

**State of Nebraska (State Purchasing Bureau)**  
**REQUEST FOR PROPOSAL FOR**  
**CONTRACTUAL SERVICES FORM**

RETURN TO:  
 State Purchasing Bureau  
 301 Centennial Mall South, 1st Fl  
 Lincoln, Nebraska 68508  
 OR  
 P.O. Box 94847  
 Lincoln, Nebraska 68509-4847  
 Phone: 402-471-2401  
 Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
<b>RFP 4479Z1</b>	<b>August 27, 2013</b>
OPENING DATE AND TIME	PROCUREMENT CONTACT
<b>November 12, 2013 2:00 p.m. Central Time</b>	<b>Michelle Musick/Nancy Storant</b>

This form is part of the specification package and must be signed and returned, along with proposal documents, by the opening date and time specified.

**PLEASE READ CAREFULLY!**

**SCOPE OF SERVICE**

The State of Nebraska, Administrative Services (AS), Materiel Division, Purchasing Bureau, is issuing this Request for Proposal, RFP Number 4479Z1 for the purpose of selecting a qualified contractor to provide a Law Enforcement Records Management System with support, Data Migration from current systems, and an option to purchase a Computer-aided Dispatch system with support.

First round written questions are due no later than September 16, 2013, and should be submitted via e-mail to [as.materielpurchasing@nebraska.gov](mailto:as.materielpurchasing@nebraska.gov). Written questions may also be sent by facsimile to (402) 471-2089.

Bidder should submit one (1) original and twelve (12) copies of the entire proposal. In the event of any inconsistencies among the proposals, the language contained in the original proposal shall govern. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing by the date and time of proposal opening indicated above. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order to be considered for an award.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows:  
<http://das.nebraska.gov/materiel/purchasing/rfp.htm>
4. It is understood by the parties that in the State of Nebraska's opinion, any limitation on the contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the contractor's bid or in the final contract.

**BIDDER MUST COMPLETE THE FOLLOWING**

By signing this Request For Proposal For Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions (see Section III) and certifies bidder maintains a drug free work place environment.

FIRM: \_\_\_\_\_

COMPLETE ADDRESS: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_ FAX NUMBER: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

TYPED NAME & TITLE OF SIGNER: \_\_\_\_\_

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## GLOSSARY OF TERMS

**Acceptance Test Procedure:** Benchmarks and other performance criteria, developed by the State of Nebraska or other sources of testing standards, for measuring the effectiveness of products or services and the means used for testing such performance.

**Addendum:** Something added or deleted.

**Automated Field Reporting (AFR):** Enables law enforcement units to complete reports quickly and accurately through Dynamic form flow, thus increasing their time in the field (mobile RMS).

**Agency:** Any state agency, board, or commission other than the University of Nebraska, the Nebraska State colleges, the courts, the Legislature, or any officer or agency established by the Constitution of Nebraska.

**Agent:** A person authorized by a superior or organization to act on their behalf.

**Amend:** To alter or change by adding, subtracting, or substituting. A contract can be amended only by the parties participating in the contract. A written contract can only be amended in writing.

**Amendment:** Written correction or alteration.

**Appropriation:** Legislative authorization to expend public funds for a specific purpose. Money set apart for a specific use.

**AS:** The State of Nebraska Administrative Services. The AS Materiel Division, Purchasing Bureau is the issuer of this RFP.

**Automatic Vehicle Location (AVL):** AVL systems calculate the real-time location of any vehicle equipped with a GPS receiver. Data are then transmitted to the transit center with use of radio or cellular communications and can be used immediately for daily operations as well as archived for further analysis.

**Award:** All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State.

**BEAST:** The Nebraska State Patrol Criminalistics Lab uses an application from Porter Lee called the BEAST. RMS should interface with the BEAST to provide a common chain of custody for evidence.

**Best and Final Offer (BAFO):** A second-stage bid in a public procurement for services.

**Bid:** The executed document submitted by a bidder in response to a Request for Proposal.

**Bid Bond:** A bond given by a surety on behalf of the bidder to ensure that the bidder will enter into the contract as bid and is retained by the State from the date of the bid opening to the date of contract signing.

**Bidder:** Any person or entity submitting a competitive bid response to a solicitation.

**Business:** Any corporation, partnership, individual, sole proprietorship, joint-stock company, joint venture, or any other private legal entity.

**Business Day:** Any weekday, excepting public holidays.

**Commission on Accreditation for Law Enforcement Agencies (CALEA):** CALEA was created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations.

**Calendar Day:** Every day shown on the calendar; Saturdays, Sundays and State/Federal holidays included. Not to be confused with "Work Day".

**Call for Service (CFS):** Calls for service generally refers to assignments that are typically distributed to public safety professionals that require their presence to resolve, correct or assist a particular situation.

**Capability Maturity Model Integration (CMMI):** CMMI is a process improvement training and certification program and service administered and marketed by Carnegie Mellon University and required by many DOD and Government programs for government contracts, especially software development.

**Collusion:** A secret agreement or cooperation between two or more persons or entities to accomplish a fraudulent, deceitful or unlawful purpose.

**Combined Law Enforcement Information Network (CLEIN):** This is the message switch in Nebraska. NSP has acquired a new message switch that will be used to access multiple data bases and will operate using Global Justice XML Data Model. CLEIN is a store and forward computer system that NSP uses to both store information and interface with other databases.

**Competition:** The process by which two or more vendors vie to secure the business of a purchaser by offering the most favorable terms as to price, quality, delivery and/or service.

**Confidential Information:** Unless otherwise defined below, "Confidential Information" shall also mean proprietary trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Nebraska Attorney General Opinions 92068 and 97033, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would provide.

**Contract:** An agreement between two or more persons to perform a specific act or acts.

**Contract Administration:** The Management of various facets of contracts to assure that the contractor's total performance is in accordance with the contractual commitments and obligations to the purchaser are fulfilled.

**Contract Management:** Includes reviewing and approving of changes, executing renewals, handling disciplinary actions, adding additional users, and any other form of action that could change the contract.

**Contractor:** Any person or entity that supplies goods and/or services.

**Copyright:** A grant to a writer/artist that recognizes sole authorship/creation of a work and protects the creator's interest(s) therein.

**CPU:** Any computer or computer system that is used by the State to store, process, or retrieve data or perform other functions using Operating Systems and applications software.

**Critical Program Error:** Any Program Error, whether or not known to the State, which prohibits or significantly impairs use of the Licensed Software as set forth in the documentation and intended in the contract.

**Database Management System (DBMS):** Computer program that catalogs, indexes, locates, retrieves, and stores data, maintains its integrity, and outputs it in the form desired by a user. DBMS performs only minimal mathematical operations. Its overall purpose is to organize and manage data, and make it available on demand.

**Default:** The omission or failure to perform a contractual duty.

**Deviation:** Any proposed change(s) or alteration(s) to either the contractual language or deliverables within the scope of this Request for Proposal.

**DNA:** Deoxyribonucleic Acid

**DOB:** Date of Birth

**Documentation:** The user manuals and any other materials in any form or medium customarily provided by the contractor to the users of the Licensed Software which will provide the State with sufficient information to operate, diagnose, and maintain the Licensed Software properly, safely, and efficiently.

**DUI:** Driving Under the Influence

**DUS:** Driving Under Suspension

**DWI:** Driving While Intoxicated

**EAF:** Electronic Accident Form

**Emergency Medical Services (EMS):** This is a system that provides emergency medical care. It is a system of coordinated response and emergency medical care, involving multiple people and agencies.

**ETA:** Estimated Time of Arrival

**Evaluation Committee:** A committee (or committees) appointed by the requesting agency that advises and assists the procuring office in the evaluation of proposals.

**Evaluation of Proposal:** The process of examining a proposal after opening to determine the bidder's responsibility, responsiveness to requirements, and to ascertain other characteristics of the proposal that relate to determination of the successful bidder.

**Extensible Markup Language (XML):** XML is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable.

**Extension:** A provision, or exercise of a provision, of a contract that allows a continuance of the contract (at the option of the State of Nebraska) for an additional time according to contract conditions. Not to be confused with “Renewals.”

**Esri:** An organization that has developed geographic information system software that is widely used. NSP intends that any mapping functionality provided through it, the RMS system should be compatible with Esri ArcGIS 10.

**FAQ:** Frequently Asked Question

**Federal Motor Carrier Safety Administration (FMCSA):** The Federal Motor Carrier Safety Administration's primary mission is to prevent commercial motor vehicle-related fatalities and injuries.

**Field Intelligence Representative (FIR):** Each of the six (6) troop areas has a staff assistant that acts as the local intelligence representative to conduct a first review of intelligence information to be submitted by officers. FIRs also conduct some administrative duties associated with the approving and identifying errors on RMS submissions.

**F.O.B. Destination:** Free on Board. The delivery charges have been included in the quoted price and prepaid by the vendor. Vendor is responsible for all claims associated with damages during delivery of product.

**Foreign Corporation:** A foreign corporation is a corporation that was formed (i.e. incorporated) in another state but transacting business in Nebraska pursuant to a certificate of authority issued by the Nebraska Secretary of State.

**Full-Time Equivalent (FTE):** Full-time equivalent (FTE) is a unit that creates comparability of a workload of an employed person, such that a typical 40 hour per week is considered 1.0 FTE..

**Geographic Information System:** GIS is a system that integrates hardware, software, and data for capturing, managing, analyzing, and displaying all forms of geographically referenced information.

**GPS:** Global Positioning Satellite

**IA:** Internal Affairs

**ID:** Identification

**Information Exchange Package Documentation (IEPD):** A collection of artifacts that define and describe the structure and content of an IEP, as defined by the National Information Exchange Model.

**Installation Date:** The date when the procedures described in “Installation by Contractor, and Installation by State”, as found in the RFP, are completed.

**International Organization for Standardization (IOS):** ISO is the world’s largest developer of voluntary International Standards. International Standards give state of the art specifications for products, services and good practice, helping to make industry more efficient and effective.

**Late Proposal:** A proposal received at the place specified in the solicitation after the date and time designated for all proposals to be received.

**Law Enforcement Information Exchange (LINX):** LINX provides participating law enforcement partner agencies with secure access to regional crime and incident data and the tools needed to process it, enabling investigators to search across jurisdictional boundaries to help solve crimes and resolve suspicious events.

**Licensed Software:** Any and all software and documentation by which the State acquires or is granted any rights under the contract.

**Mandatory:** Required, compulsory or obligatory.

**May:** Denotes discretion.

**Mobile Architecture for Communications Handling (MACH):** MACH is a second generation 3CS (Collaborative Command & Control Software) application. MACH utilizes an innovative internet communications architecture that allows public safety agencies to share information for facilitating cooperation and organization during every day activities and emergency events.

**Mobile Data Computer (MDC):** MDC enables patrol units to connect wirelessly to law enforcement computer database systems, providing deputies with instant information.

**Module:** A collection of routines and data structures that perform a specific function of the Licensed Software.

**Must:** Denotes the imperative, required, compulsory or obligatory.

**National Crime Information Center (NCIC):** This is an electronic clearinghouse of crime data that can be tapped into by virtually every criminal justice agency nationwide.

**National Data Exchange (N-DEx):** N-DEx is a criminal justice information sharing system that provides nationwide connectivity to disparate local, state, tribal, and federal systems for the exchange of information.

**National Incident-Based Reporting System (NIBRS):** This is an incident-based reporting system for crimes known to the police. For each crime incident coming to the attention of law enforcement, a variety of data are collected about the incident. These data include the nature and types of specific offenses in the incident, characteristics of the victim(s) and offender(s), types and value of property stolen and recovered, and characteristics of persons arrested in connection with a crime incident.

**National Law Enforcement Telecommunications System (NLETS):** This provides the driving and vehicle records from other states and other countries and is accessed through the CLEIN message switch.

**Nebraska Criminal Justice Information System (NCJIS):** NCJIS is a secure data portal available to criminal justice professionals. It provides access to a variety of criminal justice data for operational use.

**Nebraska Fusion Information Network (NFIN):** Allows all vetted law enforcement officers to input and query intelligence information via a web portal. The system also integrates data from state and local data sources, to include CAD and RMS from NSP, LPD, and OPD.

**NIAC:** Nebraska Information Analysis Center (NIAC) was designated by the Governor as the state's Fusion Center and is housed by the Nebraska State Patrol. NIAC provides an avenue for all state law enforcement agencies to receive, validate, analyze and disseminate intelligence information for all crimes and all hazards.

**Nebraska Information System (NIS):** This changed to EDGE, then switched to EnterpriseOne (E1) and is now referred to as LINK - Payroll & Financial Center <http://link.ne.gov/>. For the purposes of this RFP, this application is used for Procurement, Fixed Assets and Inventory Management. This site is managed by the State of Nebraska Administrative Services.

**Nebraska State Patrol (NSP):** Nebraska's statewide full-service law enforcement agency. Perform duties which include working with communities to improve public safety; enforcing traffic, criminal and drug laws; investigating crimes, as well as enforcing the laws and federal regulations pertaining to commercial motor carriers.

**NMEA:** Acronym for National Marine and Electronics Association, a nonprofit association and its standard that defines an electrical interface and data protocol for communications between marine instrumentation that has been adopted as an industry standard by the GPS industry.

**Opening Date:** Specified date and time for the public opening of received, labeled and sealed formal proposals. Not to be confused with "Release Date".

**Operating System:** The control program in a computer that provides the interface to the computer hardware and peripheral devices, and the usage and allocation of memory resources, processor resources, input/output resources, and security resources.

**Occupational Safety and Health Administration (OSHA):** A federal agency that works to assure safe and healthful working conditions by setting and enforcing standards and by providing training, outreach, education and assistance.

**Outsourcing:** Acquiring computing or related services from a source outside of the State of Nebraska which may include programming and/or executing the State's Licensed Software on the State's CPU's, programming, and/or executing the State's programs and Licensed Software on the contractor's CPU's or any mix thereof.

**Outsourcing Company:** A company that provides Outsourcing Services under contract to the State.

**Patrol Criminal History (PCH):** Nebraska's official repository for all fingerprint based Criminal Histories.

**Performance Bond:** A bond given by a surety on behalf of the contractor to ensure the timely and proper (in sole estimation of the State) performance of a contract.

**Platform:** A specific hardware and Operating System combination that is different from other hardware and Operating System combinations to the extent that a different version of the Licensed Software product is required to execute properly in the environment established by such hardware and Operating System combination.

**Pre-Proposal Conference:** A meeting scheduled for the purpose of providing clarification regarding a Request for Proposal and related expectations.

**Pretty Good Privacy Encryption (PGP Encryption):** PGP Encryption is a data encryption and decryption computer program that provides cryptographic privacy and authentication for data communication.

**Product:** A module, a system, or any other software-related item provided by the contractor to the State.

**Program Error:** Code in Licensed Software which produces unintended results or actions, or which produces results or actions other than those described in the specifications. A program error includes, without limitation, any “Critical Program Error.”

**Program Set:** The group of programs and products, including the Licensed Software specified in the RFP, plus any additional programs and products licensed by the State under the contract for use by the State.

**Project:** The total of all software, documentation, and services to be provided by the contractor under this contract.

**Project Management Institute (PMI):** PMI is one of the world’s largest not-for-profit membership associations for the project management profession.

**Project Management Professional (PMP):** PMP is a credential offered by the Project Management Institute.

**Proposal:** The executed document submitted by a bidder in response to a Request for Proposal.

**Proprietary Information:** Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive.

**Protest:** A complaint about a governmental action or decision related to a Request for Proposal or the resultant contract, brought by a prospective bidder, a bidder, a contractor, or other interested party to AS Materiel Division or another designated agency with the intention of achieving a remedial result.

**Public Proposal Opening:** The process of opening proposals, conducted at the time and place specified in the Request for Proposal, and in the presence of anyone who wishes to attend.

**Radio Frequency Identification (RFID):** This uses radio waves to identify people or objects. There is a device that reads information contained in a wireless device or “tag” from a distance without making any physical contact or requiring a line of sight.

**Recommended Hardware Configuration:** The data processing hardware (including all terminals, auxiliary storage, communication, and other peripheral devices) to the extent utilized by the State as recommended by the contractor.

**Record Management System (RMS):** An agency-wide system that provides for the storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents, or files pertaining to law enforcement operations.

**Redundant Array of Inexpensive (Independent) Disks (RAID):** These are storage technologies that combine multiple disk drive components into a logical unit.

**Release Date:** Date of release of the Request for Proposal to the public for submission of proposal responses. Not to be confused with “Opening Date”.

**Renewal:** Continuance of a contract for an additional term after a formal signing by the parties.

**Representative:** Includes an agent, an officer of a corporation or association, a trustee, executor or administrator of an estate, or any other person legally empowered to act for another.

**Request for Proposal (RFP):** All documents, whether attached or incorporated by reference, utilized for soliciting competitive proposals.

**Responsible Bidder:** A bidder who has the capability in all respects to perform fully all requirements with integrity and reliability to assure good faith performance.

**Responsive Bidder:** A bidder who has submitted a bid which conforms in all respects to the solicitation document.

**SAS:** NFIN currently uses an application known as Patriarch by SAS to consume data from multiple systems including the current RMS.

**SAVE:** Systematic Alien Verification Entitlements

**Secure Sockets Layer (SSL):** SSL is a commonly-used protocol for managing the security of a message transmission on the Internet. SSL is a standard security technology for establishing an encrypted link between a server and a client—typically a web server (website) and a browser; or a mail server and a mail client (e.g., Outlook). SSL allows sensitive information such as credit card numbers, social security numbers, and login credentials to be transmitted securely.

**Sex Offender Registry (SOR):** This enables every citizen to search the latest information from all 50 states, the District of Columbia, Puerto Rico, Guam, and numerous Indian tribes for the identity and location of known sex offenders.

**Shall:** Denotes the imperative, required, compulsory or obligatory.

**Short Messaging Service (SMS):** SMS is a text messaging service component of phone, web, or mobile communication systems, using standardized communication protocols that allow the exchange of short text messages between fixed line or mobile phone devices.

**Should:** Indicates an expectation.

**Solicitation:** The process of notifying prospective bidders or offerors that the State of Nebraska wishes to receive proposals for furnishing services. The process may consist of public advertising, posting notices, or mailing Request for Proposals and/or Request for Proposal announcement letter to prospective bidders, or all of these.

**Solicitation Document:** Request for Proposal.

**Special Weapons and Tactics (SWAT):** This is highly trained team is proficient with a variety of weapons including the submachine gun, assault rifle, sniper rifle, and less lethal weaponry.

**Specifications:** The information provided by or on behalf of the contractor that fully describes the capabilities and functionality of the Licensed Software as set forth in any material provided by the contractor, including the documentation and User's Manuals described herein.

**Standard Operating Procedures (SOP):** SOP are established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations.

**Structured Query Language (SQL):** SQL is a special-purpose programming language designed for managing data held in a relational database management system (RDBMS).

**Supplemental Reports:** Additions to law enforcement reports that provide supporting information.

**System:** Any collection or aggregation of two (2) or more Modules that is designed to function, or is represented by the contractor as functioning or being capable of functioning as an entity.

**System Acceptance Testing (SAT):** The purpose of the SAT is to exercise the majority of the system in the configured solution, prior to going live with the solution.

**Termination:** Occurs when either party pursuant to a power created by agreement or law puts an end to the contract. All obligations which are still executory on both sides are discharged but any right based on prior breach or performance survives.

**Trademark:** A distinguishing sign, symbol, mark, word, or arrangement of words in the form of a label or other indication, that is adopted and used by a manufacturer or distributor to designate its particular goods and which no other person has the legal right to use.

**Trade Secret:** Information, including, but not limited to, a drawing, formula, pattern, compilation, program, device, method, technique, code, or process that; (a) derives independent economic value, actual or potential, from not being known to, and not being ascertainable by proper means, other persons who can obtain economic value from its disclosure or use; and (b) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy (see Neb. Rev. Stat. §87-502(4)).

**Traffic and Criminal Software (TraCS):** TraCS is a product from Technology Enterprise Group developed to support electronic issuance of citations and violations/warnings electronically. The NSP is currently using TraCS version 10.

**Uniform Crime Report (UCR):** This contains official data on crime in the United States, published by the FBI.

**Uniform (Universal) Resource Locator (URL):** This is also known as web address and is a specific character string that constitutes a reference to a resource.

**Upgrade:** Any improvement or change in the Software that improves or alters its basic function.

**User Acceptance Testing (UAT):** The purpose of the UAT is to ensure that all requirements are met as specified and that all functionality is acceptable to NSP.

**Vehicle Identification Number (VIN):** The VIN provides clues as to a vehicle's background, including the manufacturer, model year, and where it was built. In other words, it records the vehicle's identity.

**Vendor:** An actual or potential contractor; a contractor.

**Virtual Private Network (VPN):** Virtual Private Networking is a method by which a user can access an organization's internal network over the Internet in a secure manner. A VPN provides users who are not on that internal network, secure access to resources inside it. This is done by creating tunnels that wrap data packets destined for the internal network and then encrypting those packets to send them across the Internet.

**Will:** Denotes the imperative, required, compulsory or obligatory.

**WYSIWYG:** What You See Is What You Get

**I. SCOPE OF THE REQUEST FOR PROPOSAL**

The State of Nebraska, Administrative Services (AS), Materiel Division, Purchasing Bureau (hereafter known as State Purchasing Bureau), is issuing this Request for Proposal, RFP Number 4479Z1 for the purpose of selecting a qualified contractor to provide a Law Enforcement Records Management System with support, Data Migration from current systems, and an option to purchase a Computer-Aided Dispatch System with support.

A contract resulting from this Request for Proposal will be issued for a period of eight (8) years effective from date of contract award, with the option to renew for three (3) additional two (2) year period as mutually agreed upon by all parties.

**ALL INFORMATION PERTINENT TO THIS REQUEST FOR PROPOSAL CAN BE FOUND ON THE INTERNET AT:** <http://das.nebraska.gov/materiel/purchasing/rfp.htm>

**A. SCHEDULE OF EVENTS**

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

ACTIVITY		DATE/TIME
1.	Release Request for Proposal	August 27, 2013
2.	Last day to submit first round written questions	September 16, 2013
3.	State responds to written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: <a href="http://das.nebraska.gov/materiel/purchasing/rfp.htm">http://das.nebraska.gov/materiel/purchasing/rfp.htm</a>	September 27, 2013
4.	Last day to submit second round written questions	October 9, 2013
5.	State responds to second round written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the internet at: <a href="http://www.das.state.ne.us/materiel/purchasing/rfp.htm">http://www.das.state.ne.us/materiel/purchasing/rfp.htm</a>	October 23, 2013
6.	Proposal opening Location: Nebraska State Office Building State Purchasing Bureau 301 Centennial Mall South, Mall Level Lincoln, NE 68508	November 12, 2013 2:00 PM Central Time
7.	Review for conformance of mandatory requirements	November 12, 2013
8.	Evaluation period	November 13 – December 13, 2013
9.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	January 6 – January 10, 2014
10.	Post "Letter of Intent to Contract" to Internet at: <a href="http://das.nebraska.gov/materiel/purchasing/rfp.htm">http://das.nebraska.gov/materiel/purchasing/rfp.htm</a>	January 17, 2014
11.	Performance bond submission	January 27, 2014
12.	Contract award	February 21, 2014
13.	Contractor start date	March 3, 2014

## II. PROCUREMENT PROCEDURES

### A. PROCURING OFFICE AND CONTACT PERSON

Procurement responsibilities related to this Request for Proposal reside with the State Purchasing Bureau. The point of contact for the procurement is as follows:

Name: Michelle Musick/Nancy Storant  
Agency: State Purchasing Bureau  
Address: 301 Centennial Mall South, Mall Level  
Lincoln, NE 68508

OR

Address: P.O. Box 94847  
Lincoln, NE 68509  
Telephone: 402-471-2401  
Facsimile: 402-471-2089  
E-Mail: [as.materielpurchasing@nebraska.gov](mailto:as.materielpurchasing@nebraska.gov)

### B. GENERAL INFORMATION

The Request for Proposal is designed to solicit proposals from qualified vendors who will be responsible for providing a Law Enforcement Records Management System with support, Data Migration from current systems, and an option to purchase a Computer-Aided Dispatch system with support at a competitive and reasonable cost. Proposals that do not conform to the mandatory items as indicated in the Request for Proposal will not be considered.

Proposals shall conform to all instructions, conditions, and requirements included in the Request for Proposal. Prospective bidders are expected to carefully examine all documentation, schedules and requirements stipulated in this Request for Proposal, and respond to each requirement in the format prescribed.

A fixed-price contract will be awarded as a result of this proposal. In addition to the provisions of this Request for Proposal and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by the terms and conditions will be included as an amendment to the contract.

### C. COMMUNICATION WITH STATE STAFF

From the date the Request for Proposal is issued until a determination is announced regarding the selection of the contractor, contact regarding this project between potential contractors and individuals employed by the State is restricted to only written communication with the staff designated above as the point of contact for this Request for Proposal.

Once a contractor is preliminarily selected, as documented in the intent to contract, that contractor is restricted from communicating with State staff until a contract is signed. Violation of this condition may be considered sufficient cause to reject a contractor's proposal and/or selection irrespective of any other condition.

The following exceptions to these restrictions are permitted:

1. written communication with the person(s) designated as the point(s) of contact for this Request for Proposal or procurement;
2. contacts made pursuant to any pre-existing contracts or obligations; and

3. state-requested presentations, key personnel interviews, clarification sessions or discussions to finalize a contract.

Violations of these conditions may be considered sufficient cause to reject a bidder's proposal and/or selection irrespective of any other condition. No individual member of the State, employee of the State, or member of the Evaluation Committee is empowered to make binding statements regarding this Request for Proposal. The buyer will issue any clarifications or opinions regarding this Request for Proposal in writing.

**D. WRITTEN QUESTIONS AND ANSWERS**

Any explanation desired by a bidder regarding the meaning or interpretation of any Request for Proposal provision must be submitted in writing to the State Purchasing Bureau and clearly marked "RFP Number 4479Z1; Records Management System Questions". It is preferred that questions be sent via e-mail to [as.materielpurchasing@nebraska.gov](mailto:as.materielpurchasing@nebraska.gov). Questions may also be sent by facsimile to 402-471-2089, but must include a cover sheet clearly indicating that the transmission is to the attention of Michelle Musick/Nancy Storant, showing the total number of pages transmitted, and clearly marked "RFP Number 4479Z1; Records Management System Questions".

Written answers will be provided through an addendum to be posted on the Internet at <http://das.nebraska.gov/materiel/purchasing/rfp.htm> on or before the date shown in the Schedule of Events.

**E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS**

The Evaluation Committee(s) may conclude after the completion of the Technical and Cost Proposal evaluation that oral interviews/presentations and/or demonstrations are required in order to determine the successful bidder. All bidders may not have an opportunity to interview/present and/or give demonstrations; the State reserves the right to select only the top scoring bidders to present/give oral interviews in its sole discretion. The scores from the oral interviews/presentations and/or demonstrations will be added to the scores from the Technical and Cost Proposals. The presentation process will allow the bidders to demonstrate their proposal offering, explaining and/or clarifying any unusual or significant elements related to their proposals. Bidders' key personnel may be requested to participate in a structured interview to determine their understanding of the requirements of this proposal, their authority and reporting relationships within their firm, and their management style and philosophy. Bidders shall not be allowed to alter or amend their proposals. Only representatives of the State and the presenting bidders will be permitted to attend the oral interviews/presentations and/or demonstrations.

Once the oral interviews/presentations and/or demonstrations have been completed the State reserves the right to make a contract award without any further discussion with the bidders regarding the proposals received.

Detailed notes of oral interviews/presentations and/or demonstrations may be recorded and supplemental information (such as briefing charts, et cetera) may be accepted; however, such supplemental information shall not be considered an amendment to a bidders' proposal. Additional written information gathered in this manner shall not constitute replacement of proposal contents.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the bidder and will not be compensated by the State.

**F. SUBMISSION OF PROPOSALS**

The following describes the requirements related to proposal submission, proposal handling and review by the State.

To facilitate the proposal evaluation process, one (1) original, clearly identified as such, and twelve (12) copies of the entire proposal should be submitted. The copy marked "original" shall take precedence over any other copies, should there be a discrepancy. Proposals must be submitted by the proposal due date and time. A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials. All proprietary information the bidder wishes the State to withhold must be submitted in accordance with the instructions outlined in Section III, Proprietary Information. Proposal responses should include the completed Form A, Bidder Contact Sheet. Proposals must reference the request for proposal number and be sent to the specified address. Container(s) utilized for original documents should be clearly marked "ORIGINAL DOCUMENTS". Please note that the address label should appear as specified in Section II part A on the face of each container or bidder's bid response packet. Rejected late proposals will be returned to the bidder unopened, if requested, at bidder's expense. If a recipient phone number is required for delivery purposes, 402-471-2401 should be used. The request for proposal number must be included in all correspondence.

Emphasis should be concentrated on conformance to the Request for Proposal instructions, responsiveness to requirements, completeness and clarity of content. If the bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming, it is likely that points will be lost in the evaluation process. Elaborate and lengthy proposals are neither necessary nor desired.

The Technical and Cost Proposals should be packaged separately (loose-leaf binders are preferred) on standard 8 ½" by 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables must be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text. The Technical Proposal must not contain any reference to dollar amounts. However, information such as data concerning labor hours and categories, materials, subcontracts and so forth, shall be considered in the Technical Proposal so that the bidder's understanding of the scope of work may be evaluated. The Technical Proposal shall disclose the bidder's technical approach in as much detail as possible, including, but not limited to, the information required by the Technical Proposal instructions.

**G. PROPOSAL OPENING**

The sealed proposals will be publicly opened and the bidding entities announced on the date, time and location shown in the Schedule of Events. Proposals will be available for viewing by those present after the proposal opening. Vendors may also contact the State to schedule an appointment for viewing proposals after the opening date.

**H. LATE PROPOSALS**

Proposals received after the time and date of the proposal opening will be considered late proposals. Rejected late proposals will be returned to the bidder unopened, if requested, at bidder's expense. The State is not responsible for proposals that are late or lost due to mail service inadequacies, traffic or any other reason(s).

**I. REJECTION OF PROPOSALS**

The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State.

**J. EVALUATION OF PROPOSALS**

All responses to this Request for Proposal which fulfill all mandatory requirements will be evaluated. Each category will have a maximum possible point potential. The State will conduct a fair, impartial and comprehensive evaluation of all proposals in accordance with the criteria set forth below. Areas that will be addressed and scored during the evaluation include:

1. Executive Summary;
2. Corporate Overview shall include but is not limited to;
  - a. the ability, capacity and skill of the bidder to deliver and implement the system or project that meets the requirements of the Request for Proposal;
  - b. the character, integrity, reputation, judgment, experience and efficiency of the bidder;
  - c. whether the bidder can perform the contract within the specified time frame;
  - d. the quality of bidder performance on prior contracts;
  - e. such other information that may be secured and that has a bearing on the decision to award the contract;
3. Technical Approach; and
4. Cost Proposal, Attachment D

Evaluation criteria will become public information at the time of the Request for Proposal opening. Evaluation criteria and a list of respondents will be posted to the State Purchasing Bureau website at <http://das.nebraska.gov/materiel/purchasing/rfp.htm> Evaluation criteria will not be released prior to the proposal opening.

**K. EVALUATION COMMITTEE**

Proposals will be independently evaluated by members of the Evaluation Committee(s). The committee(s) will consist of staff with the appropriate expertise to conduct such proposal evaluations. Names of the members of the Evaluation Committee(s) will not become public information.

Prior to award, bidders are advised that only the point of contact indicated on the front cover of this Request For Proposal For Contractual Services Form can clarify issues or render any opinion regarding this Request for Proposal. No individual member of the State, employee of the State or member of the Evaluation Committee(s) is empowered to make binding statements regarding this Request for Proposal.

**L. MANDATORY REQUIREMENTS**

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. Signed, in ink, Request For Proposal For Contractual Services form;
2. Executive Summary;

3. Corporate Overview;
4. Technical Approach; and
5. Cost Proposal, Attachment D.

**M. REFERENCE CHECKS**

The State reserves the right to check any reference(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those that are identified during the review of the proposal, or those that result from communication with other entities involved with similar projects.

Information to be requested and evaluated from references may include, but is not limited to, some or all of the following: project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (poor quality deliverables, contract disputes, work stoppages, et cetera), overall performance, and whether or not the reference would rehire the firm or individual. Only top scoring bidders may receive reference checks and negative references may eliminate bidders from consideration for award.

**N. SECRETARY OF STATE/TAX COMMISSIONER REGISTRATION REQUIREMENTS**

All bidders shall be authorized to transact business in the State of Nebraska. All bidders are expected to comply with all Nebraska Secretary of State registration requirements. It is the responsibility of the bidder to comply with any registration requirements pertaining to types of business entities (e.g. person, partnership, foreign or domestic limited liability company, association, or foreign or domestic corporation or other type of business entity). The Bidder who is the recipient of an Intent to Award will be required to certify that it has so complied and produce a true and exact copy of its current (within ninety (90) days), valid Certificate of Good Standing or Letter of Good Standing; or in the case registration is not required, to provide, in writing, the reason as to why none is required. This must be accomplished prior to the award of the contract. Construction contractors are expected to meet all applicable requirements of the Nebraska Contractor Registration Act and provide a current, valid certificate of registration. Further, all bidders shall comply with any and all other applicable Nebraska statutes regarding transacting business in the State of Nebraska. Bidders should submit the above certification(s) with their bid.

**O. VIOLATION OF TERMS AND CONDITIONS**

Violation of the terms and conditions contained in this Request for Proposal or any resultant contract, at any time before or after the award, shall be grounds for action by the State which may include, but is not limited to, the following:

1. rejection of a bidder's proposal;
2. suspension of the bidder from further bidding with the State for the period of time relative to the seriousness of the violation, such period to be within the sole discretion of the State.

### III. TERMS AND CONDITIONS

By signing the "Request For Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by: (1) clearly identifying the term or condition by subsection, (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal.

#### A. GENERAL

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contract resulting from this Request for Proposal shall incorporate the following documents:

1. Amendment to Contract Award with the most recent dated amendment having the highest priority;
2. Contract Award and any attached Addenda;
3. The signed Request for Proposal form and the Contractor's Proposal;
4. Amendments to RFP and any Questions and Answers; and
5. The original RFP document and any Addenda.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to Contract Award with the most recent dated amendment having the highest priority, 2) Contract Award and any attached Addenda, 3) the signed Request for Proposal form and the Contractor's Proposal, 4) Amendments to RFP and any Questions and Answers, 5) the original RFP document and any Addenda.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

#### B. AWARD

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State

reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once an intent to award decision has been determined, it will be posted to the Internet at:  
<http://www.das.state.ne.us/materiel/purchasing/rfp.htm>

Grievance and protest procedure is available on the Internet at:  
<http://www.das.state.ne.us/materiel/purchasing/agencyervicesprocurementmanual/ProtestGrievanceProcedureForServices.doc>

Any protests must be filed by a vendor within ten (10) calendar days after the intent to award decision is posted to the Internet.

**C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor shall comply with all applicable local, State and Federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits contractors of the State of Nebraska, and their subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions or privileges of employment because of race, color, religion, sex, disability, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The contractor shall insert a similar provision in all subcontracts for services to be covered by any contract resulting from this Request for Proposal.

**D. PERMITS, REGULATIONS, LAWS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor shall procure and pay for all permits, licenses and approvals necessary for the execution of the contract. The contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders and regulations.

**E. OWNERSHIP OF INFORMATION AND DATA**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State of Nebraska shall have the unlimited right to publish, duplicate, use and disclose all information and data developed or derived by the contractor pursuant to this contract.

The contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks and copyrights that

are in any way involved in the contract. It shall be the responsibility of the contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

## **F. INSURANCE REQUIREMENTS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor shall not commence work under this contract until he or she has obtained all the insurance required hereunder and such insurance has been approved by the State. If contractor will be utilizing any subcontractors, the contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all subcontractor(s). Contractor is also responsible for ensuring subcontractor(s) maintain the insurance required until completion of the contract requirements. The contractor shall not allow any subcontractor to commence work on his or her subcontract until all similar insurance required of the subcontractor has been obtained and approved by the contractor. Approval of the insurance by the State shall not limit, relieve or decrease the liability of the contractor hereunder.

If by the terms of any insurance a mandatory deductible is required, or if the contractor elects to increase the mandatory deductible amount, the contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

### **1. WORKERS' COMPENSATION INSURANCE**

The contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

### **2. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE**

The contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect contractor and any subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the contractor or by any subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury and Contractual Liability coverage. The policy shall include the State, and others as required by the Contract Documents, as an Additional Insured. This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned and Hired vehicles.

**3. INSURANCE COVERAGE AMOUNTS REQUIRED**

**a. WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY**

Coverage A	Statutory
Coverage B	
Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$500,000 policy limit
Bodily Injury by Disease	\$100,000 each employee

**b. COMMERCIAL GENERAL LIABILITY**

General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 any one person
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Fire Damage	\$50,000 any one fire
Medical Payments	\$5,000 any one person

**c. COMMERCIAL AUTOMOBILE LIABILITY**

Bodily Injury/Property Damage	\$1,000,000 combined single limit
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**d. UMBRELLA/EXCESS LIABILITY**

Over Primary Insurance	\$1,000,000 per occurrence
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**4. EVIDENCE OF COVERAGE**

The contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer, Administrative Services, State Purchasing Bureau, 301 Centennial Mall S, 1<sup>st</sup> Fl, Lincoln, NE 68508 (facsimile 402-471-2089). These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration and amounts and types of coverage afforded. If the State is damaged by the failure of the contractor to maintain such insurance, then the contractor shall be responsible for all reasonable costs properly attributable thereto.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

**G. COOPERATION WITH OTHER CONTRACTORS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

1. The State reserves the right to award the contract jointly between two or more potential contractors, if such an arrangement is in the best interest of the State.
2. The contractor shall agree to cooperate with such other contractors, and shall not commit or permit any act which may interfere with the performance of work by any other contractor.

**H. INDEPENDENT CONTRACTOR**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the contractor, its officers or its agents) shall in no way be the responsibility of the State. The contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay or retirement benefits.

**I. CONTRACTOR RESPONSIBILITY**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the contractor's proposal, and the resulting contract. The contractor shall be the sole point of contact regarding all contractual matters.

If the contractor intends to utilize any subcontractors' services, the subcontractors' level of effort, tasks and time allocation must be clearly defined in the contractor's proposal. The contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal, in the performance of the contract, without the prior written authorization of the State. Following execution of the contract, the contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

**J. CONTRACTOR PERSONNEL**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor warrants that all persons assigned to the project shall be employees of the contractor or specified subcontractors, and shall be fully qualified to perform the work required herein. Personnel employed by the contractor to fulfill the terms of the contract shall remain under the sole direction and control of the contractor. The contractor shall include a similar provision in any contract with any subcontractor selected to perform work on the project.

Personnel commitments made in the contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

The State reserves the right to require the contractor to reassign or remove from the project any contractor or subcontractor employee.

In respect to its employees, the contractor agrees to be responsible for the following:

1. any and all employment taxes and/or other payroll withholding;
2. any and all vehicles used by the contractor's employees, including all insurance required by state law;
3. damages incurred by contractor's employees within the scope of their duties under the contract;
4. maintaining workers' compensation and health insurance and submitting any reports on such insurance to the extent required by governing State law; and
5. determining the hours to be worked and the duties to be performed by the contractor's employees.

