor is proposing to use subcontractors, a minimum of four (4) references need to be provided for each subcontractor. All subcontractors will be subject to the approval of the WYPD. The selected vendor shall itself be solely responsible for the performance of all work set forth in any contract resulting from the RFP, and for compliance with the price and other terms provided in the contract.

Software Overview

This must include a brief overview of the software solution, including how all of the products and modules work together.

Implementation

This must include both an overview of the general implementation process as well as timeline which shows the major milestones of the project from contract signing all the way through system acceptance. In addition, this section should include a description of how enhancements to the software solution are provided.

Training

This must include both an overview of the general approach to training, as well as a sample training plan.

Support and Maintenance

This must include a complete description of the maintenance and support services which are offered by the vendor as part of this proposal.

Technical Requirements

This must include the completed *West Yellowstone Police Department PSSS Requirements* spreadsheet and any extended explanations which may be needed for the vendor's answers to particular requirements.

Pricing

This must include detailed pricing for the software, hardware and services included in this proposal. In addition, 24x7x365 maintenance costs must be included for five (5) years.

Also include a description of the costs associated with new releases (what does it cost to move from Version X to Version X.1?).

Issues and Assumptions

Describe any issues or assumptions that could impact the successful outcome of the project.

Forms

Provide completed forms requested herein such as, but not limited to, the non-collusion affidavit provided in the appendices.

Evaluations

The WYPD reserves the right to select the proposal which best meets its needs, regardless of the cost of that proposal relative to other proposals received.

The evaluation process will begin after the proposals are due and is anticipated to be within thirty days. During this review process, the evaluators may request additional clarifying information from the vendor.

Evaluation criteria include the following:

- Completeness – Did the vendor provide everything which was requested and in the proper format?
- Functionality – Does the proposed solution include the functionality which is essential to the WYPD?
- Cost – Does the proposed solution provide the needed functionality at a reasonable cost to the WYPD?
- Maintenance and Support – Thoroughness of support program, reputation of company with customer's responsiveness, thoroughness of testing, and availability and overall cost of support and upgrades.
- References and Experience– Quality of overall System, experience with implementation, experience with existing WYPD systems, degree to which projects went over budget/schedule, company references.

As part of the evaluation process, the evaluators may request site visits and demonstrations or oral presentations (in person or via teleconference) on the part of the vendor.

Appendices

The appendices include the additional forms which are required for this response.

Appendix A: Performance and Non-Collusion Affidavit

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any government agency;

b. Have not within the five (5) year period preceding the submission of this proposal: i. Been convicted of or had a civil judgment rendered against them for fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State, or Local government transaction or contract; ii. Been convicted of or had a civil judgment rendered against them for violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (b), subparagraphs (i) and (ii) of this certification;

d. Have not within the five (5) year period preceding the submission of this proposal had one or more Federal, State, or Local government transactions terminated for cause or default; and

e. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, equipment, or services and that this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of State and Federal law and can result in fines, prison sentences, and/or civil damage awards.

Name:	Title:
Authorized Signature:	Date:

System (Global)

General

ID	Requirement	Yes	Future	Modify	No
SA1	The system should allow all software products (CAD, RMS, JMS, etc.) to be configured and managed from one system window.				
SA2	The system should allow authorized users to change commonly altered variables without intervention from the vendor or IT.				
SA3	The system should allow multiple (unlimited) users to be logged into the system and using the same applications simultaneously.				
SA4	The system should allow multiple (unlimited) users to view, add, and edit information in the same records simultaneously.				
SA5	The system should provide global search functions for names, addresses, phone numbers, and vehicles.				
SA6	The system should ensure that these search functions include SOUNDEX, partial, and wild-card searches.				
SA7	The system should be able to generate a summary of each record displayed within these search results, including digital images.				
SA8	The system should be able to print, save or email the search summary directly from the summary window.				
SA9	The system should be able to print, save or email a list directly from the list view window.				
SA10	The system should be able to print, save or email a record directly from the record detail window.				
SA11	The system should allow the creation of an agency-specified header for use within printouts from the system. This header should include both an image and text.				
SA12	The system should allow authorized users to maintain a list of phone number types.				
SA13	The system should allow authorized users to maintain a list of relationships (for example, spouse, neighbor, stranger, etc.)				

