STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
1 of 4	09/23/24
BUSINESS UNIT 64901007	BUYER BROOK TAYLOR (AS)

CONTRACT NUMBER
60511 O4

VENDOR NUMBER: 2086359

VENDOR ADDRESS:

NICHE TECHNOLOGY INC
629 MCDERMOT AVE
WINNIPEG MB R3A 1P6
CANADA

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

JULY 14, 2024 THROUGH JULY 13, 2026

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4479 Z1

Contract to supply and deliver a Law Enforcement Records Management System with support and Data Migration from current systems to the State of Nebraska.

The contract may be renewed for one (1) additional two (2) year period when mutually agreeable to the vendor and the State of Nebraska.

The State may request that payment be made electronically instead of by state warrant. ACH/EFT Enrollment Form can be found at: http://www.das.state.ne.us/accounting/forms/achenrol.pdf
The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system mean the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Responsibility Act of 1996, 8 U.S.C. 1324a, known as E-Verify Program, or an equivalent federal program designed by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

The contractor, by signature to the Request For Proposal, 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.

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:
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 require to verify the Contractor's lawful presence in the United States

DS
MH

Signed by:
Brook Taylor
9D9E6EDF47644F8...
'6/2024
BUYER

DocuSigned by:
D5D6C0E236ED496...
.1/7/2024
MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
2 of 4	09/23/24
BUSINESS UNIT 64901007	BUYER BROOK TAYLOR (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

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.

The contract resulting from the 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 Requests For Proposal are opened they become the property of the State of Nebraska and will not be returned.

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 III and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied by the contractor's bid response.

Vendor Point of Contact:

Name: Lynne Thomas
Phone: 07849 423503 (UK Number)
E-Mail: Lynne.Thomas@NicheRMS.com

THIS IS THE SECOND RENEWAL OF THE CONTRACT AS AMENDED. (09/23/24) BT

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	INITIAL PLANNING AND PROJECT MANAGEMENT	156,000.0000	$	1.0000	156,000.00

Initial
BT

BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
3 of 4	09/23/24
BUSINESS UNIT 64901007	BUYER BROOK TAYLOR (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	20% OF RMS AND DATA MIGRATION COSTS				
2	LICENSING AND INSTALLATION OF TEST ENVIRONMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00
3	PRODUCTION CUT-OVER 50% OF RMS AND DATA MIGRATION COSTS	390,000.0000	$	1.0000	390,000.00
4	FINAL ACCEPTANCE PAYMENT 10% OF RMS AND DATA MIGRATION COSTS. STATE WILL BE INVOICED AFTER 30 DAYS OF SUCCESSFUL OPERATION.	78,000.0000	$	1.0000	78,000.00
5	APPLICATION SOFTWARE MAINTENANCE 12 MONTH PERIOD FOLLOWING THE EXPIRATION OF THE WARRANTY PERIOD.	140,000.0000	$	1.0000	140,000.00
6	2ND YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 1ST YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
7	3RD YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 2ND YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
8	4TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 3RD YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
9	5TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 4TH YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
10	6TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 5TH YEAR OF MAINTENANCE	143,500.0000	$	1.0000	143,500.00

Initial
BT

BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
4 of 4	09/23/24
BUSINESS UNIT 64901007	BUYER BROOK TAYLOR (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
11	7TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 6TH YEAR OF MAINTENANCE	147,087.5000	$	1.0000	147,087.50
12	8TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 7TH YEAR OF MAINTENANCE	150,764.6900	$	1.0000	150,764.69
13	TRAINING	12,000.0000	$	1.0000	12,000.00
14	NEGATIVE LINE FOR 2022 YR END	-733,352.1900	$	1.0000	-733,352.19
15	9TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 8TH YEAR OF MAINTENANCE	154,533.8100	$	1.0000	154,533.81
16	10TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 9TH YEAR OF MAINTENANCE	158,397.1600	$	1.0000	158,397.16
17	11TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 10TH YEAR OF MAINTENANCE	162,357.0900	$	1.0000	162,357.09
18	12TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 11TH YEAR OF MAINTENANCE	166,416.0200	$	1.0000	166,416.02
19	13TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 12TH YEAR OF MAINTENANCE	170,576.4200	$	1.0000	170,576.42
20	14TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 13TH YEAR OF MAINTENANCE	174,840.8300	$	1.0000	174,840.83
	Total Order				**2,187,121.33**

Initial
BT

BUYER INITIALS

NEBRASKA
Good Life. Great Service.
DEPT. OF ADMINISTRATIVE SERVICES

GREAT SEAL OF THE STATE OF NEBRASKA MARCH 1ST 1867
Jim Pillen, Governor

CONTRACT RENEWAL

February 13, 2024

Lynne Thomas
Niche Technology Inc.
629 McDermot Ave
Winnipeg MB R3A 1P6
Canada

RE: Contract Number 60511 O4, Law Enforcement Records Management System

Dear Lynne Thomas:

The above named contract for providing Law Enforcement Records Management System to the State of Nebraska expires July 13, 2024

The State of Nebraska is currently interested in renewing the Contract for an additional two year period, i.e. July 14, 2024 through July 13, 2026. If Niche Technology Inc. wishes to renew the Contract as stated, please e-sign this letter as soon as possible.

The State will consider your signature as an agreement to be bound to the renewal, but the renewal will not be agreed to and accepted by the State until award signature page is executed by the Materiel Administrator.

If no response is received within 30 calendar days, the State of Nebraska will assume that the contractor does not intend to renew the contract and thus may begin the formal solicitation process.

Sincerely,

DocuSigned by:
Matthew Hansen
D09C6E7ACB6340E...

Matthew Hansen, Procurement Contracts Officer
Nebraska State Purchasing Bureau

Niche Technology Inc. is agreeable to the renewal of 60511 O4 for a Law Enforcement Records Management System July 14, 2024 through July 13, 2026.

Signature
DocuSigned by:
Lynne Thomas
B52E5EF2E0AE440...

Title Contracts Manager

Date 2/14/2024

Amara Block, Materiel Administrator
Department of Administrative Services | MATERIEL DIVISION
1526 K Street, Ste. 130
Lincoln, Nebraska 68508
OFFICE 402-471-6500
FAX 402-471-2089
das.nebraska.gov

STATE OF NEBRASKA SERVICE CONTRACT ADDENDUM

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
1 of 5	11/14/22
BUSINESS UNIT	BUYER
64901007	MATTHEW HANSEN (AS)

CONTRACT NUMBER
60511 O4

VENDOR NUMBER: 2086359

VENDOR ADDRESS:

NICHE TECHNOLOGY INC
629 MCDERMOT AVE
WINNIPEG MB R3A 1P6
CANADA

THE CONTRACT PERIOD IS:

JULY 14, 2022 THROUGH JULY 13, 2024

THIS SERVICE CONTRACT HAS BEEN AMENDED PER THE FOLLOWING INFORMATION:

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4479 Z1

Contract to supply and deliver a Law Enforcement Records Management System with support and Data Migration from current systems to the State of Nebraska as per the attached specifications for the period July 14, 2022, through July 13, 2024. The contract may be renewed for two (2) additional two (2) year periods when mutually agreeable to the vendor and the State of Nebraska. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the vendor and the State of Nebraska.

The State may request that payment be made electronically instead of by state warrant. ACH/EFT Enrollment Form can be found at: http://www.das.state.ne.us/accounting/forms/achenrol.pdf
The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system mean the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Responsibility Act of 1996, 8 U.S.C. 1324a, known as E-Verify Program, or an equivalent federal program designed by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

The contractor, by signature to the Request For Proposal, 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.

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:

DocuSigned by: Matthew Hansen D09C6E7ACB6340E... 11/18/2022	DocuSigned by: Michelle Potts B306917D66EE486... 11/26/2022
BUYER	MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT ADDENDUM

PAGE	ORDER DATE
2 of 5	11/14/22
BUSINESS UNIT 64901007	BUYER MATTHEW HANSEN (AS)

VENDOR NUMBER: 2086359

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

CONTRACT NUMBER
60511 O4

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 require 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.

The contract resulting from the 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 Requests For Proposal are opened they become the property of the State of Nebraska and will not be returned.

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 III and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied by the contractor's bid response.

Vendor Contact: Lynne Thomas
Phone: 07849 423503 (UK Number)
E-Mail: Lynne.Thomas@NicheRMS.com

THIS IS THE FIRST RENEWAL OF THE CONTRACT AS AMENDED. (6/14/22 sc)

ADDENDUM ONE (1) AS ATTACHED. (11/14/22 sc)

DS
MH

BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT ADDENDUM

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
3 of 5	11/14/22
BUSINESS UNIT	BUYER
64901007	MATTHEW HANSEN (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	INITIAL PLANNING AND PROJECT MANAGEMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00
2	LICENSING AND INSTALLATION OF TEST ENVIRONMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00
3	PRODUCTION CUT-OVER 50% OF RMS AND DATA MIGRATION COSTS	390,000.0000	$	1.0000	390,000.00
4	FINAL ACCEPTANCE PAYMENT 10% OF RMS AND DATA MIGRATION COSTS. STATE WILL BE INVOICED AFTER 30 DAYS OF SUCCESSFUL OPERATION.	78,000.0000	$	1.0000	78,000.00
5	APPLICATION SOFTWARE MAINTENANCE 12 MONTH PERIOD FOLLOWING THE EXPIRATION OF THE WARRANTY PERIOD.	140,000.0000	$	1.0000	140,000.00
6	2ND YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 1ST YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
7	3RD YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 2ND YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
8	4TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 3RD YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
9	5TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 4TH YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00

DS
MH

BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT ADDENDUM

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
4 of 5	11/14/22
BUSINESS UNIT 64901007	BUYER MATTHEW HANSEN (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
10	6TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 5TH YEAR OF MAINTENANCE	143,500.0000	$	1.0000	143,500.00
11	7TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 6TH YEAR OF MAINTENANCE	147,087.5000	$	1.0000	147,087.50
12	8TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 7TH YEAR OF MAINTENANCE	150,764.6900	$	1.0000	150,764.69
13	TRAINING	12,000.0000	$	1.0000	12,000.00
14	NEGATIVE LINE FOR 2022 YR END	-733,352.1900	$	1.0000	-733,352.19
15	9TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 8TH YEAR OF MAINTENANCE	154,533.8100	$	1.0000	154,533.81
16	10TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 9TH YEAR OF MAINTENANCE	158,397.1600	$	1.0000	158,397.16
17	11TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 10TH YEAR OF MAINTENANCE	162,357.0900	$	1.0000	162,357.09
18	12TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 11TH YEAR OF MAINTENANCE	166,416.0200	$	1.0000	166,416.02
19	13TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 12TH YEAR OF MAINTENANCE	170,576.4200	$	1.0000	170,576.42
20	14TH YEAR FOLLOWING	174,840.8300	$	1.0000	174,840.83

DS

BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT ADDENDUM

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
5 of 5	11/14/22
BUSINESS UNIT	BUYER
64901007	MATTHEW HANSEN (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 13TH YEAR OF MAINTENANCE				
	Total Order				**2,187,121.33**

DS
MH

BUYER INITIALS

ADDENDUM ONE
Contract 60511 O4
Law Enforcement Records Management System for the State of Nebraska
Between
The State of Nebraska and Niche Technology Inc.

This Addendum (the "Addendum") is made by the State of Nebraska and Niche Technology Inc. (the "Contractor") parties to Contract 60511 O4 (the "Contract") and upon mutual agreement and other valuable consideration, the parties agree to and hereby amend the contract effective July 14, 2022 as follows:

1. Contract lines 15, 16, 17, 18, 19, and 20 will be added to include all optional renewal periods of this contract

Line	Description	Quantity	Unit of Measure	Unit Price
15	9TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 8TH YEAR OF MAINTENANCE	154,533.8100	$	1
16	10TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 9TH YEAR OF MAINTENANCE	158,397.1600	$	1
17	11TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 10TH YEAR OF MAINTENANCE	162,357.0900	$	1
18	12TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 11TH YEAR OF MAINTENANCE	166,416.0200	$	1
19	13TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 12TH YEAR OF MAINTENANCE	170,576.4200	$	1
20	14TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 13TH YEAR OF MAINTENANCE	174,840.8300	$	1

This Addendum and any attachments hereto will become part of the Contract. Except as set forth in this Addendum, the Contract is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict between this Addendum and the Contract or any earlier Addendum, the terms of this Addendum will prevail.

IN WITNESS WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

State of Nebraska	Contractor: Niche Technology Inc.
By: DocuSigned by: Michelle Potts B306917D66EE486...	By: DocuSigned by: Lynne Thomas B52E5EF2E0AE440...
Name: Michelle Potts	Name: Lynne Thomas
Title: Interim Materiel Administrator	Title: Contracts Manager
Date: 11/26/2022	Date: 11/24/2022

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
1 of 4	06/14/22
BUSINESS UNIT 64901007	BUYER VACANT (AS)

CONTRACT NUMBER
60511 O4

VENDOR NUMBER: 2086359

VENDOR ADDRESS:

NICHE TECHNOLOGY INC
629 MCDERMOT AVE
WINNIPEG MB R3A 1P6
CANADA

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

JULY 14, 2022 THROUGH JULY 13, 2024

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4479 Z1

Contract to supply and deliver a Law Enforcement Records Management System with support and Data Migration from current systems to the State of Nebraska as per the attached specifications for the period July 14, 2022 through July 13, 2024. The contract may be renewed for two (2) additional two (2) year periods when mutually agreeable to the vendor and the State of Nebraska. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the vendor and the State of Nebraska.

The State may request that payment be made electronically instead of by state warrant. ACH/EFT Enrollment Form can be found at: http://www.das.state.ne.us/accounting/forms/achenrol.pdf

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

The contractor, by signature to the Request For Proposal, 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.

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:
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 require to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

DocuSigned by: Matthew Hansen D09C6E7ACB6340E...	11/14/2022	DocuSigned by: Michelle Potts B306917D66EE486...	11/15/2022
BUYER		MATERIEL ADMINISTRATOR	

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
2 of 4	06/14/22
BUSINESS UNIT 64901007	BUYER VACANT (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

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.

The contract resulting from the 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 Requests For Proposal are opened they become the property of the State of Nebraska and will not be returned.

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 III and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied by the contractor's bid response.

Vendor Contact: Lynne Thomas
Phone: 07849 423503 (UK Number)
E-Mail: Lynne.Thomas@NicheRMS.com

THIS IS THE FIRST RENEWAL OF THE CONTRACT AS AMENDED. (6/14/22 sc)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	INITIAL PLANNING AND PROJECT MANAGEMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00
2	LICENSING AND INSTALLATION	156,000.0000	$	1.0000	156,000.00

DS
MH

BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
3 of 4	06/14/22
BUSINESS UNIT 64901007	BUYER VACANT (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	OF TEST ENVIRONMENT 20% OF RMS AND DATA MIGRATION COSTS				
3	PRODUCTION CUT-OVER 50% OF RMS AND DATA MIGRATION COSTS	390,000.0000	$	1.0000	390,000.00
4	FINAL ACCEPTANCE PAYMENT 10% OF RMS AND DATA MIGRATION COSTS. STATE WILL BE INVOICED AFTER 30 DAYS OF SUCCESSFUL OPERATION.	78,000.0000	$	1.0000	78,000.00
5	APPLICATION SOFTWARE MAINTENANCE 12 MONTH PERIOD FOLLOWING THE EXPIRATION OF THE WARRANTY PERIOD.	140,000.0000	$	1.0000	140,000.00
6	2ND YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 1ST YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
7	3RD YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 2ND YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
8	4TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 3RD YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
9	5TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 4TH YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
10	6TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 5TH YEAR OF MAINTENANCE	143,500.0000	$	1.0000	143,500.00
11	7TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE	147,087.5000	$	1.0000	147,087.50

DS

BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

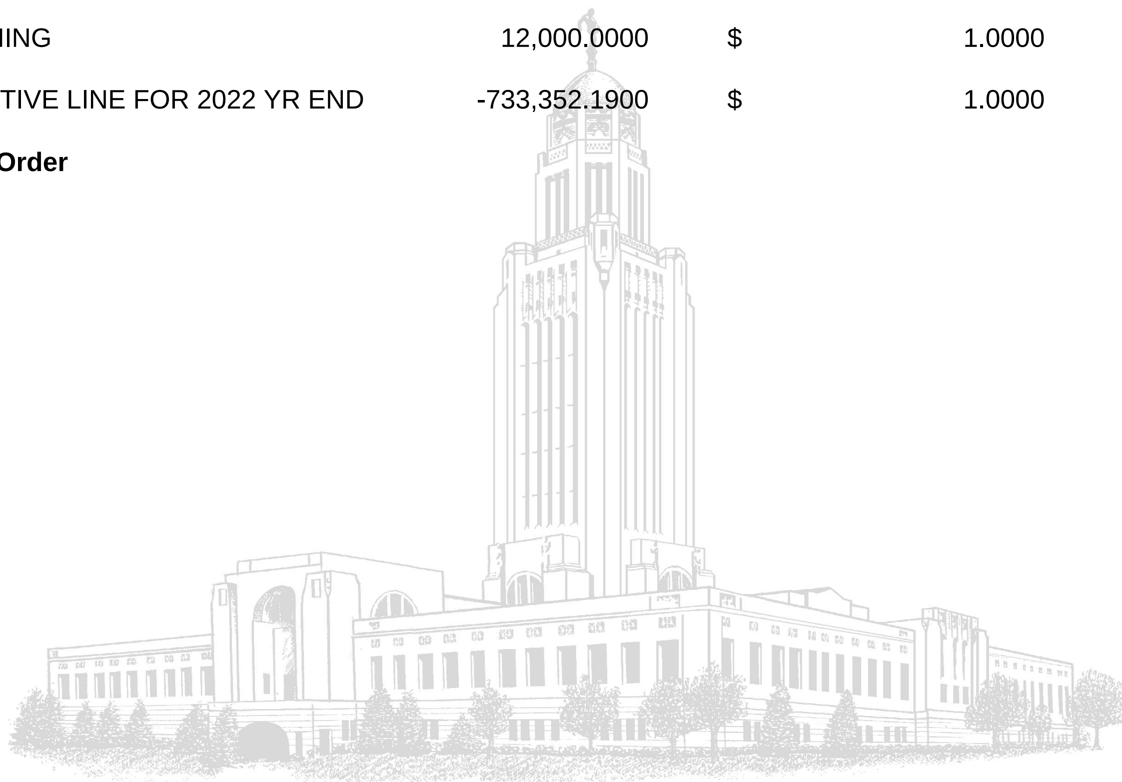
Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
4 of 4	06/14/22
BUSINESS UNIT 64901007	BUYER VACANT (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	6TH YEAR OF MAINTENANCE				
12	8TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 7TH YEAR OF MAINTENANCE	150,764.6900	$	1.0000	150,764.69
13	TRAINING	12,000.0000	$	1.0000	12,000.00
14	NEGATIVE LINE FOR 2022 YR END	-733,352.1900	$	1.0000	-733,352.19
	Total Order				**1,200,000.00**



BUYER INITIALS

NEBRASKA

Good Life. Great Service.

DEPT. OF ADMINISTRATIVE SERVICES

Pete Ricketts, Governor

CONTRACT RENEWAL

January 24, 2022

Ms. Lynne Thomas
Niche Technology Inc
629 McDermot Avenue
Winnipeg Manitoba R3A 1P6
Canada

RE: Contract Number 60511 O4, Law Enforcement Records Management System with support and Migration

Dear Ms. Thomas:

The above-named contract for providing Law Enforcement Records Management System with support and Data Migration to the State of Nebraska, Nebraska State Patrol expires July 13, 2022.

The State of Nebraska is currently interested in renewing the Contract for an additional two (2) year period, i.e., July 14, 2022 through July 13, 2024. If Niche Technology Inc. wishes to renew the Contract as stated, please sign, and return this as soon as possible, keeping one copy for your files.

The State will consider your signature as an agreement to be bound to the renewal, but the renewal will not be agreed to and accepted by the State until award signature page is executed by the Materiel Administrator.

If no response is received within 30 calendar days, the State of Nebraska will assume that the contractor does not intend to renew the contract and thus may begin the formal solicitation process.

Sincerely,

DocuSigned by:
Annette Walton
2358B0EE0E87446...

Annette Walton, Procurement Contracts Officer
State Purchasing Bureau

Niche Technology Inc. is agreeable to the renewal of 60511 O4 for Law Enforcement Records Management System with support and Data Migration July 14, 2022 through July 13, 2024.

Signature DocuSigned by: Lynne Thomas
B52E5EF2E0AE440...

Title Contracts Manager

Date 1/25/2022

Amara Block, Interim Materiel Administrator
Department of Administrative Services | MATERIEL DIVISION
1526 K Street, Ste. 130
Lincoln, Nebraska 68508
OFFICE 402-471-6500
FAX 402-471-2089
das.nebraska.org

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
1 of 4	01/25/22
BUSINESS UNIT 64901007	BUYER VACANT (AS)

CONTRACT NUMBER
60511 O4

VENDOR NUMBER: 2086359

VENDOR ADDRESS:

NICHE TECHNOLOGY INC
629 MCDERMOT AVE
WINNIPEG MB R3A 1P6
CANADA

THE CONTRACT PERIOD IS:

JULY 14, 2014 THROUGH JULY 13, 2022

THIS SERVICE CONTRACT HAS BEEN AMENDED PER THE FOLLOWING INFORMATION:

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4479 Z1

Contract to supply and deliver a Law Enforcement Records Management System with support and Data Migration from current systems to the State of Nebraska as per the attached specifications for an eight (8) year period from date of award. The contract may be renewed for three (3) additional two (2) year periods when mutually agreeable to the vendor and the State of Nebraska. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the vendor and the State of Nebraska.

The State may request that payment be made electronically instead of by state warrant. ACH/EFT Enrollment Form can be found at: http://www.das.state.ne.us/accounting/forms/achenrol.pdf

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

The contractor, by signature to the Request For Proposal, 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.

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: <http://das.nebraska.gov/lb403/attestation_form.pdf>
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 require to verify the Contractor's lawful presence in the United States

DocuSigned by: Annette Walton 1/26/2022
2358B0EE0E87446...
BUYER

DS PK

DocuSigned by: Amara Block 1/31/2022
MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
2 of 4	01/25/22
BUSINESS UNIT 64901007	BUYER VACANT (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

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.

The contract resulting from the 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 Requests For Proposal are opened they become the property of the State of Nebraska and will not be returned.

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 III and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied by the contractor' s bid response.

Vendor Contact: Lynne Thomas
Phone: 07849 423503 (UK Number)
E-Mail: Lynne.Thomas@NicheRMS.com

(07/08/2014 ked)

AMENDMENT ONE (1) AS ATTACHED. (09/05/2014 ked)

AMENDMENT TWO (2) AS ATTACHED. (1/25/22 sc)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	INITIAL PLANNING AND PROJECT MANAGEMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00
2	LICENSING AND INSTALLATION OF TEST ENVIRONMENT	156,000.0000	$	1.0000	156,000.00

DS
AW

BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
3 of 4	01/25/22
BUSINESS UNIT	BUYER
64901007	VACANT (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	20% OF RMS AND DATA MIGRATION COSTS				
3	PRODUCTION CUT-OVER 50% OF RMS AND DATA MIGRATION COSTS	390,000.0000	$	1.0000	390,000.00
4	FINAL ACCEPTANCE PAYMENT 10% OF RMS AND DATA MIGRATION COSTS. STATE WILL BE INVOICED AFTER 30 DAYS OF SUCCESSFUL OPERATION.	78,000.0000	$	1.0000	78,000.00
5	APPLICATION SOFTWARE MAINTENANCE 12 MONTH PERIOD FOLLOWING THE EXPIRATION OF THE WARRANTY PERIOD.	140,000.0000	$	1.0000	140,000.00
6	2ND YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 1ST YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
7	3RD YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 2ND YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
8	4TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 3RD YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
9	5TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 4TH YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
10	6TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 5TH YEAR OF MAINTENANCE	143,500.0000	$	1.0000	143,500.00
11	7TH YEAR FOLLOWING	147,087.5000	$	1.0000	147,087.50

DS
AW
BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

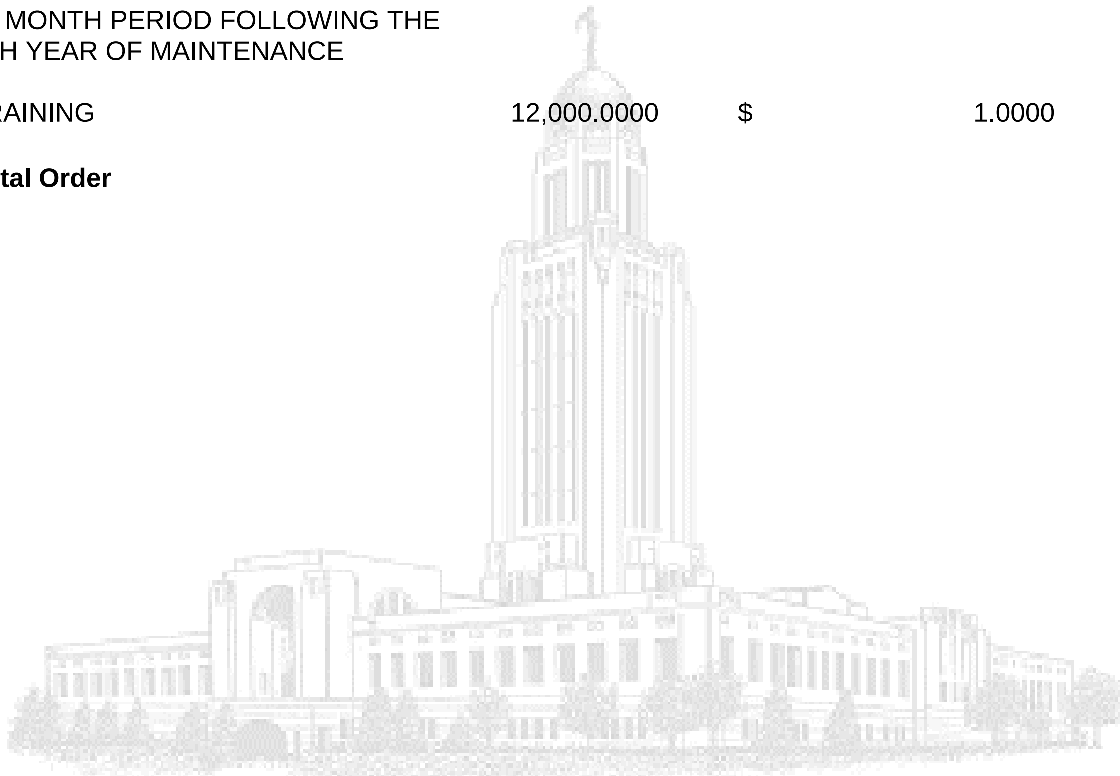
Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
4 of 4	01/25/22
BUSINESS UNIT 64901007	BUYER VACANT (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 6TH YEAR OF MAINTENANCE				
12	8TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 7TH YEAR OF MAINTENANCE	150,764.6900	$	1.0000	150,764.69
13	TRAINING	12,000.0000	$	1.0000	12,000.00
	Total Order				**1,933,352.19**



DS
AW

BUYER INITIALS

AMENDMENT TWO TO CONTRACT
Contract 60511 O4
Law Enforcement Records Management System for the State of Nebraska
Between
The State of Nebraska and Niche Technology Inc.

This Amendment (the “Amendment”) is made by the State of Nebraska and Niche Technology Inc. (the “Contractor”) parties to Contract 60511 O4 (the “Contract”) and upon mutual agreement and other valuable consideration, the parties agree to and hereby amend the contract upon execution as follows:

Effective upon execution by both parties, the following provision shall be removed in its entirety and replaced with the following:

1. Contractor Contact Information:

   Vendor Name: Lynne Thomas
   Phone: 07849 423503 (UK number)
   E-Mail: Lynne.Thomas@NicheRMS.com

This Amendment and any attachments hereto will become part of the Contract. Except as set forth in this Amendment, the Contract is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict between this Amendment and the Contract or any earlier amendment, the terms of this Amendment will prevail.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date of execution by both parties below.

State of Nebraska	Contractor: Niche Technology Inc.
By: DocuSigned by: Amara Block 4CFF2711162A4A2...	By: DocuSigned by: Lynne Thomas B52E5EF2E0AE440...
Name: Amara Block	Name: Lynne Thomas
Title: Interim Materiel Administrator	Title: Contracts Manager
Date: 1/31/2022	Date: 1/26/2022

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

PAGE 1 of 4	ORDER DATE 09/05/14
BUSINESS UNIT 64901007	BUYER MICHELLE THOMPSON (AS)

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-6500
Fax: (402) 471-2089

CONTRACT NUMBER
60511 O4

VENDOR NUMBER: 2086359

VENDOR ADDRESS:

NICHE TECHNOLOGY INC
54 BALMORAL ST
WINNIPEG MANITOBA R3C 1X4
CANADA

THE CONTRACT PERIOD IS:

JULY 14, 2014 THROUGH JULY 13, 2022

THIS SERVICE CONTRACT HAS BEEN AMENDED PER THE FOLLOWING INFORMATION:

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original Contract/Bid Document 4479 Z1

Contract to supply and deliver a Law Enforcement Records Management System with support and Data Migration from current systems to the State of Nebraska as per the attached specifications for an eight (8) year period from date of award. The contract may be renewed for three (3) additional two (2) year periods when mutually agreeable to the vendor and the State of Nebraska. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the vendor and the State of Nebraska.

The State may request that payment be made electronically instead of by state warrant. ACH/EFT Enrollment Form can be found at: http://www.das.state.ne.us/accounting/forms/achenrol.pdf

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

The contractor, by signature to the Request For Proposal, 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.

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: <http://das.nebraska.gov/lb403/attestation_form.pdf>
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 require to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

9/8/14 PK Michelle Thompson 9.5.14
BUYER

9/12/14
MATERIEL ADMINISTRATOR

R43500|NISH0003 100416

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
	09/05/14
BUSINESS UNIT	BUYER
64901007	MICHELLE THOMPSON (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

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.

The contract resulting from the 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 Requests For Proposal are opened they become the property of the State of Nebraska and will not be returned.

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 III and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied by the contractor' s bid response.

Vendor Contact: Roger Thomas
Phone: 204-786-2400
Fax: 204-775-1469
E-Mail: Roger.Thomas@NicheRMS.com

(07/08/2014 ked)

AMENDMENT ONE (1) AS ATTACHED. (09/05/2014 ked)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	INITIAL PLANNING AND PROJECT MANAGEMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00
2	LICENSING AND INSTALLATION OF TEST ENVIRONMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00

MT 9.5.14
BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-6500
Fax: (402) 471-2089

	ORDER DATE 09/05/14
BUSINESS UNIT 64901007	BUYER MICHELLE THOMPSON (AS)

CONTRACT NUMBER
60511 O4

VENDOR NUMBER: 2086359

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
3	PRODUCTION CUT-OVER 50% OF RMS AND DATA MIGRATION COSTS	390,000.0000	$	1.0000	390,000.00
4	FINAL ACCEPTANCE PAYMENT 10% OF RMS AND DATA MIGRATION COSTS. STATE WILL BE INVOICED AFTER 30 DAYS OF SUCCESSFUL OPERATION.	78,000.0000	$	1.0000	78,000.00
5	APPLICATION SOFTWARE MAINTENANCE 12 MONTH PERIOD FOLLOWING THE EXPIRATION OF THE WARRANTY PERIOD.	140,000.0000	$	1.0000	140,000.00
6	2ND YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 1ST YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
7	3RD YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 2ND YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
8	4TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 3RD YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
9	5TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 4TH YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
10	6TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 5TH YEAR OF MAINTENANCE	143,500.0000	$	1.0000	143,500.00
11	7TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 6TH YEAR OF MAINTENANCE	147,087.5000	$	1.0000	147,087.50
12	8TH YEAR FOLLOWING	150,764.6900	$	1.0000	150,764.69

MT 9.5.14
BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

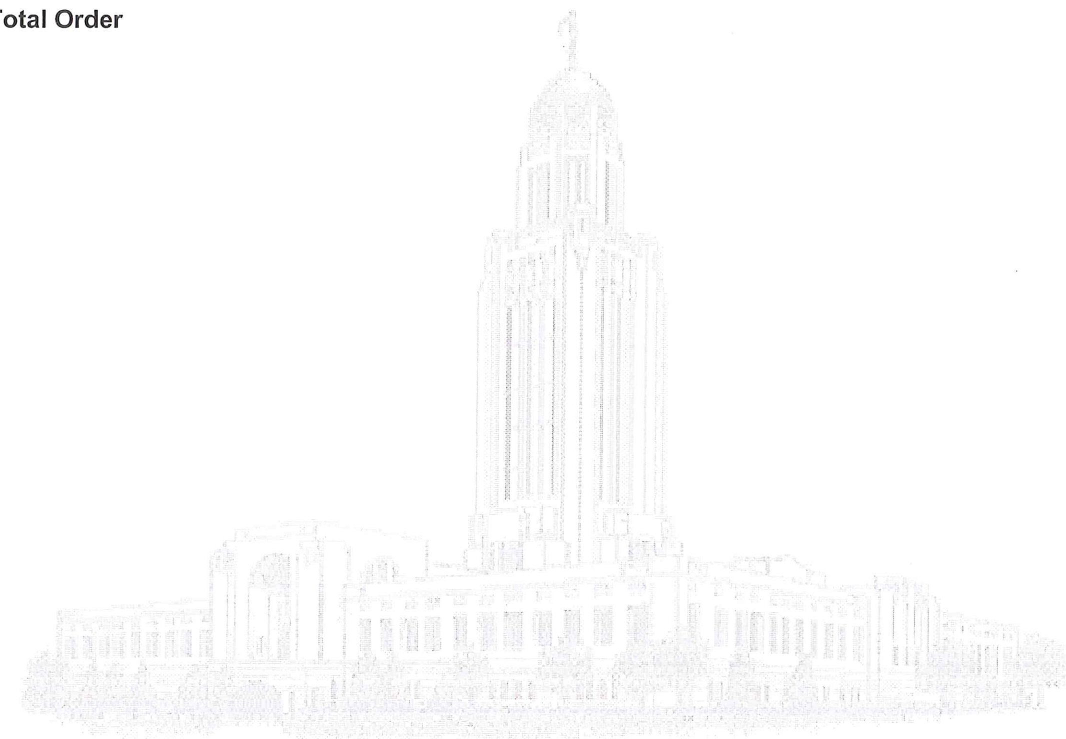
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
4 of 4	09/05/14
BUSINESS UNIT	BUYER
64901007	MICHELLE THOMPSON (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 7TH YEAR OF MAINTENANCE				
13	TRAINING	12,000.0000	$	1.0000	12,000.00
	Total Order				**1,933,352.19**



MT 9.5.14
BUYER INITIALS

R43500|NISH0003 100416

AMENDMENT ONE
Contract 60511 O4
Law Enforcement Records Management System with support and Data Migration from current systems for the State of Nebraska
Between
The State of Nebraska and Niche Technology Inc

This Amendment (the "Amendment") is made by the State of Nebraska and Niche Technology Inc; parties to Contract 60511 O4 (the "Contract"), and upon mutual agreement and other valuable consideration the parties agree to and hereby replace and supersede as follows:

Contract to supply and deliver a Law Enforcement Records Management System with support and Data Migration from current systems to the State of Nebraska as per the attached specifications for an eight (8) year period from date of award. The contract may be renewed for three (3) additional two (2) year periods when mutually agreeable to the vendor and the State of Nebraska. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the vendor and the State of Nebraska.