Notice of cancellation of any required insurance policy must be submitted to the State when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

**K. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

**L. CONFLICT OF INTEREST**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

**M. PROPOSAL PREPARATION COSTS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations, or oral presentations, or in any other activity related to bidding on this Request for Proposal.

**N. ERRORS AND OMISSIONS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

**O. BEGINNING OF WORK**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful contractor. The contractor will be notified in writing when work may begin.

**P. ASSIGNMENT BY THE STATE**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.

**Q. ASSIGNMENT BY THE CONTRACTOR**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

**R. DEVIATIONS FROM THE REQUEST FOR PROPOSAL**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal or mandatory requirements. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

**S. GOVERNING LAW**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The contractor must be in compliance with all Nebraska statutory and regulatory law.

**T. ATTORNEY'S FEES**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

In the event of any litigation, appeal or other legal action to enforce any provision of the contract, the contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

**U. ADVERTISING**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

**V. STATE PROPERTY**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the contractor's use during the performance of the contract. The contractor shall reimburse the State for any loss or damage of such property, normal wear and tear is expected.

**W. SITE RULES AND REGULATIONS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor shall use its best efforts to ensure that its employees, agents and subcontractors comply with site rules and regulations while on State premises. If the contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to between the State and the contractor.

**X. DATA SECURITY**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor agrees that it AND its subcontractors:

1. Will provide identifying information for and hereby consents to a criminal history background check on all persons working on any project which may provide access to confidential or sensitive law enforcement data AND
2. Will ensure that there is no unauthorized access or disclosure of any sensitive data beyond that necessary for completion of the contract and that all affected employees and subcontractors will be made fully aware of this requirement.

**Y. PRODUCT LICENSING**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The RMS and optional CAD licenses shall allow NSP users to utilize the RMS and CAD system for the State of Nebraska for as long as the State of Nebraska deems necessary to use the same. The contractor shall grant a license to use the RMS and CAD software for as long as the State chooses to use the software. The contract shall grant a license on any upgraded software provided as outlined in this contract for as long as the State chooses to use the software. There shall be no upgrade charges and no limitations placed upon the licensed product(s) with regards to the size or capacity of the data the licensed products encompass or

utilize. The contractor shall extend the rights of the product license to allow for copies of the licensed products to execute in a test environment for the purpose of testing the compatibility of the licensed products with any upgraded or new products, which interfaces with the licensed products (such as the Operating System) or testing a new version or release of the licensed products with existing products. The test environment may or may not be executed on the same hardware as the production system. This copy of the licensed products will not be used for production purposes. The State shall be authorized to use these copies of the licensed products at no additional cost to the State.

**Z. PRESERVING RIGHTS TO SYSTEM FUNCTIONALITY**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The RMS and optional CAD licenses shall provide NSP users with the portion of those other or new products which contain the functions in question, or the entire product if the functions cannot be separated out, under the terms of the agency's license along with any applicable modifications necessary to make the product operate with the licensed system, at no cost to the agency and shall be covered under the license and maintenance at no cost to the agency, in the event that the contractor deletes functions that were mandatory requirements of the RFP from the licensed system and offers those functions in other or new system products.

**AA. ILLICIT CODE**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor must not cause harm to the State's operating environment and/or utilization of the system, any system programs developed or provided by the contractor under this contract to the State of Nebraska shall: (i) contain no hidden lines; (ii) not replicate, transmit, or activate itself without control of a person operating computing equipment on which it resides; (iii) not alter, damage, or erase any data or computer programs without control of a person operating the computing equipment on which it resides; and (iv) contain no virus or similar code known or unknown to the contractor. The matters described in (i) - (iv) comprise illicit code.

Provided and to the extent any program has the foregoing attributes described in (i) through (iv) above and notwithstanding any other provision of this contract to the contrary, the contractor shall be considered in default of this contract, and no cure period shall apply unless contractor can demonstrate that it took reasonable steps to prevent the presence of Illicit Code in the Licensed System, in which case the contractor may receive a cure period of forty-eight (48) business hours to remove the illicit code. At the request of the State of Nebraska, the contractor must remove any such illicit code from the Licensed System. In addition to any other remedies available to it under this contract, the State of Nebraska reserves the right to pursue any civil and/or criminal penalties available to it against the contractor. The contractor agrees, in order to protect the State from damages which may be intentionally or unintentionally caused by the introduction of such illicit code to the State's computer network, no software, plug-in, or other electronic file shall be installed, executed, or copied on the State's equipment without the express approval of the NSP's Program Manager.

**BB. SOURCE CODE ESCROW**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Upon contract execution, the contractor shall place a complete set of the source code to all contractor software provided under this agreement in an object form in an escrow account managed by a neutral party for the benefit of NSP, and in accordance with the Source Code Escrow Agreement attached hereto in Attachment 1. The Source Code will be released to NSP in the event of the contractor’s material breach of this Agreement, the contractor’s abandonment of support and maintenance of the purchased software, or the contractor’s abandonment of support and maintenance of the NSP software to the extent that NSP operations are severely impaired. In the event that the source code is released to the NSP, the NSP agrees to use it exclusively for internal purposes, to maintain its confidentiality, and to otherwise be bound by all other terms and conditions of this agreement not inconsistent with its possession and use of the source code.

**CC. NOTIFICATION**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

During the bid process, all communication between the State and a bidder shall be between the bidder’s representative clearly noted in its proposal and the buyer noted in Section II, A. Procuring Office and Contact Person of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title and complete address of its designee to receive notices.

1. Except as otherwise expressly specified herein, all notices, requests or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) days following deposit in the mail.
2. Whenever the contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

For the duration of the contract, all communication between contractor and the State regarding the contract shall take place between the contractor and individuals specified by the State in writing. Communication about the contract between contractor and individuals not designated as points of contact by the State is strictly forbidden.

**DD. EARLY TERMINATION**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contract may be terminated as follows:

1. The State and the contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) days written notice to the contractor. Such termination shall not relieve the contractor of warranty or other service obligations incurred under the terms of the contract. In the event of cancellation the contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.
3. The State may terminate the contract immediately for the following reasons:
  - a. if directed to do so by statute;
  - b. contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
  - c. a trustee or receiver of the contractor or of any substantial part of the contractor's assets has been appointed by a court;
  - d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its contractor, its employees, officers, directors or shareholders;
  - e. an involuntary proceeding has been commenced by any party against the contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) days; or (ii) the contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the contractor has been decreed or adjudged a debtor;
  - f. a voluntary petition has been filed by the contractor under any of the chapters of Title 11 of the United States Code;
  - g. contractor intentionally discloses confidential information;
  - h. contractor has or announces it will discontinue support of the deliverable;
  - i. second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau.

**EE. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years for which such funds are not appropriated. The State will give the contractor written notice thirty (30) days prior to the effective date of any termination, and advise the contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. The contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily

completed as of the termination date. In no event shall the contractor be paid for a loss of anticipated profit.

**FF. BREACH BY CONTRACTOR**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State may terminate the contract, in whole or in part, if the contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the contractor, allow the contractor to cure a failure or breach of contract within a period of thirty (30) days (or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested or in person with proof of delivery. Allowing the contractor time to cure a failure or breach of contract does not waive the State's right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the contractor, the State may contract the service from other sources and hold the contractor responsible for any excess cost occasioned thereby.

**GG. ASSURANCES BEFORE BREACH**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the contractor shall deliver assurances in the form of additional contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

**HH. RETAINAGE**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State will withhold twenty percent (20%) of each payment due as retainage. The entire retainage amount will be payable upon successful completion of the project. Upon completion of the project, the contractor will invoice the State for any outstanding work and for the retainage. The State may reject the final invoice by identifying the specific reasons for such rejection in writing to the contractor within ninety (90) calendar days of receipt of the final invoice. Otherwise, the project will be deemed accepted and the State will release the final payment and retainage in accordance with the contract payment terms.

**II. PERFORMANCE BOND**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The selected contractor will be required to supply a certified check or a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid for the life of the contract to include any renewal and/or extension periods. The amount of the certified check or bond must be forty percent (40%) of the contract amount during planning and implementation, reduced to 25% for the first twelve months following implementation, and reduced to 0% thereafter. The check or bond will guarantee that the selected contractor will faithfully perform all requirements, terms and conditions of the contract. Failure to comply shall be grounds for forfeiture of the check or bond as liquidated damages. Amount of forfeiture will be determined by the agency based on

loss to the State. The bond or certified check will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.

**JJ. FORCE MAJEURE**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the contractor. To obtain release based on a Force Majeure Event, the contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

**KK. PROHIBITION AGAINST ADVANCE PAYMENT**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

**LL. PAYMENT**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

State will render payment to contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). The State may require the contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the contractor prior to the Effective Date, and the contractor hereby waives any claim or cause of action for any such services.

**MM. INVOICES**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Invoices for payments must be submitted by the contractor to the agency requesting the services with sufficient detail to support payment. The terms and conditions included in the contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

**NN. AUDIT REQUIREMENTS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

All contractor books, records and documents relating to work performed or monies received under the contract shall be subject to audit at any reasonable time upon the provision of reasonable notice by the State. These records shall be maintained for a period of five (5) full years from the date of final payment, or until all issues related to an audit, litigation or other action are resolved, whichever is longer. All records shall be maintained in accordance with generally accepted accounting principles.

In addition to, and in no way in limitation of any obligation in the contract, the contractor shall agree that it will be held liable for any State audit exceptions, and shall return to the State all payments made under the contract for which an exception has been taken or which has been disallowed because of such an exception. The contractor agrees to correct immediately any material weakness or condition reported to the State in the course of an audit.

**OO. TAXES**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the contractor's equipment which may be installed in a state-owned facility is the responsibility of the contractor.

**PP. INSPECTION AND APPROVAL**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Final inspection and approval of all work required under the contract shall be performed by the designated State officials. The State and/or its authorized representatives shall have the right to enter any premises where the contractor or subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

**QQ. CHANGES IN SCOPE/CHANGE ORDERS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The State may, at any time with written notice to the contractor, make changes within the general scope of the contract. Changes in scope shall only be conducted with the written approval of the State's designee as so defined by the State from time to time. (The State retains the right to employ the services of a third party to perform any change order(s)).

The State may, at any time work is in progress, by written order, make alterations in the terms of work as shown in the specifications, require the performance of extra work, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The contractor shall not claim forfeiture of contract by reasons of such changes by the State. Changes in work and the amount of compensation to be paid to the contractor for any extra work so ordered shall be determined in accordance with the applicable unit prices of the contractor's proposal.

Corrections of any deliverable services or performance of work required pursuant to the contract shall not be deemed a modification requiring a change order.

**RR. SEVERABILITY**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

**SS. CONFIDENTIALITY**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

All materials and information provided by the State or acquired by the contractor on behalf of the State shall be regarded as confidential information. All materials and information provided by the State or acquired by the contractor on behalf of the State shall be handled in accordance with Federal and State Law, and ethical standards. The contractor must ensure the confidentiality of such materials or information. Should said confidentiality be breached by a contractor; contractor shall notify the State immediately of said breach and take immediate corrective action.

It is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable to contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

**TT. PROPRIETARY INFORMATION**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal. The separate package must be clearly marked PROPRIETARY on the outside of the package. Bidders may not mark their entire Request for Proposal as proprietary. Bidder's cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, bidders submitting information as proprietary may be required to prove specific, named

competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

**UU. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

By submission of this proposal, the bidder certifies, that he or she is the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

**VV. PRICES**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

All prices, costs, terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made (and for bidder receiving award prices shall remain as bid for the duration of the contract unless otherwise so stated in the contract) or the Request for Proposal is cancelled.

Contractor represents and warrants that all prices for services, now or subsequently specified are as low as and no higher than prices which the contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the contractor may charge under the terms of the contract, do not and will not violate any existing federal, state or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

**WW. BEST AND FINAL OFFER**

Accept (Initial)  Reject (Initial)  Reject and Provide Alternative within RFP Response (Initial)

The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored and ranked by the Evaluation Committee. The award will then be granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

**XX. ETHICS IN PUBLIC CONTRACTING**

Accept (Initial)  Reject (Initial)  Reject and Provide Alternative within RFP Response (Initial)

No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission compensation, gift, gratuity, or anything of value to any State officer, legislator or employee based on the understanding that the receiving person’s vote, actions or judgment will be influenced thereby. No bidder shall give any item of value to any employee of the State Purchasing Bureau.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

**YY. INDEMNIFICATION**

Accept (Initial)  Reject (Initial)  Reject and Provide Alternative within RFP Response (Initial)

**1. GENERAL**

The contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials (“the indemnified parties”) from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses (“the claims”), sustained or asserted against the State, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the contractor, its employees, subcontractors, consultants, representatives, and agents, except to the extent such contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

**2. INTELLECTUAL PROPERTY**

The contractor agrees it will at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the contractor or its employees, subcontractors, consultants, representatives, and agents; provided, however, the State gives the contractor prompt notice in writing of the claim. The contractor may not settle any infringement claim that will affect the State’s use of the Licensed Software without the State’s prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State’s use of any intellectual property for which the contractor has indemnified the State, the contractor shall at the contractor’s sole cost and expense promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State’s behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State’s election, the actual or anticipated judgment may be treated as a breach of warranty by the contractor, and the State may receive the remedies provided under this RFP.

**3. PERSONNEL**

The contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker’s compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel provided by the contractor.

**ZZ. NEBRASKA TECHNOLOGY ACCESS STANDARDS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-101.html> and ensure that products and/or services provided under the contract comply with the applicable standards. In the event such standards change during the contractor’s performance, the State may create an amendment to the contract to request that contract comply with the changed standard at a cost mutually acceptable to the parties.

**AAA. ANTITRUST**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

**BBB. DISASTER RECOVERY/BACK UP PLAN**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor shall have a disaster recovery and back-up plan, of which a copy should be provided to the State, which includes, but is not limited to equipment, personnel, facilities, and

transportation, in order to continue services as specified under these specifications in the event of a disaster.

**CCC. TIME IS OF THE ESSENCE**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the contractor remaining to be performed.

**DDD. RECYCLING**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per state statute (Neb. Rev. Stat. §81-15, 159).

**EEE. DRUG POLICY**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

**FFF. NEW EMPLOYEE WORK ELIGIBILITY STATUS**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the contractor is an individual or sole proprietorship, the following applies:

1. The contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at [www.das.state.ne.us](http://www.das.state.ne.us).
2. If the contractor indicates on such attestation form that he or she is a qualified alien, the contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

3. The contractor understands and agrees that lawful presence in the United States is required and the contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

**GGG. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY**

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject and Provide Alternative within RFP Response (Initial)

The contractor, by signature to this RFP, certifies that the contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The contractor also agrees to include the above requirements in any and all subcontracts into which it enters. The contractor shall immediately notify the Department if, during the term of this contract, contractor becomes debarred. The Department may immediately terminate this contract by providing contractor written notice if contractor becomes debarred during the term of this contract.

## **IV. PROJECT DESCRIPTION AND SCOPE OF WORK**

### **A. PROJECT OVERVIEW**

1. This document constitutes a request for sealed proposals from prospective bidders for the acquisition of software and support services for a Records Management System (RMS) and, Data Migration from current systems, with the option of purchasing a Computer-Aided Dispatching system (CAD). It is expected the cutover of the new RMS product will occur on or before the first quarter of 2015. The optional CAD cutover, if purchased, would occur no earlier than the last quarter of 2015. NSP currently uses LawRecords v 7.5, a Tiburon, Inc. product for its RMS and Command CAD v 2.2, also a Tiburon, Inc. product and a Mobile CAD system known as Mobile Architecture for Communications Handling or MACH developed by TEG (Technology Enterprise Group) Inc. Bidders may provide proposals for a Law Enforcement Records Management System with support, Data Migration from current systems and an option to purchase a Computer –Aided Dispatch system with support. The solution will be hosted by NSP.
  
2. It is expected the solution will enhance law enforcement and public safety operations, improve information sharing, and increase management reporting capabilities. The RMS solution must address the following business needs:
  - a. Calls for Service
  - b. Incident Reporting
  - c. Investigative Case Management
  - d. Field Reporting, Mobile, and Remote Use
  - e. Master Indices
  - f. Property and Evidence Management
  - g. Arrest
  - h. Juvenile Contact
  - i. Equipment and Asset Management
  - j. Fleet Management
  - k. RMS Reports
  - l. GIS
  - m. Search

RMS functional components that are desired, in addition, include:

  - a. Analysis/Statistical Reporting
  - b. Internal Affairs
  
3. Bidders must provide Data Migration services as a part of their proposal response for the RMS system.
  
4. Options that NSP may choose to purchase, or not purchase, as an option include:
  - a. Computer-Aided Dispatch (CAD)
  
5. Functional components typical to RMS solutions not required are:
  - a. Field Contact - Field Contact is not needed as a module. Suspicious Activity Reports will be filed using NSP webforms which interfaces with NFIN.

- b. Crash Reporting - NSP does not require a separate crash reporting module. Instead, NSP will use its existing TraCS system, developed by TEG Inc. to input data. From TraCS, the Nebraska Department of Roads will consume the data into its eCrash reporting system. The RMS should interface with TraCS generated crash data. Citations – NSP will not utilize a RMS Citations module as the agency issues e-Citations using the TraCS application. The RMS solution should interface with TraCS generated citation data.

## **B. PROJECT ENVIRONMENT**

The Nebraska State Patrol (NSP) is a full service, law enforcement agency with statewide responsibilities to investigate and enforce the laws. NSP Headquarters is located in Lincoln, Nebraska. Field operations are organized by six (6) geographical troop areas (Attachment 2 is a map of the troop areas). The NSP currently has approximately 480 sworn officers. Approximately 350 officers are involved in road operations, 100 officers are in investigations, and the remainder is command staff. All, on regular basis, will depend on the RMS acquired through this RFP.

The state of Nebraska consists of 77,421 square miles, with a population of approximately 1.8 million. It is a mix of rural and urban areas with the highest population density in the eastern part of Nebraska and along the Interstate 80 corridor. Large areas in north-central and western Nebraska are sparsely populated. There are some areas that do not have cellular service. Verizon Wireless offers the widest cellular coverage in Nebraska and this will be used as a primary means of connectivity for the RMS system. The RMS system the NSP acquires must work efficiently in a cellular environment with spotty coverage.

### **1. TROOP AREAS AND CAPITOL SECURITY**

The NSP is organized into six (6) troop areas that cover six (6) geographic areas within Nebraska, along with the Capitol Security division responsible for monitoring forty-eight (48) buildings and eight (8) parking facilities in the greater Lincoln area. Each troop area and Capitol Security have dispatch centers. In the future the six (6) troop areas may be consolidated to three (3).

The current dispatch centers are in the following locations:

Troop A: Omaha with four (4) dispatch stations  
Troop B: Norfolk with three (3) dispatch stations  
Troop C: Grand Island with three (3) dispatch stations  
Troop D: North Platte with three (3) dispatch stations  
Troop E: Scottsbluff with three (3) dispatch stations  
Troop H: Lincoln with five (5) dispatch stations  
Capitol Security: Lincoln with two (2) dispatch stations

### **2. RMS USERS**

#### **a. SWORN USERS (APPROXIMATELY 480) WILL USE THE RMS, AND THEY INCLUDE:**

- i. Command staff
- ii. Traffic Supervisors
- iii. Investigative Services Supervisors
- iv. Investigators
- v. Troopers

**b. NON-SWORN USERS WILL ACCESS THE RMS SYSTEM FOR A NUMBER OF PURPOSES:**

- i. IT Staff access back end database and configure user interface.
- ii. Administrative Assistants at the NSP headquarters need access limited to searching and editing existing cases. The RMS should allow the ability to make some cases confidential. There may also be a need for customized reporting formats. Administrative staff should be able to start a case from dictation.
- iii. Troop area secretaries require the ability to generate and edit existing cases, while at the same time have some confidentiality applied. They would also need access to case management and error identification tools.
- iv. Field Intelligence Representatives (FIR) need search access to cases and the ability to edit exiting cases.
- v. Evidence Technicians need the ability to search and edit cases as they pertain to evidence tools. They should have the ability to log in evidence as work in chain of custody.
- vi. Nebraska Information Analysis Center (NIAC) Analysts need search access to cases and the ability to edit exiting cases. Analysts work with all aspects of the RMS to include (for a subset of analysts) the ability to delete and reassign to another investigator portions of a case.

**c. NON-AGENCY USERS MAY INCLUDE:**

- i. Prosecutors
- ii. Other software applications
- iii. NCJIS
- iv. Federal Systems
- v. State Law Enforcement users

**3. DATA ENVIRONMENT**

NSP currently maintains RMS-related data in four (4) systems:

**a. CURRENT RMS: SINCE 2009, NSP HAS USED LAWRECORDS V 7.5, A TIBURON, INC. PRODUCT FOR ITS RMS.**

- i. NSP is interested in migrating all cases from this system to the new system.
  - a) Currently, there are 80,000 cases in the system
  - b) NSP has not added any fields to the Tiburon v 7.5 database, but there are a number of tables in the current RMS that allow for customization. The following tables have been customized as follows:
    - 1). BQ–Incident – Customization: Extra Tab
    - 2). BV–Person – Customization: Extra Tab
    - 3). DU–Vehicle – Customization: Extra Tab
    - 4). R6–Person – Customization: Appearance Tab
    - 5). ZF–Property – Customization: Other Info Tab

- ii. NSP is interested in migrating all information from all modules related to these cases.
  - a) Persons
  - b) Vehicles
  - c) Property
  - d) Locations
  - e) Organizations
  
- iii. NSP would like all equipment and assets records migrated.
  - a) Currently, there are two main tables, serialized and un-serialized.
  - b) The serialized table currently contains 1,035 records.
  - c) The un-serialized table currently contains 6,770 records.
  
- iv. NSP would like all fleet management records migrated.
  - a) Currently there are 1,170 records in the main table.

**b. LEGACY RMS: PRIOR TO 2009, NSP MAINTAINED RMS CASE INFORMATION IN A LOTUS NOTES DATABASE.**

- i. Cases to be migrated. NSP would only want a subset of cases in this system migrated to the new RMS. The subset includes cases with any of the following attributes:
  - a) Homicides where there have been no charges
  - b) Homicides in which the convicted offender is living
  - c) Cases with outstanding warrants
  - d) Sexual assault cases
  - e) Incest cases
  - f) Treason cases
  - g) Arson cases
  - h) Forgery cases
  - i) Open cases with evidence still in possession of NSP
  
- ii. All case file information from the Lotus database is transferred to a MS SQL 2000 database. Each case can have many of the following:
  - a) Organizations/Persons/Vehicles ' PARTY
    - 1). Each party can have many:
    - 2). Scars/Marks/Tattoos ' SMT
    - 3). Offenses/Dispositions ' CITED
    - 4). Victims ' VICTIM
    - 5). Status ' PTYSTATS
    - 6). Offenses ' OFFENSE
    - 7). Evidence ' PROPDRG
    - 8). Case Review ' CASEVIEW
    - 9). Call Back ' CALLBACK
    - 10). Case Dissemination ' DISSEMIN
    - 11). Case Status ' CASESTAT

- c. LEGACY EVIDENCE: Prior to 2009, NSP maintained evidence in six (6) separate Lotus Notes databases. The six (6) databases represent evidence from each of the six troop areas. There are 10,397 active items currently in the six (6) databases. A subset of data regarding these active items will be migrated.
  - i. The supporting evidence for all cases identified in Legacy RMS (b.i. above) is to be migrated to the new system. The subset includes evidence for cases with any of the following attributes:
    - a) Cases with outstanding warrants
    - b) Homicides where there have been no charges
    - c) Homicides in which the convicted offender is living
  - ii. Evidence information is not currently available in SQL. Additionally, most fields are text fields that have not been validated/cleaned. It will be vital that evidence information be linked to appropriate cases within the new RMS.
- d. LEGACY INTERNAL AFFAIRS: Internal Affairs data is in an MS Access application with data stored in a MS SQL 2000 database.

#### 4. MOBILE COMPUTING

- a. All sworn officers are issued a MDC and use these or other mobile solutions as their primary computing device. Each patrol vehicle assigned to an officer (375 vehicles out of a total vehicle fleet of 860) is equipped with docking stations and MDCs, currently a Panasonic Toughbook CF-30, with the following specifications:
  - i. Intel Core 2 Duo SL7300 1.6GLV(Centrino2)
  - ii. 13.3 Touch XGA
  - iii. 3GB RAM
  - iv. 160GB hard drive
  - v. Intel WiFi a/b/g/n
  - vi. Ethernet
  - vii. Windows XP and greater
- b. Typical software products on the MDCs include:
  - i. PGP Encryption
  - ii. MS Office
  - iii. TraCS
  - iv. MACH
  - v. Aspen
  - vi. EZ Street Draw
  - vii. Tiburon RMS
  - viii. Lotus Notes
  - ix. Roxio
  - x. NetMotion
  - xi. Forefront
  - xii. Digital Ally – SQL Express

- xiii.** GoGlobal - must be compatible with many versions of Java
- c.** The typical number of concurrent MDC users is approximately 175-250 depending on shift and time of year.
- d.** The NSP acquired NetMotion in 2008 as mobility software for the MDCs. The RMS purchased through this RFP must operate using the NSP's current and future versions of the agency's mobile VPN solution to select and manage connectivity with the MDCs. Currently the NetMotion software selects between 802.11 connectivity as the first option and cellular connectivity on the Verizon Wireless network. The bidder is expected to demonstrate that they are providing a flexible proposal that could use other means of connectivity that might be used in the future.
- e.** The six (6) Troop Area Headquarter offices and some other NSP offices have localized 802.11 a/b/g/n connectivity. This connectivity uses 802.1x PEAP authentication, WPA2 with AES encryption. NSP's NetMotion software recognizes this as an alternative means of connectivity. The records management system must be able to operate through this 802.11 a/b/g/n connectivity.
- f.** Verizon Wireless cellular service will be the primary means of connectivity for the RMS system purchased through this RFP. The NSP has acquired data modems from Sixnet LLD, formerly Blue Tree Wireless Data, Inc., that use the Verizon-wireless cellular service in Nebraska to enhance the cellular coverage for data transmissions with the MDCs in vehicles. NSP uses BT-5600v2 modems with a GPS antenna. Some officers rely on air cards or cellular phones that operate on the Verizon Wireless system for MDC connectivity. The Records management system acquired through this RFP must operate using Verizon Wireless cellular service, Blue Tree modems, air cards and cellular phones for MDC connectivity.
- g.** NSP does not intend to use the new statewide Motorola radio system to transmit data for the records management system.

## **5. DISPATCH**

- a.** NSP uses Command CAD v 2.2, a product of Tiburon, Inc. and a Mobile CAD system known as Mobile Architecture for Communications Handling or MACH a product of TEG Inc. Each of the dispatch centers have their own CAD software that runs off of their own thin servers so that they can continue to dispatch using CAD, even if they lose network connectivity. Dispatching in a disconnected state should continue to provide full functionality and any dispatch center should have the ability to take over another dispatch center on the fly. The dispatch centers operate Motorola MC-7500 digital dispatch consoles for the Motorola digital, trunked radio system.
- b.** The records management system purchased through this RFP must interface with Command CAD as well as future CAD solutions.
- c.** A CAD System is to be used to record Calls for Service and daily activity of NSP personnel. Calls for Service may be received via various methods,

including the following: telephone calls from primary answering points, such as the general public, communications centers, sheriff's departments, or police departments; self-generated radio calls received from troopers; radio calls received from officers of local agencies; and Highway Help Line '800' / \*55 calls. NSP does not receive 9-1-1 calls, however, the functionality needs to exist for the transport of 9-1-1 data for future needs. Current technology does not support the delivery of non-telephonic data from the public to the communications center. As technology develops, NSP would need to be prepared for the delivery of this type of information.

- d. An NSP Communications Specialist creates CAD calls and adds call detail information to the CAD system. The Communications Specialist assigns the call to a trooper. Currently, the Communications Specialist makes Unit recommendations; CAD is not used to make Unit recommendations. Calls are dispatched based on Work Area assignments within each troop area. Automatic Vehicle Location (AVL) displays allow Communications Specialists to identify the location of units and incidents and are used by Communications Specialists to make Unit recommendations. The AVL system is not currently integrated with CAD although an integrated system that will communicate with the current AVL system would be ideal. The preferred method of dispatching troopers is by voice radio calls with additional, sensitive information sent via MDC entry. Currently, NSP uses Nebraska Relay for hearing impaired callers.

## **6. CARRIER ENFORCEMENT**

Aspen is a program that the NSP acquired from the Federal Motor Carrier Safety Administration. This software is used for the standardized collection of commercial vehicle iPatrollection data and post-crash iPatrollection data. Aspen data is collected from roadside and fixed locations across the state of Nebraska and uploaded directly to FMCSA using a Cisco VPN.

## **7. TRAFFIC CITATIONS/WARNINGS**

The NSP began using Traffic and Criminal Software (TraCS), from Technology Enterprise Group (TEG, Inc.), in 2005 for the purpose of issuing citations and violations/warnings electronically. The NSP is currently using TraCS version 10. The RMS solution selected should be capable of bringing ticket information over from TraCS.

## **8. CRASH INFORMATION**

The NSP is currently using the Department of Roads eCrash system for accident reporting. However, NSP will be transitioning to using TraCS for crash reporting in the future. The RMS solution selected should be capable of bringing crash information over from TraCS.

## **9. INVESTIGATIVE SERVICES DIVISION**

- a. The Investigative Services Division within NSP consists of six (6) field offices aligned with the Troop Areas across the state. The division also includes an intelligence unit staffed by multiple special investigative functions to include Nebraska's Fusion Center, Sex Offender Registry, Internet Crimes, Criminal Identification Division, and Auto Fraud, to name a few.

- b.** Investigators conduct a wide range of investigations and administrative duties each requiring specific reporting criteria. Case investigations cover a variety of criminal violations from drug crimes to more serious criminal offenses. Administrative duties could range from sex offender registry to alcohol compliance. Administrative functions also have the potential to branch into more serious criminal offenses. All of these investigative responsibilities can become very complex with multiple suspects, witnesses, and victims. Evidence issues can become extremely complex as items are associated with different victims, suspects, witnesses and locations. Multiple investigators frequently work as a team on investigations, entering information from multiple locations for the same incident. All of these entries must blend seamlessly into the reporting format.
- c.** Supervisors are required to review all reports associated with an investigation starting with the first line supervisor. Many times this is the only review of a report before it is sent to the prosecutor for prosecution. Once the report is approved, it is processed for administrative purposes.

## **10. PROPERTY ROOMS**

- a.** The NSP property room system consists of property rooms for each of the six (6) separate troop areas. Evidence is stored in 34 locations across the state (Norfolk area – seven (7) sites, Lincoln – five (5) sites, Grand Island – seven (7) sites, North Platte – seven (7) sites, Scottsbluff – four (4) sites, and Omaha - four (4) sites). Many of these sites are remote with limited data access. Evidence collected is diverse in size, nature and management needs. Items such as animal parts, human biological specimens, clothing, microscopic items, large items, firearms, drugs, currency and vehicles are just some examples of what is maintained. Each troop area employs one full-time civilian Evidence Technician responsible for several locations within the immediate area and also several outlying locations throughout the state where evidence is maintained.
- b.** Currently all property and evidence items collected and processed by NSP are maintained in two evidence programs; Lotus Notes which houses all evidence entered until March 2009 and Tiburon RMS which was installed in March 2009 and is the current system in operation.
- c.** Lotus Notes is a standalone property system maintained, housed and operated by NSP that requires entry of all items by the Case Officer or Evidence Technician, a random computer generated evidence log number is produced for each case, all items are tracked and processed manually on each property item and the corresponding action is entered in to the Lotus Evidence Database. Items can be located and tracked by Case Officer, Incident Report number, facility location, suspect or victim name, types of items and date items are submitted. Lotus Notes is troop area-specific with each Evidence Technician accessing and working with property in their own area. Access is only available to the Evidence Technician and their assigned back-up Evidence Officer. Any changes must be made by one (1) other individual outside of the chain of custody; this was previously done through NSP Information Technology Department. Currently no changes are being made in Lotus Notes. Once property has been released or destroyed, the evidence is 'finalized' and no further changes can be made.

- d. The current RMS utilizes a barcode system for tracking property and evidence. Evidence related problems and issues are submitted to the Tiburon product for correction. All actions, items, locations, dispositions and officers are represented by a barcode that is scanned and tracked electronically. Property is entered into the Automated Reporting System (ARS) by the submitting officer's assigned tag numbers and transferred to RMS. Until this action is performed and the transfer is complete, the property cannot be accessed by the Evidence Technician. All navigation of property is performed through the browser and searches for property here are available by case number, tag number, or property location. Items can be moved by entering the information into the program manually from the RMS side but they cannot be checked out except through the browser and by using the barcode scanner. Crystal reports were created by the NSP Information Technology Department to aid in tracking property, printing chain of custody, and quarterly evidence.

**11. STATEWIDE MESSAGE SWITCHING**

The Combined Law Enforcement Information Network (CLEIN) is the message switch in Nebraska. NSP has acquired a new message switch that will be used to access multiple data bases and will operate using Global Justice XML Data Model. CLEIN is a "store and forward" computer system that NSP uses to both store information and interface with other databases. CLEIN also allows for intrastate and interstate administrative message capability to send/receive "email type messages" through NSP's secure network. This message switch is the state's connection to the FBI's National Crime Information Center computer system that provides a variety of information including warrants, stolen property, and so forth. International Justice and Public Safety Network, known as NLEts, provides the driving and vehicle records from other states and other countries via the CLEIN message switch. CLEIN also provides access to the Sex Offender Registry database of Nebraska and the state mainframe which houses records of the Nebraska Department of Motor Vehicles, including driving records and vehicle registrations. Within the message switch itself, Nebraska keeps the misdemeanor warrants, towed vehicle files, potentially dangerous offenders, and state protection orders.

**12. NUMBERS AND VOLUMES**

The following table summarizes numbers and volumes to characterize the size of NSP.

<b>Category</b>	<b>Size</b>
Sworn officers	480
Non-Sworn staff	270
Troop Areas	6
Average number of concurrent RMS users	175-250
Total mobile / remote users	480
Expected concurrent Mobile/ Remote users	200
CAD Dispatch Areas	6
Time Zones in Nebraska	2
CAD Events per year	188,000
Incidents / Cases per year	20,000
Internal Affairs Cases per year	500
DUIs per year	2,000
Arrests per year	4,300

Property / Evidence held	36,772 Tiburon 10,397 Lotus Notes
Number of locations where evidence held	34
Number of impounds where vehicles held	250
Number of vehicles impounded	4,000
Number of staff to receive RMS admin training	5-10
Total number of users to be trained on RMS	500
CAD Users	50

**C. PROJECT REQUIREMENTS/SCOPE OF WORK/BUSINESS REQUIREMENTS**

1. The contractor must provide an RMS system and Data Migration from current systems. Bidders may also bid on an optional CAD. If a bidder chooses to provide a bid for the optional CAD, the CAD being proposed must meet or exceed the requirements, provisions and specifications of this RFP document. The contractor will provide a server-based software product that shall be operated by NSP.
  - a. Antivirus, OS patching and updating, browser updating and patching, and so forth shall be maintained by NSP.
  - b. The bidder will provide detailed specifications for the infrastructure required to run the system. Any hardware utilized by the contractor for the system shall not be considered for the exclusive use of the contractor's system. The system should be based on an open architecture to facilitate anticipated future integration with other NSP systems.
  - c. The contractor must propose and maintain a system that is supported by the manufacturers of the software components that comprise the licensed product solution, and not require the State of Nebraska to maintain outdated software programs.
  - d. All equipment, products, and supplies offered in a proposal must be new, of current production.
  - e. All system modifications or additions necessary to enable the system to operate in accordance with the mandatory technical and performance specifications of this RFP, shall be provided at no additional cost to the State of Nebraska.
  - f. The contractor must provide well-trained technical, support and consulting staff that keep current with the latest technologies.
  - g. The contractor shall be required to be on-site as needed for critical times of the system's implementation (i.e., transition points between each milestone) and at any time upon reasonable request by NSP.
  
2. All portions of the proposed system solution, including any third party components, interfaces, and so forth, must integrate and operate with each other in accordance with the requirements described herein. The contractor must provide a product solution that is fully compatible and integrates with each application component of the entire system solution defined in the RFP.
  
3. The State of Nebraska requires that any standard, typical computer hardware and hardware operating system software purchases necessary to house the system at the NSP, and end user hardware, any Microsoft software products, any ESRI software products, and any underlying database software products (e.g., Oracle, Microsoft SQL, IBM DB2) shall be acquired through other existing state contracts or will be acquired through other procurement processes. Atypical hardware or specialized software that is

required to operate the licensed product(s) provided hereunder must be provided by the contractor and priced in Form D, in Table D4 Other Costs (and Table D9 for Optional CAD). Atypical hardware is hardware not included in NSP's stated hardware expectations, but that is necessary to operate the software (i.e., the software is not capable of functioning on other hardware equipment). Specialized software is software other than the proposed RMS product that is required to operate the software according to the specifications laid out in this document.

## **D. PROJECT PLANNING AND MANAGEMENT**

### **1. PROJECT STAFFING**

#### **a. NSP**

NSP shall designate a Project Manager who will be responsible for the management, oversight, and reporting of the acquisition. The Project Manager will also be the primary/single point of contact for contractor communications related to the project. Any issue pertaining specifically to the contract terms and conditions, renewals, contract assignments to another vendor company/entity, and other contract amendments thereof shall be directed to the State Purchasing Bureau.

#### **b. CONTRACTOR**

The contractor shall provide sufficient staffing from project kickoff through the end of the contract. During implementation, it is anticipated that the contractor's staff will need to meet periodically with the NSP staff at the NSP facility in Lincoln, Nebraska in order to aid the contractor in providing the documentation and services described herein.

##### **i. Project Manager.**

The contractor shall designate a Project Manager who will be responsible for the management, oversight, and coordinating timely resolutions to project issues. The Project Manager will also be the primary/single point of contact for contractor communications related to the project. The project manager shall not be required to be onsite 100% of the project duration but only as needed for critical times of the system's implementation (i.e., transition points between each milestone) and at any time upon reasonable request by NSP, so as to ensure better quality assurance management of the system's implementation as described in the contractor's Project Management Plan. Also, during critical core installation services (i.e., transition points between each milestone), at any time upon reasonable request by NSP, and during the "go-live" production move of the system, the contractor's Project Manager must be available by telephone 24 hours a day, 7 days a week. All other times, the Project Manager should be available by telephone during normal business hours. The Project Manager will participate in weekly meetings with NSP and prepare monthly reports.

##### **ii. Other Contractor Staffing.** A minimum of one (1) FTE on-call, Monday through Friday during standard business days/hours. Support staff will be required to be onsite as needed for critical times of the system's implementation (i.e., transition points between each milestone) and at any time upon reasonable request by NSP.