ID	Requirement	Yes	Future	Modify	No
SA14	The system should allow authorized users to maintain a list of agencies.				
SA15	The system should operate on both Windows and IOS mobile devices				

Security

ID	Requirement	Yes	Future	Modify	No
SB1	The system should provide multiple levels of data security control, including access by user and user group.				
SB2	The system should be FIPS 140 compliant for all network communication, including wired and wireless communication.				
SB3	The system should verify access by a username and its corresponding password.				
SB4	The system should support integration with Active Directory.				
SB5	The system should support integration with multiple Active Directory servers.				
SB6	The system should support dual-factor authentication with a username and password and a USB dongle that meets FBI Security Addendum Requirements.				
SB7	The system should never display passwords and should store passwords as hashed values in the database.				
SB8	The system should provide each user with a single username and password for the entire system.				
SB9	The system should include the following agency-configurable password parameters: - Minimum length - Case sensitive - Required to use uppercase and lowercase - Required to include a numeral - Frequency of password changes - Number of previous passwords which cannot be reused				
SB10	The system should be able to display agency-defined password parameters when users create or change a password.				

SB11	The system should allow authorized users to determine when any user's password was last changed and to change any user's password.				
SB12	The system should provide access levels, including view, edit, delete, and admin for each component of the system for users and user groups.				
SB13	The system should track the user who last entered or updated any record as well as the date and time of the modification.				
SB14	The system should store a read-only checksum for digital files and provide a means of determining if anyone has tampered with the file.				
SB15	The system should be able to create an audit record each time a record is created, edited, or viewed.				
SB16	The system should create an audit record each time an audio or video attached to a case report is exported from the system.				

Architecture

ID	Requirement	Yes	Future	Modify	No
SC1	The system should use an n-tier architecture.				
SC2	The system should use an SQL database.				
SC3	The system should allow connections to the SQL database via free ODBC drivers.				

User Interface

ID	Requirement	Yes	Future	Modify	No
SD1	The system should be able to perform data validation/error checking for fields in the system.				
SD2	The system should allow specific fields to be designated as required to force users to enter essential information before saving a record.				

ID	Requirement	Yes	Future	Modify	No
SD3	The system should visibly identify required fields (for example, by color-coding them). If a user attempts to save a record without completing all required fields, The system should visibly notify the user of the remaining required fields (for example, by causing the required fields to flash).				
SD4	The system should provide auto-completion for frequently entered information. Once the user begins typing, the appropriate data should automatically populate into the record.				
SD5	The system should use the tab key to move between fields.				
SD6	The system should include a spellchecker for narrative fields throughout the system. Users should be able to add words such as local place names to the spellchecker's dictionary.				
SD7	The system should allow users to use a shortcut key to jump to any menu or submenu link on an open screen, even if that screen is not currently in focus.				

Integration

ID	Requirement	Yes	Future	Modify	No
SE1	The system should ensure that all of its modules integrate with other modules (CAD, RMS, JMS, Mobile), are provided by the same vendor, and are not third-party applications.				
SE2	The system should use a single database, capable of being hosted on a single server, for all modules.				
SE3	The system should allow all modules (CAD, RMS, JMS, etc.) to be accessible to authorized users from the same application window.				
SE4	The system should allow all modules (CAD, RMS, JMS, etc.) to be accessible based on assigned permissions. All modules should be accessible with a single click or keystroke, without launching a separate program or application.				

SE5	The system should provide a one-time, single point of data entry to allow information to be accessible from other modules in the system once it has been entered.				
SE6	The system should have consistent user interface design throughout.				
SE7	The system should be integrated to provide automatic transfer of critical information between software modules, including: - CFS data from CAD transfers to the case reports in RMS - Arrest or warrant data in RMS transfers to booking in JMS				
SE8	The system should ensure that all modules share the same master records for names, addresses, property and vehicles and that these master indices are located within a single database.				
SE9	The system should integrate alerts between all modules so that alerts entered in one area are available in all others (for example, a dispatcher is alerted in CAD when a complainant has an outstanding warrant in RMS).				
SE10	The system should provide an agency and user-customizable dashboard that displays summary information from any modules which the user has permission to access (for example, that user's open case reports, the current jail roster, or a list of recently added warrants).				
SE11	The system should be able to display dashboard reminders of overdue and soon-to-be-due tasks for users or user groups.				
SE12	The system should be able to display web links on the dashboard to provide direct links to third-party websites via the default browser.				
SE13	The system should be able to push real time data updates to the Fire Department's Image Trend software				
SE14	The system should push CAD dispatch information to third party paging vendors				