Vendor Contact: Roger Thomas
Phone: 204-786-2400
Fax: 204775-1469
E-mail: Roger.Thomas@NicheRMS.com

Line	Description	Estimated Quantity	Unit of Measure	Unit Price
1	INITIAL PLANNING AND PROJECT MANAGAMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.00	$	1.00
2	LICENSING AND INSTALLATION OF TEST ENVIRONMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.00	$	1.00
3	PRODUCTION CUT-OVER 50% OF RMS AND DATA MIGRATION COSTS	390,000.00	$	1.00
4	FINAL ACCEPTANCE PAYMENT 10% OF RMS AND DATA MIGRATION COSTS. STATE WILL BE INVOICED AFTER 30 DAYS OF SUCCESSFUL OPERATION.	78,000.00	$	1.00
5	APPLICATION SOFTWARE MAINTENANCE 12 MONTH PERIOD FOLLOWING THE WARRANTY PERIOD.	140,000.00	$	1.00
6	2ND YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 1ST YEAR OF MAINTENANCE	140,000.00	$	1.00
7	3rd YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 2nd YEAR OF MAINTENANCE	140,000.00	$	1.00
8	4th YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 3rd YEAR OF MAINTENANCE	140,000.00	$	1.00

9	5th YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 4th YEAR OF MAINTENANCE	140,000.00	$	1.00
10	6th YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 5th YEAR OF MAINTENANCE	143,500.00	$	1.00
11	7th YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 6th YEAR OF MAINTENANCE	147,087.50	$	1.00
12	8th YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 7th YEAR OF MAINTENANCE	150,764.69	$	1.00
13	TRAINING	12,000.00	$	1.00

This amendment and any attachments hereto will become part of the Contract. Except as set forth in this Amendment, the Contract is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict between this amendment and the Contract or any earlier amendment, the terms of this amendment will prevail.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date of execution by both parties below.

State of Nebraska

By:

Name: Bo Botelho

Title: Material Administrator

Date: 9/12/14

Contractor: Niche Technology Inc

By:

Name: ROGER THOMAS

Title: CONTRACTS MANAGER

Date: 15 JULY 2014

STATE OF NEBRASKA SERVICE CONTRACT AWARD

PAGE	ORDER DATE
1 of 3	07/08/14
BUSINESS UNIT	BUYER
64901007	MICHELLE THOMPSON (AS)

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-6500
Fax: (402) 471-2089

CONTRACT NUMBER
60511 O4

VENDOR NUMBER: 2086359

VENDOR ADDRESS:

NICHE TECHNOLOGY INC
54 BALMORAL ST
WINNIPEG MANITOBA R3C 1X4
CANADA

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

JULY 14, 2014 THROUGH JULY 13, 2022

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4479 Z1

Contract to supply and deliver 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 to the State of Nebraska as per the attached specifications for an eight (8) year period from date of award. The contract may be renewed for three (3) additional two (2) year periods when mutually agreeable to the vendor and the State of Nebraska. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the vendor and the State of Nebraska.

The State may request that payment be made electronically instead of by state warrant. ACH/EFT Enrollment Form can be found at: http://www.das.state.ne.us/accounting/forms/achenrol.pdf

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

The contractor, by signature to the Request For Proposal, 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.

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: <http://das.nebraska.gov/lb403/attestation_form.pdf>
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 require 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.

ck 7/31/14 Michelle Thompson 7-8-14

BUYER

7/10/14

MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
2 of 3	07/08/14
BUSINESS UNIT	BUYER
64901007	MICHELLE THOMPSON (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

The contract resulting from the 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 Requests For Proposal are opened they become the property of the State of Nebraska and will not be returned.

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 III and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied by the contractor' s bid response.

Vendor Contact: Penny Staples
Phone: 204-786-2400 ext 206
Fax: 204-775-1469
E-Mail: Penny.Staples@NicheRMS.com

(07/08/2014 ked)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	INITIAL PLANNING AND PROJECT MANAGEMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00
2	LICENSING AND INSTALLATION OF TEST ENVIRONMENT 20% OF RMS AND DATA MIGRATION COSTS	156,000.0000	$	1.0000	156,000.00
3	PRODUCTION CUT-OVER 50% OF RMS AND DATA MIGRATION COSTS	390,000.0000	$	1.0000	390,000.00
4	FINAL ACCEPTANCE PAYMENT	78,000.0000	$	1.0000	78,000.00

MT 7.8.14
BUYER INITIALS

R43500|NISK0002 100416

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE	ORDER DATE
3 of 3	07/08/14
BUSINESS UNIT	BUYER
64901007	MICHELLE THOMPSON (AS)

VENDOR NUMBER: 2086359

CONTRACT NUMBER
60511 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	10% OF RMS AND DATA MIGRATION COSTS				
5	APPLICATION SOFTWARE MAINTENANCE 12 MONTH PERIOD FOLLOWING THE EXPIRATION OF THE WARRANTY PERIOD.	140,000.0000	$	1.0000	140,000.00
6	2ND YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 1ST YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
7	3RD YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 2ND YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
8	4TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 3RD YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
9	5TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 4TH YEAR OF MAINTENANCE	140,000.0000	$	1.0000	140,000.00
10	6TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 5TH YEAR OF MAINTENANCE	143,500.0000	$	1.0000	143,500.00
11	7TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 6TH YEAR OF MAINTENANCE	147,087.5000	$	1.0000	147,087.50
12	8TH YEAR FOLLOWING EXPIRATION OF THE WARRANTY 12 MONTH PERIOD FOLLOWING THE 7TH YEAR OF MAINTENANCE	150,764.6900	$	1.0000	150,764.69
13	TRAINING	12,000.0000	$	1.0000	12,000.00
	Total Order				**1,933,352.19**

MT 7.8.14
BUYER INITIALS

R43500|NISK0002 100416

ADDENDUM ONE to Contract Award
Terms and Conditions
Contract 60511 O4 Law Enforcement Records Management System with support and Data Migration from current systems for the State of Nebraska
Between
The State of Nebraska and Niche Technology Inc

The following Terms and Conditions, Addendum One of Contract 60511 O4 have been reviewed and agreed upon between Niche Technology Inc "Contractor" and the State of Nebraska "State". This addendum will become part of the contract for Law Enforcement Records Management System with support and Data Migration from current systems. The terms and conditions of this Addendum shall supersede, prevail and govern in the case of any inconsistencies with the Terms and Conditions indicated in Section III of the Request for Proposal, except that any section herein marked "Reserved" shall have no effect on the Terms and Conditions indicated in Section III of the Request for Proposal.

By signing this Addendum the Contractor guarantees compliance with the provisions stated herein, agrees to the terms and conditions and certifies Contractor maintains a drug free work place environment.

A. GENERAL

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. RESERVED

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

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

The contractor shall procure and pay for all permits, licenses and approvals necessary for the products, services and software that it is providing 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

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, excluding the Contractor's software for which the State of Nebraska is granted a non-transferable, non-exclusive license to use in perpetuity.

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 provision of the Contractor's software for this 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

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 contactors' 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

d. **UMBRELLA/EXCESS LIABILITY**
Over Primary Insurance $1,000,000 per occurrence

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, 1526 K Street, Suite 130, 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**
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**
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**
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

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, which shall not be unreasonably withheld. 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

The contractor shall not, for 5-years from the commencement of the contract, 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, unless authorized in writing by the State of Nebraska.

L. CONFLICT OF INTEREST

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. RESERVED

N. ERRORS AND OMISSIONS

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

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

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. Any such assignment shall be on the same terms as this contract, including the Niche License.

Q. ASSIGNMENT BY THE CONTRACTOR

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. RESERVED

S. GOVERNING LAW

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

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

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. The Contractor may name the State of Nebraska on its customer list.

V. STATE PROPERTY

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

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

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

The Niche RMS licenses shall allow NSP users to utilize the Niche RMS 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 Niche RMS software for as long as the State choses 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

The Niche RMS and 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

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

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. 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

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 registered or recorded delivery, 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 seven (7) 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

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. The Contractor may request a reason(s) in writing for such termination.

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.

EE. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS

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

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 shall, 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. The State will not unreasonably withhold assistance for contractor to cure a failure or breach. 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.

In the event of breach or default of the Contractor, The State agrees to use or purchase services similar to the services provided by Contractor and will mitigate or minimize the costs associated with such recovery or replacement system.

GG. ASSURANCES BEFORE BREACH

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, which is not due to the State's failure to provide necessary information or assistance, 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. DELETED

II. PERFORMANCE BOND

The selected contractor will be required to supply a cashiered check or place funds in an escrow type account or 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 period up to 12 months after the software goes into live production. The amount of the certified check or bond must be twenty-five percent (25%) (equal to $195,000.00) of the contract amount during planning and implementation and, 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 cashiered check or bond or certified check will be returned and in the case of an escrow account, cancelled 12 months after the software goes into live production.

JJ. FORCE MAJEURE

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

Payments for system implementation shall not be made until contractual deliverable(s) are received and accepted by the State. Payments for annual support and maintenance shall be payable in advance.

LL. PAYMENT

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

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

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

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

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

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

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

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. RESERVED

UU. RESERVED

VV. PRICES

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. RESERVED

XX. RESERVED

YY. INDEMNIFICATION

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

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

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

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

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

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

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

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.

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

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.

This addendum and any attachments hereto will become part of the Contract. Except as set forth in this Addendum, the Contract is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict between this addendum and the Contract or any earlier addendum, the terms of this addendum will prevail.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date of execution by both parties below.

State of Nebraska	Contractor: Niche Technology Inc
By: ____________	By: ____________
Name: Bo Botelho	Name: Roland Schneider
Title: Materiel Administrator	Title: Principal
Date: 7/10/14	Date: June 5, 2014

Attachment 1

Source Code Escrow Agreement
Request for Proposal Number 4479Z1

This Source Code Escrow Agreement ("Agreement") is entered into between Niche Technology Inc. and the Nebraska State Patrol ("NSP"). The Effective Date of this Agreement is the ___ day of _______________, 2014.

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 Niche Technology (excluding any third party software) including any updates or new releases of the product;
2. Delivery of Source Code Into Escrow. Niche Technology 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 Niche Technology provides a maintenance release or upgrade version of Licensed Software, Niche Technology 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. Such deposits shall be limited to no more than two per year.
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 NSP. 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. Niche Technology 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. Niche Technology winds up or liquidates its business voluntarily and NSP has reasonable basis to believe that such events will cause Niche Technology to fail to meet its warranties and maintenance obligations in the foreseeable future;
   c. Niche Technology voluntarily fails to be in the business of supporting the products at issue in accordance with its maintenance obligations and warranties.
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, Niche Technology 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, for the business purposes of 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")	Niche Technology Inc.
By:	By:
Name (printed): David A. Sankey	Name (printed): Roland Schneider
Title: Superintendent	Title: Principal
Date Signed: 6/12/2014	Date Signed: June 5, 2014

BAFO Cost Proposal Original
4479 Z1 Law Enforcement Records Management System with support, and
Data Migration from current systems

BAFO Cost Proposal dated November 27, 2013 must be submitted by 2:00 pm on December 17, 2013 in order for a bidder's proposal to be advanced for further consideration.

Bidder's Company Name: Niche Technology Inc.

RMS

Table 1 - Required Cost For RMS

FAILURE TO SUBMIT A BEST AND FINAL OFFER ON THE ATTACHED FORM THAT CONFORMS TO THIS REQUEST WILL RESULT IN THE REJECTION OF THE BIDDER'S COST PROPOSAL AND THEREBY DISQUALIFY THE BIDDER'S ENTIRE PROPOSAL FROM FURTHER CONSIDERATION.

NO COST RANGES WILL BE ALLOWED. 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.

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: Training services costs have been removed from this table (Table 1). Bidder will now itemize all training services costs in Table 5.

NOTE: No additional travel expense payments and/or reimbursements shall be made to the contractor for providing the onsite services described in the RFP.

NOTE: The RMS renewal option percentages specified in Table 3 or Table 7 shall NOT be applied to the costs in this table.

Niche Response:

NOTE: Also please see the pricing notes we have provided at the end of this table.

RMS SYSTEM	NOTES (include any needed explanation):	REQUIRED ONE-TIME COSTS
Application Software for RMS		700,000
(Itemize and specify applications and their pricing)	**Niche site license:** The cost of Niche RMS for NSP is calculated at $1,400 x the number of sworn members, with a minimum of 500 sworn. • NSP would be licensed for up to 500 sworn officers. • Any extra licenses may be used for other partner agencies or to account for future growth, *e.g.*, water patrol, conservation officers, local agencies. • All non-sworn staff are licensed under the	

	Niche site license. • Licensing is also included for justice partners such as prosecution and task-force operations, for example with the FBI. **Other items included:** • Training environment licensing • Disaster recovery environment licensing • Other environment licensing • Licensing for justice partners (*e.g.*, prosecution) • Licensing for task forces • Niche licensing for interfacing to external systems	
Development System	Included. See above.	Included
(please itemize cost by module or component)		
Test System	Included. See above.	Included
(please itemize cost by module or component)		
Production System	Included. See above.	Included
(please itemize cost by module or component)		
Interfaces (Interfaces not listed here to be covered under CONSULTING QUOTATION rates in Other Costs table)	• Interface to CAD of your choice • Interface to State criminal history/NCIC • Conformance with state/national statistics reporting (NIBRS or UCR)	Included
(please itemize cost by module or component)	Not Applicable – Niche is a single integrated application	
Subtotal		700,000
Planning Services Costs		
Initial Planning/Project Management	As per Niche's standard Niche RMS implementation project methodology.	Included
Functional Design	We assume this refers to configuration options as defined by customer and performed by Niche	Included
Core Implementation Services	In partnership with NSP implementation team, as per Niche's standard Niche RMS implementation project methodology.	Included
Interfaces	• Interface to CAD of your choice • Interface to State criminal history/NCIC • Conformance with state/national statistics reporting (NIBRS or UCR)	Included
Testing Services	Niche COTS testing, as per Niche's standard Niche RMS implementation project methodology.	Included
Documentation	Standard Niche documentation	Included

	Production Move/Cutover	As per Niche's standard Niche RMS implementation project methodology. Other Niche Services: • Support for installation and project team testing of specific configurations. • Required enhancements to the product. • Technical knowledge transfer for customers to build their own forms, reports, interfaces, data migrations. • Knowledge transfer from Niche to customer on administrative management of the system.	Included
	Subtotal		0.00
GRAND TOTAL			700,000

Niche RMS Pricing Explanation

Under the Niche RMS site license model, all staff members in an organization are authorized to use all RMS functionality – including sworn officers and non-sworn staff. There are no limits imposed on concurrency or the number of workstations or environments that may be deployed.

The site license fee includes almost all of the Niche project costs. Niche does not normally charge for change orders, enhancements or customizations. Similarly, the Niche standard support and maintenance agreement entitles the customer to receive all enhancements that are made to the core Niche RMS product while the maintenance agreement is in place.

License Fee Price Calculation

The license fee is based on the total number of sworn officers that the system is supporting. It does not matter if the system is used by the customer alone or if it is shared with other police agencies – the total number of sworn officers is all that determines the license fee.

The Niche RMS site license fee is $1400 per sworn officer.

Pricing Note 1 – Multi-jurisdictional shared system

The Niche RMS site license allows the customer to host other police agencies within their Niche RMS installation. Niche RMS contains the configuration, security and administrative features required to support this type of multi-jurisdictional use. The Niche RMS license fee is based on the total number of sworn officers in all the police agencies being supported by the system. The customer is expected to support the implementation projects for any hosted agencies, with assistance from Niche as required. The customer is free to charge the participating agencies a fee for this hosting service. This approach is being used successfully by a number of Niche customers.

Pricing Note 2 – Volume discount on licenses

Niche RMS can be scaled to a large size. There are production installations of Niche RMS serving up to approximately 15,000 officers on a single instance of Niche and load tests have been run up to 30,000 officers. The U.S. Department of Justice 2008 census reports 3,765 state/local sworn officers in Nebraska. *Niche is willing to negotiate a volume discount on licenses for a state-wide system.*

Pricing Note 3 – Police agency growth

If the total number of sworn officers being supported by the system under a current paid for license increases because of growth in the size of the police agencies using the system or in additional agencies joining the consortium, additional license fees are payable at $1400 per additional sworn officer. For administrative convenience, additional license fees are payable only if the number of sworn officers has increased by 100 or more compared to the number of licenses already purchased. A review of the number of licenses and the number of sworn officers is normally done once per year when the support and maintenance contract is due for renewal.

Pricing Note 4 – Purchase by non-NSP agencies through the contract

Niche would be willing to provide software licenses to other agencies in the event they wish to purchase Niche RMS through the NSP contract for their own standalone instances of Niche RMS. Depending on the circumstances of the installation, there is usually a minimum license count required for any new standalone installation.

Pricing Note 5 – Support and maintenance contract pricing

The standard Niche RMS support and maintenance contract cost is 20% of the cost of the licenses in an installation per year. The first year of support and maintenance is included in the site license, so the first support and maintenance payment is due on the first anniversary of go-live. The first paid year of support and maintenance can be pro-rated to align future support and maintenance renewal dates with calendar or fiscal years.

Pricing Note 6 – Additional items INCLUDED in the license fee

The following are included in the site license fee:

1. Interface to CAD of your choice.
2. Interface to State criminal history/NCIC.
3. Conformance with state/national statistics reporting (NIBRS or UCR).
4. Support for the NIEM data model.
5. Support for installation and testing.
6. Niche project management.
7. Configuration services and support.
8. Required enhancements as agreed during the implementation project.
9. Licensing for unlimited additional environments (Testing, Training, Development, Disaster recovery, Secret, *etc.*)
10. Standard maintenance and support for first year after go-live.
11. Niche Interface Toolkit, including consultancy and support.
12. Consultancy on data migration/data conversion if undertaken by the customer or a third party.
13. Technical knowledge transfer as required during the project.
14. Business change management consulting/advisory.
15. Training for the customer project team (business fit process training).

Pricing Note 7 – Items NOT INCLUDED in the license fee

The following items are not included in the license fee:

1. Data migration/data conversion if undertaken by Niche.
2. Training for administrators and end user trainers.

3. Niche-developed interfaces not explicitly included in the license fee. Niche prefers to train the customer designated staff or contractors how to build their own interfaces. Niche support for customer-built interfaces is included in the site license and ongoing maintenance.
4. Hardware.
5. Network infrastructure.
6. System software (operating systems, backup software, *etc.*).
7. Database software.
8. Desktop productivity software (*e.g.* Microsoft Office, Adobe Acrobat, *etc.*) or other third-party software that may be needed to support use of the system.
9. Licenses required for interfaces to external systems or for tools or software libraries required to access external systems.

Pricing Note 8 – Payment schedule

The following is a typical payment schedule. Niche is willing to alter this schedule depending on project requirements.

Contract signing	20% of license fee
Installation of un-configured system for project team training	20% of license fee
Go-live	50% of license fee
After thirty days of successful operation	10% of license fee
All other services	Due when delivered and accepted

Table 2 - Other Required Costs For The Licensed Product(s) And/Or Services

FAILURE TO SUBMIT A BEST AND FINAL OFFER ON THE ATTACHED FORM THAT CONFORMS TO THIS REQUEST WILL RESULT IN THE REJECTION OF THE BIDDER'S COST PROPOSAL AND THEREBY DISQUALIFY THE BIDDER'S ENTIRE PROPOSAL FROM FURTHER CONSIDERATION.

NO COST RANGES WILL BE ALLOWED. 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.

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 1, 4, and 5 (as appropriate). Unless stated in Tables 1, 4, 5, and in this table (Table 2), 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.
NOTE: The RMS renewal option percentages specified in Table 3 SHALL be applied ONLY to the costs in this table.

Niche Response

This section left blank. Please see Table 1 and the pricing notes following that table.

LABOR	UNIT OF MEASURE	UNIT PRICE	TOTAL COST
(Labor Categories)			

BAFO Cost Proposal
4479 Z1 Law Enforcement Records Management System with support, and Data Migration from current systems

OTHER COSTS (Specify below if any)	UNIT OF MEASURE	UNIT PRICE	TOTAL COST

BAFO Cost Proposal
4479 Z1 Law Enforcement Records Management System with support, and Data Migration from current systems

BAFO Cost Proposal dated November 27, 2013 must be submitted by 2:00 pm on December 17, 2013 in order for a bidder's proposal to be advanced for further consideration.

Bidder's Company Name: Niche Technology Inc.

Table 3 - Pricing Adjustments for Renewal Periods for RMS Other Costs

FAILURE TO SUBMIT A BEST AND FINAL OFFER ON THE ATTACHED FORM THAT CONFORMS TO THIS REQUEST WILL RESULT IN THE REJECTION OF THE BIDDER'S COST PROPOSAL AND THEREBY DISQUALIFY THE BIDDER'S ENTIRE PROPOSAL FROM FURTHER CONSIDERATION.

NO COST RANGES WILL BE ALLOWED. 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.

The bidder must indicate in this table (Table 3) the percentage of price adjustment 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 ONLY in Table 2. 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 this table (Table 3) will be used in the cost evaluation to determine the potential maximum financial liability to the State.

NOTE: The pricing adjustments apply ONLY to the costs in Table 2.

Niche Response

This section left blank. Please see Table 1 and the pricing notes following that table, and see Table 4, below.

RENEWAL PERIOD	MAXIMUM INCREASE
1st renewal period The two year period following the period of eight (8) years that was started *effective from date of contract award.*	Prices quoted in Tables 1 and 2 + %
2nd renewal period: The two year period following the 1st two (2) year renewal period	Pricing from 1st renewal period + %
3rd renewal period: The two year period following the 2nd two (2) year renewal period	Pricing from 2nd renewal period + %

BAFO Cost Proposal
4479 Z1 Law Enforcement Records Management System with support, and Data Migration from current systems

BAFO Cost Proposal dated November 27, 2013 must be submitted by 2:00 pm on December 17, 2013 in order for a bidder's proposal to be advanced for further consideration.

Bidder's Company Name: Niche Technology Inc.

Table 4 - RMS Maintenance Costs

FAILURE TO SUBMIT A BEST AND FINAL OFFER ON THE ATTACHED FORM THAT CONFORMS TO THIS REQUEST WILL RESULT IN THE REJECTION OF THE BIDDER'S COST PROPOSAL AND THEREBY DISQUALIFY THE BIDDER'S ENTIRE PROPOSAL FROM FURTHER CONSIDERATION.

NO COST RANGES WILL BE ALLOWED. 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.

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 RMS renewal option percentages specified in Table 3 or Table 7 shall NOT be applied to the costs in this table.

Niche Response:

Annual standard support and maintenance becomes payable one year after go-live (when the warranty expires).

The cost of standard support and maintenance is 20% of the total license fees per year, payable in advance.

Standard support and maintenance includes:

- Ongoing project manager support
- Configuration changes
- System enhancements (development requests)
- Upgrades (when generally released. (Usually every 12 to 18 months)
- 24/7 emergency telephone and remote support
- Remote system tuning
- Technical knowledge transfer as required
- Niche User Group membership
- Access to Niche SharePoint site for collaboration with Niche and with other Niche customers, *e.g.,* sharing of input reports, management reports, interface specifications, training materials, project and support documentation.

BAFO Cost Proposal

4479 Z1 Law Enforcement Records Management System with support, and Data Migration from current systems

RMS MAINTENANCE	UNIT OF MEASURE	COST
Application Software Maintenance (twelve (12) month period ***following the expiration of the warranty period)***	Annually	140,000
		PERCENTAGE INCREASE FROM PREVIOUS YEAR COST
2ND Year following expiration of the warranty period (twelve (12) month period following the 1st year of maintenance)		0.0%
3rd Year following expiration of the warranty period (twelve (12) month period following the 2nd year of maintenance)		0.0%
4th Year following expiration of the warranty period (twelve (12) month period following the 3rd year of maintenance)		0.0%
5th Year following expiration of the warranty period (twelve (12) month period following the 4th year of maintenance)		0.0%
6th Year following expiration of the warranty period (twelve (12) month period following the 5th year of maintenance)		2.5%
7th Year following expiration of the warranty period (twelve (12) month period following the 6th year of maintenance)		2.5%
8th Year following expiration of the warranty period (twelve (12) month period following the 7th year of maintenance)		2.5%
9th Year following expiration of the warranty period (twelve (12) month period following the 8th year of maintenance)		2.5%
10th Year following expiration of the warranty period (twelve (12) month period following the 9th year of maintenance)		2.5%
11th Year following expiration of the warranty period (twelve (12) month period following the 10th year of maintenance)		2.5%
12th Year following expiration of the warranty period (twelve (12) month period following the 11th year of maintenance)		2.5%

BAFO Cost Proposal dated November 27, 2013 must be submitted by 2:00 pm on December 17, 2013 in order for a bidder's proposal to be advanced for further consideration.

Bidder's Company Name: Niche Technology Inc.

Table 5 - Training Costs For RMS

NO COST RANGES WILL BE ALLOWED. 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.

Bidders will itemize training costs that will fulfill the requirements of the RMS project. The bidder shall complete the following table or include a catalog of training being offered. All pricing shall be firm, fixed pricing necessary to meet the requirements of the RFP.

NOTE: Training services costs had previously been included in Table 1, but is now separated into this table (Table 5).

NOTE: No additional travel expense payments and/or reimbursements shall be made to the contractor for providing the onsite services described in the RFP.

NOTE: The RMS renewal option percentages specified in Table 3 or Table 7 shall NOT be applied to the costs in this table.

Niche Response:

In a typical Niche RMS project, we provide training to the agency's project team and train-the-trainer training.

Our training methodology has been developed to match our product and has resulted in successful Niche RMS projects. Our training methods have worked well for agencies ranging in size from 170 officers up to 14,000+ officers. A Niche implementation involves, among other things, re-engineering business processes which the agency's project team defines. This means that agency trainers are better able to communicate business process changes in the training and make it more understandable to the police members. Only fellow officers can bring together before/after process perspective, system training and culture change.

We have become very good at supporting our customers with this training approach and is what we are proposing in this BAFO cost sheet. Our existing customers also exchange knowledge on training methods and are willing and able to provide pertinent support in the form of change management, documentation, lessons learned, approach to rollout and timings, and so on.

BAFO Cost Proposal
4479 Z1 Law Enforcement Records Management System with support, and Data Migration from current systems

RMS Training	Number of trainees per training session	Number hours per training session	Number of training sessions	Cost per training session	TOTAL REQUIRED ONE-TIME COSTS
User Group *(Specify each user group training will be delivered to)*					
Training for end user trainers (Two four-day weeks)	20	64	1	12,000	12,000
Training Services for project / business fit team (Two four-day weeks)	20	64	1		Included in site license fee
Knowledge transfer for technical administration and development work – interfaces, data migration work, input forms, management reports and system administration					Included in the site license fee and ongoing with system maintenance
GRAND TOTAL					12,000

BAFO Cost Proposal
4479 Z1 Law Enforcement Records Management System with support, and Data Migration from current systems

BAFO Cost Proposal dated November 27, 2013 must be submitted by 2:00 pm on December 17, 2013 in order for a bidder's proposal to be advanced for further consideration.

Bidder's Company Name: Niche Technology Inc.

Table 6 - Optional Costs

FAILURE TO SUBMIT A BEST AND FINAL OFFER ON THE ATTACHED FORM THAT CONFORMS TO THIS REQUEST WILL RESULT IN THE REJECTION OF THE BIDDER'S COST PROPOSAL AND THEREBY DISQUALIFY THE BIDDER'S ENTIRE PROPOSAL FROM FURTHER CONSIDERATION.

NO COST RANGES WILL BE ALLOWED. 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.

The optional costs shall include a written description and completion of this table (Table 6), that presents 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.

NOTE: The RMS renewal option percentages specified in Table 7 SHALL be applied ONLY to the costs in this table (Table 6).

Niche Response

CONSULTING QUOTATION	UNIT OF MEASURE	UNIT PRICE	TOTAL COST
(Labor Categories)			
Advisory on business change management. Retired police executives now working for Niche advise customer executives and project team on methods that have worked in the past	1 day session and ad hoc phone and email	Included with license fee	Included with license fee
OTHER PROPOSED OPTIONS:	UNIT OF MEASURE	UNIT PRICE	TOTAL COST
Additional Training If Required. Note: Additional training is not typically required.	Day	1,500	Varies depending on how much is requested by customer.

Interface Development – Niche prefers to train customer technical staff to build interfaces on their own. This rate is optional in the case Niche is used to build interfaces	Day	1,700	Varies with the interface

Table 7 - Pricing Adjustments for Renewal Periods for RMS Optional Costs

FAILURE TO SUBMIT A BEST AND FINAL OFFER ON THE ATTACHED FORM THAT CONFORMS TO THIS REQUEST WILL RESULT IN THE REJECTION OF THE BIDDER'S COST PROPOSAL AND THEREBY DISQUALIFY THE BIDDER'S ENTIRE PROPOSAL FROM FURTHER CONSIDERATION.

NO COST RANGES WILL BE ALLOWED. 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.

The bidder must indicate in this table (Table 7) 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 ONLY in Table 6. 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.

NOTE: The pricing adjustments apply ONLY to the costs in Table 6.

Niche Response

RENEWAL PERIOD	MAXIMUM INCREASE
1st 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 1 and 2 + 5.0%
2nd renewal period: The two year period following the 1st two (2) year renewal period	Pricing from 1st renewal period + 5.0%
3rd renewal period: The two year period following the 2nd two (2) year renewal period	Pricing from 2nd renewal period + 5.0%

BAFO Cost Proposal dated November 27, 2013 must be submitted by 2:00 pm on December 17, 2013 in order for a bidder's proposal to be advanced for further consideration.

Bidder's Company Name: Niche Technology Inc.

Data Migration

Table 8 - Required Costs For Data Migration Services

FAILURE TO SUBMIT A BEST AND FINAL OFFER ON THE ATTACHED FORM THAT CONFORMS TO THIS REQUEST WILL RESULT IN THE REJECTION OF THE BIDDER'S COST PROPOSAL AND THEREBY DISQUALIFY THE BIDDER'S ENTIRE PROPOSAL FROM FURTHER CONSIDERATION.

NO COST RANGES WILL BE ALLOWED. 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.

For 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. The four tables (Tables 8.1 through 8.4) represent data migration services for each of the four existing data sources from which NSP desires to migrate data.

NOTE: No additional travel expense payments and/or reimbursements shall be made to the contractor for providing the onsite services described in the RFP.

Niche Response:

Niche cannot properly evaluate the work required for data migration of the systems identified without substantially more information about the systems being converted. However, we do have a large amount of experience converting data from similar systems for agencies of similar complexity and have based our fixed price offer (47 days @ $1,700/day = $80,000) on what, in our experience, is a reasonable and useful approach to similar data conversions.

If NSP undertakes a significant part of the data conversion work itself, with assistance and guidance from Niche, then the cost could be reduced.

Note that all data conversion work, except test and production runs, is performed at Niche's office. Niche data conversion staff never travel to customer sites.

The following parts of the data conversion work that must be performed by NSP:

1) Extraction of data from the source systems into a form suitable for loading by Niche into a Test system at Niche's office. The data should have identifying information (typically names and dates of birth, as well as narrative text) removed prior to sending to Niche. The extracted data can be in the form of delimited flat files, a Microsoft SQL Server database backup or other form as agreed.

2) Documentation of the data models of the source systems, as well as assistance for Niche technical personnel in understanding the data.
3) Provision of any hardware, operating system and database software required to test and execute the conversion at NSP's site. The RMS test, training or production hardware can usually be used for this purpose.
4) Executing the conversion (test and production) at NSP's site (with guidance from Niche).
5) Evaluation and testing of the converted data at NSP's site, including comparing the converted data to the source systems.

We have provided a single price for the conversion of ALL of the specified systems. This was done because all of the conversions would be combined into a single process. That is, the work to build the conversion scripts for all the systems would be done at the same time and all of the systems would be converted in one run. If NSP determines that some of the systems should not be converted, the overall cost will be reduced. This can be determined during the project.

Although we have not provided separate pricing for the different phases of the conversion project, the project plan can include a number of "off ramps" where NSP can decide that:

1) Some systems should not be converted.
2) The conversion for some systems can be simplified.
3) NSP will undertake a larger part of the work for some or all of the systems.

Costs for the work will be reduced based on time and materials day rates if some of these options are taken.