## **2. PROJECT MANAGEMENT PLAN**

- a.** Within twenty (20) business days after NSP's written notice to contractor indicating a directive to proceed with services or upon receipt of a properly authorized purchase order, the contractor shall provide a Project Management Plan. During the kickoff meetings, the contractor and NSP will jointly discuss timing and staffing issues that will impact the timeline. The result of the sessions shall be an updated Project Management Plan. The Project Management Plan shall be mutually agreed to and further developed by both the contractor and NSP. The finalized Project Management Plan must be completed within forty-five (45) business days after NSP's directive to proceed and shall be subject to NSP's approval. The contractor must send a copy of the signed Finalized Project Management Plan to NSP.
- b.** The Project Management Plan must include the following items:

  - i.** A description of how the project will be defined, managed, controlled, verified and communicated to the contractor's and NSP's project team.
  - ii.** A description of all of the major project tasks that shall be completed by the contractor.
  - iii.** Identification of the specific tasks within each component of the implementation plan that must be completed by NSP.
  - iv.** A projects schedule consolidating all tasks into a logical and manageable flow. This should be a time phased representation of each major task/component of the project work, milestones, dependencies, resource requirements, task durations, and deadlines. The schedule should be detailed enough to show each Work Breakdown Structure task to be performed, the start and end date of each task, the expected duration of the task, and turnaround times for NSP to review, approve, and formally accept or reject the components of the work performed.
  - v.** A listing of all key contractor participants, what their role is, if they will be onsite and for what period of time and who is responsible for completing the task represented in the schedule. NSP reserves the right to approve or reject any changes to the contractor's project manager or other key personnel after the contract award. NSP also reserves the right to require key personnel changes, with reasonable notice to the contractor.
  - vi.** Signature and date lines for both contractor and NSP to signify approval of completed task.
- c.** The Project Management Plan shall be considered finalized when the NSP Superintendent or designee, has provided signature approval of the project plan. Within five (5) business days of finalizing the Project Management Plan, the contractor shall be responsible for providing a copy of the signed finalized Project Work Plan to NSP. The deliverable items required pursuant to this RFP must be delivered to NSP in accordance with the project plan.
- d.** NSP reserves the right to modify the Project Management Plan schedule in a manner that would change the duration of the project, as mutually agreed upon between NSP and the contractor. Any changes to the project plan timeline that affects the originally agreed to delivery date of a deliverable item must be documented as a change to the project plan and shall require an approval

signature on the revised project plan from the Superintendent or designee. Within five (5) business days of obtaining signature on the revised project plan, the contractor shall be responsible for providing a copy of the signed revised project plan to the NSP.

**3. PROJECT STATUS REPORTS**

For the period of contract initiation through ninety (90) days past implementation, the contractor's Project Manager shall provide monthly Project Status Reports, which shall include;

- a. Work plan activities performed during the reporting period. Reviewing the completed activities and comparing to plan;
- b. Identifying project risks and documenting recommendations to mitigate such risks;
- c. Deliverables completed during the reporting period. Identifying milestones reached and comparing to plan;
- d. Work plan activities planned for the next reporting period;
- e. Deliverables expected to be completed in the next reporting period;
- f. Identification of problems or issues and tracking status of problems/issues;
- g. Documentation of what is being done to achieve resolution of problems/issues; and
- h. Project notes and comments.

**4. COST**

The contractor shall provide services for "core implementation activities", and that those products and services are included in the contractor's firm, fixed pricing established in Form D. Under no circumstances shall NSP's acceptance of a Deliverable or Milestone be deemed to constitute a waiver of any of the mandatory RFP specifications and requirements, the completion dates in the Project Management Plan, or any of the contractor's other obligations under this contract agreement. No such waiver shall be effective unless specifically agreed to in writing by a formal contract amendment signed by authorized representatives of the contractor and NSP.

**5. ACCEPTANCE**

- a. Acceptance of a Deliverable shall mean NSP's acceptance of a deliverable, which shall be provided to the contractor in writing by NSP at the end of the Acceptance Test and/or Review period. Acceptance Testing/Review Period shall mean that the proposed product shall be tested and/or reviewed to ensure that it meets and/or exceeds the mandatory technical and performance specifications described herein.
- b. The Acceptance Test/ Review Period shall be at a maximum of twenty (20) business days, unless otherwise agreed to in writing by NSP for specific deliverables. None of the acceptance review periods shall occur during the month of December, unless agreed to by NSP.

## **E. PERFORM IMPLEMENTATION**

### **1. SYSTEM TESTING**

#### **a. SYSTEM TEST PLAN PROCESS**

- i.** The contractor shall create a Testing Plan and procedure for approval by NSP. The initial testing plan must be delivered to NSP within forty-five (45) business days after authorization to proceed on the contract as indicated by NSP.
- ii.** The testing plan shall cover the following areas and shall describe the procedures for such testing: a) Functional Testing, b) Interface Testing (non-GUI), c) Security Testing, d) User Acceptance Testing, e) Regression Testing, f) System Acceptance Testing, and g) Final Acceptance Testing.
- iii.** The contractor shall be required to update the testing plans based on feedback from NSP and provide the revised/updated plan(s) to NSP at least fifteen (15) business days prior to performance of the testing processes.
- iv.** At the conclusion of each phase of testing, the contractor shall provide a Test Report and deliver to NSP within fifteen (15) business days of the testing phase conclusion that includes:
  - a)** Completed and signed checklists documenting the successful performance of each inspection or test,
  - b)** A detailed schedule for discrepancy correction and retesting;
  - c)** A lessons learned document indicating what went well and what did not in the performance of the particular testing phase;
  - d)** A list of updates/revisions needed to the testing plans for any subsequent testing/retesting phases.

#### **b. SYSTEM TEST PLAN COMPONENTS**

- i.** Functional Testing will be performed to test the entire system from end to end, component to component to ensure the program works the way it was intended, all required features are present and it conforms to industry standards. Output will be compared for actual results versus expected results. The contractor will perform test cases to cover all possible scenarios.
- ii.** Interface Testing shall be conducted to ensure data being passed between the RMS system and each third party system is working correctly and being processed by both RMS and the 3rd party systems without issue. Interface testing in this instance does NOT refer to the Graphical User Interface (GUI) but rather integration testing where the interfaces between system components are tested and analyzed. The incorrect mapping of data between the systems may result in inconsistent data between systems due to truncation or misinterpretation of the information, or the software that interfaces

between the two systems fails. Interface Testing shall verify all interactions are executed accurately and errors are handled properly.

- iii. Security Testing will be performed to ensure the system protects the data while maintaining the intended functionality. The testing process shall cover confidentiality, integrity, authentication, availability, and authorization, and all vulnerabilities reported and resolved prior to cutover.
- iv. The User And System Acceptance Testing (UAT) must include the process to define test scenarios for each requirement and design set. NSP expects to work with the contractor to provide input on appropriate scenarios and context. The contractor shall be required to provide the test scripts for User Acceptance Testing. UAT shall be performed by the NSP. The purpose of the UAT is to ensure that all requirements are met as specified and that all functionality is acceptable to NSP.
- v. Regression Test shall mean rerunning test cases, which a program has previously executed correctly in order to detect errors spawned by changes or corrections made during software development and maintenance. Regression testing shall be performed by the contractor's code testing specialists or equivalent programming staff. The contractor's test coders shall develop code test scenarios and exercises that will test new units of code after they have been written.
- vi. The contractor shall be required to conduct System Acceptance Testing (SAT). The purpose of the SAT is to exercise the majority of the system in the configured solution, prior to going live with the solution. The contractor shall be required to demonstrate specified performance levels; therefore, the SAT plan shall discuss how the contractor will demonstrate performance. During the testing, the system shall be expected to perform successfully under all normal operational conditions in accordance with requirements, manufacturer's operating instructions, and contractor's technical and user specifications. The system shall also be stress tested to determine its threshold limitations. Successful completion of testing is required before an authorization to proceed with the full implementation will be given. The contractor and NSP must mutually agree to move from testing to production. If, during the acceptance testing, the system offered fails to meet the requirements as outlined, the State of Nebraska shall have the option of granting the contractor an opportunity to repair and/or modify the system and restart the testing. At any time during the acceptance testing, and at its sole discretion, the State of Nebraska retains the option of deeming the system unacceptable and canceling the acceptance testing and subsequent acquisition of the system according to the terms of the contract.

**Final Acceptance Testing of the system solution shall occur after the system production move has been accomplished, where there shall be an operational validation period of no less than sixty (60) calendar days prior to final acceptance of the solution by NSP. Final acceptance shall be provided by NSP when no occurrence of**

**a system failure or defect is occurring that has mission critical impacts or is critical for business continuity, and the application response time and other performance criteria specified in this RFP have been met.**

## **2. PRODUCTION MOVE/CUTOVER**

### **a. PRODUCTION MOVE/CUTOVER PLAN**

The contractor shall develop a production move/cutover plan that incorporates a well-thought-out progression of events from system installation to an operational solution. The cutover plan should be detailed enough to fully account for contingencies and potential problems. The contractor shall execute the production move/cutover plan as approved by NSP. Based on the Project Management Plan and testing results, the contractor and NSP should mutually determine when the product is moved from test to production

### **b. PRODUCTION MOVE/CUTOVER EXECUTION**

- i.** Production Move/Cutover shall mean the date upon which the contractor installs the complete Licensed Product Solution in a production environment which will occur after the contractor's successful completion of the contractor's testing of the system in accordance with the testing requirements of the RFP at NSP's site to determine that the Licensed Product solution is properly installed with NSP's approval of the results thereof.
- ii.** At the discretion of NSP, NSP will require testing of the system following the move to production, including demonstration that all products, features and each major component are functional and working as required.
- iii.** For each component of the system solution (i.e., RMS and Data Migration, along with CAD option), after each system has been moved into production (also known as "go-live date"), there shall be an operational validation period of no less than sixty (60) calendar days prior to final acceptance of the licensed product solution by NSP. Final acceptance shall be provided by NSP when no occurrence of a system failure or defect is occurring that has mission critical impacts or is critical for business continuity and the application response time and other performance criteria specified in this RFP have been met.

## **3. SYSTEM DOCUMENTATION**

- a.** The contractor shall deliver "as built" documentation clearly articulating actual implementation configurations, settings, customizations, and complete installed solution documentation. This "as built" or "as customized" requirement does not pertain to training documentation. The contractor shall be required to provide to NSP the standard training documentation for their system.
- b.** The contractor shall provide the NSP both electronic (online or otherwise) documentation and at least six (6) copies of hard copy documentation volumes of the licensed product(s). The electronic user documentation should describe

the components, functions, and operations of the solution. Operations descriptions should include a list and description of all error conditions, as well as the associated error message displayed and the action required of the operator for each error condition.

- c. The contractor shall maintain and update the electronic documentation throughout the life of the product to reflect hardware/software version updates and modifications.
- d. Any device should have access to an electronic version of the end user documentation.

#### **4. TRAINING**

- a. The contractor shall create a Project Training Plan for approval by NSP. The Project Training Plan must be delivered to NSP within sixty (60) business days after authorization to proceed on the contract performance as indicated by NSP. This plan will articulate the contractor's training approach based on the requirements specified herein.
- b. The contractor shall be required to update the training plans based on feedback from NSP and provide the revised/updated plan(s) to NSP at least fifteen (15) business days prior to performance of any training services.
- c. At the written request of NSP, the contractor should provide the option of supplemental on-site training should NSP determine that additional training is needed. The on-site training shall be provided at one location within Nebraska at a facility provided by NSP. Such optional supplemental on-site training must be priced in Form D, Table D4 *Optional Costs (and Table D9 for Optional CAD)*.
- d. The contractor must provide training materials in soft copy, modifiable format (e.g., MS Word) for each classification of user (End-User, Administrator/Technical Staff) as well as sixty (60) hard copies of the end user manual for distribution across the six (6) troop areas following training.

#### **F. WARRANTIES**

- 1. All software and services furnished by the contractor under the resulting contract shall be warranted free from defects in material and workmanship, and shall conform to this RFP and the bidder's response thereto, with all exceptions agreed to by the State. In the event any such defects in software or services become evident within the warranty period, the contractor shall correct the defect at its option, by (1) correcting any reproducible and/or recurring software defects; or (2) redoing the faulty services. The contractor is responsible for all costs incurred in the performance of all warranty services, including labor, materials and other related costs, during the warranty period. The contractor further warrants that during the warranty period the software furnished under this contract shall operate under normal use and service as a complete System, which shall perform in accordance with this RFP and the response thereto, with all exceptions agreed to by the NSP in writing.
- 2. The warranty period shall be a period of twenty-four (24) months from the date of final system acceptance as defined herein. Standard maintenance and support for the first

twenty-four (24) months shall be included as part of this warranty period. Claims under any of the warranties herein are valid if made within thirty (30) days after termination of the warranty period. In addition, the following specific requirements apply to the contractor's warranty:

- a. The NSP shall notify the contractor within a reasonable time after the discovery of any failure or defect within the warranty period.
- b. Should the contractor fail to remedy any failure or defect within thirty (30) consecutive days after receipt of notice thereof, the parties shall meet and discuss an extension of time which may be fair and equitable under the circumstances, failing which the NSP shall have the right to replace, repair, or otherwise remedy such failure or defect at the contractor's expense.
- c. The contractor will obtain any warranties which subcontractors or suppliers to the contractor give in the regular course of commercial practice, and shall apply the same benefit to the NSP.
- d. The contractor shall be liable to NSP for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to the NSP.
- e. Under this warranty, the contractor shall remedy, at its own expense, any failure to conform to the general contract terms, System requirements, or any other document included by reference in the contract. The contractor also agrees to remedy at its own expense any defect in materials or workmanship.
- f. The "acceptance" of systems/equipment by the NSP shall not limit the NSP's warranty rights set forth above with respect to defects in materials or workmanship.

### **3. MAINTENANCE DURING THE WARRANTY PERIOD**

- a. Warranty shall include all routine maintenance during the warranty period to include specifically any needed upgrades or enhancements to operate the system. During the warranty period, the contractor will respond to all repair calls or notices of system malfunction at no additional cost to the NSP. Warranty service shall be on a 24-hour per day, 365-day per year basis for the two (2) years of the warranty period. The contractor will have qualified technicians available to respond to major RMS system malfunctions within two (2) hours and to minor system malfunctions within four (4) hours during the warranty period. If NSP purchases the optional CAD, the contractor will have qualified technicians available to respond to major RMS system malfunctions immediately and to minor system malfunctions within one (1) hour during the warranty period. A major system malfunction is defined as one in which the entire system is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required. A minor system malfunction is defined as one in which some system features are inoperative, not rendering the entire system unusable or significantly degraded. NSP reserves the right to decide whether a system malfunction is classified as major or minor.
- b. Acceptance of the work upon completion of the project shall not preclude the NSP from requiring strict compliance with the contract, in that the contractor shall complete or correct upon discovery any faulty, incomplete, or incorrect work not discovered at the time of acceptance.

**c. SERVICE UNDER WARRANTY**

If it becomes necessary for the NSP to contract with another vendor for warranty repairs, due to inability or failure of the Contractor to perform required system repairs, the contractor shall reimburse the NSP for all invoices for labor, materials required, and the shipping/handling costs thereof to perform such repairs, within thirty (30) days from presentation of such invoices. This shall only occur after the contractor has been given reasonable time and fair opportunity to respond and correct the problem(s). The cost limitation for such repairs will not exceed the parts and labor replacement price of the repair.

**d. COMPATIBILITY WARRANTY**

The contractor shall warrant that all products acquired pursuant to this contract shall be data, program, and communications compatible to all other products that will be acquired under the contract and compatible to the software and hardware environments that currently exist in NSP's computer environment as described herein. The contractor shall notify NSP as to any inaccuracies or known deficiencies or incompatibility with any related order.

**e. EXCLUSIONS TO LICENSED PRODUCT(S) WARRANTIES. THESE WARRANTIES SHALL NOT APPLY TO:**

- i. defects or damage resulting from use of the Licensed Product(s) in other than its normal, customary, and authorized manner;
- ii. defects or damage occurring from gross misuse, accident, liquids, gross neglect, or acts of God;
- iii. defects or damage caused by the State's failure to comply with applicable industry and OSHA standards;
- iv. defects or damage caused by the State's failure to comply with the contractor's implementation documentation for the Licensed Product(s);
- v. Licensed Product(s) that has had the serial number removed or made illegible;
- vi. scratches or other cosmetic damage to licensed product(s) surfaces that does not affect the operation of the licensed product(s); and,
- vii. normal or customary wear and tear on any contractor provided hardware product(s).

**G. PROVIDE MAINTENANCE**

The contractor must provide system maintenance (e.g., upgrades, enhancements, new releases, versions) and technical support for all products/services provided in accordance with the Maintenance Support Plan including ongoing unlimited telephone technical support, problem determination and resolution. During the term of maintenance, the contractor shall provide at no additional cost all publicly available improvements and additions to the functionality of the Licensed System.

1. The maintenance support price stated in Form D, Table D3 (and D8 for optional CAD) shall be effective upon expiration the warranty period. From date of contract award until such time that the maintenance billing takes effect, the contractor shall provide to NSP all technical and maintenance support services described herein at no additional cost (i.e., through the warranty period).
2. The contractor shall maintain the Licensed System so that it operates in conformity with all mandatory specifications stated herein, inclusive of all forms, attachments, and

addenda, including specifications for the performance of all improved or modified versions which the State of Nebraska has been licensed to use. The contractor must provide for any upgrades to the system components to accommodate and maintain the Nebraska baseline customizations required to fulfill the mandatory technical and performance specifications. At least once a year for the life of the contract, the contractor must provide software documentation that is kept up to date with any upgrade or revision to the licensed product(s). The contractor must perform regression testing on upgrades prior to NSP installing/implementing the upgrades into production. In performing the regression testing on a new version/upgrade of the software, the contractor must certify in writing to NSP that all the previous (old) system mandatory capabilities still work in accordance with the contract requirements. The contractor may request waiver of the regression testing requirement from NSP with sufficient justification given to NSP in writing that indicates why regression testing is not necessary. It shall be NSP's sole discretion as to whether to grant this waiver, which must be received by the contractor in writing for it to be considered a valid waiver from NSP.

3. Maintenance services shall include, at a minimum, the detection and correction of system errors according to the specifications described herein, inclusive of all forms, attachments, and addenda, and in the contractor's documentation of the system. In addition, Maintenance support shall be in accordance with the contractor's descriptions specified in Form C. The contractor agrees to respond to the State of Nebraska's inquiries regarding the use and functionality of the solution as issues are encountered by system users.
4. As it pertains specifically to the licensed products and how its operation affects the operating system database, the contractor shall provide system database maintenance corrections, fixes, and so on, including updating the database(s), data warehousing, data mining, data cleansing, data integrity, data protection, data import/export functionality.
5. System Maintenance shall also include all services necessary to maintain the 99.999% system operational uptime, and redundancy, described herein for all products provided by the contractor to include all system configurations, troubleshooting, and resolution of system errors, malfunctions, and system restoration. Scheduled downtime for maintenance or upgrades shall not be included in the calculation of system operational uptime.
6. For any customization of the system to meet mandatory requirements of the RFP, the contractor shall be required to provide system technical support of those customizations throughout the life of the contract. Such customization maintenance services must be included in the costs specified in Form D Table D3 for system maintenance. Any new versions or new releases of the system application acquired by or provided to NSP pursuant to the contract must include the customizations of the system required herein.
7. The contractor shall agree and understand that the State of Nebraska reserves the right to cancel maintenance on any or all of the item(s) with ninety (90) calendar days' prior written notice to the contractor.

## **H. TECHNICAL SUPPORT**

1. The contractor shall provide a toll tree telephone number and an electronic system for technical support.

### **a. TOLL-FREE SUPPORT**

- i. The contractor must provide user support Monday through Friday, at least eight (8) hours per day. The coverage should be twenty-four (24) hours a day, seven (7) days a week, every day (24 x 7 x 365) for RMS support.
- ii. If the contractor provides the optional CAD system, 24 x 7 x 365 is required. The contractor will have qualified technicians available to respond to major CAD system malfunctions immediately and to minor system malfunctions within one (1) hour during the life of the contract (including renewal periods). A major system malfunction is defined as one in which the entire system is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required. A minor system malfunction is defined as one in which some system features are inoperative, not rendering the entire system unusable or significantly degraded. The NSP reserves the right to decide whether a system malfunction is classified as major or minor.
- iii. When support calls need to be returned (e.g., calling back to NSP to report progress or answer help desk questions and the help desk staff are unable to reach NSP staff by telephone), the help desk staff should make at least two (2) additional attempts within the next business hour to respond to the help desk inquiry/issue by phone and/or email. The help desk/technical staff may leave a voice message for the NSP caller or send an email but such message must indicate the contractor's staff person's name, time called, and description of how to return the call to obtain further assistance.

### **b. ELECTRONIC SUPPORT**

The contractor shall provide electronic support. Electronic support includes the ability to report problems and ask questions to the contractor on-line, the ability to review all NSP issues submitted (description of issue, ticket number, who submitted, date/time submitted, status of issue, etc.), browse a knowledgebase containing problems and solutions, and browse technical current documents for solutions.

## **2. SUPPORT PERSONNEL**

The help desk/technical support personnel should be knowledgeable and technically trained to answer/resolve system technical support problems. The help desk staff should be able to answer "how to" type questions about the system as well as questions about hardware and internet setting configurations

## **3. SUPPORT CONTACT REPORTING**

The contractor shall keep a log of all maintenance/technical support calls, emails, tickets submitted to the help desk/technical support personnel and document the complaints and problems reported to the help desk system whether made by NSP or by NSP's vendors. The log shall be made available to NSP online, as part of monthly

reporting, as well as, any other time upon request by NSP. This report(s) shall be delivered to or made available to NSP no later than by the end of business (5:00 p.m. Central Time) on the fifth calendar day of every month. The log must at a minimum contain the following information:

- a. Time of call;
- b. Name of caller;
- c. Caller's telephone number and/or email address;
- d. Description of Reported Problem/Complaint;
- e. Indication of whether the problem/complaint was resolved at time of call;
- f. Description of any follow up investigation/resolution plans;
- g. Assigned Case number if resolution not provided during call; and
- h. Date and Description of Final Resolution.

**I. END OF CONTRACT**

The contractor shall be responsible for end of contract activities at the completion of the contract to ensure that the transition from contractor operations by the successful new contractor or the State occurs smoothly and without disruption to the State. End of Contract Transition activities will include planning, timely transfer of data and documentation specifically for Nebraska. This obligation survives the termination of the contract.

## **V. PROPOSAL INSTRUCTIONS**

This section documents the mandatory requirements that must be met by bidders in preparing the Technical and Cost Proposal. Bidders should identify the subdivisions of "Project Description and Scope of Work" clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions:

### **A. TECHNICAL PROPOSAL**

The Technical Proposal shall consist of four (4) sections:

1. SIGNED, in ink, "State of Nebraska Request For Proposal For Contractual Services" form;
2. Executive Summary;
3. Corporate Overview; and
4. Technical Approach.

#### **1. REQUEST FOR PROPOSAL FORM**

By signing the "Request For Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions stated in this Request for Proposal and certifies bidder maintains a drug free work place environment.

The Request For Proposal For Contractual Services form must be signed in ink and returned by the stated date and time in order to be considered for an award.

#### **2. EXECUTIVE SUMMARY**

The Executive Summary shall condense and highlight the contents of the solution being proposed by the bidder in such a way as to provide the Evaluation Committee with a broad understanding of the Contractor's Technical Proposal.

Bidders must present their understanding of the problems being addressed by implementing a new system, the objectives and intended results of the project, and the scope of work. Bidders shall summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.

#### **3. CORPORATE OVERVIEW**

The Corporate Overview section of the Technical Proposal must consist of the following subdivisions:

##### **a. BIDDER IDENTIFICATION AND INFORMATION**

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number and/or Social Security Number.

**b. FINANCIAL STATEMENTS**

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, bidders must provide a banking reference.

The State of Nebraska reserves the right to request additional financial information from the preferred vendor or from other sources, such as Dun and Bradstreet.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

**c. CHANGE OF OWNERSHIP**

If any change in senior leadership or ownership or control of the company has occurred in the past twelve (12) months or is anticipated during the twelve (12) months following the proposal due date, the bidder must describe the circumstances of such change and/or indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

**d. OFFICE LOCATION**

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska must be identified.

**e. RELATIONSHIPS WITH THE STATE**

The bidder shall describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

The State reserves the right to consider performance on past or current contracts when evaluating the bidder's capability in meeting the requirements of this RFP.

**f. BIDDER'S EMPLOYEE RELATIONS TO STATE**

If any party named in the bidder's proposal response is or was an employee of the State within the past twelve (12) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

**g. CONTRACT PERFORMANCE**

If the bidder or any proposed subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other party's name, address and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting party.

**h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE**

The bidder shall provide a summary matrix listing the bidder's previous law enforcement projects similar to this Request for Proposal in size, scope and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal. The bidder's overall company strength and viability to support NSP with this solution is critical. NSP views this procurement as a long-term technology investment and seeks to ensure that bidders can accomplish the RMS Project.

Bidders must submit at least three (3) law enforcement references, along with contact information, for the qualifying experience of RMS solution implementations and support by using the Bidder References Form (Form B). References should represent projects of similar size and scope to that being proposed to NSP. If the solution being proposed to NSP includes third-party vendors, references will be asked about their experience with the third-party vendors along with that of the bidder.

Please be advised that the NSP Evaluation Committee may contact the bidder references to confirm information and gather information about the references' experiences, including but not limited to satisfaction with and timeliness of implementation and overall solution. Bidders must have satisfactorily completed the qualifying project, as verified by the references, in order to receive evaluation points for this requirement.

The bidder must address the following:

- i. Bidder must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:
  - a) the time period of the project;
  - b) the scheduled and actual completion dates;
  - c) the contractor's responsibilities;
  - d) for reference purposes, (Form B), a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address); and
  - e) each project description shall identify whether the work was performed as the prime contractor or as a subcontractor. If a bidder performed as the prime contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
  - f) each project description shall identify the bidder's ability to interface with related systems.
- ii. Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects.
- iii. If the work was performed as a subcontractor, the narrative description shall identify the same information as requested for the contractors above. In addition, subcontractors shall identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

**i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH**

The bidder must present a detailed description of its proposed approach to the management of the project.

The bidder must identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this Request for Proposal. The names and titles of the team proposed for assignment to the State project shall be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The bidder shall provide an outline of all such individuals, including their major areas of responsibility during the project and the percentage of time that each will be dedicated to the project. Bidders shall indicate any industry-acknowledged certifications (e.g. Capability Maturity Model Integration [CMMI], PMP, International Organization for Standardization [ISO]) that their organization or key proposed personnel have attained or are actively pursuing. The description of experience must include specific responsibilities of bidder personnel and the number of years of their experience.

The bidder shall provide resumes for all personnel proposed by the bidder to work on the project including the account manager, project manager, training

personnel, and all other key staff to be assigned to the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the Request for Proposal in addition to assessing the experience of specific individuals.

Resumes must not be longer than five (5) pages. Resumes shall include, at a minimum:

- i. academic background and degrees,
- ii. professional certifications,
- iii. understanding of the process,
- iv. experience with the bidder,
- v. experience with projects related to public safety, especially records management solutions,
- vi. experience with projects similar in size, scope, and complexity to this project. Each project referenced in a resume shall include the customer name, customer reference (including current telephone number), and time period of the project, as well as a very brief project description.
- vii. system design and development experience.
- viii. system implementation and support experience.
- ix. system integration experience
- x. and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual.

Information pertaining to Project Manager to include, at a minimum:

- i. Must be able to demonstrate a history of successful projects of a similar size, nature and complexity.
- xi. Must have a bachelor's degree.
- xii. Must be able to demonstrate a minimum of five (5) years' project management experience.
- xiii. Though not required, Project Management Professional (PMP) certification from the Project Management Institute (PMI) would be a value-added qualification.

**j. SUBCONTRACTORS**

If the bidder intends to subcontract any part of its performance hereunder, the bidder must provide:

- i. name, address and telephone number of the subcontractor(s);
- ii. specific tasks for each subcontractor(s);
- iii. percentage of performance hours intended for each subcontract; and
- iv. total percentage of subcontractor(s) performance hours.

**4. TECHNICAL APPROACH**

The technical approach section of the Technical Proposal constitutes the bidder's response to Form C, Requirements and Bidder Technical Response. The overall approach of the Technical Response section shall provide a comprehensive written description of the bidder's solution, project approach, and business continuity strategy. Form C consists of two major sections:

- a. The first section of Form C is a reiteration of project requirements (as described in Section IV). Bidder's acknowledgment and compliance with project requirements are evidenced by initialing and the bidder may choose to provide any additional information referencing their compliance.
- b. The second section of Form C provides, for each RMS functional component, and the option CAD, NSP's vision, along with required bidder narrative response. This shall include a response of the bidder's understanding of the NSP vision, how the solution will specifically address this vision and a description of all services to be provided. The bidder shall address in written form each numbered section and subsection Form C (with the exception of optional components for which the bidder is not intending to provide). If the bidder takes exception to a specific paragraph, they shall fully describe their exception in the appropriate section of the proposal.

The bidder's response to the Technical Approach shall be binding upon the bidder in event the proposal is accepted by the state and becomes the awarded contract. It is the bidder's responsibility to make sure that all products, services, and support are adequately described in order for the State to determine and verify the bidder's ability to perform the tasks and activities defined in this request. The bidder should present a detailed description of all products, services, and support proposed in response to this RFP using the tables presented in Form C.

**c. ORGANIZATION OF FORM C**

Form C presents NSP's mandatory and desired functional, technical, or performance capabilities in the following areas:

- i. Technical Approach to Requirements
- ii. Master Indexes
- iii. Calls for Service
- iv. Incident Reporting, Usability, Field Reporting, and Mobile & Remote Use
- v. Investigative Case Management
- vi. Property and Evidence Management
- vii. Arrest
- viii. Juvenile Contact
- ix. Equipment and Asset Management
- x. Fleet Management
- xi. Search and Reports
- xii. GIS
- xiii. Interfaces
- xiv. Project Planning & Management, Testing, and Training
- xv. Data Migration
- xvi. Maintenance, Support, and Upgrades

**d. OPTIONAL FUNCTIONALITIES INCLUDE:**

- i. CAD
- ii. Analysis and statistical reporting
- iii. Internal affairs

e. **VISION STATEMENTS**

The vision statement describes NSP's desired future in relation to the successful achievement of the solution implementation. It is presented to provide context for each area. No response is required of bidders.

f. **KEY CONSIDERATIONS**

Key Considerations highlights important issues, concerns, and opportunities for each section. No response is required of bidders.

g. **MANDATORY SPECIFICATIONS TABLES**

Some of the areas have Mandatory Requirements tables. These tables detail the specifications required of the successful bidder and subsequent contractor. The State reserves the right to reject any and all proposals that fail to meet the mandatory technical requirements as described in Form C. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. An authorized representative of the bidder is required to initial each Mandatory specification. The bidder's response whether responding to a mandatory specification or other specification shall be binding upon the bidder in event the proposal is accepted by the state and becomes the awarded contract. Bidders should provide narrative detail to information described in the Mandatory Requirements tables.

h. **OTHER SPECIFICATION TABLES**

Most areas have Other Specifications tables. The statements in these tables describe NSP's desired functional, technical, or performance capabilities.

- i. Availability. In the row following each specification, bidders should indicate availability of each specification entry by placing an "X" in the applicable column for each row. Bidders may mark "X" in more than one column for a particular functional specification; however, the bidder should provide an explanation of why more than one column was marked. Bidders should fully explain availability in the narrative section for each specification. Descriptions of each column heading are provided in the table below.

<b>AVAILABILITY</b>
<b><i>Current Capability</i></b> The bidder should provide a detailed explanation of how the specification is met.
<b><i>Expected Date of Future Release</i></b> The bidder should provide an expected date and explanation of when and how the specification will be met within one (1) year of installation.
<b><i>Custom Development</i></b> The bidder should provide a detailed explanation of when and how the specification will be customized, implemented, and maintained.  The NSP is interested in knowing the degree of or level of effort needed to provide the customization (e.g., minor customization that can be provided to NSP within a week's time or a high level of effort for the customization requiring more than 6 months to provide to NSP).

**AVAILABILITY**

NOTE: If submitting a response for a specification that has an associated cost for the custom development and costs for its on-going maintenance support, such costs must be stated in Form D, Table D5, *Optional Costs*.

If the bidder fails to itemize the pricing for this custom development, then the State shall not be able to consider that this requested function/capability is able to be fulfilled. It is the intent of NSP to acquire desired functions on an as needed, if needed basis.

***Supplied by Third Party***

The bidder should provide a detailed explanation of how the specification is met, the bidder’s relationship with the third party, and how the bidder and the third party will deliver the requirements of the specification.

NOTE: If submitting a response for a specification that has an associated cost for the custom development and costs for its on-going maintenance support, such costs must be stated in Form D, Table D5, *Optional Costs*.

***Not Available***

The bidder should provide a detailed explanation of why they chose not to address the specification.

- ii. description.  
Following the Availability designation, bidders should present a detailed description that is responsive to the specification.
- iii. The bidder’s response whether responding to a mandatory requirement or a desired attribute shall be binding upon the bidder in event the proposal is accepted by the state and becomes the awarded contract.

**B. COST PROPOSAL REQUIREMENTS**

This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section.

The bidder must respond to the tables in Form D with firm, fixed pricing for all applicable costs necessary to satisfy the requirements of the RFP. All prices quoted shall be firm, fixed for the contract period. UNLESS STATED HEREIN, THE STATE SHALL ASSUME ABSOLUTELY NO OTHER COSTS EXIST TO SATISFY THE RFP'S REQUIREMENTS. Therefore, the successful contractor shall be responsible for any additional costs.

1. **The bidder’s response to the Cost Proposal Requirements shall be binding upon the bidder in event the proposal is accepted by the state and becomes the awarded contract. The bidder should respond using the tables presented in Form D.**
2. **OPTIONAL CAD IMPLEMENTATION SCHEDULE**  
The bidder’s proposal shall remain valid for a minimum period of two hundred and seventy (270) days after the proposal opening date. Should NSP accept a bid that includes provision of a CAD system, NSP may delay the period of purchase, installation and implementation of the CAD system for a period of up to two (2) years from the date NSP accepts bidder’s proposal so that NSP may focus initially on installation of the RMS system. NSP agrees that, for each year of delay beyond the

date of bid acceptance, contractor may increase its full bid for provision of a CAD system by a percentage equal to the percentage increase contractor requires for annual maintenance on the RMS system as described in Form D, Table D3 RMS Maintenance Costs.

**3. REQUIRED COSTS**

Form D, Tables D1, D2, and D7: Required Costs for RMS, Data Migration, and optional CAD. The pricing components for the Application Software and Implementation Services which may include Project Management Services, Design Specifications Document, Installation/Implementation services, Data Conversion Plan, Testing services, Training, and Production Move Services. All costs necessary to satisfy the mandatory requirements associated with these pricing components must be included in the pricing listed on this table. Please itemize cost by module or component for the RMS and optional CAD tables.

**4. MAINTENANCE RECURRING COSTS**

Form D, Tables D3 and D8: Maintenance Recurring Costs

The bidder must indicate below the firm, fixed software maintenance costs for each year following the warranty period. For subsequent years, indicate percentage increase from the previous year maintenance cost. The total number of years of maintenance will be contingent upon the length of the implementation and subsequent warranty period, and upon the state's decision to exercise any, or all, of the contract renewal periods. NO PRICING ADJUSTMENTS SHALL BE GREATER THAN 5%. The renewal option percentages specified in Table D6 shall not be applied to D3 and D8.

NOTE: There are separate tables for the required RMS and Data Migration solutions, and separate tables for the optional CAD. The bidder should only submit the pricing tables that are applicable to their proposed solution.

**5. OTHER COSTS**

Form D, Table D4 (and Table D9 for Optional CAD): Other Costs

All other pricing components that are not specifically addressed in Tables D1-D3 above for RMS and Data Migration (and D7 for optional CAD), but are necessary to satisfy the **mandatory** requirements of the RFP must be included in the pricing listed on this table (such as the consultant per hour rates, etc). The bidder **must** provide a description and indicate what these other specific costs are (if any) on this table. In addition, the bidder must describe whether the items listed are one-time costs or on-going costs required each month, quarter, or year of the contract life.

Atypical hardware or specialized software that is required to operate the licensed product(s) provided hereunder must be provided by the contractor and priced in Table D4 (and Table D9 for Optional CAD). Atypical hardware is hardware that does not comport with NSP's stated hardware requirements but is necessary to operate the software (i.e., the software is not capable of functioning on other hardware equipment). Specialized software is software other than the proposed RMS product that is required to operate the software according to the specifications laid out in this document.

With the exception of the application maintenance costs specified in Tables D3 (and D8 for optional CAD), the on-going costs after the initial contract period shall be calculated against the renewal option percentages specified in Table D6.

## 6. **OPTIONAL COSTS**

Form D, Table D5: Optional Costs

Pricing for optional services, expansion options, and/or enhancements, for the proposed products/services should be included in the pricing listed on this table. For desirable functional/technical system specifications, if there is an associated cost for the custom development and costs for its on-going maintenance support - such costs must be stated in this cost table.

Bidders are encouraged to provide descriptions of any additional value-added services that are not already referenced by specifications included within this RFP. Any value-added services should be presented as optional components with any additional costs for these services indicated in this table (i.e., D5, Optional Costs). The costs detailed in this table should include proposed Consulting Quotation costs.

The contractor's proposed system must allow for future customizations of its functionality in order to provide NSP with enhancements and/or new functionality needed by NSP. For example, business processes may change due to state legislative changes or NSP may have opportunities to access information in future state agency databases which is not currently possible. For customization of the system not described in the RFP (outside of the contract requirements included herein and/or for undefined areas of scope of work requested), new development of reports, and/or implementation support services, the contractor shall understand and agree NSP shall utilize the Consulting Quotation as a means (1) to identify the specific tasks to be performed, and (2) to mutually agree upon the total price to be paid to the contractor upon completion of the specified tasks. The unit price of the Consulting Quotation will be based upon the costs provided in Table D5 Optional Costs. The contractor shall understand and agree that the general protocol for Consulting Quotation workflow shall proceed as follows. Contractor will provide a written statement of agreement for such consulting quotations that will be developed collaboratively with NSP. The consulting quotation agreement will establish the project specifics and details in terms of deliverables and dates of implementation. Such written statement shall contain a firm, fixed number of project hours and a firm, fixed cost. The contractor will not be paid for the preparation of the consulting quotation and such request to prepare the same does not obligate NSP to such work unless signed and agreed upon by the NSP project manager and the Department of Administrative Services.

The optional costs shall include a written description and completed Table D5 that discusses the bidder's suggested additional optional components and functionality that may enhance the NSP RMS project. Bidders should understand that procurement is a unique opportunity for NSP to further enhance its operations. As such, NSP may consider some or all optional functionality if financially feasible. The bidder must provide firm, fixed pricing for optional items proposed, expansion options and/or enhancements for the proposed system solution.

Each bidder shall identify labor categories for consulting quotations and any and all hardware, software, service, and ongoing operational requirements, beyond its baseline proposal, to fully implement optional functionalities. This shall be accompanied by a description of how the functions will operate from user and administrator perspectives in relation to the baseline RMS solution. In addition, all costs, including those associated with selecting and adding these optional components

to the system with initial implementation or at a later date, shall be provided. NSP is interested in understanding the options that are available.

NOTE: If submitting a response for optional specifications and there is an associated cost for the custom development and cost for its on-going maintenance support, such costs must be stated in Table D5. If the bidder fails to itemize the pricing for this custom development, then the State shall not be able to consider that this requested function/capability is able to be fulfilled. It is the intent of the NSP to acquire such optional enhancements/functionally on an as needed, if needed basis.