Master Name Index

ID	Requirement	Yes	Future	Modify	No
SF1	The system should use a single database, accessed from all modules, for storing the master name records. The system should link all activity of a person (or business) to a single master name record. If the system does not do the above, please explain the master name index architecture and functionality.				
SF2	The system should link the master name record to and provide a list of all activity with which the person was involved, including calls for service, case reports, jail bookings, citations, parking tickets, warrants, registered vehicles, and anything built with custom modules.				
SF3	The system should include links from the activity list on the master name record to any other record in which the person was involved, in the module the activity originated. Access to these records should be controlled by user permissions.				
SF4	The system should include links to the master name index from name fields found throughout the system.				
SF5	The system should support advanced name searching based on any combination data elements in a master name record.				
SF6	The system should allow first, middle and last names to be entered in any order in name fields.				
SF7	The system should not require separate search fields for first, middle, and last names.				
SF8	The system should allow searching for persons and businesses by full or partial names.				
SF9	The system should connect the alias and the master name record so that searching for an alias finds that master record.				
SF10	The system should include the option of using SOUNDEX when searching for names.				
SF11	The system should permit the use of age ranges, as well as specified ages on master name records.				

SF12	The system should eliminate the need to duplicate any name information after it has been entered into the system.				
SF13	The system should allow users to update any basic data fields and add or modify other information on the master name record once it has been created.				
SF14	The system should display the last modified date on each master name record.				
SF15	The system should cross-reference each master name record to all other records associated with a person or business.				
SF16	The system should automatically add names to the master name index when entered elsewhere in the system.				
SF17	The system should allow users to manually enter names directly into the master name index.				
SF18	The system should have built-in checking to reduce the possibility of creating duplicate master name records for the same person or business.				
SF19	The system should have the ability to merge duplicate name entries, giving the user the choice of which name data elements to keep for the merged record.				
SF20	The system should allow users to select, view and merge multiple names at once to a single master name record rather than having to merge them one name at a time.				
SF21	The system should store narrative comments linked to a name and display it upon inquiry for its master name record.				
SF22	The system should display an address history for persons including dates of address changes.				
SF23	The system should check all coded entries in the master name index for validity at the time of data entry.				
SF24	The system should automatically check a name against outstanding warrants, known sex offenders and current jail inmates and notify or alert users accordingly.				
SF25	The system should automatically display any user-entered name alerts (medical alerts, gang alerts, officer safety threats, and other agency-defined alert types).				

ID	Requirement	Yes	Future	Modify	No
SF26	The system should allow users to create new name alerts from or for a master name record.				
SF27	The system should allow users to specify expiration dates on name alerts. Expired name alerts should remain attached to master name records for historical purposes.				

Master Address Index

ID	Requirement	Yes	Future	Modify	No
SG1	The system should link all activity occurring at an address to a single master address record.				
SG2	The system should eliminate the need to duplicate any address information after it has been entered into the system.				
SG3	The system should allow users to update any basic data fields and add or modify other information on the master address record once it has been created.				
SG4	The system should use a single database, accessed from all software modules, for storing the master address index so that information entered about an address in JMS, for example, is available in RMS. If the system does not do the above, please explain the master address index architecture and functionality.				
SG5	The system should ensure that the each master address record includes a listing of all persons and businesses known to reside at the address, which are included in the master name index.				
SG6	The system should display the following related activities with master address records: calls for service, case reports, and civil process service. Activities should be listed in reverse chronological order for each master address record.				
SG7	The system should include links from the activity list to any record in which the address was involved, in the module where the activity originated. Access to these records should be controlled by user permissions.				

SG8	The system should provide a notification to the user that an address is either valid or invalid. For invalid addresses, the system should display a list of potential valid addresses.				
SG9	The system should link to the master address index from address fields anywhere in the system.				
SG10	The system should cross-reference each master address record to all other records associated with that address.				
SG11	The system should allow users to manually enter addresses directly into the master address index.				
SG12	The system should provide a report that shows manually added addresses.				
SG13	The system should have built-in checking to automatically merge differently-typed addresses that correspond to the same location (for example, "123 Madison Ave" and "123 madison avenue" should not create duplicate address records).				
SG14	The system should be able to merge address records (for example, "Ernie's" and "406 US-20" are the same address and should be treated as such).				
SG15	The system should automatically display any user-entered address alerts (hazardous materials, alarm system, water supply information, officer safety threats, and other agency-defined alert types).				
SG16	The system should allow users to create new address alerts from a master address record.				
SG17	The system should allow users to specify expiration dates on address alerts. Expired address alerts should remain attached to the master address record for historical purposes.				
SG18	The system should allow searching for address by house number, full or partial street name, state, or zip code.				
SG19	The system should ensure that searching for a merged address record finds the appropriate master address record (for example, searching on "Ernie's" finds "406 US-20").				