Table 8.1 – Data migration from Current RMS (LawRecords v 7.5)		NOTES (include any needed explanation):	REQUIRED ONE-TIME COSTS
Application Software			
	(Itemize and specify applications and their pricing)	NSP to provide hardware, operating system and database for conversion (or use the test and/or production hardware).	
		NSP is responsible for extraction of data from source systems.	
		No other application costs.	
	Subtotal		
Planning Services Costs			
	Initial Planning/Project Management	Included	
	Data Migration Plan	Included	
	Data Migration Code	Conversion for ALL systems (47 days @ $1,700/day)	$80,000
	Testing Services	NSP responsibility, Niche support of activity included in price	
	Migration Test	NSP responsibility, Niche support of activity included in price	
	Migration Execution	NSP responsibility, Niche support	

		of activity included in price	
	Subtotal		$80,000
GRAND TOTAL			$80,000

Table 8.2 - Data migration from Legacy RMS (Lotus Notes database)		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	Included	
	Data Migration Plan	Included	
	Data Migration Code	See 8.1 above	
	Testing Services	NSP responsibility, Niche support of activity included in price	
	Migration Test	NSP responsibility, Niche support of activity included in price	
	Migration Execution	NSP responsibility, Niche support of activity included in price	
	Subtotal		
GRAND TOTAL			$0

Table 8.3 - Data migration from Legacy Evidence (six separate Lotus Notes databases)		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	Included	

	Data Migration Plan	Included	
	Data Migration Code	See 8.1 above	
	Testing Services	NSP responsibility, Niche support of activity included in price	
	Migration Test	NSP responsibility, Niche support of activity included in price	
	Migration Execution	NSP responsibility, Niche support of activity included in price	
	Subtotal		
GRAND TOTAL			$0

Table 8.4 - Data migration from Legacy Internal Affairs (MS Access in a MS SQL 2000 database)		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	Included	
	Data Migration Plan	Included	
	Data Migration Code	See 8.1 above	
	Testing Services	NSP responsibility, Niche support of activity included in price	
	Migration Test	NSP responsibility, Niche support of activity included in price	
	Migration Execution	NSP responsibility, Niche support of activity included in price	
	Subtotal		
GRAND TOTAL			$0

For public information purposes only; not part of contract.

Request for Proposal Number 4479 Z1
Contract Number 60511 O4
Proposal Opening: November 12, 2013

In accordance with Nebraska Revised Statutes §84.712.05(3), the following material(s) has not been included due to it being marked proprietary.

Niche Technology Inc

1. None

In accordance with Federal U.S. Copyright Law Title 17 U.S.C. Section 101 et seq., Title 18 U.S.C. 2319, the following material(s) has not been included due to them being copyrighted.

Niche Technology Inc

1. None

ORIGINAL

State of Nebraska
Law Enforcement Records Management System

Niche Technology RFP Response

A. Technical Proposal

NICHE
TECHNOLOGY

54 Balmoral St., Winnipeg MB, Canada R3C 1X4
Tel: +1 204 786 2400 Web: www.NicheRMS.com

Niche Technology
November 12, 2013

To	Michelle Musick/Nancy Storant State Purchasing Bureau 301 Centennial Mall South, Mall Level Lincoln, NE 68508
From	Niche Technology, Inc. 54 Balmoral Street, Winnipeg, MB Canada Contact person: Chris Bushell, Regional Business Development Manager Tel: + 1. (403) 249-3009 Mobile: +1 (403) 305-5199 E-mail: Chris.Bushell@NicheRMS.com

November 12, 2013

NICHE TECHNOLOGY
54 Balmoral St., Winnipeg MB, Canada R3C 1X4
Tel: +1 204 786 2400 Web: www.NicheRMS.com

State Purchasing Bureau
301 Centennial Mall South, 1st Fl
Lincoln, Nebraska 68508
Attention: Michelle Musick/Nancy Storant

To whom it may concern:

Subject: RFP 4479Z1 for Police RMS

-PLEASE READ THIS LETTER FIRST-

The purpose of this letter is to describe reasons for a modified response to your RFP for a new police records management system (RMS).

Background: Research shows that nearly all RMS installations since the year 2000 have been under-delivered, excessively lengthy/costly or have failed. Indeed, the Nebraska State Patrol is familiar with RMS problems; otherwise this RFP would not be needed. With the exception of Niche, all RMS providers follow similar strategies with respect to functional/technical design, project methodologies and business models. This status-quo model, reflected in parts of the form of the RFP 4479Z1, is not working.

Niche has devised new, effective approaches to all aspects of the RMS business, including technical approach, project methodology and business model/pricing, and it is providing tremendous results for our customers. **We have successfully delivered our RMS to 34 projects at NSP size and bigger. All our customers are references, we have never lost a customer, never been sued and have no customers in legacy status.**

Approach to RMS and our necessary response format: Explaining our unique approach can result in extremely long RFP responses. In our experience, this results in scoring that is lower than status quo vendors – even those that have no track record for successful projects at the purchasing agency's scale. We have attempted to respond in a way that is relatively brief, yet reflects some of our uniqueness.

Our response format tries to balance between meeting mandatories – even those at odds with our proven approach - and explaining our approaches in a way that is understandable. Again, our approach is absolutely proven, with RMS installations up to 14,066 sworn officers and the 4 most recent state police RMS go-lives.

Given this RFP will have effects on the safety of your public and the effectiveness of the NSP, we trust our track record and the success of our customers warrants consideration.

Sincerely yours,

Chris Bushell
Niche Technology Inc.

Tel: +1 (403) 249-3009 / E-mail: Chris.Bushell@NicheRMS.com

Table of Contents

1. REQUEST FOR PROPOSAL FORM 1

TERMS AND CONDITIONS 3

2. EXECUTIVE SUMMARY 35

EXECUTIVE SUMMARY 37

Summary of how Niche RMS meets the NSP vision 37

Niche Advantages 38

Information Sharing 38

NSP Vision Key Issues 39

Form A Bidder Contact Sheet 46

3. CORPORATE OVERVIEW 47

CORPORATE OVERVIEW 49

Form B Bidder References Form 68

4. TECHNICAL APPROACH 71

TECHNICAL APPROACH 73

Form C Requirements and Bidder Technical Response 73

A. PROJECT REQUIREMENTS/SCOPE OF WORK/BUSINESS REQUIREMENTS 73

B. PROJECT PLANNING AND MANAGEMENT 75

C. PERFORM IMPLEMENTATION 78

D. WARRANTIES 85

E. PROVIDE MAINTENANCE 88

F. TECHNICAL SUPPORT 90

G. END OF CONTRACT 92

Niche Technology Project Methodology 93

Project Team Structure/Internal Controls 102

Configurable Options in Niche RMS 108

Niche RMS Implementation Options 113

Niche Risk Management 116

Niche Technology – Sample Acceptance Procedures 120

Niche Technology – Sample Service Level Agreement 124

Niche Technology – Sample License Agreement 136

Technical Approach to Requirements 139

Niche Technology Overview of Technical Architecture 154

Master Indexes 186

Master Indexes in Niche RMS 199

Linking in Niche RMS 225

Data Quality Management in Niche RMS 231

Flags and Cautions in Niche RMS 238

Calls for Service 241

Niche RMS Integration with CAD Systems 244

Incident Reporting; Usability; Field Reporting; and Mobile, & Remote Use ... 246
Ease of Use in Niche RMS ... 253
RMS Mobile Application and Other Remote Access Options ... 259
Help Systems in Niche RMS ... 264
Tasking and Workflow in Niche RMS ... 267
Investigative Case Management ... 272
Incident Enquiry Logs ... 276
Overview of Investigative Case Management in Niche RMS ... 278
Property and Evidence Management ... 287
Property and Evidence Management in Niche RMS ... 295
Digital Signatures in Niche RMS ... 301
Arrest ... 302
Arrest, Booking and Custody in Niche RMS ... 303
Juvenile Contact ... 308
Special Handling for Juvenile and Other Sensitive Information ... 309
Equipment and Asset Management ... 311
Fleet Management ... 313
Search and Reports ... 316
Searches in Niche RMS ... 323
Reports in Niche RMS ... 331
GIS ... 348
Interfaces ... 350
Analytics/Statistical Reporting ... 362
Analytical Support in Niche RMS ... 364
Internal Affairs ... 368
Implementation Approach ... 370
Niche Technology and Training ... 377
Data Migration ... 383
Data Migration in Niche RMS ... 387
Maintenance/Support/Upgrades ... 389
Evergreening & Technological Currency ... 393

1. REQUEST FOR PROPOSAL FORM

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

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. 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: Niche Technology Inc.

COMPLETE ADDRESS: 54 Balmoral Street, Winnipeg, MB, Canada R3C 1X4

TELEPHONE NUMBER: 204 786-2400 FAX NUMBER: 204 775-1469

SIGNATURE: ______ DATE: November 11, 2013

TYPED NAME & TITLE OF SIGNER: Roland Schneider, Company Principal

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)_RS__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.

Niche Technology comment

Niche agrees with most of these statements but wishes to ensure that details of the contract can be negotiated and clarified following the bidding process, to ensure that both parties come to a common agreement.

B AWARD

__RS__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/agencyservicesprocurementmanual/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.

Niche Technology comment
Understood and accepted.

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

__RS__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.

Niche Technology comment
Understood and accepted.

D PERMITS, REGULATIONS, LAWS

______Accept (Initial) ______Reject (Initial)__RS__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.

Niche Technology comment Niche Technology shall comply with regard to the products and services that it is providing under this contract, primarily the Niche RMS software. Niche is not providing hardware and therefore will not be responsible for licenses for the hardware Operating System for example.

E OWNERSHIP OF INFORMATION AND DATA

__RS__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.

Niche Technology comment This clause is interpreted as referring to Customer Data for which Nebraska has the rights above. It is assumed that this clause is not referring to the contractor's Niche RMS software, for which the intellectual property rights for any pre-existing software and any contract generated software reside solely with Niche Technology.

F INSURANCE REQUIREMENTS

__RS__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 contactors' 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

d. **UMBRELLA/EXCESS LIABILITY**

Over Primary Insurance	$1,000,000 per occurrence

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, 1st 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.

Niche Technology comment

Understood and accepted. We have provided a copy of our Insurance certificate at the end of these terms and conditions, following the Attachment 1 Escrow sample. Note that this insurance is renewed on an annual basis. Further certifications of insurance can be provided upon request.

G COOPERATION WITH OTHER CONTRACTORS

__RS__ **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.

Niche Technology comment

Understood and accepted.

H INDEPENDENT CONTRACTOR

__RS__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.

Niche Technology comment
Understood and accepted.

I CONTRACTOR RESPONSIBILITY

__RS__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.

Niche Technology comment
Understood and accepted.

J CONTRACTOR PERSONNEL

__RS__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.

Niche Technology comment

Niche would request additional words to the following sentence:

Personnel commitments made in the contractor's proposal shall not be changed without the prior written approval of the State, *which shall not be unreasonably withheld.*

K STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION

______Accept (Initial) ______Reject (Initial)__RS__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.

Niche Technology comment
Niche Technology requests a specified time limit, *e.g.* , 5 years, during which recruitment is prohibited.

L CONFLICT OF INTEREST

__RS__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.

Niche Technology comment
Understood and accepted.

M PROPOSAL PREPARATION COSTS

__RS__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.

Niche Technology comment
Understood and accepted.

N ERRORS AND OMISSIONS

__RS__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.

Niche Technology comment
Understood and accepted.

O BEGINNING OF WORK

__RS__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.

Niche Technology comment
Understood and accepted.

P ASSIGNMENT BY THE STATE

_______Accept (Initial) _______Reject (Initial) __RS__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.

Niche Technology comment
The right to assign must be on the same terms as in the Contract, including the Niche License to use the software.

Q ASSIGNMENT BY THE CONTRACTOR

__RS__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.

Niche Technology comment
Understood and accepted.

R DEVIATIONS FROM THE REQUEST FOR PROPOSAL

__RS__ **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.

Niche Technology comment
Understood and accepted.

S GOVERNING LAW

__RS__ **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.

Niche Technology comment
Understood and accepted.

T ATTORNEY'S FEES

______ **Accept (Initial)** __RS__ **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.

Niche Technology comment
In any event of litigation the State and contractor are responsible for their respective fees, unless otherwise determined by the Court.

U ADVERTISING

__RS__ 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.

Niche Technology comment
Niche requests that the simple naming of the State on its Customer List is permissible. Any further information requires written approval from State.

V STATE PROPERTY

__RS__ 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.

Niche Technology comment
Understood and accepted.

W SITE RULES AND REGULATIONS

__RS__ 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.

Niche Technology comment
Understood and accepted.

X DATA SECURITY

__RS__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.

Niche Technology comment
Understood and accepted.

Y PRODUCT LICENSING

__RS__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 choses 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.

Niche Technology comment
Understood and accepted.

Z PRESERVING RIGHTS TO SYSTEM FUNCTIONALITY

__RS__ **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.

Niche Technology comment
Understood and accepted.

AA ILLICIT CODE

__RS__ **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.

Niche Technology comment
Understood and accepted.

BB SOURCE CODE ESCROW

__RS__ **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.

Niche Technology comment

Niche accepts an Escrow Agreement. Note, we already have a multi license escrow agreement with NCC in the UK. Niche would wish to negotiate a few changes in the Escrow Agreement at Attachment 1. We have noted these changes in the sample Escrow agreement that follows these terms and conditions.

CC NOTIFICATION

______Accept (Initial) ______Reject (Initial)__RS__**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.

Niche Technology comment
Niche request modification to (1) above, so as not to rely on receipt 3 days after mailing. Receipt of Notices under a Contract should be confirmed by registered/recorded mail or by e-mail acknowledgement.

DD EARLY TERMINATION

__RS__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.

Niche Technology comment
Should the State terminate early for convenience then Niche would request that there is included above a right to request a written explanation of the reason.

EE FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS

__RS__ **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.

Niche Technology comment
Understood and accepted.

FF BREACH BY CONTRACTOR

______ **Accept (Initial)** ______ **Reject (Initial)** __RS__ **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.

Niche Technology comment
Niche agrees with the clause but wish to negotiate a definition of excess cost in the last sentence and/or include a Limitation of Liability clause in the Contract.

GG ASSURANCES BEFORE BREACH

__RS__ **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.

Niche Technology comment

Understood and accepted.

HH RETAINAGE

_______ **Accept (Initial)** _______ **Reject (Initial)** __RS__ **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.

Niche Technology comment

Milestones should be for clearly defined deliverables which are accepted (or not) by State. Niche expects the majority of payment to be upon successful implementation of the software at go live.

II PERFORMANCE BOND

_RS_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.

Niche Technology comment

Niche Technology suggest that a performance bond is not required, for the following reasons:

- Niche usually expect payment to be largely or significantly when the software is successfully implemented into live use (60% of project milestone payments are only due upon system production go-live.).
- Niche has an exemplary track record of successful implementations of its Niche RMS software to over 30 police agencies worldwide.
- Niche offer Service Credits during the chargeable support and maintenance period for failure to meet the service level agreement..

JJ FORCE MAJEURE

_RS_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.

Niche Technology comment

Understood and accepted.

KK PROHIBITION AGAINST ADVANCE PAYMENT

______Accept (Initial) ______Reject (Initial)__RS__Reject and Provide Alternative within RFP Response (Initial)

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

Niche Technology comment
For implementation Niche accepts this clause. For support and maintenance charges, Niche request these are paid annually in advance.

LL PAYMENT

__RS__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.

Niche Technology comment
Understood and accepted.

MM INVOICES

__RS__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.

Niche Technology comment
Understood and accepted.

NN AUDIT REQUIREMENTS

__RS__ 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.

Niche Technology comment
Understood and accepted.

OO TAXES

__RS__ 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.

Niche Technology comment
Understood and accepted.

PP INSPECTION AND APPROVAL

__RS__ 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.

Niche Technology comment
Understood and accepted.

QQ CHANGES IN SCOPE/CHANGE ORDERS

__RS__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.

Niche Technology comment
Understood and accepted.

RR SEVERABILITY

__RS__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.

Niche Technology comment
Understood and accepted.

SS CONFIDENTIALITY

__RS__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.

Niche Technology comment
Understood and accepted.

TT PROPRIETARY INFORMATION

__RS__ **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.

Niche Technology comment
Understood and accepted.

UU CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING

__RS__ **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.

Niche Technology comment
Understood and accepted.

VV PRICES

__RS__ **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.

Niche Technology comment
Understood and accepted.

WW BEST AND FINAL OFFER

__RS__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.

Niche Technology comment
Understood and accepted.

XX ETHICS IN PUBLIC CONTRACTING

__RS__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.

Niche Technology comment
Understood and accepted.

YY INDEMNIFICATION

__RS__ 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.

Niche Technology comment
Understood and accepted.

ZZ NEBRASKA TECHNOLOGY ACCESS STANDARDS

_RS__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.

Niche Technology comment Some aspects of the Technology Access Standards may not apply or may be impossible to achieve in some circumstances. The degree of required compliance for specific features of the system and how they are achieved will have to be discussed.

AAA ANTITRUST

_RS__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.

Niche Technology comment Understood and accepted.

BBB DISASTER RECOVERY/BACK UP PLAN

_RS__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.

Niche Technology comment Understood and accepted. Niche Technology has a plan in place, which we can make available on request.

CCC TIME IS OF THE ESSENCE

__RS__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.

Niche Technology comment
Understood and accepted.

DDD RECYCLING

__RS__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).

Niche Technology comment
Understood and accepted.

EEE DRUG POLICY

__RS__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.

Niche Technology comment
Understood and accepted.

FFF NEW EMPLOYEE WORK ELIGIBILITY STATUS

__RS__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.
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.

Niche Technology comment
Understood and accepted.

GGG CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY

__RS__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.

Niche Technology comment
Understood and accepted.

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.

Niche Technology comment
Deposits into Escrow will be no more than 2 per year.

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.

Niche Technology comment
Niche will not pay deposit fees and expenses.

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.

Niche Technology comment
This is not an acceptable Release Event. It is also not relevant as Niche do not pay the Escrow Agent fees.

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: ________________________	By: ________________________
Name (printed): ________________	Name (printed):________________
Title: ______________________	Title: ______________________
Date Signed: _________________	Date Signed:_________________

HUB International

HUB International Horizon Insurance

www.hubhorizon.ca

Evidence Only

CERTIFICATE OF INSURANCE

This is to certify that the Totten Group Insurance, through the undersigned, its agents or brokers at Winnipeg, MB

INSURED: Niche Technology Inc. a/o Niche Technology UK Limited

FOR THE TERM: As Below

POLICY NO: As Below

ON PROPERTY DESCRIBED AS FOLLOWS:

Term – November 20, 2012 to November 20, 2013; Policy ESB03038232
$5,000,000 Commercial General Liability Worldwide, $ 10,000,000 Errors & Omissions

erm – November 20, 2012 to November 20, 2013; Policy TGC11815
$15,000,000 Umbrella excess of $ 5,000,000 Commercial General Liability

We hereby certify that the above is a true extract of the written portion of the above noted policies.

This document is issued on the express understanding that it is only an extract of the original policy and subject to all endorsements and assignments that may be made upon said original, and in case of cancellation thereof, this extract will immediately become null and void.

The issue of this extract in no way waives the conditions contained in the original policy.

Head Office
5th Floor
1661 Portage Avenue
Winnipeg, MB R3J 3T7

Winnipeg Offices
Grant Park
Kenaston Crossing
Kildonan Place
Polo Park
Southdale Square
Tuxedo Park
Winnipeg Square
Wolseley
Unicity

Manitoba Offices
Brandon
Lac du Bonnet
Pinawa
Portage la Prairie
Whitemouth

HUB International Horizon Insurance

2. EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

Summary of how Niche RMS meets the NSP vision

The three fundamental items that are requisite to the NSP vision are:

(1) Niche RMS absolutely works as advertised.

We have a proven track record with large and state-level agencies that have identical needs:

- 34 agencies the same size as or bigger than NSP are successfully using Niche.
- Our average customer size is 2,800 sworn and all our customers are references.
- We have never lost a customer, never been sued and have no customers in legacy status.
- Niche has 26 customers performing state-level policing across large areas (23 are in production). In the U.S. this includes Alaska, Arizona, Colorado, Oregon and Missouri.
- Despite their size and complexity Niche projects have always been delivered on time, on budget and have exceeded functional expectations

(2) Data sharing, particularly for I80 activity.

The state agencies of Missouri and Colorado and several local departments in those states are already Niche customers. Criminals from these states make up a significant proportion of I80 traffic flowing through Nebraska. Niche RMS allows the possibility of seamless sharing between the three states. InterNiche - functionality included in the Niche site license - permits real-time, cross-agency searching and drill-down on all RMS data that agencies decide to share.

(3) Massive operational improvements, including management reporting.

Niche RMS is more than a software product. It is an *opportunity* to implement sustained operational policing improvements, even in the face of today's resource restraints. Our customers are using Niche RMS to sharpen their operational methods and at the same time orienting the culture of their organizations to the intelligence-led policing philosophy.

The results have been profound, as reported by South Wales Police in the UK:

> *"...everybody in the organization from the Chief Executives down to the people on the ground floor have seen over a period of three years just how powerful the system is in giving us the information at different levels, at the operational level, at management level, and at executive level to actually drive performance in this organization...*
>
> *And to reduce crime at a fifth frankly, per annum, and increase detections is unheard of, and that is exceptional performance in anyone's book and we're one of the best performing forces in the country in terms of general improvement at this moment in time – that is testament to the power of Niche...*
>
> *Again, we would not be able to that without the power of Niche and that means we're got thousands less victims than otherwise we would have in South Wales. And that is a very powerful reason for having Niche."*
>
> *Acting Assistant Chief Constable Cliff Filer, South Wales Police, Cardiff, UK (2,907 officers)*

In this RFP response we are proposing that the product, services and business model used with the South Wales Police and many other prestigious agencies in the U.S. and worldwide be put to work for NSP.

Niche Advantages

- **Unique implementation model**: Niche and the police agency become true partners. Two-way knowledge transfer means Niche customers become self-sufficient RMS experts and Niche RMS product enhancements are produced from customer requirements.
- **Risk-free:** 100% of the Niche client base is reference-able
- **Future-proof:** Niche customers using the system include the 8,300 officer Ontario Provincial Police/OPTIC installation. OPTIC started using Niche in 1999 and as of 2012 they are using the most recent versions of Niche RMS, Microsoft Operating Systems, Microsoft SQL Server Database and ancillary software/hardware such as bar code scanners and handheld/smartphone devices. Niche has never had a situation where a customer degraded into legacy status.
- **Integrated:** Proven ability to integrate with external systems like CAD, human resources software and driver's license databases. Niche has customers with 100+ interfaces to RMS and interfaces are customer-built.
- **Configurable:** Configuration flexibility allowing optimal business processes/practices to be implemented within the Niche RMS without custom programming. Input forms, user interface options, management reports, the multi-level security model, workflows, pick lists, data validation rules and many other facets of how the system looks and behaves are defined by NSP for NSP.

Information Sharing

Integrated police data is useful for a local incident, but it has no value if it can't be accessed. In much of the world today, access to routine police data stops at the border with the neighboring jurisdiction. Wanted persons, convictions, *strong intelligence data*, and other important or high-profile information is often shared nationally and, increasingly, internationally. What slips through the cracks is *weak intelligence*, like a suspect repeatedly involved in similar kinds of incidents in different jurisdictions, even if there was never sufficient evidence for a charge to be laid.

Niche RMS allows agencies to take advantage of *weak intelligence* and *strong intelligence* in a single real time application. It joins up everything from e-ticketing through investigative case management through intelligence management in a single integrated software product.

What can NSP expect from a Niche RMS installation?

All Niche customers report improvements to their operational policing performance. Here are samples of customer results and opinions about Niche:

- Peel Regional Police (1,908 officers) went from a steady backlog of 3,000 incidents for data entry to real-time with Niche and "information and searching capability means that, if they want to, now every officer can be their own crime analyst".
- South Wales Police (2,907 officers) have driven crime down three successive years by using Niche to implement continually changing business processes. They are one of the fastest-improving forces in the UK, as far as policing performance measured by the Home Office. Operations are more efficient and effective – there is now "clear line of sight" from the executive through to the front line and performance improvement beyond their expectations directly attributable to the RMS implementation in the Chief's view.

- North Wales Police (1,454 officers total members)
    - National policing effectiveness ranking rose from 27th to 6th.
    - Detection rates increased to 50% (double the national average).
    - Officers are spending an additional 15% of their time in the field (50 minutes per shift), which is the equivalent of having 180 additional officers
    - $1.3m efficiency savings for 2006-2008 by providing RMS access on Blackberry
    - Following initial rollout 87% of officers found mobile RMS easy to use in getting the information they needed at the point of service.
- Hampshire Constabulary (3,434 officers UK)
    - Hampshire Constabulary's Niche deployment has demonstrated efficiency and cash savings that are tracking to US $35 million over five years.
    - Hampshire spearheaded the Niche Access Control List (ACL) security enhancement and accompanying intelligence management which enabled their transformation from silos to integrated, intelligence-led policing. Niche customers in all countries now take advantage of ACLs.
- Merseyside Police (4,083 officers, Liverpool, UK)

> *"I and a number of my colleagues have worked in the Private and Public Sector IT domains for many years. I am able to say that many of those colleagues, if not all, agree that Niche Technology is the best supplier we have ever worked with".*
>
> *Francis Stansfield, IS Applications Manager*

NSP Vision Key Issues

The NSP Vision items in the following table are distilled from the NSP RFP. In the right-hand column, we have included a brief description of how Niche supports each item.

NSP Vision Items	How Niche RMS Supports the NSP Vision
The Nebraska State Patrol (NSP) is a full-service, law enforcement agency with statewide responsibilities to investigate and enforce the laws.	Niche supports full service law enforcement agencies and offers all core operational police functions from intelligence management to investigative case management to common RMS functions in a single integrated product. Niche has significant experience supporting the complex needs of state-level agencies. Niche RMS is being used in production by 23 agencies that perform state policing: • Missouri State Highway Patrol (1,112 troopers) • Colorado State Patrol (740 troopers – currently implementing) • Alaska Department of Public Safety (439 troopers) • Arizona Department of Public Safety (1,200 officers) • Oregon State Police (721 troopers) • Royal Canadian Mounted Police +30 municipal services (14,000+ officers using Niche) • Ontario Provincial Police +43 municipal services (8,287

NSP Vision Items	**How Niche RMS Supports the NSP Vision**
	officers) • Queensland Police (10,458 officers) • South Australia Police (4,517 officers) • 17 UK police forces (average size 3,025 officers)
NSP would like to improve information sharing and increase management reporting capabilities	Niche's built-in analytics (XSLT reporting) allow for management reporting within NSP or even across agencies they are sharing with. For example, reports already exist that could provide targets and real-time results of an I-80 interdiction program executed jointly with Missouri and Colorado based on data from all three agency's data simultaneously. Internal information sharing within Niche becomes a reality in the way the product provides a single view for all users. Patrol troopers, when viewing a person record, may see 99% of the data NSP has on that person. A NIAC analyst and intelligence officer will see the same record, but also one more hidden characteristic (*e.g.*, that the person is an informant against a biker gang). Information sharing with external agencies is enhanced through Niche's innate multi-agency features and ability to interface with a myriad of external systems (usually via web services). Multi-agency consortiums up to 15,000 sworn officers (4 times the size of all officers in NB) are already successfully using Niche RMS.
The system should be simple enough for a traffic officer yet powerful enough for the most advanced user	Over 100,000 officers and many times more civilian users already use Niche. Ease of use and available sophistication are a hallmark of the system. Peel Regional Police (1,900 sworn) Staff Sergeant Roman Calvano says: "The ability for frontline officers to drill down on specifics to find what they need from a single search makes Niche RMS an unprecedented investigative tool. It is especially appealing because officers can access information that is close to the quality they'd get from a crime analyst – but it's available in real time and they can get it on their own."
It needs to be mobile friendly	Niche RMS is being used across some of the largest mobile and Wide Area networks on the planet. We have developed technical solutions in the product that address the need to operate from a mobile computer or handheld with spotty coverage. Examples of areas Niche is used across: • The country of Canada (3,855,100 sq mi) • The entire state of Alaska (663,268 sq mi) • The entire state of Queensland Australia (668,207 sq mi) • The entire province of Ontario (354,342 sq mi)

NSP Vision Items	How Niche RMS Supports the NSP Vision
The time required by IT staff to support and maintain the system should be minimal as the solution is expected to just work	On average, Niche receives 1 high priority support call every 34 days for a worldwide customer base of over 100,000 officers and averaging 2,800 sworn officers per installation. Almost all of these calls are due to problems with non-Niche software. Queensland Police Service has not experienced any unscheduled downtime since go-live now 9 years ago. They process 1 million incidents through Niche per year and now have approximately 11,000 officers using the system. Merseyside Police (Liverpool, 4,083 officers) manage Niche RMS with two part-time IT staff members. The Lethbridge Regional Police in Alberta Canada had under 150 sworn when they purchased Niche and were able to implement and manage Niche RMS.
The system will have many non-sworn and non-agency users	This requirement has implications for security and pricing. Firstly, our proposal accommodates licensing for all non-sworn and non-agency users. The Niche security model is sophisticated to the point where agencies like the Police Service of Northern Ireland use a single Niche RMS instance as their intelligence fusion center, investigative case management function and RMS application combined. This concept results in massive operational benefits for the police and the public because barriers are broken down between policing functions, yet sensitive data is kept secure.
The NSP wishes to migrate Tiburon RMS records into the new RMS	Niche has data conversion scripts for Tiburon RMS version 7.xx. Springfield Police Department, Missouri implemented Niche RMS in 2010 and converted Tiburon data into Niche RMS. The NSP conversion would likely be achievable using the existing or similar scripts.
The RMS solution selected should be capable of bringing ticket information over from TraCS. The RMS solution selected should be capable of bringing crash information over from TraCS.	Alaska DPS uses TraCS and Oregon uses APS. Niche interfacing capabilities are strong and there are no issues with importing TraCS data. Niche also has built in e-ticket and crash capability at no extra cost. Using Niche RMS for these reports is an option available to NSP if cost savings and tighter integration with workflow are desired.
Investigative activities are complex and require a team of people, including admin and supervisors, to coordinate activities within a case	Niche has very strong investigative case management capability. Customers have the option of setting up pre-defined workflows based on incident types that ensure investigative standards are adhered to and that steps or cases do not fall through the cracks. These workflows can involve automated steps and manual steps and can be as simple or complex as needed.

NSP Vision Items	**How Niche RMS Supports the NSP Vision**
Full evidentiary property management is required	Niche RMS property and evidentiary management is full-featured and can exceed NSP needs and expectations.
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.	Niche is a full intelligence management system, case management system and RMS in a single, integrated instance of software and database. Sensitive information in the system can be assigned to role, domain and access control list security levels, so that unintended/unauthorized release of information will not happen. The security levels are maintained through all transactional use and the built-in management reporting (XSLT reporting). The result is complete and simultaneous right-to-know and need-to-know security model.
Master indices should work in a way that supports linking, strong searching and eliminates duplicate entries	Niche is based on the master file concept vs. the modules concept. The system is a single, integrated product that stores data in relation to master file entities and the links associated to these entities. Niche master files include Incidents, Persons, Locations, Property, Vehicles (subset of property), Workflow Tasks, Court Case Files and Organizations. Niche also has tools to aid in data quality, linking and searching. Customers with many thousands of users report that data quality management is a strength within Niche.
The RMS will interface with NSP's existing Computer Aided Dispatch (CAD) system	All Niche customers have integration with their CAD and it is an included part of the Niche site license. Often, customers transfer all CAD data into Niche so that calls for service may be searched within RMS.
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.	Niche includes arrest, custody and mugshot functionality and can be configured to work the way that NSP wishes it to work. The system also has an automated court file assembly process that streamlines the effort required to provide reports and evidence (digital or physical) to prosecution. The North Wales Police in the UK used Niche to reduce the time it was taking to process arrests and file documents for court by 40%.
The juvenile justice system requires special handling of information about juveniles.	Niche accommodates juvenile data handling processes.
NSP requires robust search, management reporting and analytics	All fields and combinations of fields in Niche may be searched and the results then browsed through the links that exist in the system. Management reporting is built-in and fully integrated.

NSP Vision Items	How Niche RMS Supports the NSP Vision
All staff should be able to find what they need but shouldn't be able to find what they are not permitted to see NSP also needs GIS/mapping storage and analysis	Users of reports can drill down from the reports into the RMS record of interest. The security levels are maintained through all transactional use and the built-in analytics and management reporting (XSLT reporting). Mapping is also possible from search results and within management reports because Niche is storing GIS data and can provide integration plug-ins to ESRI.
Interfaces - 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 The selected product must allow for integration with current and future products through web services	The Niche business model is based on knowledge-transfer and customer self-sufficiency, <u>not</u> on services-for-profit. Product configuration of Niche RMS is largely manageable by customer staff. Interfaces, and even input forms and management reports are being built by Niche customers with our support (which is included when you do business with Niche). Niche is easy enough to work with from a technical perspective that our methodology is to train our customers how to build and modify their own interfaces (typically web services), management reports, input forms and to make local configuration changes. Queensland Police in Australia report having over 200 interfaces in and out of Niche RMS. We have not built (and they have not paid us to build) a single interface. Niche supports customers in their technical work with the product.
IA - The system should allow all NSP employees the ability to file a complaint, for themselves or on behalf of a complainant external to NSP	Niche security models allow for IA incidents to be hidden in a special domain that is only accessible by appropriate IA staff. All of the functionality of Niche RMS is available in the hidden IA domain.
Maintenance and Upgrades - 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	Niche RMS is continually upgraded and enhanced based on customer requirements and technological improvements. Upgrades include enhancements from around the world and are made optionally available to all Niche customers. As an example, in the mid-2000s, we built-out the security and tools required to support the UK national intelligence model, which includes complex legislation and operational methodologies (*e.g.*, 5x5x5 handling process). The enhancement specifications were driven by a single customer, with input from others. It was delivered with configurable options to the point where it is now used in the U.S., Canada and Australia, at no extra charge.

NSP Vision Items	How Niche RMS Supports the NSP Vision
	Individual enhancements for a single customer are considered, as are enhancements suggested by our user groups. Our approach to maintenance and our underlying architecture has resulted in the system staying evergreen. The 8,300 officer OPTIC consortium in Ontario Canada went live on Niche in 1999. Today they are using an up to date Niche version, operating system, database, ancillary software tools and hardware. Customers that have chosen not to upgrade for several years never have to re-purchase a newer version or pay for upgrade services.
The NSP has suggested a specific approach to project delivery and training	Given our track record, we respectfully suggest that our project methodology, including training suggestions, be taken into consideration. We re-iterate that our suggested methodology is designed to work hand-in-hand with our technology, our functionality and our business model (see pricing section). And it works. The rationale for NSP to consider our suggested methodology is based on our track record of successful projects – that have the following statistics: • 8 of the largest 25 agencies in the English-speaking world are in-production using off-the-shelf RMS. All of them are on Niche RMS. • All our customers are references; we have never lost a customer, never been sued and have no customers in legacy status. • Our approach (which includes the customer analyzing and improving business processes with our support) results in massive operational improvements and always improves access to data for staff at all levels of the organization.