**7. PRICING ADJUSTMENTS**

Form D, Table D6: Pricing Adjustments for Renewal Periods

The bidder must indicate in the Table D6 the percentage of price increase applicable to the renewal option periods (the state has the option to renew for three (3) additional two (2) year period as mutually agreed upon by all parties). **NO PRICING ADJUSTMENTS SHALL BE GREATER THAN 5%.** The quoted percentage(s) shall apply to each itemized component stated in Tables D4 and D5 (and Table D9 for Optional CAD). If a percentage is not quoted (i.e., left blank), the state shall have the right to execute the option at the same price(s) quoted for the previous period. Statements such as "a percentage of the then-current price" or "consumer price index" are **NOT ACCEPTABLE.** All increases shall be calculated against the previous period's price. The percentages indicated in Table D6 will be used in the cost evaluation to determine the potential maximum financial liability to the State of Nebraska.

NOTE: The pricing adjustments **DO NOT** apply to costs provided in Tables D1 through D3 (and D8 for CAD).

**C. PAYMENT SCHEDULE**

The RMS and optional CAD payment schedules for the project are tied to specific deliverables listed in the table below. The RMS and optional CAD implementations will **NOT** occur simultaneously; thus, there will be separate payment schedules if the contractor is selected to implement both RMS and CAD. The contractor will propose tasks based on the deliverables listed below (See Form E). NSP reserves the right to review changes to the payment schedule. **The final payment schedule will be approved by NSP and the contractor. Invoices may be submitted by the contractor based on the completion and acceptance of deliverables. No invoice will be approved unless the associated deliverables have been approved.**

**DELIVERABLES (Please provide tasks and percentages of costs proposed associated with each deliverable.)**

1. Initial Planning and Project Management
2. Licensing and Installation of Test Environment
3. Licensing and Installation of Production Environment
4. Functional Definition Document and Design Specifications
5. Successful Completion of Data Migration
6. Successful Completion of User Acceptance Test and Production Set-up of Product and Related Services
7. Training and Documentation
8. Production Cut-over
9. Final Acceptance Payment

**D. FORMS AND ATTACHMENTS**

**1. FORMS**

- a. FORM A. Bidder Contact Sheet**
- b. FORM B. Bidder References Form**
- c. FORM C. Requirements and Bidder Technical Response**
- d. FORM D. Cost Proposal Templates**
  - i. Table D1 - Required Cost For RMS
  - ii. Table D2 - Required Costs for Data Migration Services
  - iii. Table D3 - RMS Maintenance Costs
  - iv. Table D4 - Other Costs For The Licensed Product(s) And/Or Services
  - v. Table D5 - Optional Costs
  - vi. Table D6 - Pricing Adjustments for Renewal Periods
- e. Tables for Optional CAD System, for bidders including this option**
  - i. Table D7 – Required Costs For Optional CAD System
  - ii. Table D8 - CAD Maintenance Costs
  - iii. Table D9 - Other Costs For Optional CAD Product(s) And/Or Services

**E. FORM E. Deliverables**

**1. ATTACHMENTS**

- a. ATTACHMENT 1. Source Code Escrow Agreement**
- b. ATTACHMENT 2. Map of NSP Troop Areas**

# Form A

## Bidder Contact Sheet

### Request for Proposal Number 4479Z1

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

# Form B

## Bidder References Form

### Request for Proposal Number 4479Z1

Form B should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on customer references' names and addresses.

Reference #1 Contact Information	
Customer Organizational Name:	
Customer Organizational Address:	
Customer Contact Person Name & Title:	
Customer Contact E-mail Address:	
Customer Contact Telephone Number (Office):	
Customer Contact Telephone Number (Cellular):	
Customer Contact Fax Number:	
Reference #2 Contact Information	
Customer Organizational Name:	
Customer Organizational Address:	
Customer Contact Person Name & Title:	
Customer Contact E-mail Address:	
Customer Contact Telephone Number (Office):	
Customer Contact Telephone Number (Cellular):	
Customer Contact Fax Number:	

Reference #3 Contact Information	
Customer Organizational Name:	
Customer Organizational Address:	
Customer Contact Person Name & Title:	
Customer Contact E-mail Address:	
Customer Contact Telephone Number (Office):	
Customer Contact Telephone Number (Cellular):	
Customer Contact Fax Number:	

## Form C

### Requirements and Bidder Technical Response

#### Request for Proposal Number 4479Z1

The bidder's initials signify guaranteed compliance with the project requirements described below. A bidder may indicate any exceptions to project requirements including an explanation for the bidder's inability to comply with such requirement which includes a statement recommending requirement the bidder would find acceptable. Inability to guarantee compliance or rejection in whole or in part of the project requirement may be cause for rejection of a bidder's proposal.

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject (Initial), describe alternative in Row # \_\_\_\_\_ of RFP Response Tables

#### A. PROJECT REQUIREMENTS/SCOPE OF WORK/BUSINESS REQUIREMENTS

1. The contractor must provide an RMS system and Data Migration from current systems. Bidders may also bid on an optional CAD. If a bidder chooses to provide a bid for the optional CAD, the CAD being proposed must meet or exceed the requirements, provisions and specifications of this RFP document. The contractor will provide a server-based software product that shall be operated by NSP.
  - a. Antivirus, OS patching and updating, browser updating and patching, and so forth shall be maintained by NSP.
  - b. The bidder will provide detailed specifications for the infrastructure required to run the system. Any hardware utilized by the contractor for the system shall not be considered for the exclusive use of the contractor's system. The system should be based on an open architecture to facilitate anticipated future integration with other NSP systems.
  - c. The contractor must propose and maintain a system that is supported by the manufacturers of the software components that comprise the licensed product solution, and not require the State of Nebraska to maintain outdated software programs.
  - d. All equipment, products, and supplies offered in a proposal must be new, of current production.
  - e. All system modifications or additions necessary to enable the system to operate in accordance with the mandatory technical and performance specifications of this RFP, shall be provided at no additional cost to the State of Nebraska.
  - f. The contractor must provide well-trained technical, support and consulting staff that keep current with the latest technologies.
  - g. The contractor shall be required to be on-site as needed for critical times of the system's implementation (i.e., transition points between each milestone) and at any time upon reasonable request by NSP.
2. All portions of the proposed system solution, including any third party components, interfaces, and so forth, must integrate and operate with each other in accordance with the requirements described herein. The contractor must provide a product solution that

is fully compatible and integrates with each application component of the entire system solution defined in the RFP.

3. The State of Nebraska requires that any standard, typical computer hardware and hardware operating system software purchases necessary to house the system at the NSP, and end user hardware, any Microsoft software products, any ESRI software products, and any underlying database software products (e.g., Oracle, Microsoft SQL, IBM DB2) shall be acquired through other existing state contracts or will be acquired through other procurement processes. Atypical hardware or specialized software that is required to operate the licensed product(s) provided hereunder must be provided by the contractor and priced in Form D, in Table D4 Other Costs (and Table D9 for Optional CAD). Atypical hardware is hardware not included in NSP's stated hardware expectations, but that is necessary to operate the software (i.e., the software is not capable of functioning on other hardware equipment). Specialized software is software other than the proposed RMS product that is required to operate the software according to the specifications laid out in this document.

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject (Initial), describe alternative in Row # \_\_\_\_\_ of RFP Response Tables

## **B. PROJECT PLANNING AND MANAGEMENT**

### **1. PROJECT STAFFING**

#### **a. NSP**

NSP shall designate a Project Manager who will be responsible for the management, oversight, and reporting of the acquisition. The Project Manager will also be the primary/single point of contact for contractor communications related to the project. Any issue pertaining specifically to the contract terms and conditions, renewals, contract assignments to another vendor company/entity, and other contract amendments thereof shall be directed to the State Purchasing Bureau.

#### **b. CONTRACTOR**

The contractor shall provide sufficient staffing from project kickoff through the end of the contract. During implementation, it is anticipated that the contractor's staff will need to meet periodically with the NSP staff at the NSP facility in Lincoln, Nebraska in order to aid the contractor in providing the documentation and services described herein.

##### **i. Project Manager.**

The contractor shall designate a Project Manager who will be responsible for the management, oversight, and coordinating timely resolutions to project issues. The Project Manager will also be the primary/single point of contact for contractor communications related to the project. The project manager shall not be required to be onsite 100% of the project duration but only as needed for critical times of the system's implementation (i.e., transition points between each milestone) and at any time upon reasonable request by NSP, so as to ensure better quality assurance management of the system's implementation as described in the contractor's Project Management Plan. Also, during critical core installation services (i.e., transition points between each milestone), at any time upon reasonable request by NSP, and during the

"go-live" production move of the system, the contractor's Project Manager must be available by telephone 24 hours a day, 7 days a week. All other times, the Project Manager should be available by telephone during normal business hours. The Project Manager will participate in weekly meetings with NSP and prepare monthly reports.

ii. Other Contractor Staffing.

A minimum of one (1) FTE on-call, Monday through Friday during standard business days/hours. Support staff will be required to be onsite as needed for critical times of the system's implementation (i.e., transition points between each milestone) and at any time upon reasonable request by NSP.

## 2. PROJECT MANAGEMENT PLAN

- a. Within twenty (20) business days after NSP's written notice to contractor indicating a directive to proceed with services or upon receipt of a properly authorized purchase order, the contractor shall provide a Project Management Plan. During the kickoff meetings, the contractor and NSP will jointly discuss timing and staffing issues that will impact the timeline. The result of the sessions shall be an updated Project Management Plan. The Project Management Plan shall be mutually agreed to and further developed by both the contractor and NSP. The finalized Project Management Plan must be completed within forty-five (45) business days after NSP's directive to proceed and shall be subject to NSP's approval. The contractor must send a copy of the signed Finalized Project Management Plan to NSP.
- b. The Project Management Plan must include the following items:
- i. A description of how the project will be defined, managed, controlled, verified and communicated to the contractor's and NSP's project team.
  - ii. A description of all of the major project tasks that shall be completed by the contractor.
  - iii. Identification of the specific tasks within each component of the implementation plan that must be completed by NSP.
  - iv. A projects schedule consolidating all tasks into a logical and manageable flow. This should be a time phased representation of each major task/component of the project work, milestones, dependencies, resource requirements, task durations, and deadlines. The schedule should be detailed enough to show each Work Breakdown Structure task to be performed, the start and end date of each task, the expected duration of the task, and turnaround times for NSP to review, approve, and formally accept or reject the components of the work performed.
  - v. A listing of all key contractor participants, what their role is, if they will be onsite and for what period of time and who is responsible for completing the task represented in the schedule. NSP reserves the right to approve or reject any changes to the contractor's project manager or other key personnel after the contract award. NSP also reserves the right to require key personnel changes, with reasonable notice to the contractor.
  - vi. Signature and date lines for both contractor and NSP to signify approval of completed task.

- c. The Project Management Plan shall be considered finalized when the NSP Superintendent or designee, has provided signature approval of the project plan. Within five (5) business days of finalizing the Project Management Plan, the contractor shall be responsible for providing a copy of the signed finalized Project Work Plan to NSP. The deliverable items required pursuant to this RFP must be delivered to NSP in accordance with the project plan.
- d. NSP reserves the right to modify the Project Management Plan schedule in a manner that would change the duration of the project, as mutually agreed upon between NSP and the contractor. Any changes to the project plan timeline that affects the originally agreed to delivery date of a deliverable item must be documented as a change to the project plan and shall require an approval signature on the revised project plan from the Superintendent or designee. Within five (5) business days of obtaining signature on the revised project plan, the contractor shall be responsible for providing a copy of the signed revised project plan to the NSP.

### **3. PROJECT STATUS REPORTS**

For the period of contract initiation through ninety (90) days past implementation, the contractor's Project Manager shall provide monthly Project Status Reports, which shall include;

- a. Work plan activities performed during the reporting period. Reviewing the completed activities and comparing to plan;
- b. Identifying project risks and documenting recommendations to mitigate such risks;
- c. Deliverables completed during the reporting period. Identifying milestones reached and comparing to plan;
- d. Work plan activities planned for the next reporting period;
- e. Deliverables expected to be completed in the next reporting period;
- f. Identification of problems or issues and tracking status of problems/issues;
- g. Documentation of what is being done to achieve resolution of problems/issues; and
- h. Project notes and comments.

### **4. COST**

The contractor shall provide services for "core implementation activities", and that those products and services are included in the contractor's firm, fixed pricing established in Form D. Under no circumstances shall NSP's acceptance of a Deliverable or Milestone be deemed to constitute a waiver of any of the mandatory RFP specifications and requirements, the completion dates in the Project Management Plan, or any of the contractor's other obligations under this contract agreement. No such waiver shall be effective unless specifically agreed to in writing by a formal contract amendment signed by authorized representatives of the contractor and NSP. Due to the complex nature of this RFP, and the many interfaces necessary for a full implementation, any implementation services that are unknown or uncertain at this time shall be handled through the Consulting Quotation process.

### **5. ACCEPTANCE**

- a. Acceptance of a Deliverable shall mean NSP's acceptance of a deliverable, which shall be provided to the contractor in writing by NSP at the end of the

Acceptance Test and/or Review period. Acceptance Testing/Review Period shall mean that the proposed product shall be tested and/or reviewed to ensure that it meets and/or exceeds the mandatory technical and performance specifications described herein.

- b. The Acceptance Test/ Review Period shall be at a maximum of twenty (20) business days, unless otherwise agreed to in writing by NSP for specific deliverables. None of the acceptance review periods shall occur during the month of December, unless agreed to by NSP.

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject (Initial), describe alternative in Row # \_\_\_\_\_ of RFP Response Tables

## **C. PERFORM IMPLEMENTATION**

### **1. SYSTEM TESTING**

#### **a. SYSTEM TEST PLAN PROCESS**

- i. The contractor shall create a Testing Plan and procedure for approval by NSP. The initial testing plan must be delivered to NSP within forty-five (45) business days after authorization to proceed on the contract as indicated by NSP.
- ii. The testing plan shall cover the following areas and shall describe the procedures for such testing: a) Functional Testing, b) Interface Testing (non-GUI), c) Security Testing, d) User Acceptance Testing, e) Regression Testing, f) System Acceptance Testing, and g) Final Acceptance Testing.
- iii. The contractor shall be required to update the testing plans based on feedback from NSP and provide the revised/updated plan(s) to NSP at least fifteen (15) business days prior to performance of the testing processes.
- iv. At the conclusion of each phase of testing, the contractor shall provide a Test Report and deliver to NSP within fifteen (15) business days of the testing phase conclusion that includes:
  - a) Completed and signed checklists documenting the successful performance of each inspection or test,
  - b) A detailed schedule for discrepancy correction and retesting;
  - c) A lessons learned document indicating what went well and what did not in the performance of the particular testing phase;
  - d) A list of updates/revisions needed to the testing plans for any subsequent testing/retesting phases.

#### **b. SYSTEM TEST PLAN COMPONENTS**

- i. Functional Testing will be performed to test the entire system from end to end, component to component to ensure the program works the way it was intended, all required features are present and it conforms to industry standards. Output will be compared for actual results versus

expected results. The contractor will perform test cases to cover all possible scenarios.

- ii. Interface Testing shall be conducted to ensure data being passed between the RMS system and each third party system is working correctly and being processed by both RMS and the 3rd party systems without issue. Interface testing in this instance does NOT refer to the Graphical User Interface (GUI) but rather integration testing where the interfaces between system components are tested and analyzed. The incorrect mapping of data between the systems may result in inconsistent data between systems due to truncation or misinterpretation of the information, or the software that interfaces between the two systems fails. Interface Testing shall verify all interactions are executed accurately and errors are handled properly.
- iii. Security Testing will be performed to ensure the system protects the data while maintaining the intended functionality. The testing process shall cover confidentiality, integrity, authentication, availability, and authorization, and all vulnerabilities reported and resolved prior to cutover.
- iv. The User And System Acceptance Testing (UAT) must include the process to define test scenarios for each requirement and design set. NSP expects to work with the contractor to provide input on appropriate scenarios and context. The contractor shall be required to provide the test scripts for User Acceptance Testing. UAT shall be performed by the NSP. The purpose of the UAT is to ensure that all requirements are met as specified and that all functionality is acceptable to NSP.
- v. Regression Test shall mean rerunning test cases, which a program has previously executed correctly in order to detect errors spawned by changes or corrections made during software development and maintenance. Regression testing shall be performed by the contractor's code testing specialists or equivalent programming staff. The contractor's test coders shall develop code test scenarios and exercises that will test new units of code after they have been written.
- vi. The contractor shall be required to conduct System Acceptance Testing (SAT). The purpose of the SAT is to exercise the majority of the system in the configured solution, prior to going live with the solution. The contractor shall be required to demonstrate specified performance levels; therefore, the SAT plan shall discuss how the contractor will demonstrate performance. During the testing, the system shall be expected to perform successfully under all normal operational conditions in accordance with requirements, manufacturer's operating instructions, and contractor's technical and user specifications. The system shall also be stress tested to determine its threshold limitations. Successful completion of testing is required before an authorization to proceed with the full implementation will be given. The contractor and NSP must mutually agree to move from testing to production. If, during the acceptance testing, the system offered fails to meet the requirements as outlined, the State of Nebraska shall have the option of granting the

contractor an opportunity to repair and/or modify the system and restart the testing. At any time during the acceptance testing, and at its sole discretion, the State of Nebraska retains the option of deeming the system unacceptable and canceling the acceptance testing and subsequent acquisition of the system according to the terms of the contract.

- vii. **Final Acceptance Testing of the system solution shall occur after the system production move has been accomplished, where there shall be an operational validation period of no less than sixty (60) calendar days prior to final acceptance of the solution by NSP. Final acceptance shall be provided by NSP when no occurrence of a system failure or defect is occurring that has mission critical impacts or is critical for business continuity, and the application response time and other performance criteria specified in this RFP have been met.**

## **2. PRODUCTION MOVE/CUTOVER**

### **a. PRODUCTION MOVE/CUTOVER PLAN**

The contractor shall develop a production move/cutover plan that incorporates a well-thought-out progression of events from system installation to an operational solution. The cutover plan should be detailed enough to fully account for contingencies and potential problems. The contractor shall execute the production move/cutover plan as approved by NSP. Based on the Project Management Plan and testing results, the contractor and NSP should mutually determine when the product is moved from test to production

### **b. PRODUCTION MOVE/CUTOVER EXECUTION**

- i. Production Move/Cutover shall mean the date upon which the contractor installs the complete Licensed Product Solution in a production environment which will occur after the contractor's successful completion of the contractor's testing of the system in accordance with the testing requirements of the RFP at NSP's site to determine that the Licensed Product solution is properly installed with NSP's approval of the results thereof.
- ii. At the discretion of NSP, NSP will require testing of the system following the move to production, including demonstration that all products, features and each major component are functional and working as required.
- iii. For each component of the system solution (i.e., RMS and Data Migration, along with CAD option), after each system has been moved into production (also known as "go-live date"), there shall be an operational validation period of no less than sixty (60) calendar days prior to final acceptance of the licensed product solution by NSP. Final acceptance shall be provided by NSP when no occurrence of a system failure or defect is occurring that has mission critical impacts or is critical for business continuity and the application response time and other performance criteria specified in this RFP have been met.

### **3. SYSTEM DOCUMENTATION**

- a.** The contractor shall deliver "as built" documentation clearly articulating actual implementation configurations, settings, customizations, and complete installed solution documentation. This "as built" or "as customized" requirement does not pertain to training documentation. The contractor shall be required to provide to NSP the standard training documentation for their system.
- b.** The contractor shall provide the NSP both electronic (online or otherwise) documentation and at least six (6) copies of hard copy documentation volumes of the licensed product(s). The electronic user documentation should describe the components, functions, and operations of the solution. Operations descriptions should include a list and description of all error conditions, as well as the associated error message displayed and the action required of the operator for each error condition.
- c.** The contractor shall maintain and update the electronic documentation throughout the life of the product to reflect hardware/software version updates and modifications.
- d.** Any device should have access to an electronic version of the end user documentation.

### **4. TRAINING**

- a.** The contractor shall create a Project Training Plan for approval by NSP. The Project Training Plan must be delivered to NSP within sixty (60) business days after authorization to proceed on the contract performance as indicated by NSP. This plan will articulate the contractor's training approach based on the requirements specified herein.
- b.** The contractor shall be required to update the training plans based on feedback from NSP and provide the revised/updated plan(s) to NSP at least fifteen (15) business days prior to performance of any training services.
- c.** At the written request of NSP, the contractor should provide the option of supplemental on-site training should NSP determine that additional training is needed. The on-site training shall be provided at one location within Nebraska at a facility provided by NSP. Such optional supplemental on-site training must be priced in Form D, Table D4 *Optional Costs (and Table D9 for Optional CAD)*.

- d. The contractor must provide training materials in soft copy, modifiable format (e.g., MS Word) for each classification of user (End-User, Administrator/Technical Staff) as well as sixty (60) hard copies of the end user manual for distribution across the six (6) troop areas following training.

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject (Initial), describe alternative in Row # \_\_\_\_\_ of RFP Response Tables

#### **D. WARRANTIES**

1. All software and services furnished by the contractor under the resulting contract shall be warranted free from defects in material and workmanship, and shall conform to this RFP and the bidder's response thereto, with all exceptions agreed to by the State. In the event any such defects in software or services become evident within the warranty period, the contractor shall correct the defect at its option, by (1) correcting any reproducible and/or recurring software defects; or (2) redoing the faulty services. The contractor is responsible for all costs incurred in the performance of all warranty services, including labor, materials and other related costs, during the warranty period. The contractor further warrants that during the warranty period the software furnished under this contract shall operate under normal use and service as a complete System, which shall perform in accordance with this RFP and the response thereto, with all exceptions agreed to by the NSP in writing.
2. The warranty period shall be a period of twenty-four (24) months from the date of final system acceptance as defined herein. Standard maintenance and support for the first twenty-four (24) months shall be included as part of this warranty period. Claims under any of the warranties herein are valid if made within thirty (30) days after termination of the warranty period. In addition, the following specific requirements apply to the contractor's warranty:
  - a. The NSP shall notify the contractor within a reasonable time after the discovery of any failure or defect within the warranty period.
  - b. Should the contractor fail to remedy any failure or defect within thirty (30) consecutive days after receipt of notice thereof, the parties shall meet and discuss an extension of time which may be fair and equitable under the circumstances, failing which the NSP shall have the right to replace, repair, or otherwise remedy such failure or defect at the contractor's expense.
  - c. The contractor will obtain any warranties which subcontractors or suppliers to the contractor give in the regular course of commercial practice, and shall apply the same benefit to the NSP.
  - d. The contractor shall be liable to NSP for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to the NSP.
  - e. Under this warranty, the contractor shall remedy, at its own expense, any failure to conform to the general contract terms, System requirements, or any other document included by reference in the contract. The contractor also agrees to remedy at its own expense any defect in materials or workmanship.
  - f. The "acceptance" of systems/equipment by the NSP shall not limit the NSP's warranty rights set forth above with respect to defects in materials or workmanship.

### **3. MAINTENANCE DURING THE WARRANTY PERIOD**

- a.** Warranty shall include all routine maintenance during the warranty period to include specifically any needed upgrades or enhancements to operate the system. During the warranty period, the contractor will respond to all repair calls or notices of system malfunction at no additional cost to the NSP. Warranty service shall be on a 24-hour per day, 365-day per year basis for the two (2) years of the warranty period. The contractor will have qualified technicians available to respond to major RMS system malfunctions within two (2) hours and to minor system malfunctions within four (4) hours during the warranty period. If NSP purchases the optional CAD, the contractor will have qualified technicians available to respond to major RMS system malfunctions immediately and to minor system malfunctions within one (1) hour during the warranty period. A major system malfunction is defined as one in which the entire system is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required. A minor system malfunction is defined as one in which some system features are inoperative, not rendering the entire system unusable or significantly degraded. NSP reserves the right to decide whether a system malfunction is classified as major or minor.
- b.** Acceptance of the work upon completion of the project shall not preclude the NSP from requiring strict compliance with the contract, in that the contractor shall complete or correct upon discovery any faulty, incomplete, or incorrect work not discovered at the time of acceptance.

### **4. SERVICE UNDER WARRANTY**

- a.** If it becomes necessary for the NSP to contract with another vendor for warranty repairs, due to inability or failure of the Contractor to perform required system repairs, the contractor shall reimburse the NSP for all invoices for labor, materials required, and the shipping/handling costs thereof to perform such repairs, within thirty (30) days from presentation of such invoices. This shall only occur after the contractor has been given reasonable time and fair opportunity to respond and correct the problem(s). The cost limitation for such repairs will not exceed the parts and labor replacement price of the repair.
- b.** Compatibility Warranty: the contractor shall warrant that all products acquired pursuant to this contract shall be data, program, and communications compatible to all other products that will be acquired under the contract and compatible to the software and hardware environments that currently exist in NSP's computer environment as described herein. The contractor shall notify NSP as to any inaccuracies or known deficiencies or incompatibility with any related order.
- c.** Exclusions to Licensed Product(s) Warranties. These warranties shall not apply to:

  - i.** defects or damage resulting from use of the Licensed Product(s) in other than its normal, customary, and authorized manner;
  - ii.** defects or damage occurring from gross misuse, accident, liquids, gross neglect, or acts of God;

- iii. defects or damage caused by the State's failure to comply with applicable industry and OSHA standards;
- iv. defects or damage caused by the State's failure to comply with the contractor's implementation documentation for the Licensed Product(s);
- v. Licensed Product(s) that has had the serial number removed or made illegible;
- vi. scratches or other cosmetic damage to licensed product(s) surfaces that does not affect the operation of the licensed product(s); and,
- vii. normal or customary wear and tear on any contractor provided hardware product(s).

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject (Initial), describe alternative in Row # \_\_\_\_\_ of RFP Response Tables

## **E. PROVIDE MAINTENANCE**

The contractor must provide system maintenance (e.g., upgrades, enhancements, new releases, versions) and technical support for all products/services provided in accordance with the Maintenance Support Plan including ongoing unlimited telephone technical support, problem determination and resolution. During the term of maintenance, the contractor shall provide at no additional cost all publicly available improvements and additions to the functionality of the Licensed System.

1. The maintenance support price stated in Form D, Table D3 (and D8 for optional CAD) shall be effective upon expiration the warranty period. From date of contract award until such time that the maintenance billing takes effect, the contractor shall provide to NSP all technical and maintenance support services described herein at no additional cost (i.e., through the warranty period).
2. The contractor shall maintain the Licensed System so that it operates in conformity with all mandatory specifications stated herein, inclusive of all forms, attachments, and addenda, including specifications for the performance of all improved or modified versions which the State of Nebraska has been licensed to use. The contractor must provide for any upgrades to the system components to accommodate and maintain the Nebraska baseline customizations required to fulfill the mandatory technical and performance specifications. At least once a year for the life of the contract, the contractor must provide software documentation that is kept up to date with any upgrade or revision to the licensed product(s). The contractor must perform regression testing on upgrades prior to NSP installing/implementing the upgrades into production. In performing the regression testing on a new version/upgrade of the software, the contractor must certify in writing to NSP that all the previous (old) system mandatory capabilities still work in accordance with the contract requirements. The contractor may request waiver of the regression testing requirement from NSP with sufficient justification given to NSP in writing that indicates why regression testing is not necessary. It shall be NSP's sole discretion as to whether to grant this waiver, which must be received by the contractor in writing for it to be considered a valid waiver from NSP.
3. Maintenance services shall include, at a minimum, the detection and correction of system errors according to the specifications described herein, inclusive of all forms, attachments, and addenda, and in the contractor's documentation of the system. In addition, Maintenance support shall be in accordance with the contractor's descriptions specified in Form C. The contractor agrees to respond to the State of Nebraska's inquiries regarding the use and functionality of the solution as issues are encountered by system users.

4. As it pertains specifically to the licensed products and how its operation affects the operating system database, the contractor shall provide system database maintenance corrections, fixes, and so on, including updating the database(s), data warehousing, data mining, data cleansing, data integrity, data protection, data import/export functionality.
5. System Maintenance shall also include all services necessary to maintain the 99.999% system operational uptime, and redundancy, described herein for all products provided by the contractor to include all system configurations, troubleshooting, and resolution of system errors, malfunctions, and system restoration. Scheduled downtime for maintenance or upgrades shall not be included in the calculation of system operational uptime.
6. For any customization of the system to meet mandatory requirements of the RFP, the contractor shall be required to provide system technical support of those customizations throughout the life of the contract. Such customization maintenance services must be included in the costs specified in Form D Table D3 for system maintenance. Any new versions or new releases of the system application acquired by or provided to NSP pursuant to the contract must include the customizations of the system required herein.
7. The contractor shall agree and understand that the State of Nebraska reserves the right to cancel maintenance on any or all of the item(s) with ninety (90) calendar days' prior written notice to the contractor.

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject (Initial), describe alternative in Row # \_\_\_\_\_ of RFP Response Tables

## F. TECHNICAL SUPPORT

1. The contractor shall provide a toll tree telephone number and an electronic system for technical support.
  - a. **TOLL-FREE SUPPORT**
    - i. The contractor must provide user support Monday through Friday, at least eight (8) hours per day. The coverage should be twenty-four (24) hours a day, seven (7) days a week, every day (24 x 7 x 365) for RMS support.
    - ii. If the contractor provides the optional CAD system, 24 x 7 x 365 is required. The contractor will have qualified technicians available to respond to major CAD system malfunctions immediately and to minor system malfunctions within one (1) hour during the life of the contract (including renewal periods). A major system malfunction is defined as one in which the entire system is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required. A minor system malfunction is defined as one in which some system features are inoperative, not rendering the entire system unusable or significantly degraded. The NSP reserves the right to decide whether a system malfunction is classified as major or minor.
    - iii. When support calls need to be returned (e.g., calling back to NSP to report progress or answer help desk questions and the help desk staff

are unable to reach NSP staff by telephone), the help desk staff should make at least two (2) additional attempts within the next business hour to respond to the help desk inquiry/issue by phone and/or email. The help desk/technical staff may leave a voice message for the NSP caller or send an email but such message must indicate the contractor's staff person's name, time called, and description of how to return the call to obtain further assistance.

**b. ELECTRONIC SUPPORT**

- i. The contractor shall provide electronic support. Electronic support includes the ability to report problems and ask questions to the contractor on-line, the ability to review all NSP issues submitted (description of issue, ticket number, who submitted, date/time submitted, status of issue, etc.), browse a knowledgebase containing problems and solutions, and browse technical current documents for solutions.

**2. SUPPORT PERSONNEL**

The help desk/technical support personnel should be knowledgeable and technically trained to answer/resolve system technical support problems. The help desk staff should be able to answer "how to" type questions about the system as well as questions about hardware and internet setting configurations

**3. SUPPORT CONTACT REPORTING**

The contractor shall keep a log of all maintenance/technical support calls, emails, tickets submitted to the help desk/technical support personnel and document the complaints and problems reported to the help desk system whether made by NSP or by NSP's vendors. The log shall be made available to NSP online, as part of monthly reporting, as well as, any other time upon request by NSP. This report(s) shall be delivered to or made available to NSP no later than by the end of business (5:00 p.m. Central Time) on the fifth calendar day of every month. The log must at a minimum contain the following information:

- a. Time of call;
- b. Name of caller;
- c. Caller's telephone number and/or email address;
- d. Description of Reported Problem/Complaint;
- e. Indication of whether the problem/complaint was resolved at time of call;
- f. Description of any follow up investigation/resolution plans;
- g. Assigned Case number if resolution not provided during call; and
- h. Date and Description of Final Resolution.

\_\_\_\_\_ Accept (Initial) \_\_\_\_\_ Reject (Initial) \_\_\_\_\_ Reject (Initial), describe alternative in Row # \_\_\_\_\_ of RFP Response Tables

**G. END OF CONTRACT**

The contractor shall be responsible for end of contract activities at the completion of the contract to ensure that the transition from contractor operations by the successful new contractor or the State occurs smoothly and without disruption to the State. End of Contract Transition activities will include planning, timely transfer of data and documentation specifically for Nebraska. This obligation survives the termination of the contract.

## Technical Approach to Requirements

### Technical Approach to Requirements Vision

NSP intends to contract with a single contractor for the RMS and its integrated/dependent components as much as possible. The product should be simple enough for a traffic officer yet powerful enough for the most advanced user. It should be browser and mobile friendly. NSP expects the components that make up the overall system to be tightly integrated and highly scalable. The system should also allow for integration with current and future products through web services and other modern technologies with little effort from the contractor or NSP. The time required by IT staff to support and maintain the system should be minimal as the solution is expected to just work.

The RMS will support a high availability public safety operation, as it must be accessible and usable by all officers, most of whom will be using mobile devices, at nearly any time. The RMS product will require proof of concept or proof of successful deployment in an environment similar to that of the NSP.

The RMS should be able to efficiently consume, access, and manipulate data throughout the life of the product without degradation while facilitating complete access to all data. The RMS should support capacity planning and management over time.

The RMS should strictly protect confidential and sensitive information from unintended or unauthorized release while allowing a broad range of information sharing with authorized users both internally and externally. Unless information is sensitive, it should be viewable by NSP and other respective agencies. The RMS must be able to identify juvenile and sealed records. Privacy of information is of vital importance to NSP. In the worst cases, breaches could cost officers their lives (e.g. undercover drug investigations), their professions (e.g. internal affairs investigations) or cause broad agency reputation or other damages (e.g. high profile investigations, tort investigations).

The system should allow NSP to customize and maintain lookup tables, codes, and other user configurable aspects without contractor support. Importing, exporting, searching and sorting should be inherent. NSP must have the flexibility to change user profiles, group authority, security privileges, etc, on a continuous basis. Various levels of administrative privileges should be available to delegate to individuals across NSP as deemed appropriate. Administration must be simple, straightforward and efficient, requiring minimal time and effort NSP. All system support documentation must be current and accessible at all times.

### Key Concerns

1. Addressing risk related to third party software components integrated into the RMS solution
2. The RMS architecture has been designed to meet high availability goals and the product has achieved a highly available operation with customers
3. The solution should be scalable to handle virtually unlimited data without performance degradation
4. Adding capacity over time in response to growth
5. Strength and trustworthiness of security and privacy
6. Complying with NSP's interpretation of legal requirements
7. A security model flexible to meet the ever changing security requirements that is, single versus dual layer authentication, SSL, card readers, fingerprint readers, etc.
8. Audit logs detailing who accessed a record, when and for what purpose
9. Audit trail access to logs that contain data that should be expunged, sealed, etc.
10. Importing, exporting, searching and sorting code tables should be inherent.

11. High level of knowledge transfer of administration capabilities to allow NSP independent administration.

## Requirements

<b>Architecture</b>					
<p>ARCH-1. The RMS should be based on mainstream, modern software components, including DBMS, platforms, application servers, programming languages (i.e., NSP is a SQL, .NET shop), and software architecture pattern (MVC). Summarize the database, OS (including 32 bit and 64 bit), software platform, other major application platform components, languages, etc. that the RMS is based on or requires. Please list all software and versions required to run the application. Describe any information stored by the RMS outside of the database. The bidder should provide a description of the technology base and architecture of the proposed system and each of the modules used in the system and further describe generally how each of the components interfaces with each other.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<p>ARCH-2. The RMS should support residing on servers located at and maintained by NSP. All new enterprise applications at NSP are deployed - in a Hyper-V environment using Windows 2008 and 2012. Describe the optimal hardware architecture and configuration for bidder's proposed solution. Please list the specific hardware components necessary to implement the proposed solution. Include the recommended configuration for the system (processors, cache speed, memory, configuration[s]) and any additional requirements to operate the RMS solution. Further, bidders should provide an overview of the use of IP ports, protocols and transports required by RMS and other proposed application components. Finally, please describe the firewall configuration necessary for operations. Include any additional configuration and port requirements for a public access component.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder Response)</i>					
<p>ARCH-3. Field size should not require the truncating of information. The system should be flexible enough to allow the necessary information to be entered into the field without abbreviation, for example, full names, full email addresses, full report titles, etc. Please list any constraints agencies have encountered due to field size limitations.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder Response)</i>					
<p>ARCH-4. Describe bidder's recommended approach for establishment of environments and considerations around production, testing, training and reporting environments to support the system.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>

		<b>Release</b>			
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-5. The system should be a web based solution utilizing a service-oriented architecture to include web services allowing the sending and receiving of data between third-party systems. The RMS system should be browser agnostic. Please indicate which browsers and versions are supported.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-6. The system should provide diagnostic notifications including information regarding error detection and correction.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-7. The system should be device agnostic and incorporate responsive design techniques; working on desktops, laptops, phones, tablets, and so on.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-8. The system should operate normally on the client device in a “restricted” user environment without requiring any special rights or permissions. Indicate the recommended environment to support the application and whether the RMS requires any software or registry entries on the client device.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-9. The system should have the capability of performing automatic mandatory and optional software updates on client devices. Please explain how the process will accomplish this.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-10. The RMS should support information retrieval of driver’s license and registration via card swipe/scan readers.					
	<b>Current Capability</b>	<b>Expected Date of</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>

		<b>Future Release</b>			
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-11. Please project the minimum, maximum, and average bandwidth between server and client to include the following scenarios: application start-up, standard inquiry, and image display.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-12. The RMS should provide feedback to the user about the network connection status. Give explicit examples of how this is accomplished.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-13. The RMS should be accessible and usable by troopers working in a mobile environment at nearly any time. The bidder will discuss any challenges associated with using a wireless Low-Speed Connection (<500 kbps). The RMS will use this type of connectivity while deployed on portable devices connected via Bluetrees. The RMS should be designed to automatically deal with unexpected disconnects such as in the situation of driving in and out of coverage.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-14. The RMS should be able to work without any network connectivity. Specifically cite how any challenges such as name or address validation are dealt with in this type of environment.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-15. The system should meet delivery and transmittal requirements for NCIC and NLETS.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-16. When connecting via high-speed, the product solution response time should be .1 seconds for normal activity, 1 second for common queries, and 10 seconds for large queries. Times exclude external response delays. Please describe how the proposed solution will					

provide necessary response times and what the system benchmarks for response are.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-17. The RMS should support high availability (targeting 24x7, five nines application uptime). Describe bidder's recommended approach to high availability/redundancy. Characterize bidder's experience applying this approach, and touch on alternative strategies that you have employed with clients. Provide evidence (e.g. statistical data) that the proposed deployment will meet NSP's defined system availability requirements. Discuss relevant considerations and assumptions for the RMS deployment and implementation plan.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-18. The RMS should support at least the volumes of users described in Section IV.B. Describe how the solution is able to accommodate NSP's usage requirements.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-19. The RMS should provide scalability to handle virtually unlimited data. If this is not the case, please describe the features implemented to support archival of data and the ability to search those archives.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-20. The product should provide dual layer authentication. If not, explain the plans to do so.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-21. The RMS system should support multiple state agencies using the same application. Explain how the application simultaneously shares and secures data.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					

ARCH-22. List any systems with which bidder's application or application settings have had known conflicts. Please explain any known compatibility issues.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

### Security Requirements

ARCH-23. At a minimum, the RMS should support Active Directory integration for user authentication. Describe capabilities and features of Active Directory integration. Describe where authorization data is stored for the RMS.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

ARCH-24. All web based components shall operate using SSL.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

ARCH-25. The RMS should support multiple ways in which information may be locked down to prevent unauthorized viewing (e.g., by role, by user, by case, by activity, by user community [such as Professional Standards], by flag [such as a person under investigation]) which function together to yield predictable, consistent and trustworthy visibility controls across the breadth of the RMS (e.g. on screens, in search results, in reports, in extracts, etc.); there should be no possibility of inappropriate viewing or "back door" ways to access secured information. Describe how the RMS achieves this level of trust and reliability.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

ARCH-26. The RMS shall support end-user (vs. administrator) administration of some aspects of security. Describe those aspects of security that are administered by end users vs. requiring centralized administration (e.g., cases are secured and access authorized by end users, role administration or external users with temporary access need to be administratively added.)