Master Vehicle Index

ID	Requirement	Yes	Future	Modify	No
SH1	The system should link all activity for a vehicle to a single master vehicle record.				
SH2	The system should eliminate the need to duplicate any vehicle information after it has been entered into the system.				
SH3	The system should allow users to update any basic data fields and add or modify other information on the master vehicle record once the master vehicle record has been created.				
SH4	The system should use a single database, accessed from all software modules, for storing the master vehicle index so that information entered about a vehicle in CAD, for example, is available in RMS. If the system does not do the above, please explain the master vehicle index architecture and functionality.				
SH5	The system should include a listing in the master vehicle record, with history, of the vehicle's registered owners.				
SH6	The system should display the following related activities with the master address index: calls for service, traffic stops, tow calls, case reports, citations, field identifications, and parking tickets. Activities should be listed in reverse chronological order for each master vehicle record.				
SH7	The system should include links from the activity list to any record in which the vehicle was involved, in the module where the activity originated. Access to these records should be controlled by user permissions.				
SH8	The system should link to the master vehicle record from vehicle fields anywhere in the system.				
SH9	The system should cross-reference the master vehicle record to all other records associated with the vehicle.				
SH10	The system should allow users to manually enter vehicles directly into the master vehicle index.				

SH11	The system should have built-in checking to reduce the possibility of creating duplicate master vehicle records for the same vehicle.				
SH12	The system should check all coded entries in the master vehicle record for validity at the time of data entry.				
SH13	The system should automatically display any user-entered vehicle alerts (including agency-defined alert types).				
SH14	The system should allow users to create new vehicle alerts from a master vehicle record.				
SH15	The system should allow users to specify expiration dates on vehicle alerts. Expired vehicle alerts should remain attached to the master vehicle record for historical purposes.				
SH16	The system should support searching for vehicles by full or partial plate numbers.				
SH17	The system should allow vehicles to be searched by any data element or combination of data elements (for example, vehicles registered to the name "Smith" and/or red pickup trucks).				

State/NCIC Queries

ID	Requirement	Yes	Future	Modify	No
SI1	The system should include an interface to the state/NCIC system.				
SI2	The system should allow authorized users to run state/NCIC queries directly from within the system.				
SI3	The system should restrict access to run state/NCIC queries to authorized users or user groups.				
SI4	The system should allow NCIC query returns to populate Master Name and Master Vehicle records.				
SI5	The system should provide a list of all state/NCIC queries which have been run and the associated returns. This list should be filterable by date, query type, user, and/or workstation.				

Notifications/Messages

ID	Requirement	Yes	Future	Modify	No
SK1	The system should support "if", "then" and "when" business rules for notifications throughout the system.				
SK2	The system should include system-wide business rules that allow authorized users to configure unlimited notification scenarios for users and workgroups.				
SK3	The system should provide business logic which, from information entered into certain required fields, will automatically display other required and/or corresponding fields which pertain to the data already entered.				
SK4	The system should include business rules that notify users and/or open up the next sequential required field(s) and/or window(s) based on the information added to the record.				
SK5	The system should include system-wide business rules that allow users and user groups to be notified via multiple communication channels including internal system messaging, e-mail, paging, and/or SMS.				
SK6	The system should include an internal e-mail-style messaging system that supports the secure transmission of messages with attachments within the agency's network.				

Statutes

ID	Requirement	Yes	Future	Modify	No
SL1	The system should include federal, state, and local statutes.				
SL2	The system should allow authorized users to create and update local statutes and/or ordinances in the system.				
SL3	The system should provide a hotkey that can be used from anywhere in the system to search statutes by statute numbers, title, and/or text within a statute description.				

Attachments

ID	Requirement	Yes	Future	Modify	No

SM1	The system should allow the attachment of files (for example, .DOC , .XLS, .JPG, .WAV) to specified record types. Attached files should be able to be opened or viewed on any workstation by authorized users who have the necessary third-party applications (such as MS Word or MS Excel).				
SM2	The system should support scanning and attaching documents directly to records in the system without the need to first save them elsewhere.				
SM3	The system should store attached files on the vendor's server within the vendor's software (not on an open network folder) for security and ease of access.				