Conclusion

In late 2009 the U.S. Department of the Interior, following an intensive evaluation of more than 130 public safety software systems and 41 Government off-the-Shelf products concluded:

> *"(i) The Niche Technology customer base is large police agencies, including four of DOI-size or larger. They are the only vendor with proven experience in implementing a COTS product for a 6,000+ user base. (ii) Niche Technology was the only vendor able to provide references of satisfied customers using their product…"*

Source: Incident Management Analysis and Reporting System (IMARS) – Sole Source Justification – 3.4

After their sole-source and project kick-off, the DOI went live on Niche RMS in 5 months and was commended by the federal administration. At time of writing, the DOI IMARS project is the second highest performing IT project across all Federal Government projects in the US.

Adequate due diligence by NSP will reveal what other large police agencies have already found:

- When it comes to large-scale RMS like what NSP is seeking, Niche is the only supplier with a completely positive track record,
- Niche offers virtually no risk and is easy to do business with,
- Niche RMS is the most effective product available and investing in Niche RMS results in measurable operational improvements,
- Niche Technology is absolutely committed to its customers' effective use of Niche RMS and puts forth service, support and staff that lead the industry.

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:	Niche Technology Inc
Bidder Address:	54 Balmoral Street Winnipeg, MB R3N 0T9 Canada
Contact Person & Title:	Chris Bushell, Regional Business Development Coordinator
E-mail Address:	Chris.Bushell@NicheRMS.com
Telephone Number (Office):	(403) 249-3009
Telephone Number (Cellular):	(403) 305-5199
Fax Number:	(403) 775-4448

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:	Niche Technology Inc
Bidder Address:	54 Balmoral Street Winnipeg, MB R3N 0T9 Canada
Contact Person & Title:	Penny Staples, Documentation Manager
E-mail Address:	Penny.Staples@NicheRMS.com
Telephone Number (Office):	(204) 786-2400 ext 206
Telephone Number (Cellular):	
Fax Number:	(204) 775 1469

3. CORPORATE OVERVIEW

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.

Niche Response

Company name:	Niche Technology Inc.
Company headquarters:	54 Balmoral St., Winnipeg, MB, Canada R3C 1X4
Legal status:	Niche Technology Inc is a Corporation, incorporated in 1992 in Manitoba, Canada ([redacted]).
FEIN:	[redacted]

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.

Niche Response

Niche Technology Inc. has been subject to no judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization.

Banking Reference:

Bank Name: TD Bank
Bank Address: 1070 Douglas Street, Victoria, BC, Canada V8W 2C4

Please contact Niche Technology for more detailed banking contact information.

Additional credit reference: Niche Technology recommends contacting Dun and Bradstreet for a complete and objective report on our financial standing. For a nominal fee, a complete financial report is available at the following link: http://www.dnb.com/local_home/local_home_US/

Please find our latest financial statement attached at the end of this Corporate Overview section, following Form B, Bidder References Form.

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.

Niche Response

Niche Technology Inc. has not changed ownership since it was founded in 1992.

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.

Niche Response

Niche Technology Inc.
54 Balmoral Street
Winnipeg, MB R3C 1X4
CANADA

Telephone: +1 (204) 786-2400
Fax: +1 (204) 775-1469

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.

Niche Response

Niche Technology Inc. has had no dealings with the State over the previous five (5) years.

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.

Niche Response

No party named in our response is or was an employee of the State within the past twelve (12) months.

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 sur*rounding such termination, including the name and address of the other contracting party.

Niche Response

Niche Technology Inc. has never had a contract terminated for default. No subcontractors are proposed for this project.

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.*

Niche Response

Niche has run many successful RMS implementation projects since 1999. Below, we have provided a list of projects of a similar scope and/or size to the proposed system. Following the table, we have provided further details of projects that we believe to be of interest to the NSP.

Note that no subcontractors have been used on these projects. All Niche projects are run using full-time Niche Technology employees who are based in North America (Canada and the US).

Police Service	Sworn Officers	Year Selected	Go-live Year	Relevance
US Department of the Interior (DOI)	6,615	2010	2010	Size, multi-agency installation, deployed over a wide geographic area nationally
Alaska Department of Public Safety/Alaska State Troopers	511	2009	2012	Alaska is currently working towards a multi-agency, state-wide installation, deployed over a wide geographic area
Oregon State Police	721	2011	2013	Similar size, deployed over a wide geographic area
Colorado DPS	740	2013	TBD	Project is in progress; relevant for multi-agency implementation; statewide use
Service de police de la Ville de Montréal (SPVM), Québec	4,533	2007	2008	Size
PRIDE – Waterloo, Guelph, Stratford, Brantford Police Services, Ontario	1,128	2004	2005	Multi-agency installation
Royal Canadian Mounted Police (RCMP)	14,066	2003	2004 / 2005	Size, multi-agency installation, deployed over a wide geographic area across Canada. This includes 24 Policing Partner Associates (PPAs) – these smaller communities who are leasing the system through the RCMP.
Ontario Provincial Police (OPP) / Ontario Police Technology Information Cooperative (OPTIC) 38 participating forces and 165 OPP detachments	8,381	1999	2000 / 2001	Size, multi-agency installation, deployed over a wide geographic area; province-wide use
North Wales Police and South Wales Police	2,907 1,454	2002 2005	2003 2006	Size, multi-agency installation, wide geographic area
Queensland Police Service	10,557	2004	2006	Size, complexity, wide geographic area; state-wide use.

Gwent Police, UK	1446	2011	Scheduled for late 2013	Under contract but not yet deployed in production – will be part of the same multi-agency installation as South Wales
South Australia Police (SAPOL)	4,622	2010	Oct 2013	Under contract but not yet deployed in production; relevant for size, complexity, state-wide use, and deployment over a wide geographic area

Oregon State Police

Selected in 2011, go-live in 2013.

The goal of the RMS project for the Oregon State Police was to find an upgradeable system that would meet the Police Department's needs today and in the future. The department wanted to replace several legacy systems and make information easily available to all members, as well as easy entry of information in the field. The department was very interested in information and intelligence sharing with other agencies, but had a limited budget. Niche fulfilled all of those needs. In addition to supplying and configuring the Niche RMS software, Niche provided:

- A Niche project team that worked closely with the customer project team.
- Training in the use and configuration of the RMS software.
- Guidance in following Niche's project methodology.
- Other implementation assistance as required (e.g., assistance with reports and interfaces).

The Oregon State Police went live with Niche RMS in on February 19, 2013. Oregon is currently in discussions with other police investigative agencies in the state of Oregon to for a multi-jurisdictional Niche RMS data-sharing arrangement

Alaska DPS

Selected in 2009, go-live in 2012

Alaska DPS received business fit training in July 2010 and went live in January 2012. ADPS does full officer entry for officer cases. ADPS is using the majority of the application from officer entry, ACL, property, task workflow, case folder preparation, special investigations, and UCR collection.

Alaska performed a rolling go live. It took four trainers 8 months of full-time training to roll out the entire state. ADPS plans on being a multi-agency host site and bring on other police agencies in the state. In addition to supplying and configuring the Niche RMS software, Niche provided:

- A Niche project team that worked closely with the customer project team.
- Training in the use and configuration of the RMS software.
- Guidance in following Niche's project methodology.
- Other implementation assistance as required (*e.g.*, assistance with reports and interfaces).

The Alaska DPS finished state-wide training in August 2012 and is now working towards hosting other agencies.

OPP/OPTIC

Selected in 1999, go-live in 2000/2001

The Ontario Police Technology Information Cooperative (OPTIC) is believed to be the largest single operational data-sharing cooperative using one single system in North America. It is a multi-jurisdictional deployment supporting the Ontario Provincial Police (OPP) and 43 separate municipal police agencies in Ontario who all share a single installation of Niche RMS. Approximately 8,300 officers constitute the membership of the cooperative, including 5,500 in the Ontario Provincial Police (total of 10,000+ users, including non-sworn staff).

Note that this is a joint Niche RMS/Intergraph CAD installation.

This was a joint project shared by the OPP and OPTIC. The system includes RMS, Arrest & Booking, Reporting, Case and Records Management and interfaces to multiple systems. These included CAD, national Uniform Crime Recording (UCR) and CPIC (national central person register).

Niche was selected to provide the OPTIC system in 1999, replacing a legacy RMS that OPTIC had been using since the early 1990s. The system was rolled out to the OPP in 12 months and to the 43 Municipal agencies in 18 months. The need to accommodate the widely varying business practices of the member agencies was a key challenge in delivering Niche RMS.

The OPTIC delivery of Niche RMS provides a single system for information sharing between the 43 Municipal agencies and the OPP. Niche RMS has delivered the information-sharing capacity required by the Cooperative and the system has proved to be successful and effective in operational use.

Services: Niche RMS allows agencies to configure their business processes for their own requirements at the domain level, but still share information at the cooperative level. This is a major benefit. Each agency retains control of its own data and determines what data can be shared with other agencies without compromising the capability to share core information about people, locations, occurrences, *etc.* with other member agencies.

In addition to supplying and configuring the Niche RMS software, Niche Technology provided:

- A Niche project team that worked closely with the customer project team.
- Training in the use and configuration of the RMS software.
- Guidance in following Niche's project methodology.
- Other implementation assistance as required (*e.g.*, assisting with reports and interfaces).

Current Status:

Niche Technology continues to work with and support this installation. The OPP/OPTIC group continues to use up-to-date versions of the Niche RMS software.

Contract Dates:
Selected in 1999. All the 44 member agencies of OPTIC, including the 5,800 sworn members of the Ontario Provincial Police, have been in full production use of Niche RMS since September 2000; over 8 ½ years. Note that Niche has an ongoing support and maintenance relationship with OPTIC. Niche Technology provides ongoing support and regular upgrades based on consultation with the customer and the Canadian User Group.

Customer Comments:

"The Ontario Provincial Police went live on Niche Technology's incident and records management system in 9 months and deployed it to 8,225 employees in 18 months. Since then, Niche RMS has helped the O.P.P. improve the safety, effectiveness, and efficiency of their officers – in the field and in the office."

Gary Witherell, Chief Superintendent, OPP (ret.)

"We solved a sex crime cold case because the investigator was able to go back and search on occurrence characteristics in neighboring agencies. The occurrence took place on our previous [multi-agency] legacy system [but the legacy data was migrated into Niche]. After going live on Niche, the main suspect was found to be a person of interest in two nearby non-reportable occurrences with similar MO."

OPTIC Municipal Service

"...the ability to link different entities within a case file, or even between case files, has the potential to take an investigation one step further, increasing the possibility of a successful outcome to an investigation."

Maurice Pilon, Deputy Commissioner, Field and Traffic Services (ret.)

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.*
ii. *Must have a bachelor's degree.*
iii. *Must be able to demonstrate a minimum of five (5) years' project management experience.*
iv. *Though not required, Project Management Professional (PMP) certification from the Project Management Institute (PMI) would be a value-added qualification.*

Niche Response

For details of our approach to managing police RMS projects, please see *Niche Technology Project Methodology*, provided on page 93.

Niche Project-Specific Resources

Niche Technology provides the following on-site resources:

- A Project Manager available to the NSP for consultation, support, and activity coordination through the course of the project. The Niche Project Manager will support the NSP project in the following specific areas:
  - Initiation planning
  - Product subject matter expertise
  - Development
  - Data conversion
  - Business process re-engineering
  - Change management
  - Configuration management
  - Implementation

  Niche will select one of the following people as Niche Project Manager for this project, based on availability at the time the project begins: Donna Lloyd-Jones; Barb Jones. For CVs, please see below.

- A Training/Business Fit Analysis Manager who:
  - Trains Customer project staff on the use of the new RMS solution and provides training resources and time to facilitate a Train-the-Trainer approach.
  - Facilitates the business fit process, where the project teams must analyze the Niche

RMS software and assess which of their requirements can be met by configuring the existing application, and which requirements require application enhancements.

Niche will select one of the following people as Niche Training/Business Fit Analysis/Manager for this project, based on availability at the time the project begins: Donna Lloyd-Jones; Barb Jones. For CVs, please see below.

The Niche Project Manager will serve as the primary point of contact between Niche Technology and the Customer Project team. The Niche Project Manager will participate in weekly project meetings and conference calls as required.

Niche's Project Manager will be responsible for the core project management functions. On-site time is negotiated on an as-needed basis. Based on our experience with similar projects we expect the intensity of this activity to vary over time, where typically the Niche Project Manager will spend the most time on site during the initial phases of the project. Note that the Niche Project Manager is available to the customer at all times for the life of the project, whether on-site or not.

Related Roles Outside of the Project Team Structure

Niche Product Manager: The Niche Product Manager works closely with all levels of management and with all of the Niche project teams to organize and prioritize the development work that needs to be done to improve the Niche RMS software, configure it for particular customers, and to deliver updates and enhancements. The Niche Product Manager coordinates the work that needs to be done for multiple customers and provides direction to the software developers.

Niche developers (Development & Technical Support team): Niche employs a core team of experienced software developers who work closely with the Niche Product Manager to develop and configure Niche RMS. Related to the Niche project team, the Interface development lead and Data conversion lead are drawn from this group.

Niche Technology current employees: Niche Technology is extremely selective in the caliber of individuals invited to join its team. We employ a core group of professional staff who are carefully selected for both ability and attitude. We have been able to consistently attract and keep the best qualified developers; since 1992 Niche has seen zero developer staff turnover. As a result, Niche Technology can offer technical expertise and project experience that is directly relevant to this project. If Niche Technology is selected, your project will be handled by the same core team of Niche project managers and developers that have successfully implemented our other large installations.

See below for staff qualification profiles.

Niche Development Staff Qualification Profiles

For each of the roles listed below, Niche will supply a staff member with the specified experience and qualifications.

Project/Product Design Consultant

- PhD, MSc, and BSc in Engineering.
- 20 years of experience with Niche Technology, Inc.
- Over 20 completed projects.

Technical/Infrastructure Architect

- Computer Science degree.
- 10 years of experience with Niche Technology, Inc.
- Lead developer on multiple projects.
- Provided technical and infrastructure planning for over 10 projects.

Product Configurator

- 5 years of experience with Niche Technology, Inc.
- 25 years of policing experience, including 4 years as a Niche systems specialist.
- Over 10 completed projects.

Security/Compliance consultant

- Computer Science degree.
- 11 years of experience with Niche Technology, Inc.
- Security/Compliance consultant for all current projects.

Developer (integration support)

- Computer Science degree.
- 6 years of experience with Niche Technology, Inc.
- Developer (integration support) for all current projects.

Test Lead

- 4 years of experience with Niche Technology, Inc.
- Test lead on at least 2 projects.
- Tester on over 10 projects

Test Engineer

- 2 years of experience with Niche Technology, Inc.
- Tester on 3 projects.

Support Manager

- Computer Science degree.
- 10 years of experience with Niche Technology, Inc.
- Lead developer on multiple projects.
- Technical contact for all current projects except RCMP.

Support Engineer

- Computer Science degree.
- 7 years of experience with Niche Technology, Inc.
- Support Engineer for all current projects.

RESUME

DOCUMENTATION

REMOVED

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:	Oregon State Police
Customer Organizational Address:	4th Floor, 255 Capitol St NE, Salem, OR 97310
Customer Contact Person Name & Title:	Captain Tom Worthy
Customer Contact E-mail Address:	tom.worthy@state.or.us
Customer Contact Telephone Number (Office):	(503) 934-0266
Customer Contact Telephone Number (Cellular):	
Customer Contact Fax Number:	
Reference #2 Contact Information	
Customer Organizational Name:	State of Alaska, Alaska Department of Public Safety
Customer Organizational Address:	5700 East Tudor Road, Anchorage, AK 99507
Customer Contact Person Name & Title:	Ted Bachman
Customer Contact E-mail Address:	ted.bachman@alaska.gov
Customer Contact Telephone Number (Office):	(907) 269-0390
Customer Contact Telephone Number (Cellular):	
Customer Contact Fax Number:	
Reference #3 Contact Information	
Customer Organizational Name:	Ontario Provincial Police/Ontario Police Technology and Information Cooperative
Customer Organizational Address:	OPP HQ 777 Memorial Avenue, Orillia, ON L3V 7V3 Canada (Justice Technology Services)
Customer Contact Person Name & Title:	**OPP Contact:** S/Sgt Angie McCollum Telephone: 705 329-6109 Email: Angie.McCollum@ontario.ca

	OPTIC Contact: Sgt. P.A. (Phil) Bronson Telephone: (705) 329-6108 or (705) 826-0595 Email: phil.bronson@ontario.ca
Customer Contact E-mail Address:	See above.
Customer Contact Telephone Number (Office):	See above.
Customer Contact Telephone Number (Cellular):	
Customer Contact Fax Number:	

NICHE TECHNOLOGY INC.

Non-Consolidated Financial Statements

Year Ended July 31, 2012

(Unaudited)

Crawford Paterson Campbell & McNeill
CHARTERED ACCOUNTANTS

NICHE TECHNOLOGY INC.

Index to Non-Consolidated Financial Statements

Year Ended July 31, 2012

(Unaudited)

	Page
REVIEW ENGAGEMENT REPORT	1
FINANCIAL STATEMENTS	
Non-Consolidated Balance Sheet	2
Non-Consolidated Statement of Income and Retained Earnings	3
Non-Consolidated Statement of Cash Flows	4
Notes to Non-Consolidated Financial Statements	5 - 9
Non-Consolidated Sales *(Schedule 1)*	10
Non-Consolidated Cost of Sales *(Schedule 2)*	10
Non-Consolidated Administrative Expenses *(Schedule 3)*	10
Non-Consolidated Marketing Expenses *(Schedule 4)*	11
Non-Consolidated Occupancy Expenses *(Schedule 5)*	11

Crawford Paterson Campbell & McNeill
CHARTERED ACCOUNTANTS

REVIEW ENGAGEMENT REPORT

To the Shareholders of Niche Technology Inc.

We have reviewed the non-consolidated balance sheet of Niche Technology Inc. as at July 31, 2012 and the non-consolidated statements of income and retained earnings and cash flows for the year then ended. Our review was made in accordance with Canadian generally accepted standards for review engagements and, accordingly, consisted primarily of inquiry, analytical procedures and discussion related to information supplied to us by the Company.

A review does not constitute an audit and, consequently, we do not express an audit opinion on these non-consolidated financial statements.

Based on our review, nothing has come to our attention that causes us to believe that these non-consolidated financial statements are not, in all material respects, in accordance with Canadian accounting standards for private enterprises.

We draw attention to Note 3 to the non-consolidated financial statements which describes that Niche Technology Inc. adopted Canadian accounting standards for private enterprises on August 1, 2011 with a transition date of August 1, 2010. These standards were applied retrospectively by management to the comparative information in these financial statements, including the non-consolidated balance sheet as at July 31, 2011 and August 1, 2010 and the non-consolidated statements of income and retained earnings and cash flows for the year ended July 31, 2011 and related disclosures. We were not engaged to report on the restated comparative information, and as such, it is neither audited nor reviewed.

Crawford Paterson Campbell & McNeill

Victoria, British Columbia
January 17, 2013

Chartered Accountants

James Crawford, FCA* Kent Campbell, CA* Grant McNeill, CA* Lynda Mason, CA* David Paterson, FCA (retired)
400 - 1208 WHARF STREET, VICTORIA, B.C. CANADA V8W 3B9
TELEPHONE: (250) 386-1115 FAX: (250) 386-4797
* denotes incorporated

NICHE TECHNOLOGY INC.
Non-Consolidated Balance Sheet
July 31, 2012
(Unaudited)

	July 31 2012	July 31 2011	August 1 2010
ASSETS			
CURRENT			
Cash	$ 8,387,608	$ 8,394,596	$ 6,555,810
Accounts receivable *(Note 5)*	7,402,983	1,737,202	2,035,214
Income taxes recoverable	29,113	14,621	23,487
Prepaid expenses	18,635	18,434	22,292
	15,838,339	10,164,853	8,636,803
PROPERTY, PLANT AND EQUIPMENT *(Note 6)*	465,739	470,941	436,505
INVESTMENT IN SUBSIDIARY *(Note 7)*	2,229,481	2,216,576	2,178,788
	$ 18,533,559	$ 12,852,370	$ 11,252,096
LIABILITIES AND SHAREHOLDERS' EQUITY			
CURRENT			
Accounts payable and accrued liabilities *(Note 8)*	$ 934,905	$ 621,807	$ 754,729
Due to shareholders *(Note 9)*	79,867	644,985	88
Management bonuses payable	12,413,435	6,886,123	6,334,000
	13,428,207	8,152,915	7,088,817
FUTURE INCOME TAXES	12,740	18,850	15,303
	13,440,947	8,171,765	7,104,120
SHAREHOLDERS' EQUITY			
Share capital *(Note 10)*	20	20	20
Retained earnings	5,092,592	4,680,585	4,147,956
	5,092,612	4,680,605	4,147,976
	$ 18,533,559	$ 12,852,370	$ 11,252,096

ON BEHALF OF THE BOARD

____________________________ *Director*

____________________________ *Director*

The accompanying notes are an integral part of these non-consolidated financial statements

Crawford Paterson Campbell & McNeill
CHARTERED ACCOUNTANTS

NICHE TECHNOLOGY INC.
Non-Consolidated Statement of Income and Retained Earnings
Year Ended July 31, 2012
(Unaudited)

	2012	2011
NON-CONSOLIDATED SALES *(Schedule 1)*	$ 18,632,225	$ 12,580,446
NON-CONSOLIDATED COST OF SALES *(Schedule 2)*	3,885,254	3,493,673
GROSS PROFIT	14,746,971	9,086,773
OTHER INCOME		
Foreign exchange gains	122,194	40,446
Interest income	99,701	87,242
Subsidiary income	12,905	37,788
	234,800	165,476
EXPENSES		
Administrative expenses *(Schedule 3)*	380,030	383,218
Amortization	77,856	98,014
Management salaries	160,000	160,708
Marketing expenses *(Schedule 4)*	1,346,402	944,513
Occupancy expenses *(Schedule 5)*	32,264	88,119
	1,996,552	1,674,572
INCOME FROM OPERATIONS	12,985,219	7,577,677
MANAGEMENT BONUSES	12,413,435	6,886,122
INCOME BEFORE INCOME TAXES	571,784	691,555
INCOME TAXES (RECOVERY)		
Current	85,887	85,379
Future	(6,110)	3,547
	79,777	88,926
NET INCOME FOR THE YEAR	492,007	602,629
RETAINED EARNINGS - BEGINNING OF YEAR	4,680,585	4,147,956
	5,172,592	4,750,585
DIVIDENDS DECLARED	(80,000)	(70,000)
REFUNDABLE INCOME TAXES PAID	(26,587)	(23,265)
REFUNDABLE INCOME TAXES RECOVERED	26,587	23,265
RETAINED EARNINGS - END OF YEAR	$ 5,092,592	$ 4,680,585

The accompanying notes are an integral part of these non-consolidated financial statements

Crawford Paterson Campbell & McNeill
CHARTERED ACCOUNTANTS

NICHE TECHNOLOGY INC.
Non-Consolidated Statement of Cash Flows
Year Ended July 31, 2012
(Unaudited)

	2012	2011
OPERATING ACTIVITIES		
Net income for the year	$ 492,007	$ 602,629
Items not affecting cash:		
Amortization	77,856	98,014
Future income taxes	(6,110)	3,547
	563,753	704,190
Changes in non-cash working capital:		
Accounts receivable	(5,665,781)	298,012
Accounts payable and accrued liabilities	313,096	(132,920)
Income taxes recoverable	(14,492)	8,866
Prepaid expenses	(201)	3,858
Management bonuses payable	5,527,312	552,123
	159,934	729,939
Cash flow from operating activities	723,687	1,434,129
INVESTING ACTIVITIES		
Purchase of equipment	(72,652)	(132,452)
Investment in subsidiary	(12,905)	(37,788)
Cash flow used by investing activities	(85,557)	(170,240)
FINANCING ACTIVITIES		
Dividends paid	(80,000)	(70,000)
Refundable income taxes paid	(26,587)	(23,265)
Refundable income taxes recovered	26,587	23,265
Advances from (to) shareholders	(565,118)	644,897
Cash flow from (used by) financing activities	(645,118)	574,897
INCREASE (DECREASE) IN CASH FLOW	(6,988)	1,838,786
Cash - beginning of year	8,394,596	6,555,810
CASH - END OF YEAR	$ 8,387,608	$ 8,394,596

The accompanying notes are an integral part of these non-consolidated financial statements

Crawford Paterson Campbell & McNeill
CHARTERED ACCOUNTANTS

1. DESCRIPTION OF BUSINESS

The Company was incorporated under the laws of Manitoba in 1992. The Company develops specialized software applications involving databases, graphical user interfaces, networked systems, and digital imaging. Such software products include Police Mug Shot/Booking Systems, Police Records Management Systems, and Jails/Offender Management Systems. In order to develop new and innovative software applications, the Company also is involved in scientific research and experimental development activities.

2. BASIS OF PRESENTATION

The Non-Consolidated financial statements were prepared in accordance with Canadian accounting standards for private enterprises.

3. FIRST TIME ADOPTION OF ACCOUNTING STANDARDS FOR PRIVATE ENTERPRISES

During the year, the Company adopted accounting standards for private enterprises (ASPE). These financial statements are the first prepared in accordance with these standards. The adoption of ASPE had no impact on retained earnings as at August 1, 2010 or income and retained earnings or cash flows for the year ended July 31, 2011 as previously reported in accordance with pre-changeover Canadian generally accepted accounting principles.

4. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Changes in accounting policies - Accounting standards for private enterprises

With regard to the Company's transition from former Canadian generally accepted accounting principles (GAAP) to Canadian accounting standards for private enterprises (ASPE), the Company has made the following elections available under Canadian Institute of Chartered Accountants (CICA) Handbook Section 1500 of Canadian accounting standards for private enterprises:

Related party transactions

Handbook Section 3840, “Related party transactions”, specifies that certain related party transactions shall be measured at the carrying amount and some at the exchange amount. However, under Handbook Section 1500 of Canadian accounting standards for private enterprises, the Company is not required to restate assets or liabilities related to transactions with related parties when the related party transaction occurred prior to the date of transition to accounting standards for private enterprises. The Company has used this election.

(continues)

4. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Financial instruments

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale, or issue of financial instruments are expensed when incurred.

Investment in subsidiary

The Company's investment in Niche Technology UK Ltd., of which it owns 100% of the outstanding shares, is accounted for by the equity method. Accordingly, the investment is recorded at acquisition cost and is increased for the proportionate share of post acquisition earnings and decreased by post acquisition losses and dividends received. It is translated using the temporal rate method, as befits an integrated foreign operation.

Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated amortization. Property, plant and equipment are amortized over their estimated useful lives at the following rates and methods:

Buildings	4%	declining balance method
Computer equipment	30%	declining balance method
Computer software	100%	declining balance method
Office equipment	20%	declining balance method

One-half the annual rate is used in the year of acquisition.

Revenue recognition

The Company uses the percentage of completion method to recognize profit on the contracts in progress. To the extent progress draw billings, job by job, are in excess of the actual percentage completed, "deferred revenue" is recorded as a current liability. To the extent progress draw billings are less than the actual percentage completed, "accrued revenue" is recorded as a current asset to represent the value of contract work completed but not yet billed.

For all other types of revenue, the Company recognizes revenues when they are earned, specifically when all of the following conditions are met:

- services are provided or products are delivered to customers;
- there is clear evidence that an arrangement exists;
- amounts are fixed or can be determined;
- the ability to collect is reasonably assured.

(continues)

4. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Research and development

The Company annually incurs costs on activities that relate to research and development. It is the Company's policy to expense these costs as incurred.

Future income taxes

Income taxes are reported using the future income taxes method, as follows: current income tax expense is the estimated income taxes payable for the current year after any refunds or the use of losses incurred in previous years, and future income taxes reflect:

- the temporary differences between the carrying amounts of assets and liabilities for accounting purposes and the amounts used for tax purposes;
- the benefit of unutilized tax losses that will more likely than not be realized and carried forward to future years to reduce income taxes.

Future income taxes are estimated using the rates enacted by tax law and those substantively enacted for the years in which future income taxes assets are likely to be realized, or future income tax liabilities settled. The effect of a change in tax rates on future income tax assets and liabilities is included in earnings in the period when the change is substantively enacted.

Foreign currency translation

Accounts in foreign currencies have been translated into Canadian dollars using the temporal method. Under this method, monetary assets and liabilities have been translated at the year end exchange rate. Non-monetary assets have been translated at the rate of exchange prevailing at the date of transaction. Revenues and expenses have been translated at the average rates of exchange during the year, except for amortization, which has been translated at the same rate as the related assets.

Foreign exchange gains and losses on monetary assets and liabilities are included in the determination of earnings.

5. ACCOUNTS RECEIVABLE

	2012	2011
Trade accounts receivable	$ **7,392,206**	$ 1,735,966
QST receivable	**9,925**	-
HST receivable	**852**	1,236
	$ **7,402,983**	$ 1,737,202

6. PROPERTY, PLANT AND EQUIPMENT

	2012		2011	
	Cost	**Accumulated amortization**	Cost	Accumulated amortization
Land	**$ 48,907**	**$ -**	$ 48,907	$ -
Buildings	**319,107**	**107,958**	319,107	99,161
Computer equipment	**706,023**	**526,243**	641,320	463,059
Computer software	**104,185**	**104,185**	104,185	103,792
Office equipment	**91,952**	**66,049**	84,002	60,568
	$ 1,270,174	**$ 804,435**	$ 1,197,521	$ 726,580
Net book value	**$ 465,739**		$ 470,941	

7. INVESTMENT IN SUBSIDIARY

The carrying value of the Company's investment in Niche Technology UK Ltd. is broken down as follows:

	2012	2011
Share capital	**$ 2**	$ 2
Equity in earnings	**2,229,479**	2,216,574
	$ 2,229,481	$ 2,216,576

8. ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2012	2011
Trade accounts payable	**$ 371,728**	$ 79,978
Employee deductions payable	**43,625**	35,234
Wages payable	**519,552**	488,240
QST payable	**-**	18,355
	$ 934,905	$ 621,807

9. DUE TO SHAREHOLDERS

The amounts due to shareholders are unsecured, bear no interest, and have no specified terms of repayment.

10. SHARE CAPITAL

Authorized:
10,000 Class A common shares

		2012	2011
Issued:			
20	Class A common shares	**$ 20**	$ 20

11. RELATED PARTY TRANSACTIONS

The Company derives income from providing services to its wholly-owned subsidiary, Niche Technology UK Ltd., under normal commercial terms. During the year, the Company earned revenue of $6,751,026 (2011 - $5,167,491) from its subsidiary. These sales were made in the normal course of operations and are recorded at the exchange amount, which is the amount of consideration established and agreed to by the related parties.

As at year-end, trade accounts receivable included $275,713 due from Niche Technology UK Ltd. (2011 - $273,110).

12. FINANCIAL INSTRUMENTS

The Company is exposed to various risks through its financial instruments. The following analysis provides information about the Company's risk exposure and concentration as of July 31, 2012:

Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The Company is not exposed to any significant credit risk as its customers represent government institutions involved in law enforcement.

Currency risk

Currency risk is the risk to the Company's earnings that arise from fluctuations of foreign exchange rates and the degree of volatility of these rates. The Company is exposed to foreign currency exchange risk on cash, accounts receivable, and accounts payable held in foreign currencies. The Company does not use derivative instruments to reduce its exposure to foreign currency risk.

13. COMPARATIVE FIGURES

Some of the comparative figures have been reclassified to conform to the current year's presentation.

NICHE TECHNOLOGY INC.
Non-Consolidated Sales (Schedule 1)
Year Ended July 31, 2012
(Unaudited)

	2012	2011
Contract sales	$ **16,135,568**	$ 9,842,114
Maintenance income	**2,496,657**	2,738,332
	$ **18,632,225**	$ 12,580,446

Non-Consolidated Cost of Sales (Schedule 2)
Year Ended July 31, 2012
(Unaudited)

	2012	2011
Direct wages	$ **3,040,715**	$ 2,750,026
Employee benefits	**333,152**	307,507
Other	**99**	5,233
Training and user group	**511,288**	430,907
	$ **3,885,254**	$ 3,493,673

Non-Consolidated Administrative Expenses (Schedule 3)
Year Ended July 31, 2012
(Unaudited)

	2012	2011
Administration expense	$ **68,725**	$ 75,406
Charitable donations	**51,500**	106,125
Fees and permits	**2,766**	1,492
Insurance	**60,830**	65,676
Interest and bank charges	**14,330**	7,198
Office and sundry	**11,033**	18,365
Professional fees	**38,104**	35,717
Software maintenance	**80,185**	50,344
Telephone and fax	**52,557**	37,295
Wages and benefits (recovery)	**-**	(14,400)
	$ **380,030**	$ 383,218

The accompanying notes are an integral part of these non-consolidated financial statements

Crawford Paterson Campbell & McNeill
CHARTERED ACCOUNTANTS

Non-Consolidated Marketing Expenses *(Schedule 4)*
Year Ended July 31, 2012
(Unaudited)

	2012	2011
Advertising and promotion	$ 217,699	$ 231,898
Travel and office	330,946	179,523
Wages and benefits	797,757	533,092
	$ 1,346,402	$ 944,513

Non-Consolidated Occupancy Expenses *(Schedule 5)*
Year Ended July 31, 2012
(Unaudited)

	2012	2011
Municipal taxes	$ 11,230	$ 11,638
Office rent - Calgary	8,500	9,000
Rental revenue	(4,000)	(4,000)
Repairs and maintenance - building	4,244	59,787
Utilities	12,290	11,694
	$ 32,264	$ 88,119

The accompanying notes are an integral part of these non-consolidated financial statements

Crawford Paterson Campbell & McNeill
CHARTERED ACCOUNTANTS

4. TECHNICAL APPROACH

TECHNICAL APPROACH

In accordance with the instructions provided in the RFP document, we have provided answers to Form C, Requirements and Bidder Technical Response. We have provided basic answers to each question within the table, and followed each table with more extensive explanatory material. If further clarification is required for any subject or item, please contact us.

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.

__RS__ Accept (Initial) ______Reject (Initial) ______Reject (Initial), describe alternative in Row #____ of RFP Response Tables

A. PROJECT REQUIREMENTS/SCOPE OF WORK/BUSINESS REQUIREMENTS

Niche Technology comment

For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects.

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.

RS Accept (Initial) _______Reject (Initial) ______Reject (Initial), describe alternative in Row #____ of RFP Response Tables

B. PROJECT PLANNING AND MANAGEMENT

Niche Technology comment
For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects.

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)__RS__Reject (Initial), describe alternative in Row #____ of RFP Response Tables

C. PERFORM IMPLEMENTATION

Niche Technology comment

Niche is proposing an alternative implementation project methodology.