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

ARCH-27. The RMS should support "selective notification" such that a user may flag a particular record in the database and receive notification from the RMS if a search has been conducted or the record is accessed.

	Current	Expected	Custom	Supplied by	Not Available
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	<b>Capability</b>	<b>Date of Future Release</b>	<b>Development</b>	<b>3<sup>rd</sup> Party</b>	
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-28. The RMS shall comply with the Federal Bureau of Investigation Criminal Justice Information Services Division Security Standards. Describe the degree of compliance.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<b>Audit</b>					
ARCH-29. The RMS should support rich auditing features: All changes to information must be auditable, including the requesting, viewing, and printing of information. Viewing of auditing logs and the data itself should also be auditable. Describe the overall paradigm for audit in the RMS and discuss capabilities, features, as well as any constraints and limitations.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-30. The system should provide access to audit trails for only the users with proper security.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-31. Authorized users should be able to print incident information or the incident audit trail upon demand.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<b>Sealing/Redaction</b>					
ARCH-32. The RMS should support the sealing and unsealing of records. It should mark records as sealed, but not delete information.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-33. The RMS should indicate sealed information in a manner analogous to redacted information in reports. Sealed information should be secure.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-34. The RMS should produce a report indicating the records that have been sealed.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-35. The RMS should support redacted versions of reports. Describe RMS capabilities, features, considerations, constraints and limitations pertaining to redaction.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<b>Release of Information</b>					
ARCH-36. The RMS should support NSP defined data classification schema to help control the release of information to outside law enforcement databases and partners.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-37. The RMS should support tracking information and reports provided by NSP to satisfy requests for information and the storage of the redacted versions of released reports for future reference.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-38. Reporting capabilities should be available to authorized users outside the NSP through a web portal (e.g., County Attorneys) incorporating the necessary measures to prevent the release of unauthorized information.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-39. The solution should support installation of the mobile client on devices that also run the full client.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available

		Release			
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<b>System Administration</b>					
ARCH-40. The RMS should provide user-defined data fields. Identify the number, size and type of user defined fields.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-41. The RMS should permit a high level of independent configuration and administration over time. Examples include code tables, screen layout, field labels, reports, etc. Describe the range of capabilities and features of this nature that NSP will be able to maintain on their own and any constraints, limitations or risks.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-42. The RMS should provide either in system administration or another section of the application a “Dash Board” to report system status. It should include the following features:					
<ol style="list-style-type: none"> <li>1. Total number of users</li> <li>2. Active users</li> <li>3. Total number of cases/incidents</li> <li>4. Total number of reports</li> <li>5. Case or incident approval status's</li> <li>6. System drive/server capacity and status</li> <li>7. System/network errors and critical issues</li> <li>8. Frequency of use</li> <li>9. Concurrent users</li> <li>10. Utilization over time</li> <li>11. Machine utilization</li> <li>12. Features to characterize use and adoption of system</li> <li>13. Configurable to include other features based on available system information.</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-43. The RMS system's display screen should be user configurable to accommodate the visually impaired, colorblind, day mode, night mode etc.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-44. The RMS should provide some level of granularity and management of security roles as they relate to accessing confidential information. Describe the level of granularity and					

management of security roles.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-45. Each data field within the RMS should be capable of validation and the system administrator should have the ability to modify the data validation rules. The system should provide the ability to import, export, search, filter and sort code table information.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-46. The NSP system administrator should have the ability to set required fields based on agency determination.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-47. The RMS should have the ability to import user accounts from existing systems or an efficient method of creating high volumes of new user accounts based on existing NSP profiles.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
ARCH-48. The RMS should have configurable system administrative role groups as a method of providing multiple levels of system administrative authority. Describe the bidder's approach to this requirement.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					

## Master Indexes

### Master Indexes Vision

The Master Indexes should follow easily understandable subject matter areas and be named accordingly in plain English such as Person, Vehicle, Location, Property, etc. The Master Indexes should be fully integrated with one another to allow seamless searching and reporting of data across the RMS.

### Key Concerns

1. Streamlined entry of master index information.
2. Linking any information contained in the master indexes should be allowed.
3. All location information should be accurately geocoded and formatted consistently across the application.
4. Avoid duplication of records through matching and suggestions (i.e. names, addresses, etc.)
5. Ability to search across multiple indexes seamlessly in order to find needed data.
6. When matching records, allow historical data such as DOBs or SSNs previously used to be retained for investigative purposes.

### Requirements

MI-1. The RMS should include at least master person, vehicle, location, property and organization indexes. They will be referenced in other records by links. Describe any other kinds of master index records that the RMS maintains. Please characterize the cases in which master indexes are or are not used to link RMS records (i.e. where the RMS accepts narrative descriptions for people, vehicles, locations, property or organizations). The RMS should provide the ability to link data files and reports. For example, NSP may need to link data files to person, property, and incident records, or link multiple incident/offense reports to an incident through the same incident number. NSP may need to link reports with same suspects/crime spree. NSP may need to link records of a suspect with multiple names/aliases.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-2. The RMS should allow searching, linking and validating of master index records, as well as creation of new master index records as required at time of entry. The RMS should assist the user in matching existing records, e.g. search should accept search criteria, display likely alternatives and allow selection or creation of a new master index entry, etc.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-3. The RMS should provide auditable master index maintenance functions permitting associating, disassociating, splitting, merging and correcting of records, along with tools to support updating affected records, and correcting errors such as mistakenly merged records. Describe the administrative features and capabilities supporting master indexes, and auditing of merge and split features in particular.					
	<b>Current</b>	<b>Expected</b>	<b>Custom</b>	<b>Supplied by</b>	<b>Not Available</b>

	<b>Capability</b>	<b>Date of Future Release</b>	<b>Development</b>	<b>3<sup>rd</sup> party</b>	
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-4. The RMS should provide field level versioning / history of changes to records when merges are performed.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-5. Master Indexes should be automatically maintained through normal use of the RMS application, e.g. person records should update the most current known address regardless of whether the latest update was an arrest report, citation or field contact.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-6. The RMS should support duplicate detection and quality management of master indexes for end users and administrators.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-7. The RMS should be able to report different versions of master records, e.g. detailed versions, public dissemination versions, etc.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-8. The RMS should support a confidential master name index for Internal Affairs. Describe how this could be accomplished.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-9. The RMS system should be able to search any field or combination of fields within the master each of the master indexes.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-10. <b>All master index</b> records entered throughout the RMS should automatically cross-reference the Master Indexes to find potential matches.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<p>MI-11. The RMS should provide a variety of ways at point of link to find and validate <b>people</b> against the master person index. The following are examples of the kinds of ways users should be able to search and verify identity:</p> <ol style="list-style-type: none"> <li>1. Name</li> <li>2. Gender</li> <li>3. Date of birth (multiple)</li> <li>4. Driver's license number</li> <li>5. Address</li> <li>6. Social Security Number (multiple)</li> <li>7. FBI number</li> <li>8. Department of Corrections number</li> <li>9. AFIS number</li> <li>10. State Identification number</li> <li>11. Local arrest number</li> <li>12. Users should be able to include additional information to narrow search (e.g. date of birth, gender, etc)</li> </ol> <p>Describe ways users can search at point of link and describe the search experience.</p>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<p>MI-12. The RMS should provide an efficient method for locating existing entries to include a variety of ways at point of link to find and validate <b>vehicles</b> against the master vehicle index. The following are examples of the kinds of ways users should be able to search and verify identity:</p> <ol style="list-style-type: none"> <li>1. Make</li> <li>2. Model</li> <li>3. Color</li> <li>4. Year</li> <li>5. VIN</li> <li>6. License plate number</li> <li>7. Partial plate numbers</li> <li>8. Associated persons</li> </ol> <p>Describe ways users can search at point of link and describe the search experience.</p>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<p>MI-13. The RMS should provide an efficient method for locating existing entries to include a variety of ways at point of link to find and validate <b>locations</b> against the master location index. The following are examples of the kinds of ways users should be able to search and verify identity:</p> <ol style="list-style-type: none"> <li>1. Address, highway milepost, P.O. Box, Intersection, etc</li> <li>2. Common place name</li> </ol>					

<p>3. Business name</p> <p>4. Latitude/Longitude</p> <p>Describe ways users can search at point of link and describe the search experience.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<p>MI-14. The RMS should provide a variety of ways at point of link to find and validate <b>property</b> against the master property index. The following are examples of the kinds of ways users should be able to search and verify identity:</p> <ol style="list-style-type: none"> <li>1. Serial numbers</li> <li>2. Owner applied numbers</li> <li>3. Type</li> <li>4. Make</li> <li>5. Model</li> </ol> <p>Describe ways users can search at point of link and describe the search experience.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<p>MI-15. The RMS should provide a variety of ways at point of link to find and validate <b>organizations</b> against the master organization index. The following are examples of the kinds of ways users should be able to search and verify identity:</p> <ol style="list-style-type: none"> <li>1. Name</li> <li>2. Location</li> <li>3. Logo</li> <li>4. Associated persons</li> </ol> <p>Describe ways users can search at point of link and describe the search experience.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<p>MI-16. The RMS should allow the association of multiple records identifying the same person, vehicle, location, property or organization regardless of seemingly contrary details such as different birth dates or social security numbers, change in the description of the vehicle color or year, location highway number versus a commonly applied highway name/alias, a property item that was coded as stolen and recovered, etc.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<p>MI-17. The RMS should expose a unique identifier for each person, vehicle, location, property item and organization in the master index that can be used by end users to uniquely reference that record for search or other purposes.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>

		<b>Release</b>			
<b>Indicate Status:</b>					

*(Bidder response)*

MI-18. The RMS should provide means to flag master indexes, including:

1. persons in the master index for special treatment across the RMS, e.g. indicators for victims of identity theft, violent offender, persons of interest, hazards, directions or other notes associated with people, etc. that will send alerts or notifications at important times and/or points in the process.
2. master vehicles index records for a wide variety of purposes, e.g. indicators for vehicles of interest, stolen vehicles, hazards, directions or other notes used to provide alerts or notifications at important times, or other user defined flags.
3. master location index records for a wide variety of purposes, e.g. locations of interest, indicators for hazards, directions, mandatory report locations, two officer response locations, other directions, alerts or notifications at important times, or other user defined flags.
4. master property index records for a wide variety of purposes, e.g. indicators for property of interest, stolen items, hazards, directions or other notes used to provide alerts or notifications at important times, additional user defined flags, etc.
5. master organization index records for a wide variety of purposes, e.g. indicators for organizations of interest, active organizations, hazards, directions or other notes used to provide alerts or notifications at important times, user defined flags, etc.

Describe the details tracked and describe how and when these features impact RMS behavior.

	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> party</b>	<b>Not Available</b>
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**Indicate Status:**

*(Bidder response)*

MI-19. The RMS should permit a wide variety of detailed information to be maintained for **Persons** in the master person index. The following outlines the level of detail that is should be maintainable:

1. Unique Identifier / master number per subject
2. Full name (First, Middle (2), Last, Hyphenated Last, and suffix - Jr., Sr., etc.)
3. Unique name formats
4. Aliases/AKA (multiple)
5. Monikers / nicknames (Multiple)
6. Maiden name
7. Previous name
8. Address (Multiple)
9. Telephone number (Multiple with title for each)
10. Relatives (Multiple), with Full name details, Full address details (multiple per relative),

Full telephone details (multi per relative), Relationship to person

1. Occupation / school (Multiple)
  - a. Type (Occupation or School)
  - b. Current status & to/from dates
  - c. Employer / school Name
  - d. Employer / school address(es)
  - e. Employer / school phone(s)
2. Date of birth (alias Date of Birth)
3. Age range including to / from

4. Place of birth
5. Sex
6. • Race
7. Ethnicity
8. Height (exact and to / from)
9. Weight (exact and to / from)
10. Hair
  - a. Color(s)
  - b. Style(s)
  - c. Length
  - d. Type
  - e. Facial hair
11. Glasses / contacts
12. Eye color
13. Scars/Marks/Tattoos/Piercing
  - a. Type (scar, mark, tattoo, or piercing)
  - b. Body position
  - c. Description
14. Social security number (alias social security numbers)
15. Driver's license number and state/province (Multiple)
16. Physical description
  - a. General appearance
  - b. Distinguishing features
  - c. Speech
  - d. Accent
  - e. Native language
  - f. Skin tone
  - g. L or R handed
  - h. Shoe size
  - i. Build
17. Fingerprints on file
18. Passport Number and issuing Country
19. Alien Registration Number
20. Photo on file
21. ID coding
  - a. Fingerprint (AFIS #)
  - b. DNA #
  - c. State Identification#
  - d. CCN#
  - e. FBI #
  - f. Department of Corrections number
  - g. State/province Identification number and Issuing agency/state (two letter identifier)
22. Local booking numbers (agency-specific, minimum of 12-character alpha-numeric field)
23. Agency name / location
24. Detailed MO (multiple)
25. Medical Information
  - a. History of:
    - i. CT Scans
    - ii. X-Rays
    - iii. Surgery

- iv. Childbirth
- v. Broken bones
- b. Surgical Appliances
- c. Dental records
- d. Blood Type
- 26. Clothing
  - a. Type (pants, shirt, shoes, etc.)
  - b. Description
  - c. Size
  - d. Color
  - e. Markings
- 27. Jewelry
  - a. Type (ring, necklace, watch, etc.)
  - b. Color
  - c. Description
  - d. Body location
- 28. Facial characteristics:
  - a. shape
  - b. complexion
  - c. oddities
  - d. teeth
- 29. Narrative and or comment field

Describe the details tracked and in particular indicate which may be non-destructively changed and tracked over time.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

MI-20. The RMS should permit a wide variety of detailed information to be maintained for **vehicles** in the master vehicle index. The following outlines the expected level of detail that should be maintainable:

1. Unique Identifier / master number per subject
2. Automotive
  - a. Type (Car, truck, trailer, motorcycle, etc)
  - b. License number
  - c. License State, or Province two letter designator
  - d. License year
  - e. License Tab#
  - f. VIN
  - g. Vehicle Year
  - h. Vehicle Make
  - i. Vehicle Model
  - j. Body Style
  - k. Color (multiple)
  - l. Associations to all other master indexes (multiple)
  - m. Taxi license number
  - n. Taxi license jurisdiction
  - o. Descriptive notes
3. Watercraft
  - a. Registration number
  - b. Registration State or Province with two letter designator

- c. Boat Name
  - d. Hull number
  - e. Engine serial number (multiple)
  - f. Number of engines
  - g. Boat year
  - h. Boat make
  - i. Boat model
  - j. Boat Type (inflatable, catamaran, sail, etc)
  - k. Length
  - l. Beam
  - m. Color(s)
  - n. Associations to all other master indexes
  - o. Descriptive notes
4. Aircraft
- a. Registration number
  - b. Registered country
  - c. Serial Number
  - d. Year of manufacture
  - e. Number of engines
  - f. Make
  - g. Model
  - h. Type (Floatplane, Turbine, helicopter, etc.) (Multiple)
  - i. Color(s)
  - j. Associations to all other master indexes
5. Descriptive notes

Describe the details tracked and in particular indicate which may be non-destructively changed and tracked over time.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

MI-21. The RMS should permit a wide variety of detailed information to be maintained for **Locations** in the master location index. The following outlines the expected level of detail that should be maintainable:

1. Common name
2. House/Building Main #
3. House/Building Auxiliary Identifier (e.g. A, 1/2, 3, etc.)
4. Unit #
5. Hundred Block Number
6. Street Directional Prefix (e.g. N, NE, S, SE)
7. Street Name
8. Street Type (Avenue, Street, Road, etc.)
9. Street Directional Suffix (e.g. (e.g. N, NE, S, SE)
10. Intersecting Street Directional Prefix (e.g. N, NE, S, SE)
11. Intersecting Street Name
12. Intersecting Street Type (Avenue, Street, Road, etc.)
13. Intersecting Street Directional Suffix (e.g. (e.g. N, NE, S, SE)
14. Descriptor of the location in addition to the physical address (i.e., alley to the rear)
15. Highway Milepost
16. Landmarks

- 17. PO Box
- 18. City
- 19. County
- 20. State/Province
- 21. Country
- 22. Postal Code
- 23. Latitude
- 24. Longitude
- 25. Geo-Coded x/y coordinates
- 26. State Plain coordinates
- 27. Altitude
- 28. All related GIS data (e.g., Troop Area, Sergeant Area, Reporting Are, Census Tract Census Block)
- 29. Any/all known telephone numbers linked to the address
- 30. Notes Field

Describe the details tracked and in particular indicate which may be non-destructively changed and tracked over time.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

MI-22. The RMS should permit a wide variety of detailed information to be maintained for **Property** in the master property index. The following outlines the expected level of detail that should be maintainable:

- 1. Make
- 2. Model
- 3. Brand
- 4. Description
- 5. Distinguishing characteristics
- 6. Serial number
- 7. Industry property coding standards, such as NCIC property codes
- 8. Other commonly used fields specific to different types of property, e.g. caliber, etc.

Describe the details tracked and in particular indicate which may be non-destructively changed and tracked over time.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					

*(Bidder response)*

MI-23. The RMS should permit a wide variety of detailed information to be maintained for **Organizations** in the master organization index. The following outlines the expected level of detail that should be maintainable:

- 1. Organization name
- 2. Organization Type
- 3. Parent organization
- 4. Child organization
- 5. Organization hierarchy

Describe the details tracked and in particular indicate which ones may be non-destructively changed and tracked over time.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-24. The RMS system should allow multiple persons, vehicles, locations, property and organizations to be linked to a specific incident.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
<b>Location</b>					
MI-25. The RMS should leverage GIS code service to support physical address, commonplace address, and aliases for landmarks, common names with latitude/longitude information.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-26. The RMS should support user validation of location based on partial matches, but allow for the use of non-validated locations when necessary. The RMS should allow a user to override a validated address field to enter a non-validated address and allow them to enter other descriptions (e.g. alley to the rear). The RMS should flag unverified addresses for follow up, e.g. via a report or notification to GIS personnel. Describe RMS capabilities and features of this nature.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					
MI-27. The RMS should support configurable formatting of street addresses and provide consistent appearance across the system and reports. NSP seeks to standardize the display format for addresses between the existing CAD and RMS systems.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> party	Not Available
<b>Indicate Status:</b>					
<i>(Bidder response)</i>					

## Calls for Service

### Calls for Service Vision

The RMS will interface with NSP's existing Computer Aided Dispatch (CAD) system to exchange Call for Service record data using industry standard data formats. The CAD system will be the system of record for new incident creation and the associated incident numbers. It is expected that the transfer of a CAD record from CAD to RMS is a near instantaneous transaction. Every NSP Incident begins with a CAD record. The RMS should blend with the variety of NSP tools, databases and resources (NFIN, Timesheets, CAD, SOR, PCH) using information from those systems to give a more complete picture of a call.

Data from NSP CAD to RMS is used to:

1. Support prosecution of offenders
2. Conduct statistical analysis in support of budget
3. Support decisions for deployment of personnel
4. Enable the identification of trends (criminal conduct, general peaks and lulls in activity, effectiveness of enhanced patrol areas)
5. Provide officer safety recommendations and alerts (i.e. by providing a database for CAD to query and report past incidents at a location)
6. CAD provides a vital link between NSP resources, information, and infrastructure and the Regional Command Centers. A Call for Service, which represents the deployment of an NSP resource in some manner, is managed through the CAD system, from initial awareness of a situation through event conclusion. CAD is a vital function in support of the state wide mission of NSP, because it provides an environment for "one stop shopping" for status keeping of NSP resources and awareness of incidents requiring NSP response.

### Key Concerns

1. Consume all CAD records and supporting details from the CAD system, with the caveat that not all CAD records constitute an Incident
2. Enable creating a call from the RMS
3. Leveraging call for service information in conjunction with other records in reports and search

### Requirements

<b>MANDATORY REQUIREMENT</b>	
Accept & Initial	The RMS <b>MUST</b> immediately populate data fields from the existing CAD when requested by a user initiating a request using an incident and/or call number. Please describe.
<i>(Bidder response)</i>	
The bidder's initials signify guaranteed compliance with the above mandatory requirement. A bidder may indicate any exceptions to Mandatory Requirement including an explanation for the bidder's inability to comply with such requirement which includes a statement recommending requirement the bidder would find acceptable. Inability to guarantee compliance or rejection in whole or in part of the Mandatory Requirement may be cause for rejection of a bidder's proposal.	

CS-1. The RMS should enable appropriate personnel to access Call for Service data from NSP CAD in a clear and concise format, using straight-forward search criteria, by evaluating one or many of the CAD Calls for Service data elements, and the ability to search CAD information (that is brought over from R4) within RMS).					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
CS-2. The RMS should allow users to create incidents and their associated incident numbers in CAD, with minimal associated details. Describe capabilities and features of the RMS to support this.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
CS-3. The RMS should store extensive details pertaining to Calls for Service. This is expected to include the following at a minimum:					
<ol style="list-style-type: none"> <li>1. Call Number</li> <li>2. Incident Number (to generate an Incident Report based on Offense Code/Disposition Code)</li> <li>3. Incident Date/Time</li> <li>4. Call Type</li> <li>5. Location (In multiple forms such as address street, milepost, common place name, etc. which can be entered and edited by NSP)</li> <li>6. Location as an X/Y coordinate (such as Latitude/Longitude, Universal Transverse Mercator)</li> <li>7. Location subset such as apartment or building number, City, State, County, Zip Code</li> <li>8. Call source (e.g. 9-1-1 PSAP, public, etc.)</li> <li>9. Troop Area/Sergeant Area/County</li> <li>10. Dispatcher ID (with the ability for multiple dispatchers to add information to a call and capture their ID with the information and time entered, such as: <ol style="list-style-type: none"> <li>a. Primary unit assigned ID (badge number)</li> <li>b. All units involved by ID's (badge number)</li> </ol> </li> <li>11. Disposition code when call cleared</li> <li>12. Disposition clearance narrative remarks</li> <li>13. Combination of Disposition Code, Offense Code(s) more than 4 NIBRS complaints, Call Summary Narrative to close a CAD Call.</li> <li>14. Report required indicator (based on coding of the call type)</li> <li>15. Report received indicator (Based on workflow from RMS) for supervisor notification</li> <li>16. Calling party identifying information (e.g. Name, Address, Phone1, Phone 2)</li> <li>17. Related incident number information (e.g. Sheriff, Police, EMS, internal related incident)</li> <li>18. Incident times and primary unit history (e.g. E911 Time, Call Received time, En route, Arrived, Transporting, Booking, Cleared)</li> <li>19. Unit summary</li> <li>20. Timestamp and activity code information for primary and all secondary units</li> <li>21. Ability to manipulate officer involvement after a call is closed, such as change primary officer, add officers that were not added by dispatch, and remove officers that were not there</li> </ol>					

- 22. All radio traffic entries for units attached to the call
- 23. Data on all persons of interest (e.g. Name, DOB, identifying physical characteristics, address, phone, race/ethnicity)
- 24. Data on all vehicles of interest (e.g. Color, year, make, body, accessories, license plate, VIN)
- 25. CAD narrative input (i.e. chronological narrative input by dispatch staff)
- 26. Incident time

Describe RMS capabilities and features of this nature, and any constraints or limitations on user defined fields which can be established to store additional information that is required. Please list CAD products bidder's RMS has interfaced with.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					

*(Bidder response)*

CS-4. The RMS should provide the following reports:

- 1. Summary of events within geographic area by time of day/day of week
- 2. Search and/or Analysis by CAD Calls for Service data fields (e.g., all crashes reported in Area "X" on Wednesdays between 6 and 7 PM)
- 3. Analysis of response time by primary or secondary unit/s
- 4. Analysis of time consumed

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					

*(Bidder response)*

This is for informational purposes. It will not be evaluated. If you are proposing the optional CAD component, describe how Calls for Service will be accomplished through the CAD solution. Please answer each of the above questions specifying how the RMS and CAD solution will work together to satisfy NSP's vision.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					

*(Bidder response)*

## **Incident Reporting; Usability; Field Reporting; and Mobile, & Remote Use**

### **Incident Reporting; Usability; Field Reporting; and Mobile, & Remote Use Vision**

Incident reporting is viewed by the NSP as the single most important module of an RMS system. Therefore this section will cover not only the issues specific to the collection of data related to a specific incident, but also the overall usability of the RMS product. The system should be fast and highly responsive, intuitive, easy to use, have a modern look and feel, have high data integrity, and be customizable to NSP needs. The system should have robust error correction, editing, help, and security features that do not hamper NSP business needs. There should be an accompanying comprehensive user manual that utilizes visual aids such as screen shots or photographs to assist the user and has the ability to hyperlink back to agency policy regarding specific reporting requirements.

Incident data collection must provide a basic standardized structure capable of reporting across multiple enforcement or investigative divisions that is flexible enough to accommodate simple stop and arrest contacts in single jurisdictions as well as long term or complex criminal investigations with events that occur in multiple jurisdictions over time. Incident data collection should be easily adapted from current practices or create user efficiencies that are more cost/time effective to the individual user. Information should be carried from module to module within an incident to reduce the number of keystrokes and/or mouse movement within the document to facilitate data entry. Incident data collection should be intuitive and user friendly with features that allow a user to automate as much data input as possible (e.g., auto fill functions, spell checking as the user types, and master index records matching with confirmation).

NSP has broadly deployed mobile computing devices over the last several years and expects to fully leverage field reporting capabilities of the RMS. Given the diverse geography of Nebraska, range of use, as well as bandwidth and availability limitations, it will never be the case that all mobile users will remain fully connected all of the time; in some cases, mobile devices are expected to remain disconnected for extended periods, and officers may be away from mobile devices in vehicles for extended periods, working by radio through dispatchers. Field reporting should allow deployment to the field, reducing office time to complete duties. Mobile use will also be performed away from a vehicle, such as an Investigator working on scene or at an off-site location. NetMotion is currently used to provide secure VPN to mobile devices using any available connectivity. Most devices use cellular connectivity. NSP seeks an RMS that provides features to optimize the end user experience when using mobile devices via cellular connectivity.

The RMS should provide a user friendly and adaptable workflow process that includes the ability to dictate and transcribe reports into the system. Unapproved incident reports contained in the workflow process should be visible as "read only" and available to all authorized users prior to approval by a supervisor. The RMS should provide an error detection tool that clearly defines possible errors at the time of entry or before submittal. The detected error should be clearly identified with suggested methods of correction.

It should blend with the variety of NSP tools, databases and resources (NFIN, Timesheets, CAD, SOR, PCH) using information from those systems to give a more complete picture of the particular case. NSP is particularly interested in solutions that improve workflows. For example, NSP currently uses a number of forms, separate from the current RMS. Users must navigate out of the RMS and into a network drive in order to complete these reports (e.g., DUI/DWI, evidence destruction, lab reports, pursuit critiques, use of force, canine deployment).

## Key Concerns

1. Must provide a user friendly interface functional in both a standardized network and a varied bandwidth mobile network
2. Expandable/collapsible data collection forms to capture all patrol investigations
3. Unapproved reports are visible and don't delay supplemental reporting by others
4. Rich reporting on all data possible
5. Standardizing cross-divisional variation in reporting
6. Security features should not unduly hamper system accessibility
7. Moving towards a fully functioning mobile device environment
8. Supporting field reporting to the fullest extent possible
9. Supporting the use of a dictation / transcription environment
10. Effective usability and performance for mobile troopers
11. Robustness / support for disconnected or intermittently connected use
12. Compatibility with network and communication infrastructure in place or planned
13. Flexibility as mobile hardware devices are adopted by NSP
14. Validation that ensures data is complete, accurate and any validation errors must be easily understandable and correctable.

## Requirements

IR-1. The system should populate or enable users to import and edit data from the existing CAD system. It is very important to NSP that a great majority of information from the CAD be made available in the RMS. This will substantially reduce time users have to enter information into the RMS that has already been entered in CAD.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					

*(Bidder response)*

IR-2. The RMS application should incorporate a "single level of data entry" to ensure that information that has more than one use is entered only once and then distributed to applicable subsystems and transactions on an automatic basis.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					

*(Bidder response)*

IR-3. The RMS should support multimode input (i.e., touch screen, keyboard, highlight and select, drag and drop, and pen-drawn text). The RMS should have a clean, simple, highly responsive interface that provides an optimal end user experience from both PC and mobile devices (tablets and smart phones).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					

*(Bidder response)*

IR-4. The RMS should support but not require the use of Word or other word processor functionality to assist in the authoring of narrative portions of reports to support rich formatting features directly within the RMS, or other solutions. Examples of features of value to NSP include:

1. Full page views vs. paragraph views

2. Entry screens that dynamically hide or display fields based on, for example, the type of crime or incident being processed
3. Auto-complete, find as you type, and pre-fill fields in appropriate preformatted screens (including defaults for date, time, day of week, but with ability to override date and time of incident)
4. Indicators for required fields
5. Variable fonts, sizes and features such as Bold, Italic and Underline
6. Tabs
7. Highlighting
8. Paragraph separation
9. Hyperlinks, or charts page numbering
10. Tables
11. Embedding associated materials
12. Lists
13. WYSIWYG editing
14. Convenient entry of lengthy narratives
15. Spell check
16. Features to prevent loss of work such as timed automatic saving after periods of inactivity or save as you go processing across tabs.

Describe RMS capabilities and features of this nature, and if the solution involves cut and paste, comment in particular on exactly what formatting would be preserved in transfer of report content to the RMS.

Further, the RMS should support attachments placed in the NSP Filebound v.5.5.1 system that allows users to hyperlink and retrieve a variety of electronic information to Incidents, including:

1. Electronic reports
2. Digital photos
3. Video or audio recordings
4. Video DVDs that have been recorded and entered into Evidence
5. Diagrams
6. Hyperlinks
7. Binary files

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					

*(Bidder response)*

IR-5. The RMS should support improving data quality and standardization in the entry of incidents. For example, the RMS should provide tools for report authors to review possible UCR/NIBRS coding issues and quality assurance during entry and prior to submittal. These tools should clearly identify and communicate the detected error and provide suggested solutions in a user friendly format. The tool should also provide a method for the supervisor to track corrections.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					

*(Bidder response)*

IR-6. The system should provide online help for any form. Help is to describe fields, as well as procedures on using the form. The help function should contain a search engine, hypertext links, hierarchical contents, and the ability to move back and forth through previously viewed

help windows.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
IR-7. The RMS should allow association of multiple incidents, cases or other associated records with a case.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
IR-8. The RMS should provide some flexibility in controlling how Incident unique identifiers are formatted. Describe RMS capabilities and features of this nature.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
IR-9. The RMS should support user defined fields for NSP customization. Although NSP has not added fields to its current RMS, it has added formatting customization. For example, NSP has customized displays with extra tabs, appearance tabs, and other information tabs. Note any security features related to this.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
IR-10. The RMS should support formal transfer of ownership of in-process incidents. There should be one author for one report with a transfer option. This is important to NSP because this option allows a typist to start an incident from dictation and an officer to edit and submit for approval.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
IR-11. The RMS supplemental reports process should allow for the creation of different types of supplemental reports. Supplemental reports should be easily identifiable/distinguishable within the system.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
IR-12. The RMS should allow supplemental information to be entered/added prior to submission of initial incident.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
<p>IR-13. The RMS should streamline submissions, review, return, resubmission, and approval of incidents, (e.g., by providing easy access to, or navigation back and forth between, viewing incidents and approval functions). The RMS should:</p> <ol style="list-style-type: none"> <li>1. Support multi-level approval process of Incidents. State the numbers of levels supported and describe how the approval process works.</li> <li>2. Support alerts to notify users when supplements are available</li> <li>3. Be capable of, but not require, using digital signatures or digital approval</li> <li>4. Track reports by offense code that have not been started and/or completed</li> <li>5. Track deadlines</li> <li>6. Enable email or mobile device notifications between the RMS and Mobile client</li> <li>7. Lock the original report for changes after approval.</li> </ol> <p>Have the ability to create incident types that do not need supervisory approval. For example, officers should be able to finalize incidents involving possession of less than an ounce of marijuana, affidavits for jails that require immediate reports, and driving under suspension.</p>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
<p>IR-14. The RMS should support transcription workflow that allows others to enter case information on behalf of an officer and then assign to the officer for review and submittal.</p>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
<p>IR-15. The RMS mobile client should provide access to extensive RMS functionality from mobile devices. Describe how user experience differs when using a computer in the office and a mobile device in the field: what features might be constrained, restricted, completely different, or behave differently, the types of reports that can be entered, searches performed, user interface differences, etc.</p>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
<p>IR-16. The RMS mobile client should support effective use in cases of limited or intermittent connectivity. Any capabilities for disconnected use would be valued, and need to be understood. For instance, features such as off-line incident authoring, automatic saving and recovery on disconnection, caching of information locally, allowing off-line use of some features, synchronization on reconnection, automatic saving and recovery when use is interrupted (e.g. officer has to close laptop to respond to an emergency), saving of unapproved incidents to be completed in the office prior to submission (e.g. where larger files can be attached without sending them over low speed connectivity).</p>					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
IR-17. The RMS should be a web application. If it is not, it should offer a web based component that functions over the internet in a web browser. Describe the functionality differences between it and the main client.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					
IR-18. The RMS mobile client should support a dictation/transcription environment which may include templates and dropdowns. Please describe how the solution supports dictation/transcription.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate Response:</b>					
<i>(Bidder response)</i>					

# Investigative Case Management

## Investigative Case Management Vision

The RMS Investigative Case Management functionality should provide a wide range of supervisors the ability to approve, assign, distribute, and re-distribute workload to investigators and provide information important to productivity review and performance of individuals. The RMS should provide Investigative Case Management resources to supervisors to effectively trend unit and section workload, gather unit specific data to meet internal and external performance measures, and evaluate workforce resource allocation. The Case Management system would ideally be useable as a tool to also communicate assignments and case needs, updates, notes, and actions taken as a particular case progresses. In short, The RMS is expected to be mature, robust and flexible, and to address the variety of needs of users across the NSP.

The RMS should provide Investigative Case Management resources that allow case tracking and performance measurement from initiation to conclusion. It should blend with the variety of NSP tools, databases and resources (NFIN, Timesheets, CAD, SOR, PCH) using information from those systems to give a more complete picture of the particular case. A typical case management lifecycle at NSP might include stages such as Initiation > Investigation > Arrest > Adjudication > Conviction/Acquittal > Sentence/Fine > Evidence > Disposition > Case Closure.

Flexibility is considered key to support the diverse range of activities across the divisions and sections. Workflow features such as deadlines and notifications would be broadly valued but rigid workflow management is not desired. Cases generally will have one primary or lead officer, but in some instances may have a co-investigator and several additional supplemental supporting officers or the primary supervisor may change due to reassignment, illness, vacation, and so on, in which case an alternate supervisor may have to assume approval and management duties for the investigation or working unit. It is not uncommon for officers to be pulled in from one division or Troop area to assist in an investigation; this scenario can and does occur in all divisions at different times.

## Key Concerns

1. Strong, flexible security and visibility controls
2. Able to represent complex cases, e.g. multi-county, multi-charge, multi-trial
3. Associating all related material with a case (associated incidents, reports, attachments, etc) and easily preparing comprehensive case file for prosecution

## Requirements

General					
ICM-1. The RMS should provide for an online case investigative journal that gives ability to document case activity, contact with victim, etc.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

ICM-2. The RMS should support collection of case management related information. Some examples include:

1. Case status and time in various statuses
2. Assigned to/officer number
3. Date assigned
4. Status due date
5. Remarks/summary
6. Date cleared
7. Officer clearing
8. Arrested – How cleared
9. Date sent to prosecutor
10. Prosecutor Follow Up requests
11. Supervisor Comments/Direction (Narrative)
12. Prosecutor decision
13. Court date
14. Case Disposition
15. Clearance type
16. Case purge criteria
17. Case activity summary (e.g., electronic log book)
18. Department case counts (e.g., number of cases/types of cases)
19. Evidence disposition

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

**Management**

ICM-3. The RMS should support supervisory management of Investigators/Troopers – supervisors should be able to view and report on the workload and activities of their individual units; it should not be possible for cases to be unsupervised or to be created unnoticed. A supervisor should have access to their subordinate’s reports and case management, and so on up the chain of command.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

ICM-4. The RMS should ensure that the status of all cases is clearly identifiable at all times.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

**Workflow**

ICM-5. The RMS should support NSP case management as described in the vision. Please describe how the solution will support this vision.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available

<b>Indicate status:</b>					
<i>(Bidder response)</i>					
ICM-6. The system should allow for adding customized user defined fields to case management. Customize with NSP code table.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
ICM-7. The RMS should provide features and capabilities to provide various forms of automatic notifications around case workflow such as e-mail, pager, text messages, etc. when participants are assigned to cases or further follow up is requested by supervisor, and so forth.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Reporting</b>					
ICM-8. The RMS should support the capability to create, track, and report on a variety of user defined fields related to cases. The RMS should support a wide variety of caseload and resource measurement reporting features. Some examples of reports that would be valuable include:					
<ol style="list-style-type: none"> <li>1. Cases assigned by report number</li> <li>2. Cases assigned by investigator/trooper</li> <li>3. Cases forwarded to Prosecuting Attorney</li> <li>4. Closed and suspended cases</li> <li>5. Juvenile vs. adult</li> <li>6. Juvenile petitions</li> <li>7. Declinations by prosecutor</li> <li>8. Case activity</li> <li>9. Cases assigned by crime type</li> <li>10. Cases cleared</li> <li>11. Percent cleared</li> <li>12. Reports by crime type</li> <li>13. Percent cleared by crime type, by clearance type</li> <li>14. Unassigned cases</li> <li>15. Case aging analyses, with supervisor attention after periods of inactivity</li> <li>16. Investigator workload</li> <li>17. Case counts by division or section - summary of all cases assigned, broken down by investigator with individual totals and division totals</li> <li>18. Case Activity Summary - list of cases and corresponding status whether assigned or not assigned</li> <li>19. Follow-Up Due Report - summary of all assigned cases based upon a user-specified due date</li> <li>20. Active arrest warrants by case</li> </ol>					
Examples of caseload statistics reports include:					
<ol style="list-style-type: none"> <li>1. Total number of cases reviewed</li> <li>2. Total number of arrests by Patrol</li> <li>3. Total number of arrest by Investigations</li> <li>4. Total number of warrant requests</li> <li>5. Total number of cases closed and reason for closure by disposition</li> </ol>					

<b>6.</b> Total number of cases suspended <b>7.</b> Total number of cases still open and classification <b>8.</b> Total number of search warrants <b>9.</b> Case tracking and status					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## Property and Evidence Management

### Property and Evidence Management Vision

The system must provide capabilities to handle property reporting needs as well as robust security and tracking for evidence management which includes non-evidentiary property. The system should allow technology such as bar coding and other efficiency tools to automate the process. The system must allow both property reporting and evidence management on the same item and meet the needs for both purposes. The system must support thorough inventory and auditing processes, including a well-developed audit log to track movement, testing, release and employee access, etc. The system must allow for unique identification of items maintained in over 34 locations throughout the state (Norfolk area – seven (7) sites, Lincoln – five (5) sites, Grand Island – seven (7) sites, North Platte – seven (7) sites, Scottsbluff – four (4) sites, and Omaha – four (4) sites). However, the number of locations may increase or decrease, so the system should be flexible in that regard. Many of the evidence locations are remote with limited data access. Property and evidence management should also be possible through mobile devices.