Custom Forms

ID	Requirement	Yes	Future	Modify	No
SN1	The system should allow authorized users to create custom data collection forms to support agency-specified functionality, without any intervention from the vendor or IT.				
SN2	The system should ensure that each custom form is associated with, and subordinate to, a non-custom form (the parent form).				
SN3	The system should allow authorized users to create an unlimited number of custom forms.				
SN4	The system should ensure that the custom forms are integral with the rest of the system and not provided via a third-party application..				
SN5	The system should support printing the data from custom forms via an agency-defined output template and process similar to a mail merge.				
SN6	The system should allow authorized users to add unlimited data items from the parent form when creating a custom form.				

SN7	The system should allow authorized users to include as many fields for data collection as are necessary on custom forms, including entirely new fields (not previously stored in the database) as well as the following: - Names from the Master Name Index - Vehicles from the Master Vehicle Index - Addresses from the Master Address Index - Personnel, units, and other agency-defined lists					
SN8	The system should support the following types of agency-defined fields for custom forms: - Dates/times - Dollar value - Free form text - Names - Numbers - Signatures (for electronic signatures) - Checkboxes - Yes/No drop-downs - Drop-downs from agency-defined lists					
SN9	The system should allow a custom form to create a relationship on master name or master address records when those fields are specified within the custom form.					
SN10	The system should allow authorized users to specify the label for each field and data item on a custom form.					
SN11	The system should allow authorized users to specify if each field on a custom form is required or not required.					
SN12	The system should allow the authorized users to arrange the data items and fields in any order on the form.					
SN13	The system should make the data items and fields on custom forms available to the built-in report generator.					
SN14	The system should allow records captured via custom forms to be saved to an external file, emailed and/or printed.					

Custom Modules

ID	Requirement	Yes	Future	Modify	No

SO1	The system should permit authorized users to create custom modules designed to meet specific data collection, management, reporting, and output needs without intervention from the vendor or any additional costs.				
SO2	The system should ensure that custom modules are part of the main software solution and not a third-party application.				
SO3	The system should allow authorized users to create as many custom modules as desired.				
SO4	The system should allow information captured in custom modules to be output from the system in accordance with agency-defined output templates.				
SO5	The system should allow authorized users to include as many fields for data collection as are necessary within custom modules, including entirely new fields (not previously stored in the database) as well as the following: - Names from the Master Name Index - Vehicles from the Master Vehicle Index - Addresses from the Master Address Index - Personnel, units, and other agency-defined lists				
SO6	The system should support the following types of agency-defined fields for custom modules: - Dates/times - Dollar value - Free form text - Names - Numbers - Signatures (for electronic signatures) - Checkboxes - Yes/No drop-downs - Drop-downs from agency-defined lists				
SO7	The system should allow authorized users to specify all of the field labels for a custom module.				
SO8	The system should allow authorized users to arrange and display custom module fields in any order.				
SO9	The system should allow all data included in a custom module to be searched and included in statistical reports.				

ID	Requirement	Yes	Future	Modify	No
SO10	The system should allow a custom module to create an relationship on master name or master address records when those fields are specified within the custom module.				
SO11	The system should allow authorized users to define and filter the list view of the data included within the custom module.				
SO12	The system should allow records from custom modules to be directly converted to PDF files within the system.				
SO13	The system should allow records from custom modules to be attached to emails.				

Support and Maintenance

ID	Requirement	Yes	Future	Modify	No
SP1	The vendor should provide a minimum of 3-4 major software updates (not bug fixes) per year as part of the vendor's software maintenance agreement. Please include contact information for 5 existing customers older than 3 years who can verify this.				
SP2	The vendor should schedule and perform software updates at no additional cost to the agency as part of the standard maintenance agreement.				
SP3	The vendor should provide server operating system software and database software as part of the complete system.				
SP4	The vendor should include all updates, enhancements, new versions, and upgrades of the database and software as part of its standard software maintenance agreement.				
SP5	The vendor should load all system software updates to the server and then automatically load updates to each client machine at next startup without any intervention from the vendor or IT.				

Data Conversion

ID	Requirement	Yes	Future	Modify	No
SQ1	The vendor should perform data conversion as part of the project.				

SQ2	The vendor should convert the following data: Crimestar RMS				
SQ3	The vendor should complete all data conversion before the go live date for the new system.				

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