Niche has developed a standard Niche RMS implementation project methodology for configuring and delivering our Commercial off-the-shelf (COTS) RMS to customers. This approach is based on the lessons we have learned during the successful implementation of approximately 25 projects with a combined sworn officer strength of more than 65,000 in Canada, the UK and Australia over the past 8 years. ***We have never had a project fail.***

COTS software projects differ from custom software development projects in ways that significantly affect the development and implementation process. The COTS process is not as complicated as designing a completely new system, but neither is it as easy as simply buying a product, plugging it in and flipping a switch. In custom software development, none of the software exists at the start of the project. A lot of time and effort goes into analyzing requirements and discussing what to develop, how to develop it and what business processes must change as a result. All functionality must be planned, developed, tested and implemented.

With a COTS product like Niche RMS, the majority of this work has already been done and the application is already in production. Most of the software already exists at the start of the project. A project methodology is required, but the methodologies commonly used for custom software development are not the most efficient or effective for a COTS software configuration and deployment project.

Changing the standard Niche RMS implementation project methodology to the model that Nebraska is requesting would add needless risk and complexity. As an alternative, we are requesting that we be permitted to propose the proven Niche RMS implementation project methodology to Nebraska.

The approach to division of roles between Niche and the customer is straightforward. Here is a summary of Niche's and customer's core roles:

1. **Niche:** deliver end-to-end functional and technical knowledge transfer of Niche RMS to the customer. This is an ongoing process over the lifetime of the project.
2. **Customer:** set up hardware/software for test, training and production Niche RMS environments.
3. **Customer:** perform business process analysis and Niche RMS business fit/gap analysis. Niche supports this process by providing system knowledge and experience from other projects.
4. **Customer/Niche:** perform functional configuration of Niche RMS system. The customer provides the business knowledge and Niche provides the Niche RMS system knowledge.
5. **Customer/Niche:** specification of COTS product enhancements required to meet the customer's business needs. The customer provides the business knowledge and Niche provides the Niche RMS system knowledge.
6. **Niche:** configuration/enhancement of Niche RMS application to incorporate changes defined through (4), (5).
7. **Niche/Customer:** perform data conversion. Typically the customer would provide an ex-

tract of the data and would work with Niche to develop a detailed mapping for where the data should go in the Niche RMS data model. Niche would create the conversion scripts and the customer would be involved in testing of the conversion.

8. **Niche:** interface development. The customer provides access to the systems on the other side of the interfaces for development and testing.
9. **Customer/Niche:** interface testing.
10. **Niche:** Testing of the customer's Niche RMS configuration and application enhancement changes
11. **Customer:** Testing of overall Niche RMS operation, including business-level testing against SPVM business processes.
12. **Customer/Niche:** planning for go-live, cutover strategy.
13. **Customer:** Training material development. Niche provides base/sample material.
14. **Niche:** Train-the-trainer training
15. **Customer:** End-user training

Although our project approach transfers some significant project roles to the customer, it will result in a lower cost, lower risk and better outcome. Our approach to implementation allows Niche to focus on its core function: the delivery of its COTS RMS product, configured and enhanced for the project, and Niche RMS knowledge transfer to the customer. It allows the customer to focus on implementation tasks for which they have existing expertise because of their understanding of their internal business processes and technical environment.

The net effect on the number and type of customer project personnel required to use the Niche project methodology is not large. We have had large police agencies implement Niche RMS with as few 15 project team members (peak number of full-time members, West Yorkshire Police with 5,600 officers).

The reason our approach is more cost efficient and effective is that the amount of knowledge transfer required to give the customer a very strong understanding of Niche RMS *is far, far smaller* than the knowledge transfer that would be required to allow Niche to fully understand SPVM business processes. Also, it is crucial that the customer has a very strong functional and technical understanding of Niche RMS at the end of the project anyway, and our process naturally achieves this critical objective over the course of the project.

We understand that the objective behind the customer's project approach is to ensure a successful implementation of a new RMS system. Nebraska's approach is to give the RMS vendor control over substantial parts of the project, because the RMS vendor is the expert with its own system and therefore the one that can assure that the project goes well. In proposing an alternate project methodology we've taken this idea one step further: Niche is also the expert in defining the project roles and responsibilities that will ensure a successful Niche RMS implementation because we have done it approximately 25 times.

For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93.

Niche Technology would like to discuss this area in more detail to ensure that areas of responsibility are well understood by both project teams.

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.

Niche Technology comment

Note that Niche is proposing an alternative to this item. For details, please see the *Niche Technology – Sample Acceptance Procedures* section provided on page 120.

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

Niche Technology comment

Niche Technology has a sample production move/cutover plan that can be used as a starting point for the agency's actual production move/cutover plan. Niche does not take ownership of the plan. The plan is the agency's responsibility with consultation from Niche.

For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects. Niche Technology would like to discuss this area in more detail to ensure that testing and areas of responsibility are well understood by both project teams.

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.

Niche Technology comment

Niche Technology is proposing an alternative. For a detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects. Niche Technology would like to discuss this area in more detail to ensure that testing and areas of responsibility are well understood by both project teams.

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.

> **Niche Technology comment**
>
> Note that Niche is proposing an alternative to this item. For details, please see the *Niche Technology – Sample Acceptance Procedures* section provided on page 120.

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.

> **Niche Technology comment**
>
> Niche Technology is proposing an alternative. For a detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects. Niche Technology would like to discuss this area in more detail to ensure that testing and areas of responsibility are well understood by both project teams.

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.

Niche Technology comment

Niche Technology is proposing an alternative.

Niche Technology has a sample training plan that can be used as a starting point for the agency's actual plan. Niche does not take ownership of the plan. The plan is the agency's responsibility with consultation from Niche.

For a detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects. Niche Technology would like to discuss this area in more detail to ensure that testing and areas of responsibility are well understood by both project teams.

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)__RS__Reject (Initial), describe alternative in Row #____ of RFP Response Tables

D. WARRANTIES

Niche Technology comment

Note that Niche Technology's warranty applies only to software supplied by Niche Technology. We have provided a sample of our standard Service Level Agreement on page 124. We use this agreement as the basis for Niche RMS Warranty and Maintenance. Based on our assessment of the material below, we are confident that an agreement can be reached as part of standard contract negotiation.

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)__RS__Reject (Initial), describe alternative in Row #____ of RFP Response Tables

E. PROVIDE MAINTENANCE

Niche Technology comment

Note that Niche Technology's maintenance agreement applies only to software supplied by Niche Technology. Also note that we would be agreeing to 99.5% uptime, as per addendum 2.

We have provided a sample of our standard Service Level Agreement on page 124. We use this agreement as the basis for Niche RMS Warranty and Maintenance. Based on our assessment of the material below, we are confident that an agreement can be reached as part of standard contract negotiation.

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)**__RS__**Reject (Initial), describe alternative in Row #**____ **of RFP Response Tables**

Niche Technology comment

Niche Technology provides Tier 3 support only. Tier 3 calls for system support go to the Niche Technology help line, or to the on-call personnel, as appropriate. Niche is responsible for ensuring prompt resolution as outlined in our standard Service Level Agreement.

We have provided a sample of our standard Service Level Agreement on page 124. We use this agreement as the basis for Niche RMS Warranty and Maintenance. Based on our assessment of the material below, we are confident that an agreement can be reached as part of standard contract negotiation.

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/compliant 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.

__RS__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.

Niche Technology Project Methodology

The Niche Technology business model is to work in close partnership with customer project teams and staff before, during and after the project. We have developed a project management methodology that we have found works well for implementing a Niche RMS system. This section outlines project teams and team roles, and standard project phases.

Software development lifecycle

Niche Technology employs a standard project methodology for implementing and configuring Niche RMS to meet customer requirements. Briefly, Niche RMS is a COTS (Commercial Off-the-Shelf) software product, which means that is an existing software application that has already been developed and fully tested. Because of this, standard software development methodologies do not apply. Instead, Niche has developed a COTS project methodology that focuses on configuring the existing software product to meet the requirements of a particular police agency.

Niche RMS uses a flexible configuration layer to provide fine-tuned control over most product features, behavior and appearance. This allows us to provide customers with a custom fit while using a common software code. All Niche customers use the same software source code regardless of which jurisdiction they are in and none of them have one-off customizations.

When a customer has core operational requirement that cannot be met by configuration, Niche adds the new feature as a functional enhancement (programming) – but not as a one-off change for a single customer. When Niche adds a new feature, we add it to the common software code, and control it using configuration parameters (*i.e.*, it can be turned on or off, and configured using parameters). New features become part of the base software, and all Niche customers are given the option of using it.

Essentially, Niche does not make customization changes to its core software – we add the features required to meet "custom" requirements, and control them through configuration parameters that become available to all customers. Also note:

- New releases of the software do not override a customer's existing configuration – all current options, features and behavior will continue to be supported.
- New releases of the software include the code for all product enhancements that have been added for any Niche customer. Existing customers can choose whether or not to use the new feature because it can be turned on or off using configuration parameters. No one is forced to use a new feature that they don't want.

Enhancements are included as part of the standard Niche site license and ongoing annual maintenance. We do not charge separately for product enhancements. Proposed enhancements are carefully scrutinized to ensure that they fit within the existing COTS application. In some instances, proposed enhancements are declined as they are a mismatch or conflict with some existing functionality. Niche makes every effort to be reasonable with agreeing to implement proposed enhancements.

Overview of the Methodology

Niche Technology has installed dozens of public safety Records Management Systems. Our customers include the largest public safety data-sharing cooperative in the world, a national police service and numerous other large installations. Niche Technology's standard Niche RMS implementation project methodology is derived from our experience in working with all of these customers. Niche uses a seven-phase project methodology, describe below. Note that each of the seven phases represents groups of activities sorted by type – the time span for performing one phase usually overlaps with activities identified in the next phase and beyond.

Typical Project Duration: A typical Niche RMS implementation project takes 9 - 14 months, from project initiation to the initial release, depending on the availability of appropriate customer personnel. Project timelines may also be affected by the size of the organization, the amount of process change required, the amount of application configuration and enhancements needed, the complexity of data conversion, the rollout options chosen by the customer and by the number of interfaces involved. For example, some customers choose to provide an initial release of part of the application functionality, with further releases over time that add more functionality. We can provide more information on approaches to production rollouts, on request, and discuss the best method for the State of Nebraska.

Phase I Project Initiation and Planning

Typical Duration: 45 days

Niche Technology and the Police Agency review the details of the project, and make clarifications where necessary. The two teams review, at a minimum:

(1) Niche Technology's proposal, which serves as a statement of work (SOW),
(2) Contract deliverables/milestones,
(3) Overall contract,
(4) Project Plan,
(5) Project team structure for both the agency and Niche Technology, and
(6) Project administration, communication and reporting procedures.

Requirements may be reviewed and changes may be made to the milestone schedule, project team organization, or to other contractual documents as negotiated. On-site time for the Niche project manager is negotiated at this stage as part of the overall project plan. There is also a technical review to ensure that the Police Agency and Niche Technology arrive at a mutual understanding of the proposed system and the items being supplied by both parties. *The goal is for both teams to come out of this process with a complete and detailed understanding of what needs to happen to make the project succeed.*

Phase I Niche and Customer project team responsibilities:

Activities	Responsibility	Comments
Review of the following: • SOW • Contract deliverables/ milestones, • Overall contract, • Project plan, • Project team structure for both Customer and Niche, • Project administration, communication and reporting procedures, • Project charter/governance • Change/ticket management.	Customer / Niche	There is a review to ensure that the Customer and Niche arrive at a mutual understanding of the proposed system and the items being supplied by both parties. The goal is for both teams to come out of this process with a complete, detailed understanding of what needs to happen to make the project succeed.

Phase II Knowledge Transfer & Business Process Analysis

Typical Duration: 9 months (runs parallel to all other subsequent phases).

During this phase, Niche helps the Police Agency to install an un-configured version of the Niche RMS at a customer site. Niche provides standard system documentation for this initial installation version, including Installation, Administration and User guides. Niche provides on-site, classroom training for the police project team, covering end-to-end Niche RMS functionality.

Once this training is complete, the police project team must review all relevant existing business processes and document "will be" business processes using Niche RMS (*i.e.*, "after implementation, the new business process will be..."). This review may result in additional requirements being added to the SOW, via change request. End user training structure is defined, training materials are prepared and tested, and end user training is scheduled and run.

Phase II Niche and Customer project team responsibilities:

Activities	Responsibility	Comments
Delivery and installation of base system	Customer / Niche	Niche helps the Customer to install a base version of Niche's RMS at a Customer site. Performed by Niche and a Customer technical support person.
Provision of standard system documentation	Niche	Niche provides standard system documentation and on-site, classroom training for the project team, covering end-to-end system functionality.
Onsite, classroom style training for agency project team.	Customer / Niche	Niche provides training on end-to-end system functionality for the customer project team.
Technical training – delivered as needed	Niche	Performed remotely by Niche.
Project team reviews existing business processes and documents new business processes	Customer with Niche support	Customer project team members begin to review existing business processes and start documenting "will be" business processes using the system (*i.e.*, "after implementation, the business process will be...").
Identification of issues, gaps and decision on how to deal with them	Customer / Niche	The project team review of business processes may result in additional requirements being added to the SOW via change order.
Definition of end user training, preparation and testing of training materials	Customer with Niche support	End user training structure is defined and training materials are prepared and tested. End user training is scheduled and performed.

A note on business process change methodology

Every large systems project, such as the implementation of a new Records Management System, inevitably means that business processes will need to change. As part of our standard project methodology, Niche supports the police project team in carrying out a complete review and analysis of their existing business processes. This phase is designed to allow the police to assess and document what the current and new business processes are, and make plans to smoothly transition to the new business processes.

Successful change management involves careful assessment and clear documentation of the business processes, an understanding of risk management, both identifying risks and pursuing solutions to them, and clear ongoing communication. Niche Technology has a great deal of experience in this area, based on our involvement with more than 25 large police RMS projects. We have seen first-hand what works and what doesn't. We would be happy to discuss this area in more detail, at your convenience.

Business process re-engineering
All Niche RMS implementations have seen business processes re-engineered during the implementation project. Business processes change is typically driven by two factors. First, use of a new application allows business processes to be clarified and streamlined. Second, an organization wide review of business processes as part of the implementation project gives the agency the opportunity to identify long existing, inefficient business processes.

This project methodology will allow the agency to match Niche RMS to their business processes. During the implementation project, the Niche RMS is configured (with no custom programming) to support a customer's desired business processes. At the same time, as the police project team and end-users become more familiar with Niche RMS, police agency business processes can be clarified, documented and streamlined. All Niche RMS customer implementations have seen business processes re-engineered using the general system capability as a tool in that process. This can be suitably supported by using the embedded workflow tools in Niche RMS to standardize business processes across a policing organization. Note that all business process re-engineering must be considered within the context of overall management of risk. We can provide more information on Risk Management on request.

Phase III Application Configuration

Typical Duration: 7 months (runs parallel to other phases, especially Phase II).

Niche Technology configures the RMS application based on the results of the business process analysis performed in Phase II, using standard Niche configuration procedures. At a minimum, Niche RMS configuration typically includes:

- Defining pick-list options and terminology for windows, fields, labels, menus, buttons, error messages, and so on (client application-wide);
- Defining business rules, ID number formats and other system defaults;
- Building end user roles based on Police Agency specifications;
- Creating system name/branding/restricted use warnings.
- There are many configurable options. Some are configured by Niche in response to customer requirements; others can be set up and maintained by customer system administrators. We have provided detailed information on configurable options in *Configurable Options in Niche RMS* on page 108.

This phase continues with other software deliveries until the complete system is in place, as defined in the contract. This phase may remain open as additional pieces are put in place during the project. Typically, the application configuration is provided to the customer in up to three iterations. Niche continues with configuring the RMS system, developing items from the SOW, developing interfaces in preparation for installing the configured application at customer sites. All enhancements are prioritized.

Interfaces are developed during this phase and must be clearly specified to ensure accurate coding. For each external system at the other end of an interface, the Police Agency must provide system definitions, documentation and, where needed, access to allow Niche Technology to communicate with the external system in the manner proposed.

Data conversion is also performed at this time, if required. The Police Agency assesses legacy data, provides sample data to Niche and assists with mapping legacy data to Niche RMS. Niche develops data conversion scripts which are tested against the legacy data.

Phase III Niche and Customer project team responsibilities:

Activities	**Responsibility**	**Comments**
Define pick-list options and terminology for windows, fields, labels, menus, buttons, error messages, *etc.* (application-wide).	Customer with Niche support	
Define business rules (*e.g.*, mandatory fields), ID number formats and other system defaults	Customer with Niche support	
Build end-user roles based on Police Agency specifications	Customer with Niche support	
Configure Word document templates and other printed output	Customer with Niche support	
Define Access Control Lists	Customer with Niche support	
Define and load organization hierarchy and unit members	Customer with Niche support	
Determine security, and creating system name/branding/restricted use warnings	Customer with Niche support	
Technical configuration	Niche	Niche configures the RMS system, develops SOW items and interfaces to prepare for installing the configured application at a customer site. This phase continues until the complete system is in place.
Implementing customer pick-lists, label changes, application branding, business rules	Niche	Application configuration is usually provided in three iterations as agreed by both parties. This phase may remain open as additional pieces are put in place during the project. All enhancements are carried out on a prioritized basis.
Development or configuration of existing interfaces which include but not limited to: • CAD	Customer / Niche	Interfaces are developed during this phase and must be clearly specified to ensure accurate coding.

• ESRI		
Data conversion	Customer / Niche	Data conversion is performed at this time if required. The customer must assess and prioritize the legacy data, provide sample data, cleanse the legacy data and assist with mapping legacy data to the system. Niche develops data conversion scripts which are tested against the legacy data. Customer is responsible for testing converted data and documenting any issues. Reports issues clarified and fixes delivered.
Niche internal technical testing: testing for stress/ penetration, volume, security and functionality to be performed as follows: • Developer testing performed during development. • Developer cross-testing, where other developers not involved with a particular ticket verify the work that was done. • Testing by Niche's project support staff prior to delivery to customer.	Niche	Any discrepancies found during these test stages will result in a new ticket being generated or a reopening of the original ticket, depending on the nature of the problem.
Testing: testing for stress/ penetration, volume, security and functionality to be performed: • Customer prototype and acceptance testing.	Customer	Any discrepancies found during these test stages will result in a new ticket being generated or a reopening of the original ticket, depending on the nature of the problem.

Change requests during and after the project

All work to be performed on the Niche RMS application is broken down into a series of tickets, each of which is assigned a unique reference number. The tickets range from small application improvements and bug fixes to large customer-specific configuration changes and enhancements. The tickets are prioritized by the customer based on their business impact, the customer's scheduling requirements and the availability of the most suitable Niche development staff for each job.

When the changes resulting from a ticket are committed to the source code control system, the commit comments include the ticket number, allowing each change to be tracked back to the original ticket that generated it and to the related customer and business requirement. The work done is also summarized in the ticket and is used to produce release notes for the change. One of the benefits of this approach is that the ticket numbers in the commit comments make it possible to identify areas of the system that require specific testing to ensure that the changes did not introduce bugs or unexpected behavior. As well, they make it possible to inform customers of any additional changes that will be introduced into the system as the result of installing a patch.

Testing

Testing is usually done in five stages:

1. Developer testing performed as part of the development process.
2. Developer cross-testing, where other developers not involved with a particular ticket verify the work that was done.
3. Testing by project support staff prior to delivery to the customer.
4. Customer prototype and acceptance testing, either by a single customer or cooperatively through the user group.
5. Beta testing, where one or a few customers put new functionality into production prior to wide-spread installation.

Any discrepancies found during these test stages will result in a new ticket being generated or a reopening of the original ticket, depending on the nature of the problem. We can provide more information on test and acceptance procedures on request.

Phase IV Hardware Configuration

Typical Duration: 3.5 months.

Niche and the Police Agency work together to generate a hardware specification for production, including server and client workstations. Once this specification is complete, the Police Agency orders, installs and configures the hardware, with assistance as necessary from Niche.

Phase IV Niche and Customer project team responsibilities:

Activities	Responsibility	Comments
Develop hardware specification	Customer / Niche	Niche and the customer technical lead work together to generate a production hardware specification including server and client workstations.
Order/ install/ configure / and test hardware	Customer	Once the specification is complete, the customer orders and installs and configures the hardware, with assistance as necessary from Niche.

Phase V Cutover Preparation

Typical Duration: 5.5 months

Niche and the Customer develop and finalize a Cutover Plan to map a closure to RMS system implementation. This plan explains how the system will be placed into live operation. This plan must be mutually approved. Note that there are a number of approaches to implementation – the customer must assess their own business needs and workflow, and select an implementation style that will work best for them. We can provide more information on approaches to production rollouts, on request.

The Acceptance Test Plan (ATP), which defines the functional testing methodology for the project, is created at this stage. It is important that the ATP be developed and exercised, and that the documented test results are accepted by the Police Agency after a successful test. The recommended ATP uses a set of scenarios that cover major operational RMS functions. Other means of testing can be used, if appropriate and jointly agreed to by the Police Agency and Niche Technology. We can provide more information on test and acceptance procedures on request.

Release preparation is undertaken to ready the agency for use of Niche RMS in production. The Niche RMS client application is rolled out to all workstations and all other technical preparations, such as disaster recovery, are completed. Support levels are put in place and tested. Trainers are identified. Training plans is written. Training materials developed to match business processes and training environments are prepped and configured in this stage.

Phase V Niche and Customer project team responsibilities:

Activities	Responsibility	Comments
Develop and finalize go-live plan	Customer with Niche support	Niche and the customer develop and finalize a mutually approved go-live plan to map a closure to system implementation. The plan explains how the system will be placed into live operation.
Develop and execute Customer Acceptance Test Plan (ATP)	Customer with Niche support	The ATP is developed and exercised. The recommended ATP uses a set of scenarios that cover major operational System functions. Other means of testing can be used, if appropriate and jointly agreed to by the customer and Niche. The documented test results must be accepted by the customer after successful testing has occurred.
Training preparation, readiness and delivery	Customer	Customer prepares and delivers end user training.
Release preparation	Customer	Release preparation is undertaken to ready the agency for use of the system in production. The system is rolled out to all workstations and all other technical preparations, such as disaster recovery, are completed. Support levels are put in place and tested.

Phase VI Cutover

Typical Duration: 1-3 days, depending on the data conversion process.

The Niche RMS is put into production at the Police Agency.

Phase VI Niche and Customer project team responsibilities:

Activities	Responsibility	Comments
Go-live	Customer / Niche	The system is put into production at customer sites.

Phase VII Project Wrap-up and Ongoing System Support

Project wrap-up activities take place after acceptance and cutover. Typical activities include:

- Resolving system issues identified at the conclusion of acceptance testing and prior to cutover.
- Resolving any outstanding invoices or credits associated with the project implementation.
- Initiating warranty/maintenance.

The Niche Technology Project manager reviews the subsequent system support procedures with the Police Agency. Contracted maintenance begins after the system goes into live operation. With large systems, this may occur in a phased approach to better enable a Police Agency to manage the changes taking place. Maintenance begins for each portion as major portions of the contract go into service.

Tier 3 calls for system support go to the Niche Technology help line, or to the on-call personnel, as appropriate. Niche is responsible for ensuring prompt resolution as outlined in the Service Level Agreement.

Phase VII Niche and Customer project team responsibilities:

Activities	Responsibility	Comments
Project wrap-up and review of ongoing system support	Customer / Niche	The Niche Project Manager reviews the planned system support procedures with the customer.
Resolving system issues that were identified as a result of acceptance testing prior to cutover but that were waived for go-live.	Customer / Niche	These may be minor issues that did not halt go-live but that need to be resolved after go-live and should be done in a timely.
Resolving outstanding invoices or credits associated with project implementation.	Customer / Niche	
Initiating warranty / maintenance.	Niche	Contracted maintenance begins after the system goes into live operation. With large systems, this may occur in a phased approach to better enable the customer to manage the changes taking place.

Project Management Conclusion

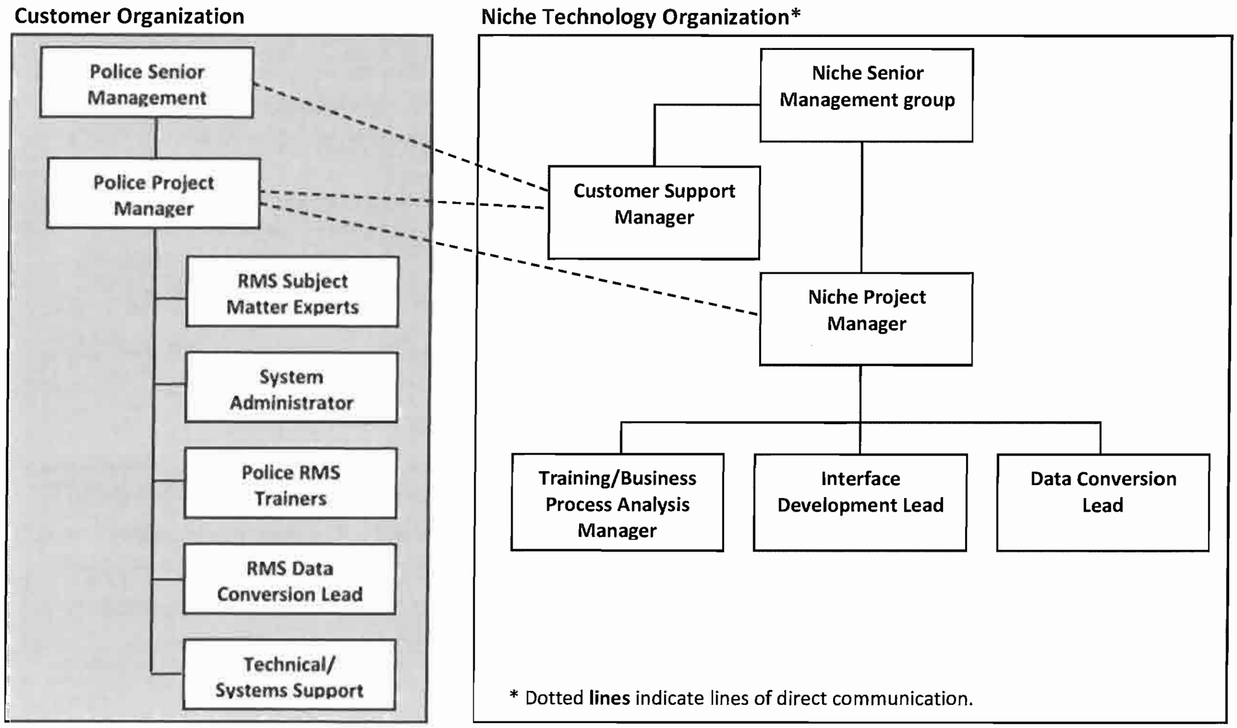
From initiation to completion of each project, Niche Technology project managers employ project management procedures that form a partnership between Niche Technology and the Police Agency. This partnership ensures a mutual understanding and agreement of the tasks to be completed and the schedule to be observed. These procedures also require that we work with the police agency to establish the correct organizational structure for the project, identify and commit the proper resources for the project, and establish the proper authority and accountability for the project.

Niche project planning methods document the project so that there are no false starts or wasted effort. The Implementation Plan and Project Schedule are maintained throughout the project; this provides the baseline description against which project direction and status can be judged. The plan is also an outline for future work and can be used to minimize the impact of future changes

Niche Technology project managers employ project control methods that synchronize the project with the contract. Good management control, deliverable product control, and technical reviews are the keys to successful project control. The Niche project manager also holds management reviews to help ensure that the project is properly focused on meeting the proposed functionality and delivering a quality system. Project monitoring, status reports, and project material form a complete record of the project's history.

Project Team Structure/Internal Controls

Niche Technology employs a skilled team of professional staff who all have extensive experience with Niche RMS projects. As a result, Niche can offer technical expertise and project experience that is directly relevant to this type of project. Once a team has been assigned, the same core team of Niche project managers and developers stays involved in all stages of a customer project. The chart below shows our functional organization and typical relationship with customer organizations. Project managers report directly to senior management and have full control over all resources required to implement a project.



Niche Technology Project Team Roles

Niche Senior Management group	Niche's senior managers have complete and extensive knowledge of the entire system. They provide direction and advice to Niche team members and deal with project or development issues requiring escalation above the level of Project Manager.
Customer Support Manager	Acts as liaison between Niche Technology and new and existing customers. This person's main function is to make sure that customer concerns are being met in a timely fashion. The Customer Support Manager maintains a long-term relationship with customers, both during and after the project. The Customer Support Manager also works with the Niche User Group and sub-groups.
Niche Project Manager	Niche Project Managers have a thorough knowledge of the Niche system and extensive experience in managing Niche implementation projects. Niche assigns an experienced Project Manager to each customer; the same Project Manager remains associated with the project and available to customers on a long-term basis. Specific duties: • Responsible for all Niche project performance from end-to-end, including

	planning, organizing, managing, and controlling all aspects of the project to ensure that project tasks are performed according to the approved project schedule. • Reviews the proposal and final contract internally and with the Police Agency Project Manager. • Directs the project as the Niche Technology primary contact. • Coordinates the project kickoff meeting. • Reviews the initial project schedule. • Identifies any known items that may impact the availability of resources during the project lifecycle. • Reviews requirements for interfaces and data conversion. • Reviews and schedules training requirements. • Resolves any discrepancies or conflicts. • Initiates project reporting and filing systems. • Establishes project change order procedures. • Responds to Police Agency inquiries and performs status reporting. • Gets written clarification of Police Agency change requests for interfaces and other custom development before establishing development schedule. • Monitors critical schedules such as project-specific development. • Initiates and processes requests for quotes. • Processes contract change orders. • Coordinates Niche Technology logistics for on-site activities. • Researches alternatives and sources for any contract changes.
Training/Business Process Analysis Manager	This person provides Niche technical and functional training to customer project teams and supports ongoing knowledge transfer. The Training/Business Process Analysis Manager is very experienced in assisting customers through the business analysis and product configuration process, where customers must specify what changes need to be made to the Niche software to ensure that it meets their needs. Specific duties: • Provides knowledge transfer of the functional aspects of the Niche RMS application to the Police Agency project team. • Provides ongoing functional support to the project team as business processes are being re-defined. • Assists with developing training plans and materials. Responsible for developing and implementing functional enhancements. Functional enhancements are driven from the content of the SOW. • Responsible for implementing application configuration changes.
Interface Development Lead	A Niche developer responsible for developing system interface software, including design, development, testing, installation, and support as needed.
Data Conversion Lead (where required)	A Niche developer responsible for developing data conversion procedures, working with the Police Agency RMS Data Conversion Lead to extract the data and provide advice.

Niche resources

The Niche Project Manager will serve as the primary point of contact between Niche Technology and the Customer Project team. The Niche Project Manager will participate in weekly project meetings and conference calls as required.

Niche's Project Manager will be responsible for the core project management functions. On-site time is negotiated on an as-needed basis. Based on our experience with similar projects we expect the intensity of this activity to vary over time, where typically the Niche Project Manager will spend the most time on site during the initial phases of the project. Note that the Niche Project Manager will be available to the customer at all times for the life of the project, whether on-site or not.

Niche Technology will provide the following on-site resources:

- A Project Manager available to the Customer for consultation, support, and activity coordination through the course of the project. The Niche Project Manager will support the Customer project in the following specific areas:
  - Initiation planning
  - Product subject matter expertise
  - Development
  - Data conversion
  - Business process re-engineering
  - Change management
  - Configuration management
  - Implementation
- A Training/Business Fit Analysis/Manager who will:
  - Train Customer project staff on the use of the new RMS solution and provide sufficient training resources and time to facilitate a Train-the-Trainer approach.
  - Facilitate the business fit process, where the project teams must analyze the Niche RMS COTS software and assess which of the customer's requirements can be met by configuring the existing application, and which requirements will require application enhancements.

Related roles outside of the project team structure

- **Niche Product Manager**: The Niche Product Manager works closely with all levels of management and all project teams to organize and prioritize the development work that needs to be done to improve the Niche RMS software, configure it for particular customers, and to deliver updates and enhancements to customers. The Niche Product Manager coordinates the work that needs to be done for multiple customers and provides direction to the software developers.
- **Niche developers (Development & Technical Support team):** Niche employs a core team of experienced software developers who work closely with the Niche Product Manager to develop and configure Niche RMS. Related to the Niche project team, the Interface development lead and Data conversion lead are drawn from this group.
- **Niche Technology current employees:** Niche has a solid reputation in the technical community as a company with very high standards. This, coupled with ongoing encouragement for excellence within our development team, has allowed Niche to be extremely selective in the caliber of individuals invited to join its team.

Recommended Police Agency Project Team Roles

Police Agency team member responsibilities are summarized in the table below. These recommendations are based on our experience with similar police RMS projects. Note these are roles and not necessarily full-time individuals on the project team. Some roles may be performed on a part-time basis by a member of staff.

Police Senior Management (Program Board/ Steering Committee)	• The Program Board is the vehicle for ensuring high-level organizational commitment to the project and should be populated with the appropriate internal appointments. It should be chaired by the Project Sponsor who will be the most senior person in the organization responsible for delivering the complete program of work. • This group is highly visible; it demonstrates the importance of the project to the rest of the organization, and the commitment of the most senior staff to a successful outcome. • Functions separately from usual organizational control structures. • Is committed to the project and prepared to make project delivery decisions that do not require ratification or referral to other groups. • Meets every 4-to-6 weeks throughout the project lifecycle.
Police Project Manager	• This is a full time role. • The Police Agency's single point of contact with Niche. • Has the authority, knowledge and responsibility to make day-to-day project-related decisions. • Coordinates activities of Police Agency personnel and resources. • Provides sufficient resources to implement operational system use. • Secures contract change approvals as required. • Manages communications strategy and manages program office. • Responsible for planning, monitoring progress of delivery, risk identification and risk mitigation / control, sign off and acceptance and hand over to post implementation support structures.
RMS Subject Matter Experts	• Personnel who can provide required Police Agency information, such as specifications, business processes, and data definitions. • Their role is to understand existing business process, become functional experts in the new system, define new business process and describe how the new RMS functionality should be used as-is / configured, or enhanced to meet operational needs. • Should include the following: Records and Statistical Business Expert, Investigation Business Expert, Intelligence Business Expert, and Property Business Expert. • Must be available to support design discussions and answer questions on interfaces, data conversion/data fields and workflows. • Responsible for adapting existing police business processes and defining new business processes to be followed on the Niche RMS system. This is supported by the Niche Business Process Analysis Support Lead.