Evidence is diverse in size, nature and management needs. Items such as animal parts, human biological specimens, clothing, microscopic items, large items, firearms, drugs, currency and vehicles are just some examples of what is maintained. In addition to property held as evidence, NSP will hold property that is found or for safekeeping. Vehicles need to be tracked through RMS not only as evidence (i.e. stolen vehicle recovered) but also being towed for an abandoned vehicle, arrest of driver, crashes, or DUS/DWI/DUI (which may require a tow company to hold for certain amount of time due to Nebraska law).

Nebraska State law requires that the NSP retain possession of any evidence that may contain DNA during an offender's incarceration. Therefore, the product should have the ability to flag/identify, track, calendar for destruction, and report on all evidence that may have biological material.

The product should allow NSP to easily link, search, and report on multiple pieces of evidence to multiple locations and/or suspects.

### Key Concerns

1. The system provides purpose built functionality for evidence and property maintenance and control and entry
2. Security to allow each location to segregate or compartmentalize access to the evidence
3. Security to limit view/edit/delete and other access to evidence information, except by authorized users
4. Ability to run inventory control reports
5. A barcode system should enable a printable chain of custody, which is required for court
6. Ability to house unique identifying number for each case and then each exhibit within a case
7. Strong tracking for chain of custody events as well as auditing of access and changes within the database limited access to property changes, with special flagging of evidence with biological material
8. The system allows for separate control/access of items that need to be reported to NIBRS and are also physically within the evidence locker
9. Ability to track and store DNA for extended periods of time

10. Ability to transfer multiple items from numerous cases and add comments to all items as necessary. For example, multiple items transferred to Crime Lab should be able to be grouped. Currently, staff must add item notes to each item in each case individually.
11. A search that allows view of all new items (additions to old cases) that have not been checked into the evidence program
12. Ability to track and mark items for destruction
13. Ability to track items that are destroyed and/or housed separately as a final disposition that may not be edited by Evidence Technicians or others. Currently destroyed is a "location" items can be checked in, moved, etc.
14. Should allow for mobility of evidence that recognizes and tracks items as they are entered into database on scene using mobile devices
15. System should maximally enable users a "one view" experience in which information about item, case number, case officer, current storage location, dates, and "moves" are viewable on a single screen

## Requirements

<b>General</b>					
PEM-1. The RMS should support a relationship between Property/Evidence handling and the Master Property Index so that all evidence is entered once, appears in the Master Property Index, and is related to other information (e.g., to determine crime trends, assist in recovery of stolen property). Does the RMS require non Evidence Room users to link evidence to suspects and cases? If yes, the RMS should allow users to link all evidence, individually or multiply, to suspects and cases.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
Security					
PEM-2. The RMS should support detection of tampering with evidence records (e.g., via a strong audit log).					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
PEM-3. The RMS should support the use of digital signatures for evidence check in/out. Describe what type of digital signature technology you will support.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Entry</b>					
PEM-4. NSP currently uses a barcoding system for all evidence. The RMS should provide rich support for use of bar codes in property and evidence handling across multiple Evidence Rooms throughout the state.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>

<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>PEM-5. The RMS should provide features to make the handling of evidence convenient and accurate. The following list provides examples of features of this nature:</p> <ol style="list-style-type: none"> <li>1. Easily grouping and ungrouping items of evidence (e.g. treating a bag of assorted items together, removing a sample for testing)</li> <li>2. Batch processing many items together (e.g. releasing, disposing, changing the owner of all evidence belonging to a person or case together)</li> <li>3. Changing the incident report number on groups of items with single entry or command</li> <li>4. Updating the next review date for all items associated with a case using one transaction</li> <li>5. Easily managing items for destruction to include reporting all items marked for destruction or release and the ability to put an item on hold</li> <li>6. The ability for the system to select various items at random for inspections and log inspection dates, times and individuals</li> <li>7. The RMS reconciles transactions for non-sensible user actions (e.g. duplicate or out of sequence actions such as attempting to move an item to a location it is already in). The RMS should not allow DESTROYED or RELEASED items to be re-checked in to the RMS.</li> <li>8. True batch entry capabilities supporting large volumes of property/evidence</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Information</b>					
<p>PEM-6. The RMS should support treatment of vehicles as evidence when required (e.g., in drug or manslaughter cases). When a vehicle is evidence, the vehicle information should be housed with the other evidence so all items within a case can be tracked together.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>PEM-7. The RMS should support and capture a wide variety of information related to evidence management. The following list indicates the level of detail of information the RMS is expected to track:</p> <ol style="list-style-type: none"> <li>1. Incident number</li> <li>2. Crime type/classification</li> <li>3. State or federal forfeiture</li> <li>4. Item number (consecutive number for control purposes and per federal guidelines)</li> <li>5. Asset identification description (one entry per item)</li> <li>6. Adopting federal agency (e.g., FBI, DEA, HSI, IRS)</li> <li>7. Federal case number</li> <li>8. Federal asset identification number</li> <li>9. Seizure type (e.g., property, currency)</li> <li>10. If cash:</li> </ol>					

- a. Amount seized
- b. Amount of share request
- c. Amount of share request received (i.e., e-Shares)
- d. Date amount of share request received
- 11. Property classification (found, safekeeping, evidence, etc.)
- 12. Category (uses NCIC type & category codes)
- 13. Serial number
- 14. Description
  - a. Make
  - b. Model
  - c. Owner applied number
  - d. (Part) Serial number
  - e. Weight
  - f. Color(s)
- 15. Guns description (additional codes)
  - a. Caliber of weapon
  - b. Barrel length of weapon
- 16. Vehicles description (additional codes)
  - a. Possession type (towed for an abandoned vehicle, arrest of driver, DUS/DWI)
  - b. VIN
  - c. Tow company
  - d. Period of time to release, where relevant
- 17. Quantity
- 18. Owner name
- 19. Disposition
- 20. Days held
- 21. Property status (active/gone/out to court, etc.)
- 22. Destruction/release date
- 23. Property value
- 24. Text field
- 25. Storage location
  - a. Multiple nested levels (Minimum of 4 levels)
  - b. Locations should be editable (expanded, changed, created). If changed all associated records should be transferred to new location automatically.
  - c. "Current" (actual, real time) location
  - d. Vehicles as property including all data elements in Master vehicle index
- 26. Barcode (Text entry, print barcode. Please note any limitations to number of characters allowed in description field.)
  - a. Auto-generated (default value is case number and item number) with ability for real-time override. Item #'s should not be repeated in same IR and should always remain sequential.
- 27. User defined fields per item type
- 28. Chain of evidence tracking:
  - a. Checked out by
  - b. Checked in by
  - c. Date/time checked in/out
  - d. Check out reason
  - e. Destination/location
  - f. Actual return date
  - g. Comment field

<p><b>h. Location Transfers</b></p> <p><b>29.</b> Notes on property items (Should have the ability to make property notes on multiple items or cases at the same time.)</p> <p><b>30.</b> Notes on property transactions</p> <p><b>31.</b> Attached files associated with items of evidence, e.g. photos, sound recordings, etc. Files may be stored in a separate system with RMS allowing for an URL hyperlink to those items.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>PEM-8. The RMS should enable categorization of the property based on lost/stolen, recovered found, or evidence and automatically report items that are NIBRS-reportable: The officer should not have to make this determination.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>PEM-9. The RMS should allow authorized users the ability to create and maintain location tables to support various storage types and locations. The system should support multiple sites. All locations throughout the State are individually named; however, all use <i>Temporary</i> as a location option.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Workflow</b>					
<p>PEM-10. The RMS should allow the ability to close a homicide case with items remaining in evidence (e.g., sexual assault)</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>PEM-11. The RMS should provide workflow features to support handling and approval of special kinds of evidence, e.g. disposal of seized drugs or weapons, release of found money, disposal of vehicles, disposal of unclaimed money, etc.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

PEM-12. The RMS should provide conveniences and features to support the property management function. The following list includes examples of the kinds of features that would be considered valuable:

1. Notification of the property clerk if case disposition is changed elsewhere in the RMS (e.g. to allow release/disposal of property)
2. The ability to prompt case participants for property disposition

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

PEM-13. The entry of information related to recovered, found, or evidentiary property should initiate an automatic query to the NCIC stolen property databases.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

### Reporting

PEM-14. NSP expects the fully featured property/evidence subsystem of the RMS to provide rich reporting and printing. The following list provides an example of the range of reporting expected of the RMS:

1. Inventory by officer/suspect
2. Inventory recovered stolen property by: (Troop area Property rooms do not intake or process recovered or stolen property often)
  - a. Category
  - b. Report number
  - c. Item number
  - d. Owner number
  - e. Manufacturer (Brand)
  - f. Make
  - g. All gun information
  - h. Model
3. Inventory due for disposition review by date (disposal, release, etc.)
4. Other Inventory reports, e.g. all evidence in location 2010, all items in case 00-1234, all currency, all guns, all drugs, etc.
5. Print 'pick lists' for items authorized for disposal based on user-selected run-time parameters (e.g., item type, item status, item category, location range, etc.)
6. Monthly activity summary reports:
  - a. Cases in
  - b. Cases disposed
  - c. Number of new items
  - d. Number of new items disposed
7. Ability to check found items against lost items:
  - a. Serialized
  - b. Non-serialized
  - c. Manufacturer (Brand)
  - d. Description
8. Chain of custody receipts

- 9. Chain of custody reports
- 10. On-line Inquiries allowing sort and selection of property reports by:
  - a. Property Room
  - b. Report number
  - c. Serial number
  - d. Description/item/category
  - e. Date received
  - f. Owner
  - g. Storage location
  - h. Tickler date
  - i. Officer ID
  - j. Other (maximum of five (5) data elements)
- 11. Inquiry of incident/crime reports and dispositions from property records workstations

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

PEM-15. The RMS should produce form letters that automatically populate with evidence data, such as the following:

- 1. Owner notification to pick up property
- 2. Safekeeping
- 3. Evidence
- 4. Purge
- 5. Request To Dispose forms
- 6. Form letters should be customizable by authorized users
- 7. When officers take evidence at a house they have to leave a list/report with the owner. The RMS should support mobile device capabilities in barcoding and creating an evidence list on site.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

PEM-16. The RMS should alert Evidence Staff to the time that the statute of limitations is exceeded for disposal of the property, and provide the ability to create lists of property to be sold or disposed of and generate receipts accordingly. Further, the RMS should support flexible and convenient timers/notifications based on type of property, e.g. found property is typically retained for ninety (90) days, default values by type, automatic notifications, etc.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

## Arrest

### Arrest Vision

The RMS Arrest module should provide a basic standardized structure capable of documenting arrest data across multiple enforcement or investigative divisions that is flexible enough to accommodate citations in lieu of custody arrests as well as probable cause arrests. The documentation of arrest should be easily adapted from current practices or create user efficiencies that are more cost/time effective to the individual user. Information should be carried from module to module within an incident to reduce the number of keystrokes and/or mouse movement within the document to facilitate data entry. Arrest information should accommodate multiple counts, multiple charges, and if necessary across multiple jurisdictions. Arrest module population should be intuitive and user friendly with features that allow a user to automate as much data input as possible (e.g., auto fill functions, spell checking as the user types, and master index records matching with confirmation).

### Key Concerns

1. Arrest/Custody module should be easy to use
2. Arrest/Custody module should produce a standard Probable Cause Affidavit report form that can be printed and/or sent electronically to the local jail facility
3. The system should allow for multiple counts, multiple charges and if needed multiple jurisdictions

### Requirements

<b>General</b>					
ARR-1. The RMS should have a process to document the arrest of an individual.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
ARR-2. The RMS should allow for multiple counts, multiple charges and if needed multiple jurisdictions.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
ARR-3. The RMS should allow a user to automate as much data input as possible e.g., auto fill functions, master index records matching with confirmation, and population of data fields from the CAD.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## Juvenile Contact

### Juvenile Contact Vision

The juvenile justice system requires special handling of information about juveniles. Paramount in this is the handling of their records, which must conform to legal requirements that specifically define privacy protections. The RMS should accommodate the need to differentiate juvenile data distinctly from adult information.

Information about juveniles disseminated externally also requires information entered into the system to be sealed from public view from the system when ordered by the court or statute. Access must be restricted to authorized law enforcement personnel with special privileges. Juvenile RMS modules also may provide notifications to external agencies, such as social services organizations and schools, based on certain activities involving juveniles.

### Key Concerns

1. Juvenile records must be clearly defined within the system, and it should be clear which are sealed from public access and which are not
2. Juvenile records must have added security associated with viewing, printing, and dissemination
3. The system must have a process for differentiating juvenile records from adult records

### Requirements

JC-1. The RMS should provide additional safeguards to prevent the unintentional release of protected juvenile information.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
JC-2. The RMS should clearly designate "juvenile" on all forms and reports within the system.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
JC-3. The RMS should allow users to broadly treat juvenile records distinctly from adult records for many kinds of searches, reports and system functions.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
JC-4. The RMS should seal juvenile records within the system when ordered to by the court in compliance with state statute.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

# Equipment and Asset Management

## Equipment and Asset Management Vision

NSP seeks an RMS solution that will:

1. Record the receipt of equipment
2. Record the source of the equipment
3. Issue equipment to an organizational element or individual
4. Track equipment check-in or checkout
5. Track warranty, repair, and other asset attributes (e.g., assigned radio frequency)

Management and tracking of equipment should be facilitated by the integration of bar coding equipment, RFID, etc. The system should provide ability to limit viewing of and changes to equipment/assets based on roles. For example, equipment and asset managers and other selected users may be the only individuals able to issue equipment. The system should allow officers and their supervisors to view equipment/assets assigned to them.

The system should have the ability to store photographs of the equipment. The Equipment and Asset Management module should generate reports to support physical inventory and audits, which will assist in managing the repair, disposal, and maintenance of NSP equipment. NSP must report inventory through the State's NIS. Ideally, the system would have an interface or other capabilities for reporting inventory to NIS that would minimize duplicate data entry.

### Key Concerns

1. Create reports to link vehicle and equipment
2. Allow user defined fields (e.g., some equipment may have up to five serial numbers)
3. Ability to track equipment with multiple serial numbers
4. Create certificates for annual radar recertification

### Requirements

EAM-1. The RMS should record fixed assets such as office furniture, equipment, and other items of capital equipment, as well as inventory of equipment assigned to officers or departmental vehicles. The ability to report vehicles and equipment assigned to those vehicles or vice versa a list of equipment and what vehicle it is assigned to.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
EAM-2. The RMS should enable reports and printing based on search criteria (e.g., category, age, unit, and location), such as:					
<ol style="list-style-type: none"> <li>1. Location</li> <li>2. Individual/vehicle assignment</li> <li>3. Serial numbers</li> <li>4. Physical inventory exception report</li> <li>5. Check-in/checkout log</li> <li>6. Equipment history</li> <li>7. Bar Code Labels</li> <li>8. Receipts</li> <li>9. Certification dates</li> </ol>					

<b>10.</b> Purchase order number <b>11.</b> Versions of firmware/software					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
EAM-3. Officers and their supervisors should have the ability to view a list of all items assigned to them or their subordinate.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
EAM-4. Tracking of certifications such as date completed, when certification is due and issuing of certificate of completion.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
EAM-5. The RMS solution should:					
<ol style="list-style-type: none"> <li>1. Record the receipt of equipment</li> <li>2. Record the source of the equipment</li> <li>3. Issue equipment to an organizational element or individual</li> <li>4. Track equipment check-in or checkout</li> <li>5. Track warranty, repair, and other asset attributes (e.g., assigned radio frequency)</li> <li>6. Allow user defined fields.</li> </ol>					
Store photographs					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## Fleet Management

### Fleet Management Vision

NSP fleet management includes all vehicle types (e.g., car, motorcycle, boat, and aircraft) and encompasses:

1. Tracking unit information (e.g., cost, division, troop area, badge number, name, use, VIN, license number, tag expiration, unit number, make, model, year, fuel type, insurance, etc.)
2. Tracking and issuance of fleet assets (e.g., radios, firmware, digital video recorders, radar)
3. Tracking service and maintenance schedules and history
4. Reporting unit accidents (by officers or other NSP staff)
5. Tracking parts inventory and warranties
6. Vehicle disposal
7. Unit-initiated or other transfer and workflow approval process

When maintenance or repair work is performed by a contractor, the Fleet Management module should include functions to track vendors and the services they provide. Equipment assigned to vehicles may be associated with the identifiers issued by the Equipment and Asset Management module. The Fleet Management module should generate scheduled and ad hoc reports to support physical inventory and audits, which will assist in managing the repair, disposal, and maintenance of agency units. Officers and others (including supervisors) should have the ability to report unit accidents (e.g., driver, time, date, location, activity, causation, IA involvement). Accident information should also be reportable through ad hoc and scheduled reports.

### Requirements

FM-1. The Fleet Management module should generate scheduled and ad hoc reports to support physical inventory and audits. The RMS should enable reports and printing based on search criteria, such as:

1. Tracking by unit information (e.g., cost, division, troop area, badge number, name, use, VIN, license number, tag expiration, unit number, make, model, year, fuel type, insurance, mileage, etc.)
2. Type of asset (e.g., radios, firmware, DVRS, radar)
3. Service and maintenance schedules and history
4. Accidents (by officers, location)
5. Vehicle repair cost
6. Parts inventory and warranties
7. Vehicle disposal
8. Serial numbers
9. Bar Code Labels
10. Receipts
11. Certification dates
12. Fleet inventory
13. Fleet repair log
14. Fluid consumption/cost
15. Fleet equipment list

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available

<b>Indicate status:</b>					
<i>(Bidder response)</i>					
FM-2. Officers and others (including supervisors) should have the ability to report unit accidents (e.g., driver, time, date, location, activity, causation, IA involvement). Accident information should also be reportable through ad hoc and scheduled reports.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
FM-3. Equipment assigned to vehicles may be associated with the identifiers issued by the Equipment and Asset Management module.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
FM-4. The Fleet Management module may include functions to track vendors and the services they provide.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## Search and Reports

### Search and Reports Vision

The Nebraska State Patrol requires robust search features that allow officers, support staff or supervisors the tools and options to find information easily. Users should have the ability to query individual and multiple fields within the database. The system should have the ability to refine or present options based on various search criteria. Simplicity and intuitive use are a prime concern, as the search options should allow the user to navigate through as few or as many returns regardless of where the data is housed within the database.

The RMS of choice must allow for a broad range of reports from the most simple to the most complex. The reports may recur frequently or be a onetime product. The system should allow users to build their own reports and save them to be used repeatedly as well as ad-hoc querying and reporting. These reports should be exportable in a variety of formats, including html, xlsx, csv, pdf, docx, etc.

Reporting features and functionality should be accessible across the agency and based on a user level or privilege designation. The system must be flexible and sufficiently powerful to produce timely reports based on multiple criteria. Reports should be easily reproducible and query parameters saved for future use. The ability to share query parameters with other users is desired. The RMS should support extensive search, reporting, query and investigative tools that integrate information and records for any given functional area with all other records, master indexes and data available to yield powerful reporting, search, investigative and query capabilities. The RMS should support search and analysis of any combination of fields. All data and metadata should be reportable. As discussed in the "Architecture" section, there should also be reporting capabilities available to authorized users outside the NSP through a web portal (e.g., County attorneys).

The RMS should facilitate a streamlined approach to compiling and disseminating standardized reports by automating functions, reducing keystrokes, and running reports on a schedule. NSP is responsible for timely standardized reporting of a variety of types of incidents. The RMS system, in conjunction with other systems, supports different kinds of reporting in different ways. The RMS must be capable of automated reporting of UCR and NIBRS configuration to allow timely and accurate reporting. In general, NSP Records Management staff offset the burden on troopers to be aware of the details and requirements of NIBRS reporting. Troopers enter details of incidents into the RMS system, using the fields and drop down lists provided, in addition to narrative details as required. Records Management staff review reports, validate that the circumstances recorded in the original report are correct, correct NIBRS coding, validate that the NIBRS reporting details match information in the original report, and submit a data extract to Nebraska Crime Commission, currently uploaded in a standardized format *as outlined in the requirements table below*.

The Records Management team is the official keeper of records, and also fields formal public and other external requests for information from the media, courts, other agencies, labor groups, etc. Ideally, NSP would like to report in the NIBRS format and this should be done in the background requiring minimal user intervention.

### Key Concerns

1. Flexible searching allowing the user to refine the search by as many or as few criteria as needed. Should also be able to search on partial information.
2. The need to support search for many diverse needs, including radio dispatch support for officers away from mobile terminals, case preparation for county attorneys, supporting court discovery processes by defendants and attorneys, public inquiries for information, investigative research supporting cases, and audit logs of system and user history, etc.

3. Ease of use and understandability; the searching should be intuitive and allow for both broad and highly defined searches.
4. Consistency in terminology and format of information across reports (e.g. address format)
5. The system should allow sufficient ease of use to be understandable by many users across the agency
6. The content of reports available to users will be strictly controlled by the user's security privileges
7. Minimizing effort to create accurate standardized reports from operational RMS data

## Requirements

<b>MANDATORY REQUIREMENT</b>	
Accept & Initial	The RMS SHALL generate automated NIBRS or UCR compliant reports.
<i>(Bidder response)</i>	
The bidder's initials signify guaranteed compliance with the above mandatory requirement. A bidder may indicate any exceptions to Mandatory Requirement including an explanation for the bidder's inability to comply with such requirement which includes a statement recommending requirement the bidder would find acceptable. Inability to guarantee compliance or rejection in whole or in part of the Mandatory Requirement may be cause for rejection of a bidder's proposal.	

<b>Search</b>					
SR-1. The RMS should support comprehensive metadata search as well as any other field collected in the RMS system.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
SR-2. The RMS should provide ad-hoc query capability that allows the use of relational criteria and logical operators in searches, etc. Describe any limitations or constraints related to search.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
SR-3. The RMS should provide the ability to search within attached documents. Describe any constraints or limitations to this, e.g. limited search for PDF, Word documents, scanned documents, etc.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

SR-4. The RMS should support location-enabled search based on locations that appear in records. NSP would highly value such features. Describe RMS capabilities and features of this nature.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

SR-5. The RMS should support flexible search criteria, across multiple fields, based on one or more parameters containing partial-information. NSP should also have the ability to save and share those search criteria. The following examples indicate the level of flexibility expected:

1. Flexible date ranges
2. Wildcards
3. Alias information
4. Soundex search on all names, monikers and aliases
5. Phonetic replacement in name searches
6. Diminutive and common variations on names (e.g. Bill for William)

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

SR-6. The RMS should support user conveniences in viewing and using search results. Some examples might include:

1. Ability to open multiple records in a single transaction from search results
2. Ability to select and view detailed records directly from search results or index listings
3. Ability to return to search results to continue search
4. Convenient result set browsing features
5. Sorting and filtering features should be included as part of the search result set

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

SR-7. The RMS should indicate when sensitive information appears in search results. NSP is interested in understanding, how status or flags for people, incidents, vehicles, cases, etc. might prevent them from being found in search, to be displayed differently in search results, or to provide referrals to searchers such as “subject of open investigation – contact Joe Trooper for details.”

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

SR-8. The RMS should support efficiently exporting search results in standard formats such as text delimited, comma delimited, html, pdf, Excel, and Access. Please list the available formats.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Reporting</b>					
SR-8. The RMS should support a variety of report management and printing features. Examples of features of this kind might include:					
<ol style="list-style-type: none"> <li>1. Scheduled batch reporting</li> <li>2. Remote printing</li> <li>3. Email delivery of reports</li> <li>4. PDF reports</li> <li>5. Option to print off confirmation lists prior to purging records</li> <li>6. Option to preview reports or search results prior to printing</li> <li>7. Having multiple reports open at once</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
SR-9. The RMS should support creation of a variety of standard or commonly used types of Incidents/Reports and allow new types or templates to be created over time. NSP currently utilizes the reports such as:					
<ol style="list-style-type: none"> <li>1. Case Reports</li> <li>2. Use of Force</li> <li>3. Pursuit Critique</li> <li>4. Search Warrant</li> <li>5. Standardized Field Sobriety Test</li> <li>6. Evidence Inventory</li> <li>7. Missing Persons Report</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
SR-10. The RMS should support ad hoc reporting capabilities in addition to formal reports.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
SR-11. The RMS should permit draft versions of incident data to be visible and reportable, subject to security. Describe any features, capabilities, constraints or limitations, e.g. this is configurable globally, it is configurable based on roles, etc. Incident data in an unapproved status should be clearly marked as <i>draft</i> on the report.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
SR-12. The RMS should support efficiently exporting report data in standard formats such as text delimited, comma delimited, html, pdf, Excel, and Access. Please list the available formats.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
SR-13. The RMS should enable NIBRS or UCR reports to be generated from all sources of records, including incidents, citations and arrests. Ideally, NSP would like to report in the NIBRS format and this should be done in the background requiring minimal user intervention.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
SR-14. The RMS should provide a feature rich report authoring environment from which existing reports may be changed and new reports created and integrated into the system. Examples of the kinds of functionality expected include:					
<ol style="list-style-type: none"> <li>1. Graphics and logos</li> <li>2. Incorporating crime scene pictures, crash photos or other files attached to records or cases</li> <li>3. Font formatting</li> <li>4. Features to standardize look and feel across authored reports</li> <li>5. Watermarks</li> <li>6. Templates for reuse</li> <li>7. Creation of new reports based on existing ones</li> <li>8. Use of field data and metadata across all functional areas and indexes in reports</li> <li>9. Combining results from complex queries that span many record types and indexes</li> <li>10. Working with multiple open reports at once</li> <li>11. Standard content reports that accept definable parameters at report run time.</li> <li>12. Automatic consecutive numbering of pages when all reports authored under the case number requested are run electronically or printed that would identify and show the completeness of the record.</li> </ol>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

SR-15. The RMS report authoring environment should be safe, secure and prevent visibility of sensitive data based on user privileges. The RMS should support the ability to track the production of reports such as a dissemination log. Describe how the RMS supports this.

	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

# GIS

## GIS Vision

NSP seeks an RMS with geo-coding capabilities and features. NSP may be procuring a new CAD system in the near future. NSP recognizes that while GIS features are core to CAD, NSP would prefer to implement an RMS product that could leverage geo-code CAD data as well as have it have its own geo-coding feature. In addition to geo coding data, it should have the ability to represent data through a map. What is most important to NSP is that incident location and GIS information between RMS and CAD is consistent and compatible between systems. NSP desires the RMS GIS capabilities to not only map its own data, but also to interface with other systems to contribute incident-based GIS data. The system should have the ability to geo-code address information from a variety of geo-coding services. Through this RFP, NSP seeks to understand the GIS-related architecture, capabilities, features, and options that bidders offer and to solicit input on best achieving this vision.

## Key Concerns

1. NSP currently uses an ESRI environment and the RMS geo-code system should be compatible with this
2. Consistency of incident records and location information between CAD and RMS systems (i.e. location details in particular)
3. Leverage state GIS information sources and capabilities
4. Multiple geo-code services may need to integrate with the RMS. Addresses need to be geo-coded and maintained within the record.

## Requirements

	<b>MANDATORY REQUIREMENT</b>
Accept & Initial	The RMS SHALL be able to connect to a geo-code service and SHALL be able to connect to multiple geo-code service simultaneously. This data SHALL represent Geo-code information in respect to latitude and longitude coordinates using decimal degrees format.
<i>(Bidder response)</i>	
The bidder's initials signify guaranteed compliance with the above mandatory requirement. A bidder may indicate any exceptions to Mandatory Requirement including an explanation for the bidder's inability to comply with such requirement which includes a statement recommending requirement the bidder would find acceptable. Inability to guarantee compliance or rejection in whole or in part of the Mandatory Requirement may be cause for rejection of a bidder's proposal.	

GIS-1. The RMS should represent and preserve the geo-coded incident location information received from the CAD system.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
GIS-2. The RMS should distinguish between addresses that have been validated through the geo-coding service and those that have not. Further the product should support an exception report of addresses that could not be validated or indicate a level of error when matching addresses and denoting latitude and longitude coordinates.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
GIS-3. The RMS should support either the direct production or, through an easily invoked (e.g., seamless) third-party mapping tool, the creation of automatic pin maps and thematic maps based on a user's defined boundaries.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## **Interfaces**

### **Interface Vision**

The vision of the Nebraska State Patrol for Interfaces between their core systems is to remove file importing and exporting and replace it with an architecture based on open technology and standards. This approach is consistent with the principles and architectural approaches of a modern Service Oriented Architecture. The goal is to create a high availability architecture that is flexible, scalable and more easily maintainable than the current silos of data. Under the architecture, all systems will connect via services.

The ultimate goal of NSP is to establish a “best of breed” model where the ideal software for a specific needs integrated into the existing architecture without incurring expense to have all existing systems updated to support the new system. Furthermore, NSP desires to have improved control over its data and business rules including the ability to re-use data exchanges for new purposes and to add new rules based on business needs (changes to existing laws, policy, etc.) in a more agile manner, without necessarily requiring the involvement of the endpoint system vendors.

### **RMS Interface Catalog**

A variety of initial and future interfaces have been identified. This represents a sampling and some initial vision for interfaces.

#### **CAD**

CAD is currently an optional module and therefore NSP expects the RMS system to allow for integration of a 3<sup>rd</sup> party CAD system, for example Call for Service information transferred from CAD to RMS. If NSP chooses to purchase CAD with RMS, NSP would expect those systems to operate off of a common database where information sharing would be expected from systems operating under one platform.

#### **e-Citations**

NSP currently uses TraCS 10 for e-citations. The RMS system would be expected to integrate with TraCS data. Until the appropriate services are available to consume TraCS data in a more automated way NSP would like the RMS system to consume XML files that TraCS produces for each e-citation.

#### **e-Crash**

NSP currently uses the Department of Roads web based electronic accident form (EAF). However, it is NSP’s intention to develop the State crash form within NSP’s TraCS 10 along with e-Citation. The RMS system will be expected to consume XML files that TraCS produces for each e-crash.

### **RMS Incident Publish**

The vision of NSP is that the Incident Publish interface will be able to support multiple purposes depending on the event that is triggering it. For example, this interface may support the following requirements:

1. Provision Data to NDEX, LINX or other regional /national repositories
2. NIBRS based reporting to Crime Commission
3. Provision Data to Fusion Centers

## Filebound

The RMS should be able to send images, documents and supporting files directly from the RMS to Filebound (NSP uses version 5.5.1). RMS should then store metadata and links to the content that was stored in Filebound.

## NFIN

The Nebraska Fusion Information Network (NFIN) is Nebraska's statewide fusion center responsible for providing crime and intelligence information to Nebraska's 93 counties. NFIN currently uses an application known as Patriarch by SAS to consume data from multiple systems including the current RMS. The RMS contractor would be expected to provide direct access to the RMS data and facilitate mapping data elements out and into corresponding fields within Patriarch. NSP staff would perform intake of data however it is crucial the RMS contractor answer questions, assist in identifying fields for mapping and allow data to be pulled at set intervals from the RMS system.

## BEAST

The Nebraska State Patrol Criminalistics Lab uses an application from Porter Lee called the BEAST. RMS should interface with the BEAST to provide a common chain of custody for evidence. For example, if an evidence technician checks evidence out for the Crime Lab the BEAST should be able to use that RMS information and check it in. When the Crime Lab is done with the evidence they should be able to check it back in to RMS from the BEAST.

## SWITCH

NSP recently replaced its statewide message switch with Omnixx from Datamaxx. NSP would be interested in any interfaces contractor has successfully implemented for other law enforcement agencies between RMS and Omnixx and what functionality was made available.

## ESRI

Any mapping functionality provided by the RMS system should be compatible with ESRI ArcGIS 10. For example the RMS should be able to consume services published by NSP or the State of Nebraska for maps and layers. The RMS system should also include the capability to export data to ESRI supported data types such as shape files.

## Key Concerns

1. Acquire an RMS with an open architecture that will permit NSP to leverage services to create and maintain interfaces

## Requirements

General Interface					
INT-1. The RMS should support external interfaces. Please describe bidder's approach.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b> (Bidder response)					
INT-2. The RMS should have an API for making RMS data available for other systems and applications.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available

<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-3. The RMS should support a Web Service interface to send and receive data.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-4. The RMS should support SSL encryption as part of a Web Service Interface (128-AES or better, CJIS compliant cipher).					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-5. When any general errors are encountered as part of the interface, the RMS system should log them and notify the system administrator.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-6. The RMS should support event driven interfaces for both sending and receiving messages. For example, when an event occurs in RMS such as a Report is approved for distribution to the County Attorney the RMS would invoke the appropriate interface and transfer the appropriate data.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Existing CAD Interface</b>					
INT-7. The RMS/CAD interface should automatically validate and prefill RMS data fields. Please provide a list of all data fields that can be prepopulated by the interface. Please describe any exceptions for mobile CAD.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-8. The RMS should verify locations entered into the RMS and assign reporting areas in the same fashion as those transactions that originate in the CAD system.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-9. The RMS should validate all data transferred from CAD during the processing of the incident and prior to the transfer to RMS.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-10. The RMS should have the ability to transfer active incident records to RMS upon operator command or RMS user request.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-11. The RMS modules should be sufficiently integrated with the CAD system to support routine queries from the CAD system (person checks, property/vehicle checks, and location checks).					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-12. List all CAD applications the RMS has successfully interfaced with and list the associated agencies.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-13. Does the bidder offer a CAD system that is bi-directionally interfaced with the proposed RMS?					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-14. The bidder will briefly explain the functionality of the CAD to RMS interface.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-15. Has the bidder ever provided an interface between the bidder's RMS and a mobile CAD system? Please provide references in comments section.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
INT-16. The RMS initial report process should integrate with CAD to prevent the officer from duplicating information.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>e-Citation Interface</b>					
INT-17. The RMS should support an interface through which electronic citation information will be received from the e-Citation system. Any errors receiving or processing an e-Citation should be reported so that administrators can resolve any issue.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>e-Crash Interface</b>					
INT-18. The RMS should support the creation of an interface through which Collision Reporting Information will be received from the e-Crash system. Any errors receiving or processing an e-Crash should be reported so that administrators can resolve any issue.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>RMS Incident Publish Interface</b>					
INT-19. The RMS should support the creation of an interface through which incident information can be published for use with other systems. The exact triggering events and incident information that will be provisioned with each event will be determined as part of the design phase.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>RMS Switch Interface</b>					
INT-20. The RMS should support the publication of search criteria to support the querying of external systems. This may include but not be limited to:					
<ol style="list-style-type: none"> <li>1. CIC</li> <li>2. NDEX</li> <li>3. LINX</li> <li>4. Systems to be determined</li> </ol>					
This interface should also support the asynchronous support of returns from multiple systems in a common format.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

INT-21. The RMS should interface with the state message switch. Please list switch vendors you have interfaced with as well as the customers' names.. Please include a contact for each agency as well as what functionality was provided with the interface.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

INT-22. The RMS should support data sharing via NDEx IEPDs.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

INT-23. The RMS should support data sharing via the Justice XML standards.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

**Filebound Interface**

INT-23. The RMS should be able to send images, documents and supporting files directly from the RMS to Filebound. RMS should then store metadata and links to the content that was stored in Filebound.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

**NFIN**

INT-24. The RMS should provide direct access to the RMS data and facilitate mapping data elements out and into corresponding fields within Patriarch. NSP staff would perform intake of data however it is crucial the RMS contractor answer questions, assist in identifying fields for mapping and allow data to be pulled at set intervals from the RMS system.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

**Beast**

INT-25. RMS should interface with the BEAST to provide a common chain of custody for evidence. For example, if an evidence technician checks evidence out for the Crime Lab the BEAST should be able to use that RMS information and check it in. When the Crime Lab is done with the evidence they should be able to check it back in to RMS from the BEAST.

	Current Capability	Expected Date of	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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		<b>Future Release</b>			
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>ESRI</b>					
INT-26. Any mapping functionality provided by the RMS system should be compatible with ESRI ArcGIS 10. For example the RMS should be able to consume services published by NSP or the State of Nebraska for maps and layers. The RMS system should also include the capability to export data to ESRI supported data types such as shape files.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## **Analytics/Statistical Reporting**

### **Analytics/Statistical Reporting Vision**

NSP would be interested in exploring features that might be available through more modern RMS products that include analysis tools to provide strong analytics and statistical reporting. NSP is interested in understanding RMS capabilities supporting these features, as they could be a future consideration. Some divisions/sections do have an interest in being able to categorize incidents in different ways for statistical reporting, and would like the RMS to support that directly. For example, NSP currently coordinates the State's Fusion Center which includes a crime analysis unit that would utilize all the information in an RMS system on a daily basis for both statistical reporting and as an investigative tool. Statistics may be used to support problem oriented policing. NSP frequently has a need to broadly respond to ad hoc requests for simple statistics from legislators (or for other internal or external needs), such as number of calls taken per week, numbers of citations of different kinds in a given year, etc. and hopes that the RMS will support this.

NSP seeks analytical support for collecting, collating, analyzing, and disseminating timely, accurate, and useful information that describes patterns, trends, problems, and potential suspects in criminal activity. The RMS should support the tools used by the analyst in this work. Analytical support includes:

1. **Tactical Analysis:** Provides information to assist operations personnel in the identification of specific policing problems and the arrest of criminal offenders.
2. **Strategic Analysis:** Provides information concerning long-range crime problems. Strategic crime analysis provides information concerning crime rate variations and provides geographic, economic, social, and/or other types of general information to administrators.
3. **Administrative Analysis:** Provides information to support administrative decisions related to resource allocation and to support budget requests and decisions.
4. **Forecasting Analysis:** A combination of tactical, strategic, and administrative analysis, merging multiple sets of data.

In addition to being able to query and produce ad hoc reports on any number of indicators, analytical support also includes standardized reporting functionality. One example of a standardized report is crime statistics. Crime statistics are essentially comparative statistics on the community crime rate, which can be disaggregated by specified timeframes, offenses, and complaints by Troop Area or type. The RMS should interface with analytical support tools, such as crime-mapping software and link-analysis, data mining, spatial, and temporal tools. The results of these analyses should be stored in the RMS for a time determined by the jurisdiction's SOP and can be used to assess agency performance and to provide support for administrative decisions.

### **Key Concerns**

1. Provide some basic crime analysis functionality that can be more broadly used for division specific purposes and to reduce effort to satisfy legislative or other ad hoc information requests
2. Provide interface or export of data to support crime analysis
3. Interfacing with other analytical support tools
4. Ad hoc query and reporting

## Requirements

<p>ASR-1. The RMS should support basic crime analysis, to address needs such as:</p> <ol style="list-style-type: none"> <li>1. Automatic categorization of incidents by categories and according to division-specific and changing criteria for reporting, e.g. major crimes might care about crimes involving hand guns or concealed weapons.</li> <li>2. Manual categorization or adjustment of automatically categorized incidents to improve accuracy of reporting or report on things that can't be automatically categorized?</li> <li>3. Reporting on categorized statistics based on time and location parameters to support simple metric calculation and trend analysis.</li> <li>4. Calculation of simple metrics or indicators such as number of calls per week, number of crashes per year, citations by type in a given year, number of citations issued by an officer, number of DUI/DWI in a month, number of homicides in a year, number of handgun homicides, etc. Such indicators are used on goals and targets that are measured periodically.</li> <li>5. Other GIS or location-related analysis features.</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>ASR-2. The RMS should support the ability to aggregate data on the various indicators, such as:</p> <ol style="list-style-type: none"> <li>1. Current period vs. previous period</li> <li>2. Current period vs. historical average</li> <li>3. Percentage of total crimes for period by: <ol style="list-style-type: none"> <li>a. Troop areas</li> <li>b. Sergeant areas</li> <li>c. Counties</li> <li>d. Teams/shifts</li> </ol> </li> <li>4. Percentage change from prior periods (i.e., trend)</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>ASR-3. The RMS should include an alert function related to analytical support to provide for the immediate transmission of information to law enforcement officers in the field.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>ASR-4. The RMS should support crime/suspect correlations to show a relationship between a suspect and an offense. The correlations may be made by using any number of selected criteria in which unique and distinguishing characteristics, physical identifiers, modus operandi, and various other common traits of offenders are known. These identifiers may be captured as a part of multiple different RMS functions, including the Incident Reporting, Arrest, and Master Indices.</p>					
	<b>Current Capability</b>	<b>Expected Date of</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>

		<b>Future Release</b>			
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
ASR-5. The RMS should include standardized reports, such as general offense activity, offense activity by day of week, offense activity by Troop Area, Sergeant Area reports. Every field of operational data in the RMS (i.e., data entered by the user in any form, not configuration or system control data) should be searchable, including narrative (e.g., text or memo) fields. This can be done by using query interfaces that are part of the application. The RMS should allow presentation of information in a variety of formats, such as bar graphs, pie charts, and line graphs.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## Internal Affairs

### Internal Affairs (IA) Vision

NSP's Internal Affairs (IA) Division investigates allegations of misconduct on the part of employees of the agency. The IA system should have multiple levels of security for the application itself, for individual records or groups of records, and for individual or groups of fields. The system should allow all NSP employees the ability to file a complaint, for themselves or on behalf of a complainant external to NSP. The system should provide the ability for the IA commander to assign a case or complaint to an individual investigator(s) and get feedback on that case through the system. The investigator's access should be restricted to only those cases on which he/she is assigned. The RMS will store all information related to the IA investigation including documents (Word, pdf, etc.), photos, videos, audio files, etc. Ideally, the system will produce documents from editable templates. Senior officers, command staff, and legal should be able to access prepared reports. Authorized recipients of reports should receive scheduled reports and create ad hoc reports, create documents, and be able to securely share documents with other authorized users.

Search ability and reporting will be vital as the IA commander is often asked to pull information for legal purposes, command staff updates and CALEA accreditation reporting. Ad-hoc query and reports that include features such as statistical reporting, including the ability to chart and graph information, as well as scheduling and sharing of reporting information through a portal should be allowed.

### Requirements

IA-1. Security: The RMS should have security levels within the Internal Affairs module that limits access to IA Information. Further, it should have the ability to securely share and disseminate information to appropriate parties, such as allowing specific authorized individuals to certain reports, certain cases, based on a single incident.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
IA-2. Workflow & abilities: The IA module should have the following abilities/characteristics:					
<ol style="list-style-type: none"> <li>1. A set of common fields for all IA incidents, as well as fields specific for each allegation type.</li> <li>2. Customizable templates should be available for producing letters, reports and notifications regarding incidents and cases.</li> <li>3. To provide links to the NSP Standard Operating Procedures and Policies, to enhance workflow.</li> <li>4. The IA module should have the ability to attach documents, photos, audio and other files related to a case. It should also include the ability for these items to be stored in a separate system and the IA module should have a URL/link to those files.</li> <li>5. A method to prevent multiple entries for a single event.</li> <li>6. Generate an alert to NSP-designated recipient(s) when a party to an investigation is the subject of a query or if any other RMS information/activity occurs regarding the same party.</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>

<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>IA-3. Reports: The RMS should have a reporting function for IA cases. This search/reporting function should enable reports and printing based on search criteria, such as:</p> <ol style="list-style-type: none"> <li>1. Case number</li> <li>2. Name</li> <li>3. Case status</li> <li>4. Investigator</li> <li>5. Disposition</li> <li>6. Time Frame</li> <li>7. Allegation Type</li> <li>8. Discipline Action Type</li> <li>9. Incident Type</li> <li>10. Complaint Type</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## **Implementation Approach**

The purpose of this process is to define the nature, scope and methodologies which determine how the project will be managed and delivered. NSP desires a go live date for the RMS to occur no later than the first quarter (January – March) 2015. The go live date for the CAD will occur no earlier than the last quarter 2015.

## **Planning Vision**

Implementation needs to be a well-planned process for a smooth transition and successful user adoption. Every piece of the project lifecycle is important. Implementation will be approached based on clearly identifiable phases. The contractor will develop, communicate and manage the project phases, major deliverables within each phase and the completion dates associated with the major tasks. The implementation plan will be approved by NSP prior to kickoff.

## **Testing Vision**

Testing procedures will expose previously unidentified issues throughout the system. Testing also ensures each component works independently of one another as well as ensuring each module interacts with one another as designed with no unintended consequences. The end-to-end business functionality, including both front and back-end components, will be tested. The goal for each component should be to define quantifiable test cases that cover all interrelated functionality of the application. Therefore, prior to commencement of testing, a comprehensive set of test procedures must be prepared and delivered for review, providing the specific steps that will be followed to perform each test. The procedures also must establish test criteria that have to be achieved for each individual test. At the conclusion of each phase of testing, a testing report must be compiled and delivered.

## **Training Vision**

NSP seeks to acquire an RMS product from a contractor that provides high quality training. NSP feels that quality of training is an indicator of contractor commitment and product usability. Based on past experience, NSP prefers the contractor to provide a vision of direct training to all staff (i.e., this precludes use of a train-the-trainer approach which has failed in the past). NSP would prefer a multi-phase approach in which users are first introduced to basic functions of the RMS and at a later time, a subset of all users also receives intermediate and advanced training. It is expected that approximately 25-35% of users will receive intermediate and advanced training. It is expected that trainings will be targeted for the type of users (e.g., officer, administrative personnel, system administrators, etc.). The contractor must provide training materials in soft copy, modifiable format (e.g., MS Word) for each classification of user (End-User, Administrator/Technical Staff). Ideally, multi-media user documentation and training videos, developed specifically for online learning, would also be available to all users through a web interface.

## **Key Concerns**

1. NSP should have access to a testing/training environment
2. On-site, hands-on training
3. Module specific training sessions should be provided.
4. Basic training should be conducted in conjunction with the system being made available to the users throughout the deployment.
5. Intermediate training should be conducted by the contractor after a pre-determined period of time.
6. Advanced training provided by the contractor for selected individuals.

## Requirements

<b>MANDATORY REQUIREMENTS</b>	
Accept & Initial	<p>IMP-1. The RMS contractor SHALL provide onsite, hands-on end user training directly to all system users. The training SHALL regularly reference documentation and/or multi-media support materials. All hands-on training shall be conducted within the test environment. Describe the proposed approach and user groups targeted for training (e.g., clerical, officer, field supervisor, investigator). Describe the training materials provided, instructional materials used, media presentation devices, presentation media, and course instructors expected to be deployed. Please describe the optimal and maximum student to instructor ratio for each training class and the desired training site capabilities/technology. Describe the optimal duration, frequency and project point in time to accomplish basic, intermediate, and advanced trainings. This information will be the basis for the development of the Project Training Plan used during implementation.</p>
<i>(Bidder response)</i>	
Accept & Initial	<p>IMP-2. The RMS contractor SHALL provide separate training appropriate to other user groups, including those involved in configuration and customization of the application, ongoing administration, etc. Describe the approach proposed, user groups targeted for training, and training materials provided. Describe the optimal attendees, duration, frequency and project point in time to accomplish basic, intermediate, and advanced trainings.</p>
<i>(Bidder response)</i>	
Accept & Initial	<p>IMP-3. The contractor SHALL provide a Project Work Plan schedule with milestones, task responsibilities, and time frames for:</p> <ol style="list-style-type: none"> <li>1. system development and/or customization</li> <li>2. installation</li> <li>3. data migration</li> <li>4. testing</li> <li>5. training</li> <li>6. full system cut-over</li> </ol> <p>The project work plan SHALL be subject to NSP's approval. The NSP reserves the right to modify the project work plan schedule in a manner that would change the duration of the project, as mutually agreed upon between NSP and the contractor. Please summarize bidder's approach and experience in developing a realistic Project Work Plan as described.</p>
<i>(Bidder response)</i>	
Accept & Initial	<p>IMP-4. The Project Scope Management Plan SHALL document how the project scope will be defined, managed, controlled, verified and communicated to the contractor's and state's project teams and stakeholders/customers.</p> <ol style="list-style-type: none"> <li>1. It SHALL include a Project Schedule providing a time phased representation of predicted tasks, milestones, dependencies, resource requirements, task duration and deadlines.</li> <li>2. The Plan SHALL also include a Project Status Report that helps to plan, coordinate, and track specific tasks in a project.</li> </ol> <p>Please summarize bidder's approach and experience in developing a realistic Project Scope Management Plan as described.</p>
<i>(Bidder response)</i>	
	<p>IMP-5. The contractor SHALL provide sufficient staffing from project kickoff through final acceptance. NSP SHALL be provided with a list of all contractor</p>

	participants, what their role is, if they will be onsite and for what period of time and who is the point of contact for each part of the process. In addition, the contractor SHALL designate a project manager who will be responsible for the management, oversight, and coordination of tasks, schedules and resolutions to project issues. Please describe the plan to meet this requirement.
<i>(Bidder response)</i>	
Accept & Initial	IMP-6. Issue resolution is a critical part of the implementation process. The contractor SHALL identify issues and employ a tracking mechanism to include the problem, date it was discovered or reported, who it is assigned to, what is being done to resolve it, the level of severity/priority and date it was resolved, including the resolution. Please describe the plan to meet this requirement.
<i>(Bidder response)</i>	
Accept & Initial	IMP-7. The contractor SHALL develop a production move/cutover plan that incorporates a well-thought-out progression of events from system installation to an operational solution. The cutover plan SHALL be detailed enough to fully account for contingencies and potential problems. Please describe the plan to meet this requirement.
<i>(Bidder response)</i>	
Accept & Initial	IMP-8. The contractor shall propose a backup plan and work with NSP to implement the agreed upon plan that complements NSP's current Public Safety Datacenter with a redundant offsite location. NSP's Avamar solution handles all system backups on a scheduled basis as outlined in agency policy.
<i>(Bidder response)</i>	
<b>Testing</b>	
Accept & Initial	IMP-9. Test-1 The contractor SHALL provide comprehensive test plans for the licensed product and its components, including the method by which verification that all requirements of the delivered system and its components will be fully satisfied. The testing plan SHALL cover the following areas and shall describe the procedures for such testing. <ol style="list-style-type: none"> <li>1. Functional Testing <ol style="list-style-type: none"> <li>a. Form Input and Validation Testing</li> <li>b. Report Testing</li> <li>c. Work Flow Testing</li> </ol> </li> <li>2. Integration Testing</li> <li>3. Security Testing</li> <li>4. User Acceptance Testing</li> <li>5. System Acceptance Testing</li> <li>6. Regression Testing</li> <li>7. Final Acceptance Testing</li> </ol> Please describe the plan to meet this requirement.
<i>(Bidder response)</i>	
Accept & Initial	IMP-10. Test-2 The contractor SHALL provide an overview of each phase of testing, with an anticipated time frame for each phase, including descriptions of contractor and NSP roles and responsibilities and a description of each test team as applicable, as well as a plan for tracking, correcting, and retesting any deviations. Please describe the plan to meet this requirement.
<i>(Bidder response)</i>	

Accept & Initial	IMP-11. Test-3 The contractor SHALL provide a description of the requirements and test environment that will be implemented to support all phases of testing. Please describe the plan to meet this requirement.
<i>(Bidder response)</i>	
Accept & Initial	IMP-12. Based on the Project Work Plan and testing results, the contractor and NSP SHALL mutually determine when the product is moved from test to production. Please describe the plan to meet this requirement.
<i>(Bidder response)</i>	
<b>Training</b>	
Accept & Initial	IMP-13. The contractor SHALL support ongoing user training by: <ol style="list-style-type: none"> <li>1. Providing training materials in hard copy and electronic copy, and allowing NSP to reproduce any and all training materials for the purpose of training agency staff.</li> <li>2. Supporting NSP training of new versions through the possibility of providing training based on consulting quotations provided in the Form D, Table D4.</li> </ol> Please describe the plan to meet this requirement. Include a description of bidder's proposed approach to training and updates to training materials around major upgrades.
<i>(Bidder response)</i>	
Accept & Initial	IMP-14. DB-3 The system SHALL provide a training environment that does not impact the live database.
<i>(Bidder response)</i>	
The bidder's initials signify guaranteed compliance with the above mandatory requirement. A bidder may indicate any exceptions to Mandatory Requirement including an explanation for the bidder's inability to comply with such requirement which includes a statement recommending requirement the bidder would find acceptable. Inability to guarantee compliance or rejection in whole or in part of the Mandatory Requirement may be cause for rejection of a bidder's proposal.	

## Data Migration

### Data Migration Vision

NSP is interested in migrating legacy RMS data to the new RMS system.

The existing NSP RMS data is currently maintained in four systems as detailed below.

**1. CURRENT RMS:**

Since 2009, NSP has used LawRecords v 7.5, a Tiburon, Inc. product for its RMS.

- a.** NSP is interested in migrating all cases from this system to the new system.
  - i.** Currently, there are 80,000 cases in the system.
  - ii.** NSP has not added any fields to the Tiburon v 7.5 database, but there are a number of tables in the current RMS that allow for customization. The following tables have been customized as follows:
    - a)** BQ–Incident – Customization: Extra Tab
    - b)** BV–Person – Customization: Extra Tab
    - c)** DU–Vehicle – Customization: Extra Tab
    - d)** R6–Person – Customization: Appearance Tab
    - e)** ZF–Property – Customization: Other Info Tab

- b.** NSP is interested in migrating all information from all modules related to these cases.

- i.** Persons
- ii.** Vehicles
- iii.** Property
- iv.** Locations
- v.** Organizations

- c.** NSP would like all equipment and assets records migrated.

- i.** Currently, there are two (2) main tables, serialized and un-serialized.
- ii.** The serialized table currently contains 1035 records.
- iii.** The un-serialized table currently contains 6770 records.

- d.** NSP would like all fleet management records migrated.

- i.** Currently there are 1170 records in the main table.

**2. LEGACY RMS:**

Prior to 2009, NSP maintained RMS case information in a Lotus Notes database.

- a.** NSP would only want a subset of cases in this system migrated to the new RMS. The subset includes cases with any of the following attributes:
  - i.** Homicides where there have been no charges
  - ii.** Homicides in which the convicted offender is living
  - iii.** Cases with outstanding warrants
  - iv.** Sexual assault cases
  - v.** Incest cases
  - vi.** Treason cases
  - vii.** Arson cases
  - viii.** Forgery cases

- ix. Open cases with evidence still in possession of NSP
  - b. All information from the Lotus database is transferred to a MS SQL 2000 database. CASEFILE is the primary table. Each case can have many of the following:
    - i. Organizations/Persons/Vehicles (PARTY)
      - a) Each party can have many of the following:
        - 1). Scars/Marks/Tattoos (SMT)
        - 2). Offenses/Dispositions (CITED)
        - 3). Victims (VICTIM)
        - 4). Status (PTYSTATS)
      - ii. Offenses (OFFENSE)
      - iii. Evidence (PROPDRG)
      - iv. Case Review (CASEVIEW)
      - v. Call Back (CALLBACK)
      - vi. Case Dissemination (DISSEMIN)
      - vii. Case Status (CASESTAT)
3. LEGACY EVIDENCE:  
Prior to 2009, NSP maintained evidence in six (6) separate Lotus Notes databases. The six (6) databases represent evidence from each of the six (6) troop areas. There are 10,397 active items currently in the six (6) databases. A subset of data regarding these active items will be migrated.
- a. The supporting evidence for all cases identified in #2 is to be migrated to the new system. The subset includes evidence for cases with any of the following attributes:
    - i. Homicides where there have been no charges
    - ii. Homicides in which the convicted offender is living
    - iii. Cases with outstanding warrants
  - b. Evidence information is not currently available in SQL. Additionally, most fields are text fields that have not been validated/cleaned. It will be vital that evidence information be linked to the appropriate cases.
4. LEGACY INTERNAL AFFAIRS:  
Internal Affairs is an MS Access application with data stored in a MS SQL 2000 database.

NSP would be interested in hearing the bidder's data migration plan for the entire set of data mentioned above as well as a plan that would offer each dataset separately should NSP decide to only choose to migrate some of the data.

## Key Concerns

1. Cost of the migration
2. Timeline for when migrated data would be available and when the new RMS system could be used versus source systems being down and not available
3. If the data migration is worth the cost and effort in terms of data quality and integrity

## Requirements

DM-1. The bidder should compare the source data and structures with the new RMS product structure and provide NSP with a detailed data migration proposal for each of the four systems defined in the Vision (Migration of Internal Affairs data is optional depending on whether NSP chooses this optional module) to be signed off on by NSP. NSP reserves the right to evaluate the bidders's proposed plan (including the field by field mapping) prior to vendor coding. NSP may choose not to proceed and to no authorize additional payment for data migration. Please explain the approach to achieve the following.

1. A complete timeline of when the data migration would take place.
2. Timeline of the data migration to include if systems will need to be down during the migration and how long.
3. Detailed mapping of what will be converted and what data elements will not.
4. Suggestions on what to do with data elements that do not have a home in the new RMS Structure.
5. Identify what will be put in required fields in the new RMS system if the source data is blank (e.g., default values).
6. Identify any translations that the data migration will perform (e.g. The old RMS system has CRM in a data field element and will be translated to Criminal in the new RMS system).
7. Identify fields in the source systems whose data elements have data that is beyond the max data length allowed in the corresponding field in the new RMS system. The bidder should propose what they will do in those situations (e.g. truncate).
8. Explain what will happen to data elements that have to have valid values in the new system but are invalid in the source system. (e.g. Dates, address, etc. Agree upon a default value for example 01/01/1900 for invalid dates.)
9. Maintain proper permissions for migrated data and explain how that would be accomplished.
10. Explain how attachments and links to external information in the source system will be migrated to the new RMS.
11. Explain how master indices information will be maintained or linked during the migration process.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

DM-2. The bidder should have a plan to offer NSP a subset of actual data converted and a test environment where NSP could review what a full data migration would look like. NSP reserves the right to proceed or cancel the data migration at this point.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

DM-3. The contractor should manually spot check various records and record types to ensure the migration was successful. The contractor will also include a list of records checked as part

of the final data migration document. Describe the verification process, including percentage of records checked.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

DM-4. The RMS should clearly identify migrated records within the new RMS system.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

DM-5. The contractor should prepare a detailed final data migration document to include the following.

1. Record numbers from source system and new RMS system explaining any discrepancies.
2. An error report that identifies records that contained invalid data what the invalid data was and what it was translated to.
3. List of records spot checked.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

DM-6. The bidder should offer a mitigation plan for addressing how issues will be handled if they come up after the data migration has taken place.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

## **Maintenance/Support/Upgrades**

### **Maintenance/Support/Upgrades Vision**

The vision of NSP is to acquire an RMS as a long term investment, one supplied by a contractor that will continue to improve and enhance the system in response to NSP and marketplace over time. The contractor should be responsive to NSP requests for system enhancements. The RMS will remain robust and functional through system upgrades. System upgrades as well as maintenance releases should be managed in a professional, efficient, and automated fashion. The contractor will provide NSP with the enhancement and bug fix list prior to upgrade with NSP having the ability to choose when to apply it. There will be strong contractor communications around releases, a release schedule that balances disruption with timeliness, well tested and reliable releases that minimize testing, configuration and reconfiguration burden on the part of NSP. Good quality management and release management processes are required as part of the bidder's proposal and fulfillment of the contract. The contractor will provide a clear understanding up front of any areas of customization that are at risk of incurring effort or cost in the future at times of releases or upgrades.

NSP seeks to acquire an RMS product containing strong end user help features within the system as well as strong user, operational and administrative documentation. NSP feels quality and maintenance of documentation is an indicator of contractor commitment and product usability. The contractor should supply NSP with system, database architecture and other documentation to assist with system and database administration. Given the objective of independent interface development over time, good API and Web Service documentation to support development of interfaces is particularly important.

The contractor should deliver "as built" documentation clearly articulating actual implementation configurations, settings, customizations, and complete installed solution documentation. This "as built" or "as customized" requirement does not pertain to training documentation. The contractor should be required to provide to NSP the standard training documentation for their system.

The contractor should provide the NSP both electronic (online or otherwise) documentation and hard copy documentation volumes of the licensed product(s). The electronic user documentation should describe the components, functions, and operations of the solution. Operations descriptions should include a list and description of all error conditions, as well as the associated error message displayed and the action required of the operator for each error condition.

The contractor should maintain and update the electronic documentation throughout the life of the product to reflect hardware/software version updates and modifications. Any device should have access to an electronic version of the end user documentation.

### **Key Concerns**

1. Clear communications and planning around releases and upgrades
2. Understanding the implications of any customization proposed
3. Reliability of releases
4. Timely issue resolution
5. Contractor should have a schedule of regular enhancements and bug fixes
6. NSP should have access to a testing/training environment
7. All user documentation should be current, comprehensive and easy to follow..
8. API and Web Service documentation supporting the development of interfaces that is comprehensive and current.

## Requirements

	<b>MANDATORY REQUIREMENT</b>
Accept & Initial	The RMS contractor SHALL provide regular, scheduled, well documented, thoroughly tested upgrades to sustain and improve the functionality and features of the system over time. Describe system update, upgrade, and bug fix release schedule. Describe the communication plan for informing NSP of pending system updates, upgrades, and bug fixes. Provide a detailed plan for reviewing, testing and staging system updates prior to release within the production environment.
<i>(Bidder response)</i>	
The bidder's initials signify guaranteed compliance with the above mandatory requirement. A bidder may indicate any exceptions to Mandatory Requirement including an explanation for the bidder's inability to comply with such requirement which includes a statement recommending requirement the bidder would find acceptable. Inability to guarantee compliance or rejection in whole or in part of the Mandatory Requirement may be cause for rejection of a bidder's proposal.	

MSU-1. The bidder should provide an explanation of its company's service and support philosophy, how it is carried out, and how success is measured. In addition, the bidder should provide a description of a comprehensive maintenance and operations support program.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

MSU-2. The RMS contractor should provide ongoing support for system performance tuning. Describe the approach to system tuning and past experience supporting clients by keeping implemented systems performing optimally over time.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

The contractor will promptly provide any areas of customization that are at risk of incurring effort or cost in the future at times of releases or upgrades.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

MSU-3. The contractor should provide web-based and toll-free telephone access to NSP support staff. Describe the plans for delivering support including evidence of success and plans to:

1. Provide human response during standard business hours (8 am – 5 pm Central, 5 days a week).
2. Provide support during non-standard business hours (5 pm – 8 am Central, weekends, holidays).
3. Provide direct access and dedicated support personnel to solve particular issues.
4. Provide online access to excellent general information and troubleshooting tools

(e.g., searchable knowledge base, FAQs, training materials/videos, and manuals).					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
MSU-4. The contractor should have a clear methodology for classifying and prioritizing support calls and provide good issue management and resolution over time. Describe the plan for providing response and remediation of problems. Information should address:					
<ol style="list-style-type: none"> <li>1. Methodology for classifying and escalating support calls (including emergency situations)</li> <li>2. Approach to issue management, tools employed, and past experience working with clients to resolve issues</li> <li>3. The average response times by time of support call</li> <li>4. The average service call resolution time</li> <li>5. Tiers of service (levels)</li> <li>6. Root cause analysis</li> <li>7. When and how a request is escalated</li> <li>8. Approach to workarounds</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
MSU-5. The RMS contractor should provide good technical support for NSP's development of planned and future interfaces to the RMS over time. Describe the approach for this and past experience enabling clients to develop their own interfaces to the RMS.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
MSU-6. The contractor should listen to and encourage user input in regards to training, communication and the RMS product. For example, are there user forums or meetings through which customers may suggest enhancements. Please describe how users will be enabled to shape its products and services and how suggestions are prioritized. Please provide specific examples of how user feedback has been incorporated in past releases.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
MSU-7. The RMS contractor should identify any third party roles in their proposed support (e.g., first level support is outsourced).					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

## Optional Computer Aided Dispatch

### Computer Aided Dispatch Vision

NSP desires a CAD that is tightly integrated with its RMS. Each of the six (6) dispatch centers have their own CAD software that runs off of their own thin servers so that they can continue to dispatch using CAD, even if they lose network connectivity. The dispatch centers operate Motorola MC-7500 digital dispatch consoles for the Motorola digital, trunked radio system.

The CAD should follow NSP workflow in which an NSP Communications Specialist creates CAD calls and adds call detail information to the CAD system. The Communications Specialist assigns the call to a trooper. Calls are dispatched based on Work Area assignments within each troop area. Automatic Vehicle Location (AVL) displays allow Communications Specialists to identify the location of units and incidents and are used by Communications Specialists to make Unit recommendations. The AVL system should be integrated with CAD. The preferred method of dispatching troopers is by voice radio calls with additional, sensitive information sent via Mobile Data Computer (MDC) entry.

### Key Concerns

1. Tight information sharing between CAD and RMS to reduce double-entry

### Requirements

If bidder is proposing an optional CAD as a part of their proposal, the proposed CAD must meet the following requirements.

<b>Incidents</b>					
CAD-1. They system's menus should be customizable, giving easy access to frequently used functions. The CAD system commands should be consistent with commands currently in use by NSP. The CAD system should display user-defined instructions to the operator for certain incident types. An example might be referring a caller to animal control at a specific telephone number.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-2. The CAD system should support incident creation from the command line, creation form, and from the mapping application via a point-and-click or drag-and-drop method.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-3. The CAD system should be able to support multi-jurisdictional incidents and assign a unique incident number to each. The CAD system should allow incidents to be associated (if configured by call type) at initiation, or users can manually associate incidents by use of a command. The CAD system should have the ability to automatically update associated incidents when updates are made to any other associated incident. Updates would include supplemental information not resource allocation.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-4. Incident initiation data should be configurable and include the following (if available):					
<ol style="list-style-type: none"> <li>1. Caller's name.</li> <li>2. Caller's location.</li> <li>3. Caller's telephone number.</li> <li>4. Response location.</li> <li>5. Free form text.</li> </ol>					
When working with incidents, the CAD system should:					
<ol style="list-style-type: none"> <li>1. Record the information about a request for service as an Incident that can be initiated, dispatched, displayed, updated, dispositioned and closed.</li> <li>2. Support: <ol style="list-style-type: none"> <li>a. Combined call taker/Communications Specialist functions at a single workstation.</li> <li>b. Separate call taker/Communications Specialist functions at separate workstations.</li> </ol> </li> <li>3. Have a free-form location description field (non-system verifiable location).</li> <li>4. Indicate, as part of the incident, whether the default priority was overridden by the operator at initiation.</li> <li>5. Should provide the option to initiate and close the call with a single function.</li> <li>6. Support the ability to add unlimited dispositions per incident.</li> <li>7. Allow for the addition of narrative/comments, multiple offense codes and a closing disposition in the same string of information.</li> <li>8. Provide a modifying circumstances field as an optional field for the user to complete that allows additional information about the incident type, such as weapon involved, suspect being held, shot fired, that further classify the response.</li> <li>9. Allow an operator to enter a date and time and schedule the incident for a future date/time.</li> <li>10. Provide a check box so call takers do not have to type "do not contact caller" in the complainant area of the incident entry form. 'DO NOT CONTACT' should display in text form within the incident.</li> <li>11. Allow incidents to be initiated without entry of the incident location and type.</li> <li>12. Provide an unprocessed incident timer that appears on the form when data has been entered but not submitted after a predetermined length of time.</li> <li>13. Assign a unique incident number to each incident. The incident number should have the ability to be generated in whatever format NSP chooses.</li> <li>14. Track the source of the call (e.g. public-initiated, ten-digit, field-initiated, 911 call, any other data method such as mobile device).</li> <li>15. Support field-initiated incidents from both a Communications Specialist and mobile data entry.</li> <li>16. Support the definition of an unlimited number of incident types in the incident type database. Allow incident type database to be changed while the CAD system is online.</li> <li>17. Afford the user the ability to select an incident type from a drop-down with auto-complete available from the incident entry form.</li> <li>18. Validate the user-entered incident type against the incident type database.</li> <li>19. Automatically enter the user-defined priority for the incident type. Operator can override the defined priority.</li> </ol>					

20. Allow users with specific administrator rights to configure the incident type to specify that only certain dispositions are valid for a specific incident type.
21. Should allow the user to enter a location using the following methods:
  - a. Complete or partial street address.
  - b. Common place or landmark name as defined by NSP.
  - c. Intersection.
22. Verify an address by entering partial incident address information. A known unverifiable address should be capable of being overridden via the keyboard before the CAD system attempts to verify the address.
23. Verify an address by a street address (e.g. entering "100 S" would display all streets that have 100 block and that start with "S".)
24. Allow entry of an address by a common place (e.g., entering "L" would display all common places that start with "L".)
25. Verify an address by an intersection (e.g. entering "L/S" would display all street that start with "L" that intersect with a street that starts with "S".)
26. Allow the user to bypass location verification and force the location into the system.
27. Allow NSP to be able to configure whether non-verified locations should be flagged. If an address is validated, the CAD system should automate checks and flag for previous incidents that have occurred at the incident location and generate a pop-up message to alert the Communications Specialist.
28. Automatically check (through interfaces with other systems) to determine whether any active warrants are registered at the incident location. If so, the CAD system should generate a pop-up message to alert the call taker and dispatcher.
29. Support users having the ability to enter addresses into an address alert file. If a new incident is created and a match is found in the address alert file, the dispatcher should be notified and be able to view the alert information.
30. Address alerts should be capable of having a time frame assigned and notification prior to expiration.
31. Support interface with multiple user-defined premise information databases that are automatically searched and generate a pop-up message to alert the operator if a new incident is created and a match is found in the premise information file. Support the ability to include a radius alert within a specified distance.
32. Alerts indicating the existence of premise information should differentiate between an exact hit versus an in-the-area hit at the incident location.
33. Include user-defined radius searches by user-defined distance from an x,y location.
34. Be capable of printing any incident, whether the incident is open or closed.
35. Support an unlimited number of alias names for each location and/or common place name.
36. Provide subcomponents of an address (suite, front/rear, etc.).
37. Display possible matches when a partial location is entered so that the user may select the correct match from the list of possible address matches without having to retype the address.
38. Allow the user to page to subsequent screens to view all available information about a location.
39. Verify common place name locations.
40. Provide detailed information on any option returned on the verification form, including displaying cross streets, premise information and response information and zooming the map, to assist in verifying the location. Once the location has been verified, the CAD system should perform a check for duplicate incidents.
41. Provide the call taker with a list of structured questions to ask the caller, based

<p>on the incident type, and prompt the call taker if all required information has not been received.</p> <p><b>42.</b> Permit the call-taker to insert ANI/ALI information from 911 into the call entry screen as the location or calling party information or both. Would plot any x-y coordinates from wireless phone calls on the map and determine a response location.</p> <p><b>43.</b> CAD would support updated location information and replot on the map, with the option of changing the incident to the new location.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>CAD-5. The CAD system should check incidents for duplicate calls based on a true radius search in a user-definable distance from an x,y coordinate in the geographic area of the incident being initiated. Using predefined grids or artificial boundaries associated with tabular geofile databases is not acceptable. The CAD system should have the option of searching closed as well as open calls for a duplicate check. If a user is creating an incident, he/she would need a duplicate check on open incidents. The CAD system should display, in a separate window, potential duplicate matches to the incident being entered. The potential duplicate display should not displace the incident being entered. If duplicate incidents have been created, the CAD system should have the ability to combine them into a single incident. All detail regarding the duplicated incidents should be maintained in the combined incident record.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>CAD-6. The CAD system should have the ability to show past history of a location being entered on a new incident. Historical information should be pulled for the previous year. Users should see both open and closed incidents. The CAD system should display, in a separate window, potential duplicate matches to the incident being entered. The potential duplicate display should not displace the incident being entered. If duplicate incidents have been created, the CAD system should have the ability to combine them into a single incident. All detail regarding the duplicated incidents should be maintained in the combined incident record.</p>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<p>CAD-7. The CAD system should automatically generate:</p> <ol style="list-style-type: none"> <li>1. A unique CAD call number.</li> <li>2. A unique agency incident number, upon unit assignment.</li> <li>3. Geographic location information (e.g., reporting area, zone, city, county).</li> <li>4. Date and time the incident was initiated.</li> <li>5. ID or Badge Number of the operator who initiated the incident.</li> <li>6. ID of the workstation on which the incident was initiated.</li> <li>7. Geofile coordinates (if the address was validated).</li> <li>8. Incident priority based on user definitions.</li> <li>9. Allow operator to assign additional unique incident report (IR) numbers.</li> </ol>					
	<b>Current</b>	<b>Expected</b>	<b>Custom</b>	<b>Supplied by</b>	<b>Not Available</b>

	Capability	Date of Future Release	Development	3 <sup>rd</sup> Party	
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-8. Queries should have short cut codes, such as P for person, in which only the specific fields are used. Example, the code VIN will only use the VIN, vehicle year, vehicle make and state fields where a V (vehicle) will have license, license year, etc. plus the VIN fields.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-9. When updates are made to any cloned or associated incidents, the system should provide the option of either copying those updates to the original incident or maintaining the cloned incident as a separate, independent incident from the point of cloning. The CAD system should have the ability to clone (or copy) incidents. Incident cloning allows for the creation of cloned (or linked) incidents after a parent incident has been created.					
<ol style="list-style-type: none"> <li>1. Cloning should allow all audit records for an event to be optionally cloned to the new incident.</li> <li>2. Cloning should take place from the command line or from a new form.</li> <li>3. The system should allow the user to clone incidents that have a pending, new, active, or closed status.</li> <li>4. Cloned incidents should maintain the current date and time as well as the date and time of the original incident, for the purposes of reporting incident response time data.</li> <li>5. Each cloned incident should have its own incident number.</li> </ol>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Dispatch</b>					
CAD-10. The CAD system should respond to the initial dispatch by:					
<ol style="list-style-type: none"> <li>1. Recommending response based on unit type and location of the unit and response requirements based on call type.</li> <li>2. Dispatcher has the ability to assign units by use of a quick key or command line.</li> <li>3. Automatically removing the incident from the pending queue.</li> <li>4. Automatically updating the incident in the incident status display.</li> <li>5. Automatically starting the status timers for the dispatched units.</li> <li>6. Automatically logging the dispatcher in the incident history.</li> <li>7. Automatically stamping time, operator, and position for all actions.</li> </ol>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-11. The CAD system should allow the call taker to dispatch the call based on the CAD system/AVL unit recommendation.					
	Current Capability	Expected Date of	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available

		<b>Future Release</b>			
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-12. Once a location has been verified and checked for duplicates, the CAD system should automatically route the incident to the proper Communications Specialist positions(s). Incident routing should be based on the incident location (i.e., zone, city, county, user ID). The call taker should have the ability to override the automatic system routing including the option to dispatch the incident themselves. The CAD system should send an audible tone to the Communications Specialist when an incident enters the pending queue. The tone should be configurable by the system administrator. The system should allow more than one Communications Specialist, as well as supervisors, be able to monitor a call at any time.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-13. The CAD system should be able to retrieve pending incidents or closed incidents if new information has been discovered for dispatch. A function key should be used to retrieve the oldest, highest-priority incident in the Communications Specialist's pending queue and display the dispatch recommendation form.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-14. The Communications Specialist should have the option of using an Automatic Vehicle Locator (AVL) (closest unit) recommendation or a geographic/zone recommendation. The CAD system should have the ability to display both AVL and geographic recommendations simultaneously on the monitor based on user preference.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-15. The CAD system should support the ability to dispatch additional units to an incident from the command line. The CAD system should support dragging and dropping multiple units. The dispatch recommendation should be configurable to display both available and unavailable units in the response area of the incident. Unavailable units should be highlighted with an identifier or by color-coding to indicate that they are busy but recommendable. The CAD system should allow the dispatch recommendation feature to be disabled system-wide, if NSP chooses not to use it. If the dispatch recommendation is acceptable, the units should be able to be dispatched with a single keystroke. The dispatcher should be able to override the system's unit recommendation. There should be no limit to the number of units that may be dispatched to an incident. The CAD system should track all the units individually. It should be possible to dispatch a responding unit to another incident of higher priority. The CAD system should remove the unit from all status displays when status is out of service. The CAD system should have the option of either allowing the original incident to drop into a configurable call "slack" or have the original incident return to a pending status. If sent to a pending status, the incident should be flagged, indicating that it was previously dispatched. The CAD system should be able					

to return the freed incident to the pending queue with minimal user intervention.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-16. The CAD system should have the ability to display and update incident information. There should be no limit to the number of authorized users that may review or update the same incident. The CAD system should allow an unlimited number of updates and comments to each incident.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-17. The CAD system should support a feature to alert the Communications Specialist when supplemental information is added to an incident, without requiring Communications Specialist action. The alert can then be cleared by the Communications Specialist after reviewing the update. Communications Specialists and other authorized staff should be able to add comments to any incident record, including closed incidents.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-18. For traffic stops, entering the NSP officer's badge or Identifying number should auto-populate other relevant fields (officer name, etc.)					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-19. With a license plate and/or name entered into the proper fields of an incident, or from the command line, the CAD system should have the ability to perform automatic database queries based on user defined parameters.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-20. The dispatcher should have the ability to assign stacked or pending calls to an officer.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-21. The system should be able to scan returned queries, highlighting certain key words for the dispatcher (e.g., "wanted person", "stolen vehicle") capable of being modified by authorized personnel.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-22. The results of any query made through the CAD system to RMS/ NCIC should be attached to the CAD system incident.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-23. The CAD system should provide for a minimum of five priority levels (numbered one (1) through five (5)) for the purpose of assigning priority levels to incident types. Priority levels should be user defined based on incident type for specific incident types but may be overridden by personnel at incident creation.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-24. Personnel should have the ability to transfer a created incident from one area (troop or zone) to another.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-25. The Communications Specialist should have the option of assigning a different disposition to each unit when clearing an incident.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-26. Incidents should automatically route to the proper troop based on a verified address. If the address is not verified the call should automatically route based on data in the county, city, zone, or user id of the incident creator in that order. Example, the address field is unverified but the city field is used. The incident will route to the troop that encompasses that location.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-27. Calls for service should have the ability to be held for a specific officer or for a specific shift or zone. An example, an officer is given a name and phone number in reference to an accident he worked.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available