Technical Project Manager	• A Technical Project Manager oversees Testing, Data conversion, interface development, and the systems and hardware team. • This person will be responsible for developing detailed plans in each of these areas. • The Technical Manager needs to develop a close and effective working relationship with the Business project leads, because the teams who are working on functional system fit will be defining system configuration and system enhancements, and working with Niche to review versions that will be installed as the business fit progresses.
System Administrator	• Collaborates with the Niche team to carry out system-specific training and activities, and implement backup, recovery and archiving procedures. • Monitors and configures servers, workstations and other interfaced systems. • Maintains and upgrades all system configuration and forms. • Runs and designs reports as needed. • Installs software upgrades. • Monitors the databases and troubleshoots system problems. • Acts as main point for contact for user questions/problems. • Becomes a knowledge base for system and interface information to aid end users.
Police Agency RMS Trainers	• Trainers need to have agency-practical policing knowledge, be drawn from a range of functions, and have a good understanding of business processes. • Police agency should have designated trainers to support ongoing training. • These people become system experts. They provide on-going training for new personnel, and refresher training as needed. • Provide final training or a refresher immediately prior to live production use of the system by staff.
Police Agency RMS Documentation Writer	• The documentation provided by Niche Technology describes how the software operates, but contains no police procedural information. This person is responsible for combining the material provided by Niche with specific police procedures and business processes to produce a final set of end-user documents customized for the installation. • This person usually works with the RMS trainers. • The Writer can be Police Agency staff or contract staff, depending upon the model the Police Agency wishes to use.
RMS Data Conversion Lead (where required)	• Works with the Niche Technology Data Conversion Lead to carry out the data conversion plan. • Clean up the data in legacy systems before converting it to a new live system.

	• Requires knowledge of legacy systems and the requisite professional knowledge to make decisions on record merging for conversion.
Technical/ Systems Support	• Liaison between the project team and the Police Agency IT staff. • Guides project IT integration, network configuration, firewall, and security policies, *etc.* according to Police Agency policies.

Recommended customer resource skill sets

While Niche will provide support for both data conversion and interface development, we recommend that the customer team provide one or more staff with the following qualifications / skill sets:

Data conversion

- SQL knowledge
- Understanding of existing system and its data model
- Develop an understanding of Niche RMS and its data model

Interface development between Niche and external systems

Here are the developer skills for that Niche would suggest for customer interface development using the Niche RMS Interface toolkit:

- C++ and/or C#
- SQL knowledge
- Microsoft .Net tool familiarity including Visual Studio 2008/2010
- For interfaces using XML, XSLT for transformations

  In addition, the developer will need to be well briefed on the Niche RMS Data model and the Niche tools.

XSLT Report development

For XSLT report and data window definition training, here is the list of skills that are required:

- Good knowledge of XML
- Good knowledge of XSL/XSLT
- Good knowledge of HTML/XHTML, including CSS (Cascading Style Sheets)
- Understanding of SQL
- Understanding of Niche RMS application and data model (to be learned)

Niche will supply a variety of documentation and sample reports to assist customers in the process of developing reports. Niche will also provide telephone and e-mail support to customer and third-party developers.

XAML reports (X-forms)

- Knowledge of XAML
- Understanding of Niche RMS application and data model (to be learned)

Configurable Options in Niche RMS

The Niche RMS system is highly configurable, designed so that most of it can be configured to meet customer requirements without requiring any code changes. Niche RMS configuration takes place in an iterative process during the standard implementation project. Each iterative prototype moves a particular customer's RMS build closer to the final configuration. Some of this configuration must be carried out by Niche Technology (*e.g.*, switching entire areas of functionality on or off), but much of it can be carried out and maintained by a customer's IT department. This includes pick lists, most business rules and a large number of optional features.

During the RMS project, Niche project personnel carry out an on-going program of knowledge transfer. While much of the look and feel of the system is established as part of the initial development project, customer system administrators and other project staff will be trained to maintain and update many application features by adjusting system parameters, report definitions and business rules using the administrative tools provided. Ideally, we aim to for our customer installations to become to become self-sufficient in the everyday running and administration of the software. However, Niche trainers and project management personnel will be available to support, guide and train customers through the necessary configuration tasks, both during and after the initial implementation project.

Note that customer-specific features are maintained in a configuration layer that is separate from the software code. The system itself has a single code base. There is no conditionally compiled code used to customize the system for different police agencies – the same binary executable can be used in any installation. Niche maintains each customer's configuration in RMS metadata files so that the configuration can be carried forward into each future release for that customer, and further adjustments to the configuration can be made whenever necessary.

Features that Cannot be Changed

While many Niche RMS features can be changed, each datawindow (record type) within the RMS has a basic layout that cannot be changed. For example, a person window provides the following sections in the following order:

- IDs – for the IDs most commonly used by the Police Agency (*e.g.*, Police ID, Driver's license, Deceased date).
- Names – for all names and aliases associated with the person. This area also includes gender and date of birth.
- Information – for extra information on citizenship, employment and related details.
- Description – for one or more sets of physical descriptors and digital photos.
- A set of tabbed links to related records.

Other entity record windows have similar, standard layouts. Having said this, it is possible to create different, custom data input forms for specific groups of users.

Features that Can be Configured & Changed

Within the framework of the RMS, the following configuration options are available. These options are typically configured during the implementation project but can be adjusted later:

- **Adding or removing entire blocks of functionality** – there are entire blocks of functionality that customers can choose to include or not include in their implementation.

- **Adding or removing data tabs** –if a window includes a data tab that the customer does not intend to use, it can be removed, *e.g.,* some installations choose not to use the *Retention* tab on the incident window.
- **Adding or removing fields** – the system can be configured to hide fields that the customer does not intend to use. New fields can be added if required.
- **Screen labels** – Screen labels can be configured to use the terminology and abbreviations preferred by the customer.
- **Pick-list options** – The customer is responsible for setting what the pick-list options will be for each choice list field.
- **Custom selectors for text fields** – System administrators can add custom pick-lists for any text field on a record window. For example record windows for property and vehicles generally include **Make** and **Model** fields that are text fields, *i.e.,* users can type into the field. Administrators may prefer to have users select from an agency-defined list.
- **Business rules** – Business rules must be set up to define which fields are going to be mandatory. If users try to close a record window where required data is missing, they can be prompted with a list of fields that still require information.

Database configuration

Database configuration refers to the configuration of items that are stored in the database. At the beginning of the project, Niche provides customers with a skeleton database that contains basic configuration items for customers to use as a starting point. It includes:

- a domain structure as agreed to via discussion with the customer
- basic system parameter settings
- a set of standard reports

Over the life of the project, the customer project team works through skeleton database configuration steps that typically include the items listed below. These features will initially be set up with assistance from the Niche team, but customer system administrators will be trained to configure and maintain:

- Hardware for each project environment
- Automatic update service and source files
- Domain/organizational structure and unit hierarchy
- User access controls: Niche Access Control (NAC) roles and Access Control Lists (ACLs)
- User IDs and passwords
- Incident types and associated retention rules, *etc.*
- Niche address validation (NAV) data
- Case file assembly templates
- Standard tasks and workflows (workflow nodes)
- Property storage locations
- Charge tables and wordings
- SQL queries (logical and physical) – customer administrators can create custom searches and queries for extracting data from the database.

Many of the configuration items listed above have loading processes that accompany them. The police project team can identify the content for each of these items, populate the loader and then use it to populate the skeleton database. The configured skeleton database is then used as the base database for training, conversion testing, acceptance testing and finally, production go-live.

Application configuration

Configuration items in this category are built into the application. The configuration of these items is well documented and is completed over the life of the project. The following application features typically set up by Niche at customer request:

- Terminology appearing on windows, including field labels, screen names and labels for menus, buttons, error messages, *etc.* (client application-wide).
- Name and format of main person ID number for the police agency.
- Police agency's crest and application name.
- CAD interface rules.
- Certain fields can be configured to be visible or not for the entire installation – for example if there is a field on a particular record window that your agency doesn't need, it can be made invisible. Niche can add this capability to additional fields as required.
- Entire records or fields within records can be made visible or invisible to particular users, based on security and the content of certain sensitive fields. For example, juvenile records (or portions of them) can be hidden from some users.

Custom reports and report document templates

In addition to the built-in forms and output reports provided with the system, customers can:

- Specify standard headers and footers for output reports
- Create datawindow definitions for custom report windows
- Add custom XSLT output reports in any format required, based on data in the database. Niche provides training and working samples.
- Add external document templates to allow users to import existing reports in other formats and attached them to RMS records (*e.g.*, an incident or person report, or a disposal attached to an arrest). Formats can include Word and Excel files, graphics files (bitmaps, tiffs, jpegs) and video and audio files.
- Add external document templates for custom forms to be stored or printed. Administrators can create custom forms (in Word, for example), and map input fields to RMS data so that users to select that form and click a button to auto-fill it with data from the RMS database. Customers can incorporate all new and current data entry forms.
- As another option, Niche's NC5 user interface can be used to provide an optimized interface for specialized groups of users. NC5 is designed to allow police organizations to design and implement report forms (XForms) specific to particular reporting tasks required for staff members operating in specialized situations. At the moment, this is being used to create specialized mobile data-entry forms for officers in the field. These forms provide users with a user interface optimized for use in a mobile environment.

Changes that can be Carried Out by Either Niche or the Customer:

- Contents of all selection lists, pick-lists, charge lists and wordings
- ID number formats for:
  - Incident ID numbers
  - Street check ID numbers
  - Case file ID numbers
  - Property tag ID numbers

  - Offender ID / Custody ID numbers
  - Task ID numbers
- Default due dates on tasks.
- Restricted use warnings (to appear in a start-up screen that the user must acknowledge).
- Business rules that define mandatory fields and window close warnings and other data-quality related rules.
- Default field values for system parameters, pick-list fields and workflows.

Changes Requiring a Request to Niche Technology:

Major functional blocks: There are entire blocks of functionality that customers can choose to include or not include in their product implementation. The application can be configured to turn features on or off. For example:

- Full text searching of all reports in the system
- Electronic signatures
- Data capture using barcode or magnetic stripe readers
- Property management
- Custody/Prisoner management

Other features requiring a request to Niche Technology:

- Terminology appearing on windows, including field labels, screen names and labels for menus, buttons, error messages, *etc.* (client application-wide).
- Name and format of the main person ID number for the police agency.
- Police agency's crest and application name.
- CAD interface rules
- Certain fields can be configured to be visible or not for the entire installation – for example if there is a field on a particular record window that your agency doesn't need, it can be made invisible. Niche can add this capability to additional fields as required.
- Entire records or fields within records can be made visible or invisible to particular users, based on security and the content of certain sensitive fields. For example, young offender records (or portions of them) can be hidden from some users.

Requests for New Features – the Niche Approach to Customization

New functionality must be developed by Niche, though it is often done in partnership with one or more customers who provide requirements and feedback on the new feature(s). This is because there is only one version of the Niche RMS application, *i.e.*, there are no differences in the executable code, no matter where the application is installed. Differences between individually-installed systems come from the configuration files and system parameters. When Niche adds a new feature, we add it to the core software and turn it on or off using configuration parameters.

Because Niche RMS is a COTS product, we do not implement "one-off" customizations. However customers can still have all of the features and functionality they need. Niche adds new features when a customer requests a function or feature that cannot be provided by configuring the existing RMS product. Enhancements are built to meet the need at hand but they are also developed as configurable options so they may be used by Niche customers in other jurisdictions, states or countries. A new or altered feature is always added to the standard product, with configuration parameters controlling its behavior.

The new feature then becomes available to any customer that wants it. Because we add new features as configurable options, we can send out product upgrades that all customers can use. All software updates retain existing functionality while providing new functions to satisfy changes in policing requirements, and take advantage of new technology. Customers can go ahead and install the upgrade software without losing any of their existing configuration or functionality. New features will be readily available for customers that want them, but no customer will lose features because of an upgrade, and no customer is forced to use a new feature they don't want.

In this way, Niche helps customers eliminate problems caused by purchasing a new system that deteriorates into legacy status over a short number of years, only to be replaced by a completely new system, causing massive disruption and expense.

Essentially, Niche does not customize the core RMS software – "custom" features are added as new functionality with configurable options that become available to all of our customers. In addition, Niche retains and maintains a set of configuration parameters for each customer (choice list contents, screen terminology, and so on), and simply applies those parameters to any new software version or upgrade before sending it to an individual customer. In this way, Niche maintains a single software core application, but customers continue to receive their own custom-configured versions.

Application Bug Fixes

Niche handles change control as part of the overall development environment – most bugs are caught during infrastructure development, long before any customer site see it. However, given the intensive use of the product, customers do find bugs. When a bug report is received from a customer site, Niche records it in an internal controlled document. It is date-stamped, prioritized, and assigned to the developer most familiar with the affected part of the software. The developer fixes the problem and Niche sends the fix back to the customer. The time involved depends on the severity of the problem from the customer's point of view – bugs that interfere with operations always have top priority.

Niche RMS Implementation Options

Because the Niche system is a COTS system, most of the crucial functions will be available very early in the project, and preparing for a release is more a matter of configuring the system and testing it to make sure the configuration is working as required.

Different implementation approaches are available and may be used, depending on how a customer wants to proceed. For example, some customers roll the entire system out to one unit or department at a time. Others choose to prioritize certain functions such as property management, and roll those parts of the system out first. See below for more details.

Implementation Planning

There is no one model for implementing Niche RMS that will suit all police agencies. Police-specific priorities such as having to replace an existing system or enhance capability in a specific business function may be the main driver. We have provided a list of possible implementation options with benefits and challenges for each.

- The Geographic Phased Approach
- Functional Approach across the Police Agency
- Functional Approach by Geographic Area
- Combined Approach
- The "Big Bang" Approach

The Geographic Phased Approach (Geographic)

The police agency goes live unit by unit with the full Niche RMS system.

Benefits

- Training is manageable. This approach is basically a rolling program of training and go-lives.
- Training can be managed physically within an area or unit, with involvement of local staff, more ownership and more manageable abstractions.
- Re-enforces the integrated aspect of Niche RMS with users.
- Provides the opportunity to learn from early rollouts and make adjustments to later ones.
- Later units in the implementation can be 'twinned' with live units for additional support, mentoring, etc.
- Recovery and stability is usually achieved quicker than implementing components slowly.

Challenges

- Depending upon the size of police agency, the rollout could extend over a significant time, adding complexity to the rollout.
- If software enhancements are ongoing, the training program may need to be modified as changes are made to the system and business processes.
- Legacy systems have to be retained, with dual system working and potentially some double entry of information for the length of the rollout program.
- Retaining legacy systems can result in some users retaining an affinity with the old way of working.

The Functional Approach across the Police Agency (Functional)

The whole police agency goes live on a certain date with one or more functional areas of Niche RMS. In the UK, Hampshire Constabulary and the North Yorkshire Police chose this approach. Hampshire chose to go live across the entire force with Crime and Intelligence first. North Yorkshire Police went live with Property Management across the force.

Benefits

- Training can be more manageable and done by functional area.
- Business change is more manageable, one process at a time.
- Provides the opportunity to pilot the Niche RMS system across the force in a limited way, e.g., the North Yorkshire approach.
- Allows legacy systems to be switched off/archived immediately.
- The police agency and Niche can concentrate on enhancing any functionality and configuring the system for the 'module' that is going live.
- Allows for recovery time before moving on to release of the next component.
- Possible dip in performance is limited to modules that are implemented.

Challenges

- This approach can re-enforce a silo mentality of vertical processes, which an integrated RMS implementation should seek to change.
- If functional areas are introduced one at a time, it can overextend the implementation plan with associated difficulties of keeping focus, momentum and chief officer support.
- Possible demand to seek interfaces between RMS and existing legacy systems until rollout complete, adding complexity and cost.

The Functional Approach by Geographic Areas (Incremental)

A part of a police agency goes live with a specific piece of RMS functionality, followed by the remainder of the police agency later. The process continues until all functionality is live across the force. This is essentially the approach adopted by North Wales Police.

Benefits

- Training is manageable.
- Business change is taken one step at a time.
- Each go live can be seen as a pilot to test technical and business issues.
- The police agency and Niche can concentrate on getting each piece of functionality right separately.

Challenges

- Has a tendency to extend over a long time period, with associated difficulties of maintaining momentum and chief officer support. Also requires project resource over longer time period.
- Delays the benefits to be achieved from an integrated system.
- Tendency to perpetuate a silo mentality of systems, making the introduction of the integrated concept harder.
- The police agency must continue to use and maintain a number of other systems that it wishes to replace over an extended time period.

- Any conversion of data from legacy to RMS is complicated.
- User resistance is difficult to manage.
- Analyzing data across multiple systems/multiple geographic areas is potentially difficult.

A Combined Approach (Mix and Match)

A police agency could combine some of options above. For example, the whole agency might go live with one or more functional areas of RMS to meet some specific driver like a national requirement to have a Case/Custody system (functional) or a funding deadline. Then the agency could switch to a district-by-district approach for implementing the remainder of the RMS functionality (geographic).

The "Big Bang" Approach

The whole police agency switches over to using the full Niche RMS system on the same day. This approach has been used in some Canadian jurisdictions where they were replacing an existing integrated system with Niche RMS.

Benefits

- Achieves a corporate approach to managing operational information.
- Re-enforces the key aspect of Niche RMS as an integrated system.
- Can switch off/archive legacy systems immediately.
- Project team, users *etc.* are forced to solve business process problems quickly.
- Recovery and stability is usually achieved quicker than implementing components slowly.
- Users are less likely to resist the change because they have no choice.

Challenges:

- Difficult to achieve training for an organization of any significant size.
- High risk with all business areas affected by change at once.
- High risk with having to resolve any unforeseen technical issues across all of the department's business.
- The department must achieve all required enhancements to RMS for one date or accept what is currently available in the product.
- Business processes must be accurately mapped and communicated to users
- Users that missed training won't be able to use the system
- Potential dip in performance due to large volumes of new users on system

Conclusion

In reality there are as many ways to implement Niche RMS as there are police agencies. Every department will have a unique set of circumstances. Niche RMS is flexible enough to allow these different approaches. Niche Technology staff are able to share their experiences of these many approaches with new customers and would encourage an early debate of the issues.

Niche Risk Management

All changes to business processes – changes in the way the police will operate as a result of systems change – must be considered within the context of overall management of risk. Risk is inherent to all projects and, if not carefully monitored and addressed throughout an implementation, can easily cause a project to be delayed, or to fail to meet its goals. It is important for both the customer and Niche Technology to identify, understand, monitor, and appropriately resolve risk during the project to achieve optimal project results.

Risk management planning uses the probability of the occurrence of a risk and the probable consequences of that risk to establish key project milestones and review procedures through which we identify, monitor, and address the risks. Projects of this nature are always a cooperative effort. Niche relies on the customer to communicate what they need to achieve with our product and to advise us of the impact of proposed solutions throughout the lifecycle of the project.

The risk of implementation is significantly reduced by selecting Niche Technology because all the software already exists, because it has been implemented more than 25 major projects globally, and because Niche Technology have a 100% successful track record based on a proven implementation methodology that we outlined previously.

Business Processes and Configuration

Because the software already exists the main work of the implementation is to define what business processes need to be adapted and to configure the system accordingly. The risk here can be minimized if there is a continual prioritization on getting the most important processes right and that there is a project team that understands what information needs to flow from, say, a CAD event into Niche RMS for the purpose of an investigation.

Risk Identification

The primary focus for Niche will be to keep the project on schedule and the customer advised of any possible delays. Tools such as regular status reports and regular project meetings / teleconferences will be used to achieve this. Additionally, Niche uses the questions below as another tool for monitoring and addressing risk. The following questions can be presented and updated as part of the normal project reporting cycle:

- Have any key milestones been seriously missed?
- Has work taken considerably more effort than planned?
- Has the scope changed?
- Are there any overdue approvals?
- Do unresolved client issues impact the project?
- Has staff been working significant overtime to maintain progress?
- Has the project experienced unplanned staffing changes
- Are there problems with the short-term resource plan?
- Are there systems assurance issues on the configuration?
- Are we relying on unconfirmed subcontractor commitments?
- Are we encountering unexpected or chronic technical problems?
- Is our documentation, approach, or methodology causing a problem?

Risk Analysis

During each stage of the project, the risks associated with project tasks will be identified. All project team members will be tasked with identifying risks and passing them onto the Project Manager. Risks will be tracked and reported on during progress review meetings. Risks which have been identified, evaluated, quantified, and found to be of potential significant consequence to the delivery schedule or budget will be formally tracked by the project team, which includes both Customer and Niche Project Managers.

Project risks are not standalone situations. They are affected by many factors and have subsequent decisions and actions that depend upon them. Each risk must be evaluated in terms of where the risk lies upon the interdependent actions and activities that are required for project completion. Risks that have a realistic probability of measurable impact upon the critical path of the project will be addressed first. If possible, these risk areas will be moved off the critical path so their outcomes do not directly impact the project development. In any event, the most critical risks will have mitigation efforts scheduled for front-end analysis, prototyping or other actions to support early resolution to minimize their impact upon the overall project.

Risk Mitigation

Depending on the risk, Niche Technology will employ the following techniques as appropriate to reduce risk throughout the project:

- Managing project scope – increases in project scope typically have risks associated with them. This must always be discussed openly when changes in scope are being considered.
- Managing the project schedule to ensure that timings are realistic and can be met.
- Managing Niche resources to ensure risks are minimized.
- Using specialized technical experts and external and internal consultants, as required.
- Using specialized tools (*i.e.*, performance modeling, design tools, issue tracking, *etc.*).
- Minimizing personnel substitution or replacement (only with prior approval).
- Applying Niche Technology QA policies and procedures throughout the project.
- Providing customer visibility into development activities.
- Ensuring that all necessary police staff are appropriately trained and have a clear understanding of what is required of the them, and when, and why.
- Others, as applicable to the risk.

Managing Requirements

When the development of the enhancement is scheduled, the technical development instructions are given a ticket number. This ticket number is used universally within Niche Technology for tracking the enhancement. If the enhancement can be broken into smaller pieces of work, each smaller piece of work will be given its own ticket number.

A ticket number will be assigned to a developer. The developer reviews the technical development instructions and clarifies them as needed.

When the developer has completed the work, any notes regarding the details of the development work, required system configuration and other notes are inserted into the technical development instructions. The developer also tags the ticket with their initials and the date the development was completed.

The ticket is then cross tested by another developer. If the testing is successful, it is tagged appropriately. If there are issues, the cross tester will document the issues and direct the ticket back to the developer, who then deals with the testing issues. When all of the enhancement development work is completed for a build, the technical development instructions are returned to the customer.

Quality Control on Requirements Definition

Enhancement requirements go through many stages of review. This is used to ensure the quality of the requirements. The first stage of review is completed by the customer's project team. This results in a document outlining the details of the enhancements. This document is provided to the Niche project team. The Niche project team reviews the document and clarifies issues with the customer to ensure that their understanding is correct.

The Niche project team prepares technical development instructions for the developer. Where the enhancement requirement extends the functionality of the RMS in a substantial way, these instructions are reviewed by the Niche Product manager. Again, any part of the requirement needing clarification is taken back to the customer for discussion and the technical development instructions are updated. Once the technical development instructions are finalized, they are provided back to customer for sign-off. Once sign off is completed, the enhancement is scheduled for development.

Managing Change Requests (During and After the Project)

As we have said, all work to be performed on the Niche RMS application is broken down into *tickets*, each of which is assigned a unique reference number. The tickets range from small application improvements and bug fixes to large customer-specific configuration changes and enhancements. Tickets are prioritized based on their customer business impact, customer scheduling requirements and the availability of the most suitable Niche development staff for each job.

When the changes resulting from a ticket are committed to the source code control system, the commit comments include the ticket number, allowing each change to be tracked back to the original ticket that generated it and to the related customer and business requirement. The work done is also summarized in the ticket and is used to produce release notes for the change.

One of the benefits of this approach is that the ticket numbers make it possible to identify the areas of the system that require specific testing to ensure that any source code merges have not introduced bugs or unexpected behavior. As well, they make it possible to inform customers of any additional changes that will be introduced into the system as the result of installing a patch.

Testing is typically carried out in five stages:

1) Developer testing as part of the development process.
2) Developer cross-testing, where other developers not involved with a particular ticket verify the work that was done.
3) Testing by project support staff prior to delivery to the customer
4) Customer prototype and acceptance testing, either by a single customer or cooperatively through the user group.
5) Beta testing, where one or more customers put new functionality into production prior to widespread installation.

Any discrepancies found during these test stages will result in a new ticket being generated or a reopening of the original ticket, depending on the nature of the problem.

Defect Management

During the Niche RMS project, issues related to the project implementation, contract management, the Niche RMS application or any other facet of the project, will be identified and tracked by the customer in an issue register. The issues can range from small application improvements and bug fixes to large customer-specific configuration changes and enhancements. Very large projects are always broken down into smaller items of work so that they can be handled by single developers or developer teams of not more than three. The tickets are prioritized based on their customer business impact, the customer's scheduling requirements and the availability of the most suitable Niche development staff for each job.

Items will only be added to the issue register after the customer determines that the issue cannot be internally resolved. The issue register will track the following details for each issue:

- Unique ID for the issue
- Reported Date
- Issue Date
- Reported by and contact details for the reporting person
- Details of the issue
- Priority of the issue
- Discussion and decisions related to the issue
- Targeted closure date
- Actual closure date

The customer is responsible for managing the issue register. On a weekly basis, a report containing all open issues and their details will be provided to Niche.

Niche reviews the list of issues. There will be a weekly meeting between Niche and the customer to discuss the open issues and their priority, clarify any details, and decide on a course of action and schedule. Details of these discussions are tracked by the customer in the issue register.

Assigning priorities to issues is the responsibility of the customer, in discussion with the Niche. Any ticket can be re-categorized by the customer, in discussion with Niche, at any time.

The provision of an agreed temporary workaround or alternative project steps that ameliorates the effect of a problem will result in a lowering of the priority of a ticket. A workaround that essentially removes the negative business or project impact of an issue will reduce the category to Nuisance. However, the closing of an issue will require the customer's agreement.

When the changes resulting from a ticket are committed to the source code control system, the commit comments include the ticket number, allowing each change to be tracked back to the original ticket that generated it and to the related customer and business requirement. The work done is also summarized in the ticket and is used to produce release notes for the change.

Niche Technology – Sample Acceptance Procedures

1 ACCEPTANCE OF THE SOFTWARE

1.1 The SERVICE PROVIDER and Customer shall carry out Factory Acceptance and Site Acceptance Tests in compliance with this Schedule to confirm that each part of the Software is in accordance with the Specification and delivers the required functionality agreed between the Parties. The SERVICE PROVIDER shall be responsible for undertaking Factory Acceptance Tests and the Customer shall be responsible for the completion of the Site Acceptance Tests.

1.2 Factory Acceptance Testing (FAT)

1.2.1 The SERVICE PROVIDER shall undertake Factory Acceptance Testing (FAT) of the Software prior to the release of the Software to the Customer. It will include testing of the following:

1.2.1.1 Core Software functionality testing to ensure the Software is free from functional errors and is fit for purpose;

1.2.1.2 Configuration and accessibility of legacy data loaded as part of any back record conversion process;

1.2.1.3 Import and correct configuration of gazetteer information supplied by the Customer;

1.2.1.4 Configuration of constrained vocabularies and other "reference data";

1.2.1.5 On-line help facilities;

1.2.1.6 Security and data control access configuration;

1.2.1.7 Audit logging and log enquires;

1.2.1.8 Software and database housekeeping procedures including start-up/shut-down;

1.2.1.9 Software and gazetteer administration facilities; and,

1.2.1.10 Remote access infrastructure as agreed between the SERVICE PROVIDER and Customer.

1.3 Site Acceptance Testing (SAT)

1.3.1 The SERVICE PROVIDER shall deliver a base release of the Software to the Customer for Site Acceptance Testing.

1.3.2 The SERVICE PROVIDER shall be responsible for providing support to the Customer's site acceptance testing process. This shall include:

1.3.2.1 Providing advice and guidance to Customer's staff carrying out technical and functionality testing (including interoperability of the Software with the Customer's existing IT infrastructure, applications and software);

1.3.2.2 Advising on any questions or issues arising from the SAT process;

1.3.2.3 Remotely accessing the Software for the purpose of carrying out monitoring of Customer testing;

1.3.2.4 Providing diagnostic information if relevant; and,

1.3.2.5 Providing overall quality assurance of the Customer's SAT process to ensure that the Software is fit for live operation.

1.3.3 The SERVICE PROVIDER will be responsible for supporting, as appropriate, the following Customer SAT testing to confirm that:

1.3.3.1 All Hardware is correctly installed, configured and working;

1.3.3.2 All Software is correctly installed, configured and working;

1.3.3.3 All supplied network connections and components are correctly installed, configured and working;

1.3.3.4 Remote access is correctly installed, configured, secure and working;

1.3.3.5 Software fail-over and recovery is correctly configured and working;

1.3.3.6 LEDS/NCIC Access facilities implemented by the Customer to integrate with the Software are configured and operate correctly;

1.3.3.7 All Software and database housekeeping, monitoring, maintenance procedures, as defined in this Agreement, are working correctly, and the appropriate and correct documentation supplied to the Customer;

1.3.3.8 The Customer's technical and support staff have been adequately trained and / or briefed to enable them to carry-out their responsibilities as defined in the Agreement;

1.4 The SERVICE PROVIDER and the Customer shall collaborate jointly on the following Site Acceptance Testing of the Software performance to confirm:

1.4.1 All interfaces to the Customer's infrastructure and applications are working;

1.4.2. The ability to view data loaded as part of any back record conversion Process;

1.4.3 The correct operation of the Software and required reference data and release upgrade process; and,

1.4.4 All reference data is correctly loaded;

1.5 The SERVICE PROVIDER shall advise on the minimum speed of the wide area network (WAN) necessary to run the Software. The Customer will be responsible for testing the performance of the Customer's network.

1.6 Test Plan

1.6.1. The Customer will provide a high level test plan for Site Acceptance Testing. This test plan will include testing that covers not only the Software, but also any relevant interfaces and third party Software.

1.6.2. The scope of testing will be agreed by both parties

1.6.3. The test plan will be drafted by the Customer.

1.7 Test Scripts

1.7.1. The Customer shall prepare a series of test scripts that will enable key aspects of Software functionality to be tested

1.7.2. The Customer may collaborate with other Niche RMS user forces in the development of generic test scripts.

1.7.3. The SERVICE PROVIDER shall provide guidance on the Customer's test scripts to ensure the Software is adequately tested prior to go-live.

1.8. Test Reporting

1.8.1. The SERVICE PROVIDER and the Customer shall agree a standardized format for fault reporting to the SERVICE PROVIDER

1.8.2. The Customer and SERVICE PROVIDER shall review fault report logs by either telephone-conference call or by review on site by SERVICE PROVIDER employee(s).

1.9 Test Personnel

1.9.1 The Customer shall:

1.9.1.1 Provide personnel for Site Acceptance Testing;

1.9.1.2 Ensure the testing personnel have an understanding of the Software functionality;

1.9.1.3 Ensure the testing personnel have received training on the Software prior to testing, and

1.9.1.4 Ensure the testing personnel are familiar with the functional requirements of the Software

1.10 Final Acceptance

1.10.1. Within a reasonable time agreed between the parties of the Software being delivered to the Customer, the Customer shall test the Software. The Software will be accepted only at such time as the Customer shall determine that the Software is fully functional and to the satisfaction of the Customer (acting reasonably) and the Software is signed-off by the Customer Project Manager.

1.10.2. In the event that during the Acceptance testing the Customer determines there are errors and/or deficiencies in the Software delivered, the Customer shall notify the SERVICE PROVIDER in writing of such errors or deficiencies and the Customer shall provide sufficient documentation to enable the SERVICE PROVIDER to recreate the errors and/or deficiencies or otherwise provide documented information demonstrating that an error occurred together with information describing applicable circumstances. The SERVICE PROVIDER will correct such errors and deficiencies within a reasonable period of time agreed between the parties, all without cost to the Customer.

1.10.3. The Customer, within a reasonable time agreed between the parties following the delivery of each error and/or deficiency correction, shall verify that the errors and/or deficiencies have been corrected to the satisfaction of the Customer and that the Software is satisfactory to the Customer. If the Customer determines that any error and/or deficiency has not been corrected, or that the correction has resulted in further errors and/or deficiencies, the SERVICE PROVIDER shall correct such errors and/or deficiencies within a reasonable period of time agreed between the parties and the Customer shall have a further period of time in which to verify that the error and/or deficiency has been corrected.

1.10.4 The foregoing process shall be repeated at the Customer's option until all reported errors and deficiencies have been corrected to the Customer's satisfaction, all without cost to the Customer.

1.10.5. Software that has not been 'Accepted' may be used for testing purposes only; it may not be used in a live environment.

1.10.6 When the software has passed the Acceptance Tests the SERVICE PROVIDER shall be entitled to apply to the Customer for the issue of the Acceptance Certificate and the Customer shall issue such Certificate within 7 days of an application, which the SERVICE PROVIDER was entitled to make.

1.10.7 If the Software shall fail, persistently and repeatedly, to pass the Acceptance Tests and any repeat Acceptance Tests as provided for in this Schedule the Customer shall be entitled by written notice to the SERVICE PROVIDER to reject the software as not being in conformity with the Agreement and terminate the Agreement.

Niche Technology – Sample Service Level Agreement

1. SERVICE LEVELS

1.1. SERVICES COVERED WITHIN THIS CONTRACT

The SERVICE PROVIDER will supply the following services to the extent required by the Contract and during the term of the Contract:

- Technical Consultancy;
- Database analysis and diagnostics (via remote access);
- Fault Diagnosis;
- Technical Assistance and Fault Rectification (which shall include Fault Management with associated service levels and performance guarantees);
- Software maintenance support;
- Updates / Revisions.

1.2. SUPPORT ORGANIZATION

The SERVICE PROVIDER will provide a single 24 hour support telephone number for logging all requests for support from the CUSTOMER, together with a fax number and an e-mail address.

The SERVICE PROVIDER will ensure that the support telephone number is monitored on a 24/7 basis including all public holidays, either by on-duty staff or via an automated paging system.

All urgent requests for support (defined as Priority 1 and Priority 2 in the table below) are to be notified by the Customer to the SERVICE PROVIDER's support telephone. All non-urgent requests (defined as Priority 3 and Priority 4 in the table below) may be notified by e-mail or telephone but not to the 24 hour support number outside normal business hours in Winnipeg, Canada.