		<b>Release</b>			
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Units</b>					
CAD-28. The CAD system should support units being a minimum of one character to be defined and assigned by the system administrator.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-29. The CAD system should have the ability to allow dispatchers to assign units to troop areas.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-30. The CAD system should have the ability to track units through status changes.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-31. The CAD system should have the ability to assign multiple capabilities to units for dispatch recommendation purposes.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-32. Users should have the ability to update a unit's functionality in real time by either adding or removing capabilities.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-33. The system should allow units assigned to an incident to be updated with a location other than the location of the incident without affecting the original incident location. An audit record (including time of change) should be written to the incident and reflected in the unit history.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-34. The CAD system should allow comment information to be entered during unit status updates. This comment information should be logged in the unit history and in the incident					

record if the unit is assigned to an incident.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-35. The CAD system should support unit status being capable of update using a command, form, or function key. NSP should have the ability to determine who has the authority to change unit status.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-36. The CAD system should support the Communications Specialist having the ability to transfer units from one geographic area to another. (The Communication Specialist should have the ability to dispatch units statewide at any point in time.)					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-37. The CAD system should allow dispatching and tracking of multiple units or changing multiple unit statuses at the same time.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-38. The CAD system should allow the user agency to define the following types of unit status parameters: <ol style="list-style-type: none"> <li>1. Special status colors and special characters.</li> <li>2. Allowing a unit to be available for dispatch while in a defined status.</li> <li>3. Allowing a unit to be available for recommendation while in a defined status.</li> <li>4. Time allowed in a status.</li> <li>5. Differentiating between officer and supervisor on the map.</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-39. The CAD system should allow for held status codes for monitoring and granting of outstanding requests.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-40. The following status details should be available for NSP units: dispatched status, en					

route status, arrived status, clear status, administrative status, out-of-service status, and any other user-defined status.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-41. The CAD system should track time in status for each unit separately and should allow each unit to be dynamically assigned different time-out values. The CAD system should alert the Communications Specialist when each unit has timed out.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-42. When a unit is put into a status, the CAD system should assign a default timer as defined by status and situation.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-43. The CAD system should support a function to reset timers for units that have timed out.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-44. The CAD system should support a function that allows unit timers to be reset to a default value for a given status.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-45. The CAD system operators should be alerted when an officer is on duty longer than 8 hours.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-46. The CAD system should support a function that allows unit timers to be reset to an entered value. For instance, a command to give the unit a specific amount of additional time (one (1) minute, two (2) minutes, three (3) minutes, etc.) should be supported. Further, the CAD system should support a function that allows unit timers to be set automatically based upon not only the status but also the priority of the incident to which units are responding. For example, an en route time to a low-priority incident has more allowable time than en route time to a high-					

priority incident.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-47. The CAD system should allow units to be placed on duty from a preformatted screen or command line. The on-duty entry should include duty assignment. It should be possible to assign units as “floaters”. Communications Specialists should have the ability to make changes in the on-duty unit status.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-48. The CAD system should have the ability to assign vehicles to individual troopers and maintain that vehicle assignment through shift changes. The name of a ride-along should be capable of being entered at unit sign-on.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-49. If an ID number is assigned to a unit which already has an assignment, the CAD system should prompt the dispatcher to either change the badge number to the new assignment or maintain the old assignment.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-50. When an assignment is closed, the CAD system should maintain the trooper ID number(s) associated with the assignment for audit purposes.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-51. The CAD system should support a temporary unit feature, allowing units that are not predefined in the system or not on duty to be placed on duty and dispatched via a single function by the system administrator. Once the units complete the activity, they should be automatically taken out of service and removed from the system.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-52. The CAD system should have the ability to assign a supervisor to an incident for the purposes of notifying a supervisor:					

<ul style="list-style-type: none"> <li>In high-priority incidents and notifying a supervisor of unit emergencies.</li> <li>Of hot-hit query returns.</li> </ul>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-53. The CAD system should allow the user agency to define unit status by special status colors and characters.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-54. The system should display troop-specific units separately from statewide (or HQ) units.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-55. The system should allow the unit status summary data to be sent at user defined intervals to a log file for later report generation. For example, the system could be set up to take a “snapshot” of each troop’s current unit statuses and pending incident queues every five (5) minutes.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-56. Authorized users should have the ability to add units to the master units table. At minimum, a master unit record should support the following fields: unit number, troop designation, zone designation, and unit type (one-trooper, two-trooper, two-investigator, etc.)					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Status Monitors</b>					
CAD-57. The CAD system should support user-defined windows for dynamically updated views of ongoing incident and unit activities.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-58. The status monitors should allow the user to page via keystrokes or utilize the mouse to scroll to subsequent screens to view more incidents or units than fit in a single window.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>

		<b>Release</b>			
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-59. The CAD system should have the ability to display 80-100 units on a one-half screen.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-60. Incident monitors should be able to display active/pending incidents by area and incident status and time in queue. Users should be able to click on column headings to sort items.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-61. The status monitors should support the ability for system administrators to configure the layout of the workstation screen(s), depending on the number of monitors at the workstations, so that workstation windows for pending queues, active units display, active incidents, etc., are not hard-coded. Further, the status monitors should allow administrators to alter the configurations at any time.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-62. The unit status monitor should be user-definable. The field order, sort criteria, number of columns, and filtering (what data appears in the window) should be configured by the system administrator for any combination of windows.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-63. A Communications Specialist should be able to bring up two (2) incidents simultaneously in a split-screen format. Both work screens should allow updates and commands to be issued to both incidents using dual command lines.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

CAD-64. The status monitors should make use of color in addition to textual information, to enhance status recognition. Color assignments should be user-definable.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-65. The unit status monitor should display the type of incident or administrative status to which the unit is currently assigned.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-66. The unit status monitor should be configurable to display such things as:					
<ol style="list-style-type: none"> <li>1. Incident number (if unit is currently assigned).</li> <li>2. Unit location information.</li> <li>3. Address of the unit location.</li> <li>4. Area(s) in which the unit is currently working.</li> <li>5. Estimated time of arrival.</li> <li>6. Unit timers.</li> <li>7. Active incidents.</li> <li>8. Incident number.</li> <li>9. Time initiated.</li> <li>10. Incident type.</li> <li>11. Incident location.</li> <li>12. All vehicles dispatched to the incident (by dispatch level with the dispatch time for each).</li> <li>13. Other location information.</li> <li>14. Agency ID of the incident.</li> <li>15. Apartment number.</li> <li>16. Caller's location.</li> <li>17. Priority.</li> <li>18. Incident status.</li> <li>19. Troop area.</li> <li>20. Console ID that initiated the incident.</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-67. The unit status stack display should list all vehicles that have incidents stacked to them, along with the incident information, including but not limited to:					
<ol style="list-style-type: none"> <li>1. Unit ID/call sign, shift, and status.</li> <li>2. Incident type, number, and address.</li> <li>3. Amount of time unit has been in the current status.</li> <li>4. Number of calls stacked against the unit.</li> <li>5. Incidents stacked against the unit (selection of incident information is the same as an incident status monitor.)</li> </ol>					
	<b>Current</b>	<b>Expected</b>	<b>Custom</b>	<b>Supplied by</b>	<b>Not Available</b>

	Capability	Date of Future Release	Development	3 <sup>rd</sup> Party	
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-68. The unit status stack display should provide simple transition between non-sequential incidents in the stack (e.g. going from incident #2 to incident #7).					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-69. Status monitors should have the capability to display units and pending incidents for a specific zone, troop, or the entire state. Status monitors should have counters that display the current number of pending incidents, active incidents, and a total of all incidents for the area being tracked at that time.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-70. All Communications Specialist screens should have a section dedicated to displaying pending incidents. The pending incident status monitor should be user-definable. The field order, sort criteria, number of columns, and filtering (what data appears in the window) should be configured by the system administrator for any combination of windows. Communications Specialists should have a visual indicator that an incident is new to the pending queue and has not been viewed. Communications Specialists should have the option of dispatching new incidents immediately or placing them in the pending queue. The CAD system should dynamically update the pending queue as new incidents are entered and assigned. Users should be able to scroll to subsequent screens in the pending queue. Further, the pending queue should support the use of color to differentiate priorities and incident time-outs.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-71. The CAD system should allow the system administrator to:					
<ol style="list-style-type: none"> <li>1. Set status changes to a pre-determined alarm time.</li> <li>2. Assign different audio files for low, medium and high priority incident and alarms.</li> </ol>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Geomapping</b>					
CAD-72. The CAD system should support an application that allows the graphical update of locating information into the geofile database via an ESRI-based GIS tool. The exporting of ESRI shape files to a proprietary geofile maintenance tool should not be acceptable. The CAD system and the map should utilize the same ESRI-compatible geofiles. The geofile/map should be a statewide map that is centrally managed by the CAD system					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-73. The system maintenance and updates should be performed on specific troop or zone areas.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-74. The system should allow builds, filters, and transfers ESRI ArcGIS (ArcEditor-level) data to be directly to the CAD system in the correct CAD geofile format.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-75. The CAD system should provide analysis tools that check for GIS data discrepancies from a CAD perspective. For example, road errors, such as missing addresses, gaps in address ranges, overlaps in address ranges, flipped address ranges, and other logical address errors, are identified and flagged by ESRI.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-76. Mapping should accept and verify calls based on the entry of a location not specific to a particular address (e.g., a spot on a highway roadside.)					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-77. Updates to the geofile should occur while the CAD system is online, transaction by transaction, rather than as a batch.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

CAD-78. The system should allow for these geographic labels to be customized for use throughout the system. For example, geographic labels may include Troop and City. The CAD system should provide for the drawing of road segments and the entry of the attribute information, such as mile markers. The graphical update tool should support separate geographic definitions, such as troops and zones.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-79. The system should have an automatic assignment process that updates the street segments with the appropriate zoning attributes based on the polygons drawn. For instance, instead of having to update each individual road segment with the appropriate boundary information for each side of the road, the system should perform this automatically.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-80. The CAD system should provide the ability to have user-defined map layers for information such as lakes, waterways, railroads, parcels, parks, and building footprints.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-81. The CAD system should provide the ability to: <ul style="list-style-type: none"> <li>1. Create links from the geofile to specific documents for locations or map points. For example, these documents may include Microsoft Excel, Word, or photos.</li> <li>2. Create links to the Web via points on the map.</li> </ul>					
	<b>Current Capability</b>	<b>Future Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-82. Intersections should be capable of being entered in any order (i.e., Main/1 <sup>st</sup> or 1 <sup>st</sup> /Main). The order of the entry should not be altered. For example, if the user entered Main/1 <sup>st</sup> , the CAD system should not convert the entry to 1 <sup>st</sup> /Main.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

CAD-83. The CAD system should provide a tightly integrated mapping application that shows incident and unit location.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-84. Mapping should run on the same workstation as the CAD system application client software. The map data should be available on the CAD system workstations and MDCs. The mapping tool should allow for distribution of maps to MDCs for mobile mapping via the following methods: <ol style="list-style-type: none"> <li>1. Online.</li> <li>2. Various electronic media (CD-ROMs, etc.).</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-85. The ability to dispatch units to a call/location should not be dependent on the existence of accurate map data (i.e., the system should utilize, but not require, geofile validation for dispatch).					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-86. Mapping should utilize the same coloring and textual information as the CAD system. For instance, if the CAD system displays "EN" and a green color for en route, the mapping application should do the same.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-87. The maps should be created using different layers that contain specific information. These layers should be combined to create user-defined views.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

CAD-88. Mapping should support the CAD system command and mouse operation of zoom and pan functions. Mapping should have the ability to zoom from a region down to an address on an individual parcel.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-89. Mapping should support sizable windows and multiple map windows should be able to be opened at the same time. For instance, one map might be tracking a specific unit, while another window is displaying an incident for dispatch.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-90. Mapping should support unattended operations that cause the map to perform a function when the CAD system performs a function requiring map operations. For instance, when a call is displayed, dispatched, or updated, the map is automatically zoomed.					
	<b>Current Capability</b>	<b>Future Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-91. Mapping should provide distance and direction of travel information from any point to any point in the geofile. Mapping should display the best route to an incident, including road conditions (e.g., closures, hazard warnings).					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-92. Mapping should be able to use alias names and Soundex matching to verify locations of streets, street segments, and landmarks, allowing for variations in spelling and streets with multiple names/aliases.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-93. Mapping should provide a method to track and report specific common place locations to be used in the incident creation process that allows the operator to create an incident without searching for the physical address for the common place location.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

CAD-94. The CAD system should have the ability to display location details, including premise and hazard information.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

CAD-95. Mapping should support the integration of AVL.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

CAD-96. Geofile data elements should include the following:

1. Street number.
2. Street name.
3. Street type.
4. City.
5. Zone.
6. Direction.
7. Map book page.
8. High/low addresses.
9. X,y coordinates.
10. Cross streets/intersections.
11. Odd/even side of the street attribute information.
12. Common place or landmark names.
13. Geographic areas.
14. Troop Area

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

CAD-97. The system should be capable of supporting geographic definition of:

1. Patrol zones.
2. Towing services.
3. Local law enforcement
4. Fire departments
5. Emergency Medical Services
6. There should be the ability to click on the area and pull in the contact information for the specific service.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
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**Indicate status:**  
(Bidder response)

CAD-98. The map should interact with the CAD system in the following manner:

1. Each unit's status should display as users update units on the CAD system.
2. Users should be able to select the display format for incident information on the graphical map using menu selections.

3. Users should be able to initiate incidents utilizing point and click on the map.
4. Users should be able to update a unit's status from the map.
5. Users should be able to update, recall, or dispatch an incident from the map.
6. Users should be able to select icons on the map and link to Web pages. For instance, an icon might display a weather map of an area by linking national weather for that local area by zip code or pick a polygon and select weather and have it displayed.
7. Users should be able to select layers of the map to turn on and off.
8. Each agency should be able to define which layers of the map are turned on at a zoom level.
9. Users should be able to move a unit to another location on the map (typically utilized in situations where graphical representation of tactical situations is needed.)
10. Users should be able to pan the map by grabbing a map point with the mouse and moving it.
11. Users should be able to select a unit(s) and have the map automatically size to display the requested unit(s) within the map.
12. The map should have the capability to zoom in to the incident location when an incident is initiated or updated.
13. With AVL, the user should be able to choose to pan with a specific unit when the need arises. Such as panning with a unit involved in a chase.
14. The CAD system should be able to send recommendation requests for shortest path routing to the mapping applications, including road conditions (e.g. closures, hazard warnings), then display the recommendations to the dispatcher. Support for a ruler function that should calculate distance and direction of travel information from any point to any point in the geofile should also be available.
15. The system should have the ability to display driving directions during shortest path recommendations.
16. Users should be able to double-click on incidents and units to display additional detail as appropriate. (Open CAD call information?)
17. Users should be able to have maps at any appropriately configured workstation (local and/or remote) and should have the ability to link map icons to Word, Excel, and photos. By clicking on the icon, the appropriate document or image should be displayed.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

*(Bidder response)*

CAD-99. Users should be able to:

1. Center the map on a verified location and mark the location with a unique icon.
2. Zoom in on an area for enhanced detail.
3. Pan from an area to an adjacent area.
4. Create an incident from a location selected on the map using the mapping workstation mouse.
5. Display active incident and unit status on the map.
6. Automatically gather unit location information directly from the unit's AVL at the time of a field-initiated incident.
7. Automatically override unit location information directly from the unit's AVL at the time of a field-initiated incident.
8. Provide shortest path routing and ETA on the map.
9. Display the current location of vehicles/units on the map.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-100. The CAD system should support: <ol style="list-style-type: none"> <li>1. Dynamically and interactively track the status of all resources and display a unit icon upon the map showing the last know location of the unit.</li> <li>2. The ability to configure the polling frequency of AVL equipped vehicles.</li> <li>3. Configuration of labels for user-definable geographic areas.</li> </ol>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-101. The geofile should include identification of locations/properties that are policed by other agencies. Single locations can be flagged with the identification, or an entire area may be flagged. This information should appear when the incident is viewed.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-102. GPS coordinates should automatically append to the incident when an officer changes status. The system administrator should have the ability to set the status(es) that triggers this response.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Messaging</b>					
CAD-103. The CAD messaging functionality should be an internal part of the CAD system and should have the ability to send, receive, and log unlimited messages to: <ol style="list-style-type: none"> <li>1. Personnel (to either individuals or specific devices).</li> <li>2. Dynamic messaging groups (i.e., when users sign on, the system should determine what groups they are members of, based on rules that are managed by the system administrator.).</li> <li>3. Workstations.</li> <li>4. MDCs.</li> <li>5. Any system printer.</li> <li>6. Predefined groups (all Communications Specialists, all personnel in zone, etc.).</li> <li>7. Any combination of user-defined groups, such as personnel, workstations, etc.</li> </ol>					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-104. The CAD system should have the ability to send notification and recurring messages. Messages should be able to be defined for sending a prescribed number of times per hour, day,					

week, or month.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-105. The CAD system messaging should support the ability for users to:					
<ol style="list-style-type: none"> <li>1. Create free-form messages.</li> <li>2. Display messages via a single function key.</li> <li>3. Have audible and visual signaling of received messages.</li> <li>4. Forward, reply to, and delete messages.</li> <li>5. Send certified mail (i.e., sends an automatic message back to the sender when the mail is opened).</li> <li>6. Send acknowledgement required (i.e., requires the recipient to reply to the message before it can be deleted).</li> <li>7. Send priority messages.</li> <li>8. View messages.</li> <li>9. Add messages to an incident as a comment.</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-106. CAD messaging should support separate message counters to allow the users to see the number of messages to the position, users signed on, and external messages received.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-107. CAD messaging should differentiate between CAD messages and:					
<ol style="list-style-type: none"> <li>1. Messages returning from the message switch/NCIC.</li> <li>2. Queries to internal systems.</li> </ol>					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Closing</b>					
CAD-108. Previously entered comments (narrative) should not be changed by anyone, regardless of security level. However, modifications should be allowed for primary incident fields such as location, incident type, and telephone number. However, previous entries should be logged.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
CAD-109. An incident should automatically close after the last unit has cleared, unless the call type used requires a disposition. If the call type requires a disposition and one has not been					

previously entered, the dispatcher will receive a reminder for the final disposition code to allow closure of the incident.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
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**Indicate status:**  
(Bidder response)

CAD-110. The CAD system should allow “incident close” and “unit clear” commands. For example, the incident close command would close out the incident with a single disposition, regardless of how many units were on the assignment. The unit clear command would only clear the unit specified in the command from the incident. Once the last unit has been cleared from the incident, the incident would close. This would allow dispatchers to clear individual units from the incident yet keep the incident open should other units still be working on it.

If a dispatcher needs to reassign a unit from an incident of which no unit has checked on scene, the incident will go back into the pending queue for reassignment.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
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**Indicate status:**  
(Bidder response)

### Interfaces

CAD-111. The CAD system should interface to:

1. NLETS, NCIC, and other state databases.
2. The AVL system to receive unit location information.
3. MDCs for full two-way mobile dispatching communications.
4. The AFR system, providing relevant call-for-service data to begin AFR reports.
5. The RMS to provide relevant call-for-service data to begin RMS reports.
6. With a device providing a centralized time synchronization signal (such as NetClock).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
--	--------------------	---------------------------------	--------------------	-----------------------	---------------

**Indicate status:**  
(Bidder response)

CAD-112. User specified changes to the CAD screen should be retained for that user. Users should be able to select a default setting that was determined and set by the system administrator.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
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**Indicate status:**  
(Bidder response)

### Reporting

CAD-113. Incident searches (with Soundex ability) should be performed using:

- Incident number.
- Range of dates.
- Range of times.
- 1. Geographical area or radius from a specific location, including:
  - a. Troop areas

- b. Counties
- c. Cities
- d. Polygons
- 2. Incident type.
- 3. Assigned unit.
- 4. Assigned trooper.
- 5. Disposition.
- 6. Communications Specialist ID.
- 7. Reporting Party Name.
- 8. Call Source and Location.
- 9. Call Type.
- 10. Person of Interest (Suspect / Victim / Witness).
- 11. Vehicle License Plate and VIN (Make, Model, Year of Vehicle), Registered Owner of Vehicle of interest.
- 12. Offense Code.

Calculations in reports based on dispatch, en route, arrival, and closure times should be represented in both decimal and hh:mm:ss format. Calculations need to allow for sorting based on time frames, such as incidents where entry to dispatch exceeds 3 minutes.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

CAD-114. The CAD system should have the ability to quickly re-query an operator's license or vehicle license that has already been added to an incident. This should be accomplished by keyboard or by mouse, but not requiring both. Example, two (2) persons have been added to an incident and queried, but later the officer asks to run the operators again. The CAD system operator should be able to indicate which incident and which person the CAD system should query. Something like CFS# P would query the first person on CFS#.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

CAD-115. The CAD system should have the ability to send updated incident information to a mobile device as soon as the incident is updated, and vice versa.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3 <sup>rd</sup> Party	Not Available
<b>Indicate status:</b>					

(Bidder response)

CAD-116. All incident search results should be able to be sent to the printer. The MS Windows default printer should be the default printer used by the CAD system. Other printers should be able to be selected, even though it's not the MS Windows default printer. When an incident is printed, it should contain all of the data found in the online version, including date/time stamps for every action taken with the incident, user names and /or ID numbers and workstation ID number of the person that performed the action, all comments and narrative added to the incident, individual dispatch, en route and arrival times/dates for each unit attached to the incident, and all dispositions attached to the incident.

	Current Capability	Expected Date of	Custom Development	Supplied by 3rd Party	Not Available

		<b>Future Release</b>			
Indicate status:					
(Bidder response)					
CAD-117. The CAD system should allow supervisors to view all pending incidents statewide.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
Indicate status:					
(Bidder response)					
CAD-118. The CAD system should maintain an audit trail (including user name and ID) on each incident and subsequent updates, including changes made to primary fields such as address and telephone number. The CAD system should provide the ability to display the audit log on open and closed incidents.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
Indicate status:					
(Bidder response)					
CAD-119. The CAD system should have a built in report writer/design feature that allows users with the appropriate security level to create their own reports. All data tracked for an incident by the system should be available for inclusion on any custom report.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
Indicate status:					
(Bidder response)					
CAD-120. In addition to common search criteria (address, incident type, district, zone, etc.), users should have the ability to search the narrative of incidents for key words/phrases.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
Indicate status:					
(Bidder response)					
CAD-121. Reports, "canned" or user-designed, should have the ability to be scheduled to run at specific intervals.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
Indicate status:					
(Bidder response)					
CAD-122. CAD data should be easily exported into third-party applications such as Microsoft Access or Excel and saved in an electronic format for e-mailing such as a Word document (doc) or Adobe (pdf).					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
Indicate status:					
(Bidder response)					
CAD-123. The CAD system should have the ability to create an online log of items of note for					

each zone or troop for review by subsequent shifts. This log would be able to be automatically sent electronically to specific electronic locations at a configurable time. The process should further support multi-step editing and approval processes so that the final approved (sanitized) log could be posted to a NSP website or social media site.

	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3rd Party</b>	<b>Not Available</b>
Indicate status:					
(Bidder response)					

## Form D

### Cost Proposal Templates

#### Request for Proposal Number 4479Z1

**Table D1 - Required Cost For RMS**

For each item/phase of the RMS project the bidder shall complete the following required cost pricing table and provide firm, fixed pricing necessary to meet the requirements of the RFP.

NOTE: No additional travel expense payments and/or reimbursements shall be made to the contractor for providing the onsite services described in the RFP. If travel expenses are incurred in providing onsite services to NSP, then such travel expense must be reflected in the pricing specified in Table D4 (and Table D9 for Optional CAD).

RMS SYSTEM	NOTES (include any needed explanation):	REQUIRED ONE-TIME COSTS
Application Software for RMS		
(Itemize and specify applications and their pricing)		
Development System		
(please itemize cost by module or component)		
Test System		
(please itemize cost by module or component)		
Production System		
(please itemize cost by module or component)		
Interfaces (Interfaces not listed here to be covered under CONSULTING QUOTATION rates in Other Costs table)		
(please itemize cost by module or component)		
Subtotal		
<b>Planning Services Costs</b>		
Initial Planning/Project Management		
Functional Design		
Core Implementation Services		
Interfaces		
Testing Services		
Training Services		
Documentation		
Production Move/Cutover		
Subtotal		
<b>GRAND TOTAL</b>		

**Table D2- Required Costs For Data Migration Services**

For each item/phase of the Data Migration services the bidder shall complete the following required cost pricing table and provide firm, fixed pricing necessary to meet the requirements of the RFP.

NOTE: No additional travel expense payments and/or reimbursements shall be made to the contractor for providing the onsite services described in the RFP. If travel expenses are incurred in providing onsite services to NSP, then such travel expense must be reflected in the pricing specified in Table D4 (and Table D9 for Optional CAD).

Data Migration Services		NOTES (include any needed explanation):	REQUIRED ONE-TIME COSTS
Application Software			
	(Itemize and specify applications and their pricing)		
	Subtotal		
Planning Services Costs			
	Initial Planning/Project Management		
	Data Migration Plan		
	Data Migration Code		
	Testing Services		
	Migration Test		
	Migration Execution		
	Optional Data Migration of Legacy Internal Affairs		
	Subtotal		
GRAND TOTAL			

**Table D3 - RMS Maintenance Costs**

The bidder must indicate below the firm, fixed software maintenance costs for each year following the warranty period. For subsequent years, indicate percentage increase from the previous year maintenance cost. The total number of years of maintenance will be contingent upon the length of the implementation and subsequent warranty period, and upon the state’s decision to exercise any, or all, of the contract renewal periods. NO PRICING ADJUSTMENTS SHALL BE GREATER THAN 5%.

NOTE: The renewal option percentages specified in Table D6 shall not be applied to the costs in this table (D3 – RMS Maintenance Costs).

RMS MAINTENANCE	UNIT OF MEASURE	COST
Application Software Maintenance (twelve (12) month period following the expiration of the warranty period)	Annually	
		PERCENTAGE INCREASE FROM PREVIOUS YEAR COST
2ND Year following expiration of the warranty period (twelve (12) month period following the 1st year of maintenance)		
3rd Year following expiration of the warranty period (twelve (12) month period following the 2nd year of maintenance)		
4th Year following expiration of the warranty period (twelve (12) month period following the 3rd year of maintenance)		
5th Year following expiration of the warranty period (twelve (12) month period following the 4th year of maintenance)		
6th Year following expiration of the warranty period (twelve (12) month period following the 5th year of maintenance)		
7th Year following expiration of the warranty period (twelve (12) month period following the 6th year of maintenance)		
8th Year following expiration of the warranty period (twelve (12) month period following the 7th year of maintenance)		
9th Year following expiration of the warranty period (twelve (12) month period following the 8th year of maintenance)		
10th Year following expiration of the warranty period		

(twelve (12) month period following the 9th year of maintenance)		
11th Year following expiration of the warranty period (twelve (12) month period following the 10th year of maintenance)		
12th Year following expiration of the warranty period (twelve (12) month period following the 11th year of maintenance)		
13th Year following expiration of the warranty period (twelve (12) month period following the 12th year of maintenance)		
14th Year following expiration of the warranty period (twelve (12) month period following the 13th year of maintenance)		

**Table D4 - Other Costs For The Licensed Product(s) And/Or Services**

The bidder must state below all additional firm, fixed applicable costs necessary to satisfy the mandatory requirements of the RFP that were not addressed in Tables D1 through D3 (as appropriate). Unless stated in Tables D1 through D3 and in this table (Table D4), the state shall assume that absolutely no other fees or charges will be assessed to the state whatsoever in connection with the licensed products and services provided herein to satisfy the RFP requirements.

DESCRIPTION/COMMENTS	UNIT OF MEASURE	Unit Price
(Labor Categories)	Hourly Rate	
OTHER COSTS (Specify below if any)	UNIT OF MEASURE	Unit Price

**Table D5 - Optional Costs**

The optional costs shall include a written description and completed Table D5 that discusses the bidder's suggested additional optional components and functionality that may enhance the NSP RMS project. Bidders should understand that procurement is a unique opportunity for NSP to further enhance its operations. As such, NSP may consider some or all optional functionality if financially feasible. The bidder may provide firm, fixed pricing for consulting quotations, optional/desirable features, expansion options and/or enhancements for the proposed system solution.

Each bidder shall identify labor categories for consulting quotations and any and all hardware, software, service, and ongoing operational requirements, beyond its baseline proposal, to fully implement optional functionalities. This shall be accompanied by a description of how the functions will operate from user and administrator perspectives in relation to the baseline RMS solution. In addition, all costs, including associated with selecting and adding these optional components to the system with initial implementation or at a later date shall be provide. NSP is interested in understanding the options that are available.

CONSULTING QUOTATION (Labor Categories):	Hourly Rate	Unit Price

OTHER PROPOSED OPTIONS:	UNIT OF MEASURE	Unit Price
Example: Training for future versions of product		

**Table D6 - Pricing Adjustments for Renewal Periods**

Form D, Table D6: Pricing Adjustments for Renewal Periods

The bidder must indicate in the Table D6 the percentage of price increase applicable to the renewal option periods (the state has the option to renew for three (3) additional two (2) year period as mutually agreed upon by all parties). NO PRICING ADJUSTMENTS SHALL BE GREATER THAN 5%. The quoted percentage(s) shall apply to each itemized component stated in Tables D4 and D5 (and Table D9 for Optional CAD). If a percentage is not quoted (i.e., left blank), the state shall have the right to execute the option at the same price(s) quoted for the previous period. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE. All increases shall be calculated against the previous period's price. The percentages indicated in Table D6 will be used in the cost evaluation to determine the potential maximum financial liability to the State of Nebraska.

NOTE: The pricing adjustments in D6 only apply to prices quoted in tables D4, D5 and D9 for Optional CAD. The pricing adjustments DO NOT apply to costs provided in Tables D1 through D3 (and D8 for CAD).

RENEWAL PERIOD	MAXIMUM INCREASE
1 <sup>st</sup> renewal period The two year period <u>following</u> the period of eight (8) years that was started effective from date of contract award.	Prices quoted in Tables D4 and D5 (and Table D9 for Optional CAD) + %
2 <sup>nd</sup> renewal period: The two year period following the 1 <sup>st</sup> two (2) year renewal period	Pricing from 1 <sup>st</sup> renewal period + %
3 <sup>rd</sup> renewal period: The two year period following the 2 <sup>nd</sup> two (2) year renewal period	Pricing from 2 <sup>nd</sup> renewal period + %

**Table D7 - Required Costs For Optional CAD System**

For each item/phase of the optional CAD project the bidder shall complete the following required cost pricing table and provide firm, fixed pricing necessary to meet the requirements of the RFP.

NOTE: No additional travel expense payments and/or reimbursements shall be made to the contractor for providing the onsite services described in the RFP. If travel expenses are incurred in providing onsite services to NSP, then such travel expense must be reflected in the pricing specified in Table D9.

Optional CAD SYSTEM	NOTES (include any needed explanation):	REQUIRED ONE-TIME COSTS
Application Software		
(Itemize and specify applications and their pricing)		
Development System		
(please itemize cost by module or component)		
Test System		
(please itemize cost by module or component)		
Production System		
(please itemize cost by module or component)		
Interfaces (Interfaces not listed here to be covered under CONSULTING QUOTATION rates in Other Costs table)		
(please itemize cost by module or component)		
Subtotal		
Planning Services Costs		
Initial Planning/Project Management		
Functional Design		
Core Implementation Services		
Interfaces		
Testing Services		
Training Services		
Documentation		
Production Move/Cutover		
Subtotal		
<b>GRAND TOTAL</b>		

**Table D8 – Optional CAD System Maintenance Costs**

The bidder must indicate below the firm, fixed software maintenance costs for each year following the warranty period. For subsequent years, indicate percentage increase from the previous year maintenance cost. NO PRICING ADJUSTMENTS SHALL BE GREATER THAN 5%. The total number of years of maintenance will be contingent upon the length of the time NSP takes to determine whether or not to exercise the option to contract for the CAD, the length of time needed for implementation and subsequent warranty period, and upon the state’s decision to exercise any, or all, of the contract renewal periods.

NOTE: The renewal option percentages specified in Table D6 shall not be applied to the costs in this table (D8 – Optional CAD System Maintenance Costs).

CAD SYSTEM MAINTENANCE	UNIT OF MEASURE	COST
Application Software Maintenance (twelve (12) month period following the expiration of the warranty period)	Annually	
		PERCENTAGE INCREASE FROM PREVIOUS YEAR COST
2ND Year following expiration of the warranty period (twelve (12) month period following the 1st year of maintenance)		
3rd Year following expiration of the warranty period (twelve (12) month period following the 2nd year of maintenance)		
4th Year following expiration of the warranty period (twelve (12) month period following the 3rd year of maintenance)		
5th Year following expiration of the warranty period (twelve (12) month period following the 4th year of maintenance)		
6th Year following expiration of the warranty period (twelve (12) month period following the 5th year of maintenance)		
7th Year following expiration of the warranty period (twelve (12) month period following the 6th year of maintenance)		
8th Year following expiration of the warranty period (twelve (12) month period following the 7th year of maintenance)		
9th Year following expiration of the warranty period (twelve (12) month period following the 8th year of maintenance)		

10th Year following expiration of the warranty period (twelve (12) month period following the 9th year of maintenance)		
11th Year following expiration of the warranty period (twelve (12) month period following the 10th year of maintenance)		
12th Year following expiration of the warranty period (twelve (12) month period following the 11th year of maintenance)		
13th Year following expiration of the warranty period (twelve (12) month period following the 12th year of maintenance)		
14th Year following expiration of the warranty period (twelve (12) month period following the 13th year of maintenance)		

**Table D9 - Other Costs For Optional CAD Product(s) And/Or Services**

The bidder must state below all additional firm, fixed applicable costs necessary to satisfy the optional CAD components of the RFP that were not addressed in Tables D7 and D8 (as appropriate). Unless stated in Tables D7 through D8 and in this table (Table D9), the state shall assume that absolutely no other fees or charges will be assessed to the state whatsoever in connection with the optional CAD licensed products and services provided herein to satisfy the RFP.

DESCRIPTION/COMMENTS	UNIT OF MEASURE	Unit Price
(Labor Categories)	Hourly Rate	
OTHER COSTS (Specify below if any)	UNIT OF MEASURE	Unit Price

## Form E

### Deliverables

#### Request for Proposal Number 4479Z1

The RMS and optional CAD payment schedules for the project are tied to specific deliverables listed in the table below. The RMS and CAD implementations will NOT occur simultaneously; thus, there will be separate payment schedules if the contractor is selected to implement both RMS and CAD. The contractor will propose tasks based on the deliverables listed below. NSP reserves the right to review changes to the payment schedule. **The final payment schedule will be approved by NSP and the contractor. Invoices may be submitted by the contractor based on the completion and acceptance of deliverables. No invoice will be approved unless the associated deliverables have been approved.**

Deliverables for RMS:

DELIVERABLES (Please provide tasks and percentages of costs proposed associated with each deliverable.)	Percentage of Cost
1. Initial Planning and Project Management	
Bidder Identified Tasks:	
2. Licensing and Installation of Test Environment	
Bidder Identified Tasks:	
3. Licensing and Installation of Production Environment	
Bidder Identified Tasks:	
4. Functional Definition Document and Design Specifications	
Bidder Identified Tasks:	
5. Successful Completion of Data Migration	
Bidder Identified Tasks:	
6. Successful Completion of User Acceptance Test and Production Set-up of Product and Related Services	
Bidder Identified Tasks:	
7. Training and Documentation	
Bidder Identified Tasks:	
8. Production Cut-over	
Bidder Identified Tasks:	
9. Final Acceptance Payment	
Bidder Identified Tasks:	
<b>TOTAL</b>	<b>100%</b>

**Deliverables for CAD:**

DELIVERABLES (Please provide tasks and percentages of costs proposed associated with each deliverable.)	Percentage of Cost
1. Initial Planning and Project Management	
Bidder Identified Tasks:	
2. Licensing and Installation of Test Environment	
Bidder Identified Tasks:	
3. Licensing and Installation of Production Environment	
Bidder Identified Tasks:	
4. Functional Definition Document and Design Specifications	
Bidder Identified Tasks:	
5. Successful Completion of Data Migration	
Bidder Identified Tasks:	
6. Successful Completion of User Acceptance Test and Production Set-up of Product and Related Services	
Bidder Identified Tasks:	
7. Training and Documentation	
Bidder Identified Tasks:	
8. Production Cut-over	
Bidder Identified Tasks:	
9. Final Acceptance Payment	
Bidder Identified Tasks:	
<b>TOTAL</b>	100%

# Attachment 1

## Source Code Escrow Agreement

### Request for Proposal Number 4479Z1

This Source Code Escrow Agreement ("Agreement") is entered into between \_\_\_\_\_ and the Nebraska State Patrol ("NSP"). The Effective Date of this Agreement is the \_\_\_\_ day of \_\_\_\_\_, 2013.

1. Definition. "Source Code Escrow Package" shall mean:

a. A complete copy in machine-readable form of the source code and executable code of any Licensed Software provided by \_\_\_\_\_ (excluding any third party software) including any updates or new releases of the product;

2. Delivery of Source Code Into Escrow. \_\_\_\_\_ shall deliver a Source Code Escrow Package to the National Computing Centre ("NCC") in the United Kingdom on the basis of the terms set out in the NCC Standard Escrow Agreement within thirty (30) days from the Effective Date of this Agreement.

3. Delivery of New Source Code Into Escrow. If at any time during the term of this Contract, \_\_\_\_\_ provides a maintenance release or upgrade version of Licensed Software, \_\_\_\_\_ shall deposit with the Escrow Agent, in accordance with the terms set forth above, a Source Code Escrow Package for the maintenance release or upgrade version.

4. Verification. NSP reserves the right at any time, but not more than once a year, either itself or through a third party contractor, upon thirty (30) days written notice, to seek verification of the Source Code Escrow Package.

5. Escrow Fees. Deposit fees and expenses charged by the Escrow Agent will be paid by \_\_\_\_\_. Verification fees and expenses charged by the Escrow Agent will be paid by NSP.

6. Release Events. The Source Code Escrow Package may be released from Escrow to the Customer, temporarily or permanently, upon the occurrence of one or more of the following:

a. \_\_\_\_\_ becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition for bankruptcy, suffers or permits the appointment of a receiver for its business or assets, becomes subject to any proceeding under bankruptcy or insolvency law, whether domestic or foreign;

b. \_\_\_\_\_ winds up or liquidates its business voluntarily and NSP has reasonable basis to believe that such events will cause \_\_\_\_\_ to fail to meet its warranties and maintenance obligations in the foreseeable future;

c. \_\_\_\_\_ voluntarily fails to be in the business of supporting the products at issue in accordance with its maintenance obligations and warranties.

d. \_\_\_\_\_ fails to pay the expenses charged by the Escrow Agent and is at least 60 days behind in paying the invoice.

7. Release Event Procedures. If NSP has paid in full all amounts then due and owing under the Master Services Agreement and it desires to obtain the Source Code Escrow Package from the Escrow Agent as described in this RFP, then:

- a. NSP shall comply with all procedures in this Agreement and the Master Services Agreement;
- b. NSP shall maintain all materials and information comprising the Source Code Escrow Package in confidence in accordance with the Agreement;
- c. If the release is a temporary one, NSP shall promptly return all released materials to AIC when the circumstances leading to the release are no longer in effect.

8. License. Upon release from this Agreement pursuant to an event described in this RFP, \_\_\_\_\_ automatically grants NSP a non-exclusive license to use, reproduce, modify, maintain, support, and update from the Source Code Package solely to maintain and support the Licensed Software so that it can be used by NSP as set forth in the RFP and the contract.

The foregoing is agreed to and accepted and has been executed by a duly authorized representative on behalf of such party as of the Effective Date set forth above:

Nebraska State Patrol ("NSP")

By: \_\_\_\_\_  
Name (printed): \_\_\_\_\_  
Title: \_\_\_\_\_  
Date Signed: \_\_\_\_\_

By: \_\_\_\_\_  
Name (printed): \_\_\_\_\_  
Title: \_\_\_\_\_  
Date Signed: \_\_\_\_\_

# Attachment 2

## Map of NSP Troop Areas

### Request for Proposal Number 4479Z1

#### NEBRASKA STATE PATROL TROOP AREAS AND TROOP HEADQUARTS