The SERVICE PROVIDER will allocate each call a unique reference number, which will be made available to the CUSTOMER and against which all information relevant to the call can be accessed.

The SERVICE PROVIDER will provide technical advice and support as necessary to resolve the CUSTOMER's difficulties and queries in using the Software and to ensure the CUSTOMER uses the Software correctly and avoids problems. The CUSTOMER will ensure that only authorized CUSTOMER personnel contact the SERVICE PROVIDER (*e.g.* trainers and support staff, *etc.*).

The SERVICE PROVIDER will ensure that they retain sufficient in-house skills to continue to maintain and support the Software for the duration of the Contract to a sufficient level to ensure the SERVICE PROVIDER meets the defined service levels of this Agreement.

1.3. SERVICE LEVEL DEFINITIONS

The following service level definitions are used in the management of reported issues once they are logged by the SERVICE PROVIDER service organization through to closure. The following definitions of terms are used in setting priority according to the severity of the problem.

Priority	Category	Possible Problem Types
1	High	The system is not operational or one or more core business functions are not operational.

2	Medium	The system is operational but in degraded mode. This includes serious, persistent, system-wide performance problems, intermittent operation, or serious malfunction in core business functions.
3	Low	The system is operational and users can use the system. This includes intermittent performance problems, intermittent malfunctions of some system functions, problems with a limited number of client installations, etc.
4	Nuisance	No significant operational impact. This includes malfunctions in low importance, infrequently used system functions, layout or spelling problems, etc.

1.4. Assigning of calls to categories will be the responsibility of the CUSTOMER, in discussion with the SERVICE PROVIDER. Clearing of a call will require the CUSTOMER's agreement. Any call can be re-categorized by the CUSTOMER, in discussion with the SERVICE PROVIDER, at any time.

1.5. The provision of an acceptable temporary workaround that ameliorates the business effect of a problem will result in a lowering of the priority of a call. A workaround that essentially removes the negative business impact of a fault will reduce the category to Nuisance.

1.6. Initial response is the first communication (typically by telephone) from the SERVICE PROVIDER in reply to a reported issue indicating its current status and action being taken. This response shall be considered an acknowledgement by the SERVICE PROVIDER that the reported issue is being progressed and work is underway to resolve it. The initial response may be from the SERVICE PROVIDER's Support Organization attempting to gather more detailed information or to provide a resolution remotely.

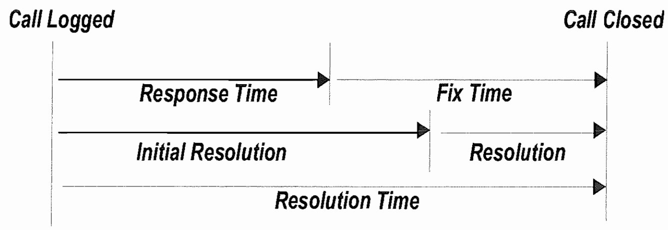
1.7. The response time is the elapsed time from when the call is logged to the Initial Response.

1.8. An initial resolution means that a temporary course of action or outcome of the reported issue has been agreed, which may be a workaround or temporary fix until a permanent solution can be provided. This may be no more than a remedial measure to lessen the severity of the problem and provide more time to investigate and devise a permanent resolution. Where the agreed solution is a temporary work around, an action plan to provide a full solution will be agreed by both parties.

1.9. Resolution means that a permanent course of action or outcome of the reported issue has been agreed. Initial resolution will occur when one or more of the following are agreed:

- Reported failure corrected or fixed
- Additional education, explanation or information provided
- A mutually agreed alternative or work around provided
- Issue referred back to CUSTOMER or others for resolution
- Issue requires submission as a Change Control Notice
- Enhancement to network or other equipment required, this will be identified by the Force Service Desk and directed to the relevant parties.
- Issue identified as a defect in CUSTOMER equipment or software. This will be identified by the CUSTOMER Service Desk and directed to the relevant parties for resolution.
- Technical enquiry answered

The resolution time is the elapsed time from when the call is logged to when a resolution is achieved and the call is closed.



1.10. Closure of a call means that the resolution to a reported issue has been delivered or the issue has been abandoned by mutual agreement.

1.11. Calls that are awaiting additional information from the CUSTOMER for more than thirty (30) days and where there is no activity shall automatically be assigned the status of closed.

2. PROVISION OF REMOTE SOFTWARE MANAGEMENT, MONITORING AND SUPPORT FACILITIES AND DIAGNOSTIC LOGS

2.1. The SERVICE PROVIDER will gain access to the System for the purpose of monitoring and diagnosis via Remote Access using an Internet-based VPN solution.

2.2. The CUSTOMER is responsible for providing and maintaining this remote access facility.

2.3. The SERVICE PROVIDER will access the software remotely only when requested by the CUSTOMER.

2.4. The SERVICE PROVIDER will apply appropriate security arrangements, as agreed with the CUSTOMER, in relation to remote access to the System and the CUSTOMER's network and other software and data.

2.5. The CUSTOMER shall provide the SERVICE PROVIDER access to all information required by the SERVICE PROVIDER to diagnose problems, including but not limited to diagnostic logs produced by the Software.

2.6. The preferred means of accessing diagnostic logs is for them to be transferred to the SERVICE PROVIDER's office (typically encrypted and sent via FTP) for processing and analysis.

2.7. Time is of the essence in providing the SERVICE PROVIDER with access to the logs and other required information.

2.8. If the CUSTOMER's security or other restrictions prevent transfer of the diagnostic logs to the SERVICE PROVIDER's office, the CUSTOMER shall provide the SERVICE PROVIDER with a remotely accessible computer of sufficient capacity at the CUSTOMER's site on which the SERVICE PROVIDER can install and execute any tools required to analyze the diagnostic logs. Such tools shall be subject to examination and approval by the CUSTOMER prior to being installed.

2.9. The CUSTOMER acknowledges that remote analysis of the diagnostic logs is a less efficient process than analysis at the SERVICE PROVIDER's office and that initial resolution targets in 5.3 are adjusted accordingly.

2.10. The CUSTOMER further acknowledges that remote access to diagnostic logs can be affected by failure of the Internet and that Clause above applies in this case.

3. FAULT REPORTING

3.1. Service Cover: 24/7 (including Bank Holidays and Public Holidays)

3.2. High or medium priority issues shall be reported in a telephone call to the SERVICE PROVIDER Service Organization using the procedure described in the most recent version of the Niche document Production Server Setup and Operation, available on the Niche Technology Inc. FTP or SharePoint site. The contact information part of the document may be distributed via e-mail from time to time if it has been changed.

3.3. Low or nuisance priority issues shall be reported by e-mail to the following address: support@NicheRMS.com

3.4. Reports shall contain the same information as described in Production Server Setup and Operation for high and medium priority issues

3.5. Low or nuisance priority issues will not receive an immediate response outside core Niche Technology Inc. business hours of 8:30 to 17:30 Monday to Friday central Canadian time (GMT-6 plus adjustment for summer time). The high/medium priority support voicemail is not to be used to log low or nuisance issues.

4. CALL PROCESSING

4.1. The SERVICE PROVIDER Support Organization is the focal point for logging and monitoring the progress of reported issues through to resolution. The ownership of a reported issue and the responsibility for keeping the CUSTOMER informed will remain with the SERVICE PROVIDER Service Organization throughout the life cycle of the issue.

4.2. In the event of a fault being identified by the SERVICE PROVIDER as being caused by an aspect of the CUSTOMER's infrastructure then the SERVICE PROVIDER will as soon as reasonably possible inform the CUSTOMER of this in order to gain agreement with the CUSTOMER that the SERVICE PROVIDER's assistance will be on a "best endeavors" basis and the resolution and availability targets in sections, Failure to meet response/resolution targets and Failure to meet availability target, (below) will not apply.

4.3. In the initial telephone call the SERVICE PROVIDER's representative shall determine, with assistance from the CUSTOMER, whether the reported issue is a fault call or a technical support call requiring technical assistance.

4.4. The SERVICE PROVIDER support organization will provide the caller with the following information on termination of the initial telephone call:

- The unique call reference number (to be used in any further communication about the fault, problem or enquiry);
- Details of what will happen next; and
- Details of further information or action required from the Customer

5. INITIAL RESOLUTION TARGETS

5.1. The following targets apply to Fault calls, not Technical Assistance calls:

5.2. The SERVICE PROVIDER will monitor and proactively progress calls against the following targets. All calls that do not meet the following targets within the specified times will be automatically escalated up the SERVICE PROVIDER's management structure.

5.3. Service Levels: (From the time the call is logged):

Priority	Initial Response	Initial resolution
Priority 1 – High	30 minutes	6 hours unless otherwise agreed by the customer if diagnostic logs can be processed at the Niche office in Winnipeg, 12 hours if diagnostic logs can be processed remotely at the customer site, best effort if there is no access to diagnostic logs.
Priority 2 – Medium	30 minutes	1 day unless otherwise agreed by the customer if diagnostic logs can be processed at the Niche office in Winnipeg, 2 days if diagnostic logs can be processed remotely at the customer site, best effort if there is no access to diagnostic logs.
Priority 3 – Low	Next business day	Best effort practical
Priority 4 – Nuisance	Next business day	Future Release

In the event of service not being restored for a fault category within the specified time-scale to the satisfaction of the CUSTOMER, the SERVICE PROVIDER will be liable to a service credit.

The CUSTOMER acknowledges that there are some problems, particularly ones of an intermittent nature that do not fit into the service level scheme detailed here. These calls may remain open for long periods (several weeks) of time. The SERVICE PROVIDER agrees to diagnose and fix these problems on a best effort basis. Initial resolution targets and associated service credits do not apply to this type of problem.

5.4. The SERVICE PROVIDER will agree with the CUSTOMER the means by which service is restored. Typically, this will be by a mutually agreed work-around, a correction to data or the issuing of a software Patch.

5.5. The SERVICE PROVIDER will not develop an urgent software Patch or other fix to meet an immediate requirement unless the CUSTOMER first agrees to implement the fix.

5.6. Under normal circumstances, resolution times other than those in the table above will be agreed. In particular, the time allocated for the provision of a software Patch will be determined by the CUSTOMER's ability or willingness to install that Patch in a particular period of time.

5.7. All faults must be evaluated and resolved in terms of their business impact relative to other work (enhancements or other changes) requested by the CUSTOMER and assigned a priority relative to that other work. This acknowledges the fact that the provision of an enhancement or other change is often more important than the provision of a permanent fix for a fault that has a suitable workaround. This is particularly true of "Low" or "Nuisance" priority faults.

5.8. Unless otherwise agreed, the SERVICE PROVIDER commits to working continuously to resolve High and Medium priority problems.

6. SOFTWARE CHANGES

In the event of a fault being identified within the Software that must be fixed by a software change, the process of delivering a solution will be as follows:

6.1. In the event of the software change being required in order to achieve Resolution as part of the SERVICE PROVIDER's support service, this will be provided in the form of a Patch as soon as possible in order to meet the defined service levels.

6.2. In all other circumstances, the SERVICE PROVIDER and the CUSTOMER will jointly assess the priority for providing the software change to the CUSTOMER based on aspects such as the nature and scope of the fault, the urgency for a solution, the time and resources required to provide the solution and the timing of the next scheduled software Release. The SERVICE PROVIDER and the CUSTOMER may agree that either an emergency Patch or an additional Release is required to fix the problem.

6.3. Unless otherwise agreed by the SERVICE PROVIDER and the CUSTOMER, fixes will be included in a future (normally the next) Release.

7. SYSTEM AVAILABILITY

7.1. System availability is defined as the fraction of the time that the major business-critical functions of the system are available to users, averaged over a calendar month. As scheduled downtime required to install new versions of the Software, or Patches to the operating system, database server, or other third-party software is not nearly as disruptive to users as unplanned downtime, system availability as defined here explicitly excludes scheduled downtime. The following calculation will be used:

$$A = (T_p - T_s - T_u) / (T_p - T_s) \times 100\%$$

where

- A is the availability of the system (expressed as a percentage)
- T_p is the total amount of time in the measurement period
- T_s is the total scheduled downtime in the measurement period
- T_u is the total unscheduled downtime in the measurement period (*i.e.* Priority 1 problem)

For example, if, in a 30-day month (720 hours), the system had 2 hours of scheduled downtime and 3 hours of unscheduled downtime, the availability would be calculated as:

$$A = (720 - 2 - 3) / (720 - 2) = 99.58\%$$

The contractual target for system availability is 99.5%.

8. DELAYS AND EXACERBATION OF PROBLEMS

8.1. Any delays in diagnosing and fixing a problem that rest with the CUSTOMER or that are beyond either party's control are not to be counted in the calculation of the resolution time or period of system unavailability that the SERVICE PROVIDER is responsible for. These delays include:

- Any time before the CUSTOMER first notifies the SERVICE PROVIDER of the problem where such delays are not the fault of the SERVICE PROVIDER.

- Any time after notification during which the SERVICE PROVIDER is unable to contact the appropriate CUSTOMER personnel who logged the problem or are handling the problem where such delays are not the fault of the SERVICE PROVIDER.
- Any time spent waiting for the enabling or repair of remote access or remote diagnostic log analysis facilities at the CUSTOMER site, where such delays are not the fault of the SERVICE PROVIDER.
- Any time spent waiting for any requested logs or other debugging information or test results to be provided, where performance of such tests and/or delivery of logs or results are unreasonably delayed by CUSTOMER personnel.
- Any unreasonable delays whilst waiting for CUSTOMER personnel to install a successful fix or workaround supplied by the SERVICE PROVIDER.
- Failure of the CUSTOMER to properly perform emergency operating procedures or problem diagnosis procedures as specified by the SERVICE PROVIDER, where the CUSTOMER has agreed to properly perform such procedures following the occurrence of a particular fault or problem. The customer's agreement to perform such procedures shall not be unreasonably withheld.
- Failure of the CUSTOMER to provide a complete and accurate description of the problem including any error messages generated by the system, circumstances or user actions generating the problem, error and audit logs, or other information required by the SERVICE PROVIDER to fully understand and reproduce the problem.

8.2. It is expected that the restoration of service is of the highest priority for both the CUSTOMER and the SERVICE PROVIDER, and that both parties will work continuously to resolve the problem. Therefore, any delays created by CUSTOMER personnel due to lack of access to the required facilities, either in person or remotely, difficulties in contacting CUSTOMER personnel during problem diagnosis or resolution, failures by CUSTOMER personnel to adequately resource the problem resolution process, or delays incurred by CUSTOMER's personnel who lack appropriate knowledge or training in the application, database, operating system or network operation, shall not be counted in the calculation of resolution time or system unavailability that the SERVICE PROVIDER is responsible for.

8.3. Any time spent by CUSTOMER personnel to perform a test, transfer a file, install a Patch, or perform any other procedure during problem diagnosis and resolution that exceeds the time required to execute the required commands and transfer the appropriate data shall be considered an "unreasonable" delay and shall not be counted in the calculation of resolution time or system unavailability that the SERVICE PROVIDER is responsible for.

8.4. Any delays imposed by CUSTOMER procedures, including security procedures, that require the processing or vetting of logs or other data prior to transfer to or from the SERVICE PROVIDER, shall not be counted in the calculation of resolution time or system unavailability that the SERVICE PROVIDER is responsible for.

8.5. System unavailability that is exacerbated by the CUSTOMER's system operating procedures, including but not limited to failure to configure services to automatically restart, failure to monitor system status, availability and performance, failure to properly apply password changes to services, and failure to promptly notify the SERVICE PROVIDER when assistance is required to restore system operation, and other similar actions. The increased system downtime that results from these procedures shall not be counted in the calculation of system unavailability that the SERVICE PROVIDER is responsible for.

8.6. System unavailability that is due to failures or incorrect configuration of network, hardware, operating system or third party software shall not be counted in the calculation of system unavailability that the SERVICE PROVIDER is responsible for.

8.7. System unavailability that is due to changes in system configuration or usage patterns made by the CUSTOMER without proper understanding and testing of the implications of such changes shall not be counted in the calculation of system unavailability that the SERVICE PROVIDER is responsible for.

8.8. The CUSTOMER is responsible for tracking and documenting system availability statistics for the purpose of claiming service credits, and shall provide the SERVICE PROVIDER with an update of the tracked system availability statistics whenever a failure occurs.

8.9. Unless otherwise agreed, the CUSTOMER must report every instance of High and Medium priority faults, including transient ones, to the SERVICE PROVIDER immediately. Low priority and intermittent anomalous behaviour must be reported using the normal Low priority reporting procedure. The reason for this requirement is that these faults may indicate the existence of a more serious underlying problem that may manifest itself as a system failure (High priority problem) at some point in the future. Failure by the CUSTOMER to adhere to this requirement shall relieve the SERVICE PROVIDER from payment of service credits that would otherwise result from a system failure or failures resulting from a root cause determined to have been related to any unreported failures or anomalies.

9. SOFTWARE MAINTENANCE

9.1. There will be two types of software change provided by the SERVICE PROVIDER:

(1) A Patch: a software update issued to resolve a fault. This will be provided to the CUSTOMER within the specified service response time.

(2) A Release: a scheduled software maintenance Release.

9.2. All Patches and Releases will be implemented only with the prior agreement of the CUSTOMER. The CUSTOMER reserves the right to decide when to implement a Patch or a Release.

9.3. The method of delivering a Patch or Release will be agreed between the SERVICE PROVIDER and the CUSTOMER.

9.4. A Release will be one or more of the following:

- A grouping of Patches implemented as a Release for efficiency purposes.
- An improved or updated version of the Software. A Release will include all issued Patches since the previous Release.

9.5. Prior to implementation, the SERVICE PROVIDER is to provide the CUSTOMER with a description of any adverse effects of, and advice on the implementation of, each Patch/Release.

9.6. The SERVICE PROVIDER will perform comprehensive Factory Testing on all Releases prior to issuing them to the CUSTOMER.

9.7. The SERVICE PROVIDER will provide the CUSTOMER with sufficient assistance, support and advice to enable the CUSTOMER to implement Patches and Releases in an efficient and cost-effective manner and with minimum disruption.

9.8. In the event of the CUSTOMER deciding to delay the implementation of a Patch or Release that has been issued by the SERVICE PROVIDER and has been signed-off as acceptable by the CUSTOMER, then the SERVICE PROVIDER will not be responsible for any faults or loss of Software availability that would have been prevented by the implementation of the Patch or Release.

9.9. When the CUSTOMER implements a new Release, then such a Release shall thereby become the current Release.

9.10. The SERVICE PROVIDER will virus check all software Patches or Releases using an up-to-date, comprehensive virus checking facility, prior to dispatch of the software to the CUSTOMER or remote installation of the software.

10. APPLICATION SOFTWARE RELEASES

10.1. The SERVICE PROVIDER will notify the CUSTOMER of any improved or updated versions of the Software, which the SERVICE PROVIDER will from time to time make. Together with this notification, the SERVICE PROVIDER will provide the CUSTOMER with an explanation of the nature, adverse effects, any cost implications and an implementation plan of such a Release. Such explanation will be sufficient to enable the CUSTOMER to judge whether the new Release will be appropriate to the CUSTOMER's requirements.

10.2. The SERVICE PROVIDER will continue to provide bug fix support for at least the current and one agreed previous Release of the Software.

11. EVALUATION OF A RELEASE

11.1. Should the CUSTOMER wish to evaluate a new Release, then the CUSTOMER will notify the SERVICE PROVIDER in writing accordingly. Upon receipt of such notification, the SERVICE PROVIDER will deliver to the CUSTOMER as soon as reasonably practicable the new Release in machine-readable form, together with:

11.1.1. Any amendments to the Software documentation and operational procedure documentation that shall be necessary to describe and enable proper installation and use of the improved facilities and functions of the new Release.

11.1.2. Any training implications together with updates to any supplied training material.

12. SOFTWARE ENHANCEMENTS

12.1. The CUSTOMER may from time to time request the SERVICE PROVIDER to carry out Software changes or enhancements. The SERVICE PROVIDER will, if the change is practicable, advise the CUSTOMER on the:

12.1.1. Nature of the improvements including any adverse effects that the enhancements may be expected to have, including in particular any expected degradation in performance. This should contain sufficient information to enable the CUSTOMER to judge whether the enhancement will meet the CUSTOMER's requirements.

12.1.2. An explanation of any likely adverse effects to the Software changes.

12.1.3. Training implications and any cost implications.

12.1.4. Implications of a proposed enhancement on this Contract including maintenance charge.

12.1.5. The number of days following placing of an order before a proposed enhancement could be delivered.

12.1.6. Should the CUSTOMER wish to go ahead with the change/enhancement, the CUSTOMER will inform the SERVICE PROVIDER in writing. On receipt of such notification, the SERVICE PROVIDER will prepare the software changes required to fulfill the change as soon as is reasonably practical.

12.1.7. The SERVICE PROVIDER will perform comprehensive Factory Testing on the change/enhancement prior to issuing the changes as a Release to the CUSTOMER.

12.1.8. Upon request from the CUSTOMER or as agreed by the Niche User Group, the SERVICE PROVIDER shall from time to time make such modifications to the Software in order to ensure that the Software conforms to any change of legislation or new legal requirements that affect the application of any function or facility within the Software. The SERVICE PROVIDER shall implement the modifications to the Software either as a Patch to the Current Release or as a new Release as soon as reasonably practicable thereafter.

12.1.9. The SERVICE PROVIDER shall provide such other configuration and enhancements to the software as may be agreed with the CUSTOMER

12.1.10. The SERVICE PROVIDER may, at its own discretion, limit the scope or nature of any configurations or enhancements to the software, requested by the CUSTOMER, if the SERVICE PROVIDER, acting reasonably, deems that such configurations or enhancements fall outside the scope of the Commercial Off-The-Shelf Niche RMS product. Where the SERVICE PROVIDER uses this discretion, the CUSTOMER and SERVICE PROVIDER will strive to find a mutually agreed way forward that is satisfactory for both parties.

12.1.11. The SERVICE PROVIDER reserves the right to postpone the implementation of any configuration or enhancement if:

The SERVICE PROVIDER determines that more analysis is required to adequately describe the requested configuration or enhancement, in which case the SERVICE PROVIDER and the CUSTOMER will jointly perform the required analysis, until, in the opinion of the SERVICE PROVIDER's Project Manager in consultation with the CUSTOMER's Project Manager, it adequately describes the requested configuration or enhancement; or

The SERVICE PROVIDER determines that the requested configuration or enhancement is better implemented as part of a future version of the product, except where the configuration or enhancement has been requested in response to a change in legislation. The CUSTOMER's use of the product shall not be inhibited in such circumstances where there is a delay in implementing a configuration or enhancement.

13. FAILURE TO MEET RESPONSE/RESOLUTION TARGETS

The following amounts will be credited:

13.1. In the event of service not being restored within the target time specified, and no extension to the contracted target time has been proposed by the SERVICE PROVIDER and agreed by the CUSTOMER, for every additional 8 hours which passes at the end of which service has still not been restored for faults associated with Software

Category	Service Credit *% of monthly maintenance charge
High	2%
Medium	1%
Low	Nil
Nuisance	Nil

13.2. The percentage amount will be calculated as the percentage of the agreed charges for support defined at Schedule XX

13.3. If a Software fault is part of, or included in, a related group of faults, the credit will apply to the group as though it were a single fault. In such cases, target times for the group will be based on the earliest reported fault within the group.

14. FAILURE TO MEET AVAILABILITY TARGET

Service Performance Regime for loss of availability:

% Monthly System Availability	Service Credit % of monthly support charge*
Less than 99.40%	5% Credit
Less than 99.15%	10% Credit
Less than 98.65%	20% Credit
Less than 98.15%	40% Credit

14.1. The percentage amount will be calculated as the percentage of the agreed charges for support defined at Schedule XX

14.2. Average system availability of less than 95% in any calendar month, where failure to take appropriate action by CUSTOMER's personnel has not contributed to such loss of availability, and, in particular, the CUSTOMER has taken all such appropriate and relevant action in terms of this Contract to provide the SERVICE PROVIDER with such information as would have prevented or reduced the loss of availability, then such loss of availability shall constitute a material breach giving rise to CUSTOMER's right to terminate the Contract and/or to claim damages for breach of contract, which damages may include all CUSTOMER's costs of instituting work-arounds for such a level of system non-availability.

14.3. Total service credits incurred in any one month shall not exceed 50% of the total monthly support charge for the said month.

15. CONDITIONS IMPOSED ON DELIVERED SERVICES

15.1. The SERVICE PROVIDER will perform all services requested in accordance with its own Quality standards.

15.2. The SERVICE PROVIDER will ensure the performance of all sub-contracted services if relevant in accordance with this same Quality standard.

15.3. The SERVICE PROVIDER will ensure at all times during the performance of the above services, that professional resources applied in the delivery of the Contract are covered by insurance as is required.

15.4. The SERVICE PROVIDER will only discharge resources to the CUSTOMER's premises that have been vetted in accordance with the procedures adopted by the CUSTOMER.

15.5. The SERVICE PROVIDER's staff will wear the identification badges provided to them by the CUSTOMER at all times whilst on the CUSTOMER's Premises.

15.6. The SERVICE PROVIDER shall assume responsibility for making good any damage caused to CUSTOMER property by members of the team under its control.

15.7. The CUSTOMER will insist upon its right to demand the replacement of any of the SERVICE PROVIDER's resources, or that of any relevant sub-contractor, in the circumstances that this resource is either guilty of criminal negligence whilst on site or is convicted of any criminal offence subsequent to vetting having been approved by the CUSTOMER.

15.8. The SERVICE PROVIDER will ensure that none of its staff, or that of any sub-contractor, will arrive at any CUSTOMER Premises without prior notification.

15.9. The CUSTOMER will ensure that none of its staff will arrive at the SERVICE PROVIDER's premises without prior notification.

15.10. The SERVICE PROVIDER will agree to work in co-operation with any other supplier to the CUSTOMER where such co-operation is required for the successful delivery of a fully operational Niche Police Records Management System.

16. CUSTOMER'S RESPONSIBILITIES

16.1. The CUSTOMER shall discharge in a timely manner all of the obligations which are the responsibility of the CUSTOMER in terms of this Contract.

16.2. The CUSTOMER shall comply with all reasonable requests made by the SERVICE PROVIDER for information which is necessary for the SERVICE PROVIDER to fulfill its obligations under this Contract.

16.3. The CUSTOMER shall provide the SERVICE PROVIDER's staff, when on site, with the following facilities at its Police Headquarters in XXXXX

- One desk;
- A power supply;
- One telephone socket;
- Appropriate meeting facilities when required;
- A parking space, for use by the Contractor's staff at the Headquarters Building in XXXX although there may be occasions when this is not possible.

Niche Technology – Sample License Agreement

NICHE – License Agreement

Dated the day of , 2013

BETWEEN:

Niche Technology Inc, a duly incorporated company with its principal offices at 54 Balmoral Street, Winnipeg, Manitoba, Canada, R3C 1X4
(herein referred to as “Niche Inc”)

AND:

AGENCY, with an address for service at XXXXXXX.

(herein referred to as "CUSTOMER")

WHEREAS:

A. Niche Inc has developed and owns the Niche Police Records Management System (“Niche RMS”) and is licensed to distribute Niche RMS by way of license.

B. In partial consideration of CUSTOMER agreeing to enter into the Agreement for Niche RMS (**the “Agreement**”), Niche Inc has agreed to enter into this License Agreement (“**License Agreement**”),

C. CUSTOMER requires, and Niche Inc wishes to provide, the License to operate the programs as set out in the Agreement and this License Agreement;

THEREFORE in consideration of the mutual covenants and agreements contained herein and for other good and valuable consideration, the sufficiency of which is hereby acknowledged, the Parties agree to the following terms and conditions.

1. **Grant of License**
Niche Inc hereby grants to CUSTOMER, subject to the terms and conditions set forth in this License Agreement, a non-transferable, non-exclusive license (the “License”) to use in perpetuity that part of the Licensed Software that has been purchased, in any machine-readable form for CUSTOMER’s own data processing purposes.

2. **Assignment**
This License may not be assigned by CUSTOMER without Niche Technology's consent, and any such consent shall be at the full discretion of Niche Inc. except that the license may be assigned to any statutory successor body to the CUSTOMER. No such permitted assignment shall be valid unless the assignee executes a covenant agreeing to be bound by all the terms and conditions imposed on CUSTOMER under this Agreement. No such assignment shall relieve CUSTOMER or the assignor from its obligations under this Agreement unless Niche Inc expressly agrees in writing to the contrary.

3. **Authorized Access**
The license allows use of the Licensed Software only to perform the business of the CUSTOMER within the jurisdiction of CUSTOMER. Agencies external to the customer may use the client portions of the Licensed Software in order to access the CUSTOMER’S records. The Licensed Software may not be used to maintain the records of an Agency other than the CUSTOMER or to run a Service Bureau.

4. **Size of Jurisdiction**
   Any increase in the number of sworn officers in the CUSTOMER, of more than 50 officers when compared with the number of sworn officers specified in the Contract, shall render the CUSTOMER liable for payment of an additional license fee per officer, as specified in the Contract for each such additional sworn officer over and above the number specified in the Contract.

5. **Rights under this License Agreement**
   This license grants CUSTOMER the following rights:
   (a) to install an unlimited number of Niche RMS databases (production, training, test, etc.) on CUSTOMER's servers; and
   (b) to install Niche RMS on any number of CUSTOMER's client workstations.

6. **Ownership and Intellectual Property Rights**
   (a) The Licensed Software and any copyright or other intellectual property rights of any nature whatsoever in the Licensed Software are and shall remain the confidential, proprietary property and information of Niche Inc. or those from whom Niche Inc. has acquired a proprietary right in the Licensed Software. The intellectual property rights to any modifications to the Niche Software whether made by Niche Inc. or anyone else, shall become and remain the exclusive property of Niche Inc. On all materials related to or part of the Licensed Software, excepting operational outputs such as printed reports and pictures, irrespective of the form of such materials such as screen formats, CUSTOMER shall, to the extent not previously marked by Niche Inc, place a legend stating that the materials are proprietary and confidential and are not to be disclosed to third persons without the prior written consent of Niche Inc.
   (b) CUSTOMER shall use the Licensed Software, and shall permit its use by any third person only in accordance with this License Agreement.
   (c) Except as otherwise provided, or as required by law, CUSTOMER shall not disclose any portion of the Licensed Software in any form to any third person without the prior written consent of Niche Inc.
   (d) CUSTOMER shall not copy any portion of the Licensed Software without the prior written consent of Niche Inc. except:
      (i) CUSTOMER may make a reasonable number of copies of the Licensed Software for backup purposes as part of normal server and client maintenance and backup procedures; and
      (ii) CUSTOMER may make a reasonable number of copies of the Licensed Software for the purpose of distribution and installation of the Licensed Software for use by CUSTOMER in accordance with this License Agreement.
   (e) CUSTOMER shall take appropriate action by way of instruction, order or otherwise with its employees to satisfy its obligations under this License Agreement with respect to use, copying, modification and non-disclosure of the Licensed Software.
   (f) CUSTOMER's duties under this Section shall survive any termination of any other provisions of this License Agreement.
   (g) Niche Inc shall ensure that no copyright restrictions or other encumbrances or restrictions exist which may impede the full and free exercise by CUSTOMER of its rights under this License Agreement, and Niche Inc shall provide or obtain any required permissions, licenses or waivers which may be necessary to ensure that CUSTOMER is fully able to exercise its rights, without any additional cost, expense or fees to CUSTOMER over and above the fees payable to Niche Inc.

(h) Notwithstanding any other provision in this License Agreement:
   (i) each party acknowledges and agrees that any software, hardware or software or hardware technology, any methodology, procedures, practices, processes and any other know-how of whatsoever nature and kind which belonged to a party (the “Owning Party”) prior to date of execution of this License Agreement (“Pre-Existing Items”) will continue to belong to the Owning Party notwithstanding that such Pre-Existing Items may be incorporated into any part of the Deliverables;
   (ii) each party may use freely and without restriction any ideas, concepts, know-how or techniques generally relating to or developed by either party in the performance of this Licensed Agreement and to authorize others to do so, without cost or charge.

7. Escrow
Niche Inc. will place the source code of Niche RMS, in escrow with an Escrow Agent, which shall be governed by a separate Agreement between the Customer, the Escrow Agent and Niche Inc.

8. Termination
Any violation of the terms of this License Agreement by CUSTOMER shall entitle Niche Inc to terminate this license on thirty (30) days written notice. If the license is terminated, CUSTOMER must immediately cease all use of the Licensed Software.

9. Indemnification
Except as Niche Inc is liable as set out herein, CUSTOMER shall, and does hereby to the full extent permitted by law, indemnify Niche Inc and hold Niche Inc harmless against all damages, claims and demands which may be sustained or suffered or recovered or made against Niche Inc by any third party arising from or in any way connected with the improper use of the Licensed Software. CUSTOMER’s duties under this paragraph shall survive any termination of any other provision of this Order.

This Agreement has been executed by Customer and by Niche Inc (by its duly authorized representative) on the dates noted below.

AGENCY

Per: ______________________________

Title ______________________________

Name: ______________________________

NICHE TECHNOLOGY Inc

Per: ______________________________

Name: ______________________________

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.

Niche Technology comment
This section read and understood. We believe our solution can meet all of your concerns.

Requirements

Architecture					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:	X				
Please see the detailed overview of our technical architecture, provided on page 154.					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:	X				
Please see the detailed hardware specification we have provided on page 162.					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**

Indicate Status:	X				

The Niche system is fully compliant with this requirement.

ARCH-4. Describe bidder's recommended approach for establishment of environments and considerations around production, testing, training and reporting environments to support the system.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Please see the detailed hardware specification we have provided on page 154.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche RMS uses an installed client. The client application can be accessed via a variety of thin client solutions including RDP and Citrix, including RDP via a Web browser using third-party server-based software.

Niche RMS does not use a service-oriented architecture internally (the relational nature of RMS data would make this an ineffective architectural choice) but is fully compatible with the use of Web services for interfacing to the larger environment via an Enterprise Service Bus.

ARCH-6. The system should provide diagnostic notifications including information regarding error detection and correction.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Please see the detailed overview of our technical architecture, provided on page 154.

ARCH-7. The system should be device agnostic and incorporate responsive design techniques; working on desktops, laptops, phones, tablets, and so on.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

In addition to providing access through a Niche mobile RMS application, Niche RMS can be used on almost any device for which a Citrix receiver, Remote Desktop (RDP) or other virtual client technology is available. This includes iPads, Android devices, etc.

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.

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

Indicate Status:	X				

Installation of the RMS client application requires elevated permissions, but normal operation does not.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

The Niche system includes an automated client update utility that can perform these updates for users automatically. "Update sources" are downloaded to the client devices either through a file share or via a trickle feed through the normal RMS client/server session. The actual update is triggered by an administrator action once all clients have received an update source. This ensures that all clients are updated simultaneously (or when they next log in) even if they are connected via a slow (e.g. mobile) network connection.

ARCH-10. The RMS should support information retrieval of driver's license and registration via card swipe/scan readers.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

The Niche system can be configured to receive and use driver's license and registration via card swipe/scan readers.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Bandwidth requirements are entirely dependent on the work being performed. Operational police service measurements have indicated that 33kbps per active user is sufficient for normal use, with an estimated 10% of logged in users active at any one time, so an average of 3kbps per logged in user.

Note that this is for "normal" users. Clerical users tend to work much faster and will use much more bandwidth, as will users retrieving large images, multi-page scanned documents, etc. Bandwidth depends heavily on what is being retrieve or saved in the system. For example, a thumbnail mugshot image is resampled by the server prior to transmission and may be only 3k in size, while even a moderate-sized evidence photograph will be 1MB or larger

Also see the detailed overview of our technical architecture, provided on page 154.

ARCH-12. The RMS should provide feedback to the user about the network connection status. Give explicit examples of how this is accomplished.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

The standard desktop application can be used on standard Windows-based PCs, where the network connection status is handled by the Windows operating system. The standard mobile application, which is wireless, includes a standard icon that provides users with a visual cue as to the availability of the network.
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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche provides standard workstation desktop and mobile applications that are bandwidth-efficient, making them suitable for use in remote locations with relatively poor network connectivity and in wireless environments. Operational police service measurements have indicated that 33kbps per active user is sufficient for normal use, with an estimated 10% of logged in users active at any one time, so an average of 3kbps per logged in user.
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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche has a mobile application available that is specifically for offline usage. Users can select from a list of available fill-in forms, which they can fill in on-line. When a network connection becomes available, the data will be imported to the main database, where any input names, addresses or other items requiring validation will be flagged. Niche provides a Master-filing utility that allows the officer (or other police staff) to verify input data against the data already in the database.
ARCH-15. The system should meet delivery and transmittal requirements for NCIC and NLETS.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche has an existing NCIC interface, and other interfaces similar to the NLETS interface. These will be configured to work with the Nebraska installation as part of the implementation project. Note that configuration and implementation of interfaces are a standard part of any Niche project. Please see our project methodology information on page 93. We have also provided a technical overview of Niche's approaches to interface development (see page 359).
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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

We have included this data as part of the detailed overview of our technical architecture, provided on page 154.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

We have included this data as part of the detailed overview of our technical architecture, provided on page 154. Note that Niche Technology will commit to meeting 99.5% application uptime, as per addendum 2.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

The Niche system commonly supports this volume of use and higher. For details of our system scalability and sizing, please see the detailed overview of our technical architecture, provided on page 154. Also see the hardware specification we have provided on page 162.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

The Niche system can be scaled to hold unlimited amounts of data. The decision as to what should be archived and when is typically driven by legal data retention requirements rather than by any limitation of the system. For details of our system scalability and sizing, please see the detailed overview of our technical architecture on page 154. Also see the hardware specification we have provided on page 162.

ARCH-20. The product should provide dual layer authentication. If not, explain the plans to do so.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

The Niche system supports this. For a discussion of system security (including user authentication and authorization), please see the Security section of the detailed overview of our technical architecture on page 154.

ARCH-21. The RMS system should support multiple state agencies using the same application. Explain how the application simultaneously shares and secures data.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche Technology has specialized in supporting the sharing of data between multiple agencies, from the time of our earliest implementations. We have a great deal of expertise in this area. For specific options, please see the Data Sharing section of our technical architecture overview, provided on page 170.

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 3rd Party	Not Available
Indicate Status:	X				

There are no known application setting conflicts. Note that the database server (MS SQL Server) requires certain installation and configuration settings. It is not recommended that a SQL Server instance be shared with other applications.

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 3rd Party	Not Available
Indicate Status:	X				

The Niche system supports this. For a discussion of system security (including user authentication and authorization), please see the Security section of the detailed overview of our technical architecture, provided on page 175.

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

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche RMS is not a Web based application. Client access via Web browser based RDP and Web services (for interfacing) support SSL.

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 3rd Party	Not Available
Indicate Status:	X				

The Niche system can support extremely granular security requirements using a combination of (1) permissions attached to user login roles (used to define standard access) and (2) Access Control List (ACL) security that can be applied to any item of data. ACLs are used to limit access to particular items. There are no "back door" methods for accessing secured information. For complete details, please see the Security section of our detailed overview of our technical architecture, provided on page 175.

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 3rd Party	Not Available
Indicate Status:	X				

Once ACLs have been set up, authorized users can apply and remove ACL settings for individual items and records. Different levels of authorization can be configured for this. For example, a supervisory user can add or remove an ACL setting that limits access to all of the files related to a particular, high-profile case. Definition and maintenance of user role permissions, and definitions of the ACLs must be carried out by customer system administrators. For complete details, please see the Security section of our detailed overview of our technical architecture, provided on page 175.

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 Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche RMS includes a standard Search Hit flag that can be applied to any record. This flag can be set to different levels of sensitivity (e.g., can be set so that the flag owner will be notified if this record appears in a set of search results, or can be set so that the flag owner will only be notified if someone displays the record). For details, please see our Flags and Cautions overview material, provided on page 238.

ARCH-28. The RMS shall comply with the Federal Bureau of Investigation Criminal Justice Information Services Division Security Standards. Describe the degree of compliance.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche RMS is compliant with FBI CJIS Security Policy.

Niche has reviewed the CJIS security policy and determined that the Niche RMS system can be installed, configured and operated in a manner that satisfies the requirements of the policy. It is important to remember that the CJIS security policy defines both policy and technical requirements, and these overlap in many cases. It is the combination of the police agency policies and procedures, the IT infrastructure, the RMS software and the RMS configuration that must conform to the CJIS policy. Niche can work with the State of Nebraska to ensure that CJIS requirements are met.

Audit

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche RMS provides extensive audit logging functionality that will meet and surpass these requirements. For complete details, please see the Auditing section of our detailed overview of our technical architecture, provided on page 179.

ARCH-30. The system should provide access to audit trails for only the users with proper security.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche RMS provides extensive audit logging functionality that will meet and surpass these requirements. For complete details, please see the Auditing section of our detailed overview of our technical architecture, provided on page 179.

ARCH-31. Authorized users should be able to print incident information or the incident audit trail upon demand.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche RMS provides extensive audit logging functionality that will meet and surpass these requirements. For complete details, please see the Auditing section of our detailed overview of our technical architecture, provided on page 179.

Sealing/Redaction

ARCH-32. The RMS should support the sealing and unsealing of records. It should mark records as sealed, but not delete information.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

The Niche system allows records to be sealed. For some types of data, such as charges, the system can *be set up to automatically seal the charges as of a particular date. Sealed records are only visible in the system to users whose login permissions or ACL memberships specifically allow them to view sealed information. The sealed information is clearly marked as sealed so that authorized users will be aware that they are viewing sensitive information.*

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 3rd Party	Not Available
Indicate Status:	X				

Sealed records are only visible in the system to users whose login permissions or ACL memberships specifically allow them to view sealed information. The sealed information is clearly marked as sealed so that authorized users will be aware that they are viewing sensitive information.

For users who are not authorized, the sealed information will simply not appear for them. For example, if a user displays a person record for someone who has charges that have been sealed, a user who has permissions to see the data will see the links to the sealed charges. A user who does not have the correct permissions can still see all of the standard person record details, but the sealed charges will not appear.

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 3rd Party	Not Available
Indicate Status:	X				

Report configuration is a standard part of project implementation and Niche has well-developed and proven methods for implementing this type of report. We also provide training and documentation. Niche will assist the Nebraska team in configuring a report that will provide this information.

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 3rd Party	Not Available
Indicate Status:	X				

Niche provides a range of options in this area:

- *Output reports can be designed that will only include non-sensitive information. Note that security automatically applies to all reports: if a user is generating an output report, that report will only include the data that that particular user has access to. If a different, more senior level user were to generate the same report, it can include sensitive or restricted information.*
- *Intelligence officers can make copies of Suspicious Activity Reports. The original report can be restricted to intelligence personnel, and the copy can be redacted for more general release.*
- *Our Case file preparation functionality allows users to generate PDFs for printing or export to prosecutors and other court-related systems. The PDFs can be redacted before being finalized.*

Release of Information

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 3rd Party	Not Available
Indicate Status:	X				

The Niche system can be configured to support this functionality.

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 3rd Party	Not Available
Indicate Status:	X				

The Niche system can be configured to support this functionality. The redacted, released reports can be stored as files attached to the incident or other case-related record.

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 3rd Party	Not Available
Indicate Status:	X				

The Niche system can be configured to support this functionality. Users outside of the NSP can be provided with access to the system that will be limited according to the permissions attached to their login roles. For example, a user role can be defined for County Attorneys, but the user role will be defined to restrict what they can see and do in the system. For more information, please see the Security section of our detailed overview of our technical architecture, provided on page 175.

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 3rd Party	Not Available
Indicate Status:	X				

The Niche RMS mobile application can be run on any Windows-based PC or laptop device.

System Administration

ARCH-40. The RMS should provide user-defined data fields. Identify the number, size and type of user defined fields.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Standard fields: *Niche RMS offers a number of options:*

- *System administrators can add NSP code tables to any text field in the system. This can be done on an as-needed basis by customer system administrators. System adminstrators also have direct control over all statutes, charge lists and charge definitions.*

- *Pick-lists for standard drop-down lists will be configured to meet NSP requirements as part of the implementation project, and can be maintained and updated as necessary as part of standard warranty and maintenance.*
- *The system provides standard Remarks fields a Notes feature that users can use for adding ad hoc comments.*

Custom report windows: *For reports, Niche RMS allows system administrators to create custom report windows with tabs and fields defined and arranged as required. In the Niche RMS, there are generic report entities that contain sets of fields. The field set contains a variety of field types for the system administrator to choose from when designing the window. Examples are:*

- *Date/time fields*
- *Choice-list fields*
- *Multi-select choice-list fields*
- *Text fields*
- *Amount fields*
- *Duration fields*
- *Address link fields*
- *Person link fields*
- *Vehicle link fields*
- *Officer link fields*
- *Address link fields*

A system administrator defines a data window for one of these generic report entities and defines which fields are used, the order of the fields on the window, the field labels, etc. – thereby defining a customized window with customized fields. The data window definition is stored in the database and the user accesses it just like any other report in the system. Users can enter data into the fields and the information is stored in the database. This is how user-defined fields are created, managed and stored.

For more detailed information on what the configurable options are in the system, which ones customers can configure directly, and which ones must be maintained by Niche, please see page 108. For more information on Reports in Niche RMS, please see page 331.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

As part of any implementation project, one of our goals is to provide the training and assistance customers need to become as independent as possible in supporting their Niche RMS system. The system has many configuration details that customers can control and update with no intervention required from Niche. For configuration that must be carried out by Niche (e.g., screen layout, field labels), note that this type of work is included in our standard warranty and maintenance contract – we do not charge for individual items of configuration. For more detailed information on what the configurable options are in the system, which ones customers can configure directly, and which ones must be maintained by Niche, please see our project methodology information on page 108.

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:

1. Total number of users
2. Active users
3. Total number of cases/incidents
4. Total number of reports
5. Case or incident approval status's
6. System drive/server capacity and status
7. System/network errors and critical issues
8. Frequency of use
9. Concurrent users
10. Utilization over time
11. Machine utilization
12. Features to characterize use and adoption of system
13. Configurable to include other features based on available system information.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

This information is currently available in the form of reports that can be generated on demand.

ARCH-43. The RMS system's display screen should be user configurable to accommodate the visually impaired, colorblind, day mode, night mode etc.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

System administrators can configure the system to use different color schemes (e.g. day mode and night mode). In addition, Niche RMS has a Microsoft Windows user interface, and the accessibility features that are supported by the workstation's OS are supported by Niche RMS. For example, the options available from the Windows 7 Control Panel are all supported by Niche RMS:

- *The Magnifier can be used to enlarge parts of the Niche RMS UI*
- *High contrast mode puts the Niche RMS client into high contrast*
- *Users can pick a higher DPI to enlarge the UI*
- *etc.*

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Security roles in Niche RMS are entirely under the control of the customer, and they can be as granular as necessary (having said this, Niche can assist with setup and maintenance, as necessary). For more information, please see the Security section of the detailed overview of our technical architecture, *provided on page 175.*

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche provides a set of business rules that are used to define data validation rules for any field that the customer requires. Niche works with the customer to customize these rules for the customer installation: the initial setup is done as part of the implementation project. However the business rules can be updated by customer administrators on an ongoing basis. For more on Data Validation, please see page 231.

For code tables and other detailed database information, Niche also supplies a utility program called NMLView – it allows system administators to view all entity, field and code table data in the database.

ARCH-46. The NSP system administrator should have the ability to set required fields based on agency determination.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

This functionality is included in the business rules we describe above for item ARCH-45. Data validation rules allow the customer to set which fields are mandatory in the system. Mandatory fields are shaded yellow for users. For more on Data Validation, please see page 231.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

Niche provides "data loader" utilities that are commonly used for bulk-loading data into a new database. The existing information would need to be exported from the existing system and added to the Niche data loader spreadsheet. This can all be done by customer system administrators or other IT staff.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:	X				

As we have described previously, the system will be set up with user roles that define sets of permissions for different types of users. The following details are of interest here:

- *Users can be assigned more than one login role within the same data domain. For example, an officer might usually log in with a standard "Officer 1" role. But if necessary, the same user can* *be assigned a "Supervisor" role for a period of time during which that officer is working as an Acting Supervisor.*

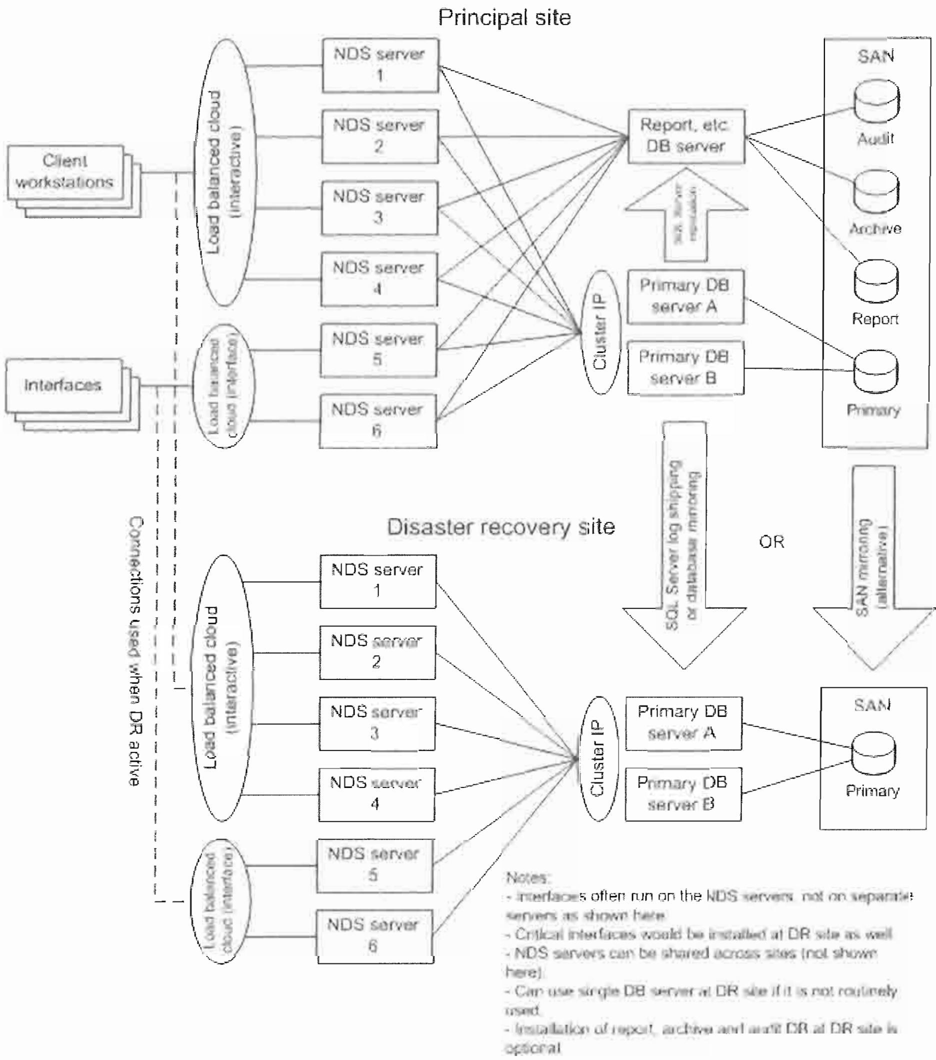
- *Users may be assigned different roles in different data domains. For example a user might have "Supervisor" role in one data domain, but only a basic read-only role in another domain.*
- *Different levels of supervisor and system administrator access can be defined.*

For more information, please see the Security section of the detailed overview of our technical architecture, provided on page 175.

Niche Technology Overview of Technical Architecture

Niche RMS is an integrated n-tier client/server system with proper separation of storage, business logic and presentation. It is a fully-integrated system; there are no separately-interfaced modules

Technical Architecture Example



The system is partitioned as follows:

1) Data storage is managed by a relational database (Microsoft SQL Server)
2) Application logic, business rules and security are managed by the Niche Data Server (NDS).
3) The graphical user interface is provided by client applications (*e.g.*, Windows desktop client, Windows mobile client). Clients communicate only with the NDS application server, not the database.
4) Interfacing is accomplished through APIs that communicate with the NDS application servers or through a Web service that communicates with the NDS application servers. There is generally no direct access to the backend database. This ensures that business rules and security are respected by all parts of the system.
5) Specialized user interfaces and client applications can use the APIs or Web service to access the system.

RMS System Components

Niche RMS clients

The RMS desktop client implements the system's standard Windows graphical user interface (GUI), which communicates with NDS. Niche also provides a Windows mobile client for communicating with NDS in a mobile environment. We provide integration facilities that allow Niche or customer-developed plug-ins to be installed to facilitate interfaces with other systems at the client level.

The Niche RMS system can be accessed by a variety of different client applications, running on devices such as BlackBerrys (from a 3rd party vendor). Mobile client applications can be developed to communicate directly with NDS using the Niche-supplied APIs or, more commonly, communicate with their own server (*e.g.*, a Blackberry BES), which in turn communicates with NDS using either the Niche APIs or the Niche-supplied Web service. Niche also supplies specialized applications

Niche Data Server (NDS)

The core of the system is the *Niche Data Server* (NDS). NDS is responsible for front-end communication with the client applications, enforcement of security and business rules, execution of business logic, and communication with the backend database. All client applications access the system through NDS, ensuring that security, logging and business logic are uniformly enforced. Direct access to the backend database is limited to data extracts and some complex analytical reports. Some Niche-supplied data import processes (*e.g.*, import of address verification data) also operate directly on the backend database. NDS is usually installed on a set of load-balanced servers, providing both load distribution and redundancy.

All client applications access data through NDS (Windows desktop client, Windows mobile client, specialty clients, custom front ends). Similarly, external system interfaces access data through NDS, either directly using a Niche-supplied API or through the Niche RMS Web service. Because all client applications and all interfaces use the same mechanism to access data through NDS, all of the application services available to the user though the client are also available to interfaces, Web service clients or any other interfaced application.

NDS processes requests from client applications and makes the necessary calls to the database to satisfy them. It returns data, updates the database or performs other operations as required. Because NDS handles all requests from both client applications and interfaces, security and business rules are applied uniformly no matter what the source of the request. NDS produces audit logs that track all client and interface activity. Some client requests cause NDS to use external system interfaces to exchange data with other systems.

The entire system (client, NDS and database) is defined, configured and controlled by the *metadata*, which contains the system data model augmented with information used to control the behavior of the different parts of the application. The metadata is also used to configure the system to suit the needs of different police departments.

RMS database

Niche RMS uses a relational database server for data storage and retrieval. Microsoft SQL Server 2005, 2008 and 2008R2 (recommended) are the currently the supported platforms. The database server can be installed in a failover cluster and/or with a remote disaster recovery site. Multiple databases (typically on separate servers) can be installed for reporting, archiving and audit log analysis. These additional servers help to reduce the load on the primary server, which is particularly important in large installations.

Architectural Flexibility and Interoperability

The Niche RMS architecture was developed over a number of years based on customer requirements for performance and flexibility. Further development of the architecture is being driven by the real world experience that Niche has garnered from its existing police installations. The Niche RMS architecture is a proven solution for police records management. It uses industry standard technologies and tools:

- Operating system: Microsoft Windows 2003, 2008, 2008R2, XP or Windows 7
- Hardware: Intel x86, x64 or equivalent
- Database engine: Microsoft SQL Server (OLE DB, ODBC, JDBC compliant)
- Web server: Microsoft IIS
- Web service: Standard SOAP based Web service, developed in .NET
- Network communications: TCP/IP
- Productivity tool integration: Microsoft Office
- Security technologies: Entrust, Kerberos (Microsoft Active Directory integration), TLS
- Interface technologies – client: .NET assembly plug-ins, hyperlinks, DDE
- Interface technologies – server: API with "extern C", C++ and .NET bindings (can be called from any Windows programming environment); SOAP Web service (can be used from essentially any environment).
- Backup tools: any tool that works with Microsoft SQL Server
- Handheld mobile (3rd party): BlackBerry
- Property inventory PDA: Windows Mobile, development in .NET

As evidenced by the list above, Niche RMS uses only proven, mainstream tools and technologies. Niche RMS has been interfaced to software running on Windows, Linux, Sun OS, IBM mainframes and other environments as well.

Niche recognized early in the development of Niche RMS that the longevity of the product, and its usefulness, depended on sticking with mainstream products for the underlying technology, ensuring that customers and third-party developers could extend the system through interfaces and plug-ins, and that Niche RMS would be interoperable with many other systems.

During the development of our first police product, the Niche Digital Mugshot System (Niche DMS), we had to perform many data conversions from proprietary systems, often with proprietary image and data formats. We recognized the great disservice that the developers of the mug shot systems we were replacing had done to their (now our) customers by using proprietary, non-standard technologies. We have remembered that lesson and, even now, ensure that all data stored in the Niche RMS database is compatible with standard products without the need for the Niche RMS application to be involved.

One example is the way in which Niche RMS stores external documents. Niche RMS uses the document's "disk" format. That means the document is not wrapped, which would be the normal approach, but is byte for byte the same as it would be in a disk file. Then it is compressed using LZ77 (ZIP), and can be uncompressed using WinZIP or GNU gzip. This ensures that:

- The backend database and its contents are accessible to any analysis or data extraction process.
- Customers are not "locked in" to Niche RMS and have full control of their data.

Niche's strategy has been to concentrate on developing and supporting its core COTS product, Niche RMS, and to support customers and third-party developers who want to develop interfaces and other extensions to the product. We do this by using common, open technologies, by providing APIs and integration hooks in the application and by providing technical assistance and test facilities to third-party developers. This has resulted in a product that is easy to integrate with and highly interoperable.

System Reliability and Availability

Niche RMS is a 24/7 high availability system. It is frequently reported by IT manager to be among the most reliable of all systems that they run. After-hours emergency service calls are very rare. This section describes strategies for achieving high reliability.

Hardware redundancy

All computer hardware can fail unexpectedly. Typical repair time is 4 – 24 hours, which is not acceptable for any critical operational system. Niche RMS avoids downtime due to hardware failures as follows:

- Database servers are configured in a cluster so that the secondary database server will take over the Niche RMS database instance from the primary server if the primary server fails.
- The database is stored on redundant (RAID) disks, typically on a SAN shared by the machines in the database server cluster.
- The NDS (application) server software is designed to tolerate a database server failover. If network connections to the database server are lost, the NDS software attempts to reconnect and then re-run any transactions that were aborted. This retry, combined with the automatic SQL Server database failover and recovery, assures that no work is lost during a failover. The only noticeable effect is that the system pauses while the failover occurs.
- The NDS servers themselves are load balanced, providing both load sharing and redundancy in case of an NDS server hardware failure.

Disaster recovery (optional)

A remote disaster recovery (DR) site is needed to maintain system operation in case the primary site becomes unusable due to a power failure, fire, flood or other situation that prevents normal system operation. Niche RMS supports the use of a DR site, which is normally a near-real-time replica of the principal site. The main task when establishing a DR site is to ensure that the database is replicated to the DR site and that there is a way to connect users to the DR site when that becomes necessary. Niche RMS DR sites are normally configured as follows:

- The database is replicated from the primary site to the DR site using SQL Server log shipping, database mirroring or SAN replication.
- Client workstations are directed to either the primary or the DR site by changing the DNS tables mapping the name of the Niche RMS load shared cloud to the cloud's actual IP address. Other approaches can be used as well, depending on the network infrastructure.
- Niche RMS's use of networking and the database is deliberately generic, allowing a wide variety of different replication and failover strategies to be employed as long as they are compatible with the Windows operating system and the Microsoft SQL Server database.

High software reliability

It is important that the system software, and in particular the server software, which simultaneously handles hundreds of users, operate reliably. The Niche RMS NDS application server software has been designed for continuous operation. Specifically, NDS has the following features:

- Robust internal exception handling that aborts individual operations without affecting the operation of the server software as a whole. These exceptions deal with user, data and programming errors.
- Sophisticated “smart pointer” memory management to prevent memory leaks that cause software failure after long periods of operation.
- Automated regression testing to catch server programming errors prior to release.
- Detailed server logging to allow most server errors to be detected, diagnosed and corrected from log files without reproducing the error or waiting for it to re-occur.

Server Scalability

Niche offers a scalable software solution that supports large numbers of officers, remains affordable and maintainable at any size, and can support a single system used by multiple police forces.

Scaling up

If a customer needs more server capacity, the simplest option is to get a bigger server or ‘scale up’. Microsoft and Intel/AMD have made great strides in providing more powerful database servers every year at a relatively low cost. By working with Microsoft and Intel/AMD products, Niche is in a position to take easy advantage of those advances.

Scaling out

Customers have the option of using multiple database servers within the Niche architecture. The client software interacts with a single NDS, while NDS manages a database distributed across multiple servers. For example, separate replicated servers can be used to run complex reports, perform data extracts for BI purposes, analyze audit logs, *etc.*

Server size calculations are based on comparison with similar-sized Niche RMS customers with similar policing models. NDS servers are targeted to support about 400 simultaneous users each, with a maximum of approximately 600 if some of the servers are unavailable. For the database server, experience indicates that one modern six-core processor can easily serve about 2,000 officers (not simultaneous).

Ongoing performance monitoring at most Niche RMS installations provides updated information on system performance, ensuring that the systems are running properly and providing data to allow Niche to refine its server sizing calculations.

The largest single Niche RMS application in production use at the moment is the Royal Canadian Mounted Police (RCMP) in Canada, serving about 14,000 police officers plus several thousand support staff. Typical daytime load on this system is about 2,500 simultaneous users running on a single database server and six application (NDS) servers. Note that the application (NDS) servers are inexpensive load balanced compute servers, allowing the application layer of the system to be scaled very easily.

The Niche RMS application also allows reporting and complex query load to be diverted from the primary database server to reporting servers that contain replicated copies of the primary data, further enhancing the scalability of the system.

Testing a system for scale

Both Niche and our larger customers run scalability tests on new versions and (sometimes) on patches. Two scalability tests can be performed:

- Use a backup of a production database and generate a script to play into the data-base from the audit logs. Niche has tools to make this process relatively easy to do. The rate of playback can be adjusted to simulate higher or lower load, al-though most accurate results are generated when load is played back at real time. Server load and response times are monitored during this process.
- Use a specific representative set of user operations mechanically scaled to what-ever the anticipated user load is. This is more controllable than the audit log approach above, but it is less certain that the characteristics of the simulated load match real usage patterns.

In addition to these tests, Niche RMS incorporates extensive load and performance monitoring features to allow both real time monitoring (via Windows Perfmon) and detailed analysis from logs. Because Niche RMS is in production use in a number of large installations (8,000+ officers), the system monitoring tools are well developed.

Niche RMS Storage Capacity

Niche RMS systems are sized according to the size of the police agency as that gives a reasonable estimate of the amount of work that will be done, independent of the number of concurrent users. For example, some agencies use an officer-entry model (police officers enter their own reports), resulting in a large number of concurrent, low-intensity users, while others employ clerical staff for that function, which reduces the number of simultaneous users but increases the volume of work per user. Because Niche RMS is an n-tier client/server application, a user typing a narrative or filling in a form has essentially no impact on system load until he/she submits their work.

The Niche RMS system has several components:

1) Desktop or mobile workstation. Each user has one workstation and the load on the workstation and the workstation's contribution to overall network traffic is not affected by the number of other users and workstations. There are therefore no workstation-level scalability issues.
2) NDS application servers. The workstations communicate with the load balanced NDS servers. The system is designed to support 400 logged in users per NDS server, with an upper limit of 600 logged in users per server. Processing capacity is not normally an issue with the NDS servers. Because the NDS servers are load balanced (and inexpensive) it is possible to add additional servers at any time without shutting down or reconfiguring the system.
3) Database server. The database server is usually the most performance-critical component in the system. Niche RMS currently supports several installations with over 8000 officers on hardware that is substantially slower than current mainstream commodity hardware, so database server capacity will not be an issue in this project.

Growth in database size does not usually have a serious impact on system load. It does, of course, require the storage subsystem to grow, but modern SAN systems allow expansion of storage and the database server allows the database to be extended on a single storage volume or onto multiple storage volumes.

Most interfaces do not have a significant impact on system load. The exception is interfaces that extract large quantities of data. Those interfaces can be designed to query a Niche RMS reporting server instead of the primary database. The reporting server is a replicated copy of the primary database with its own database server and storage that is used to run complex searches, large reports and data extracts (through the application layer or directly against the database). Load placed on the reporting server does not impact interactive system users (unless they choose to run searches on the reporting server).

Backups

Customers can use any backup tool that works with Microsoft SQL Server. All backup is performed through facilities provided by SQL Server and enterprise backup solution SQL Server agents. Depending on storage hardware (*e.g.*, SAN), backups can be made in a variety of ways, typically at times of low system use. SQL Server allows partial and incremental database backups to be performed if a full database backup does not fit into the backup window. Note that the backup window is not an outage – the system remains in operation – but the load introduced by the backup process will result in a decrease in system performance.

Performance Tuning and Accelerators

Niche RMS incorporates extensive load and performance monitoring features to allow both real time monitoring (via Windows Perfmon) and detailed analysis from logs. Because Niche RMS is in production use in a number of large installations (8,000+ officers), where performance monitoring and analysis is critical, Niche provides a well-developed set of monitoring features and tools, summarized here:

1) The Niche RMS application servers (NDS) add a number of counters for Microsoft's Perfmon tool. Perfmon can be used to simultaneously monitor the real time performance of both Windows and the NDS servers, including CPU use, memory use, network use (Windows), number of connections, request rate, average database, NDS and total response time (NDS), etc. as well as Windows and SQL Server counters on the database servers. Perfmon provides an interactive indication of system performance, a history (if recording is turned on) and alerts if an out-of-spec condition is encountered.
2) The NDS audit logs and diagnostic logs record the time used by the various components of the system in servicing each client request. Niche provides post-processing analysis tools to classify request types and graph the various performance trends over time. Niche also has analysis tools that can determine which operations in the system are slow and which are expensive (cost = resources used x execution frequency), allowing performance tuning efforts to be focused on the appropriate operations.
3) Niche provides locking and blocking monitoring scripts that record information needed to solve database concurrency issues.
4) SQL Server Profiler is used to find long running queries to help diagnose performance problems.

Niche will work with the customer and/or 3rd parties to ensure that system monitoring meet customer requirements. When performance problems are identified, Niche follows a procedure similar to the following (the procedure varies depending on what the investigation reveals):

1) The problem is diagnosed and isolated. There can be a number of reasons for performance problems, but the most common is when one or more database queries are executing inefficiently. The offending query (or queries) are identified from the instrumentation in the NDS audit logs and/or SQL Server's SQL Profiler.
2) (Assuming that the problem is an inefficient query) The query plan for the offending query is generated (using SQL Server tools) and analyzed. The reason for the inefficiency is determined. It is typically one of i) ineffective or out-of-date database statistics; ii) a missing index; iii) an inefficiently designed application-level query.
3) If the problem can be fixed using indexes, the existing indexes are examined and modified as required.

4) If the problem is that SQL Server is unable to properly optimize the query (sometimes because it is too complex or the database statistics do not faithfully represent reality) a query substitution is developed. This replaces the automatically generated query produced by NDS with a hand-crafted one that allows SQL Server to optimize better or contains query hints if there is no other solution.
5) If the problem is a bad application-level query, the query is changed in the application or interface that is submitting it.
6) After the query has been optimized, the customer's load test environment (if there is one) is used to test system performance to verify that the fix has improved performance and that there has been no detrimental effect from the fix.
7) The fix is put into production. In many cases, it can be put into production without interrupting system operation. Once it is in production, the system's instrumentation is used to verify that the problem has been solved.
8) When a problem isn't isolated to a single obviously bad query, Niche also performs analysis to find the most expensive queries in the system (execution time and/or I/O multiplied by execution frequency) and optimizes those.
9) Where appropriate, the fixes or optimizations are distributed to other customer sites, either as patches or in the next release of the system.

Benchmarks/Instrumentation

Response times are not normally dependent on client hardware or network infrastructure (unless the network is very slow or has high latency). The determining factor is normally the speed of the database server. Niche uses the "average total response time" Perfmon counter supplied by the NDS application server to gauge system performance.

The standard benchmark for acceptable performance is that client operations against NDS (average total response time) complete in an average of 200ms or less. Good performance is under 70ms. Note that these times are for single operations and a user action, such as populating a screen, often involves multiple operations against NDS. In use, this translates to a response time of approximately 0.5 to 1.0 seconds for most user interactions, although there is large variation when running complex searches. Because most RMS data entry work is done on the client without accessing NDS or the database, response is instantaneous for much of the process.

Niche does not predict system load based on the number of concurrent clients, as a user who is logged on does not impose any significant load on the system unless he is performing operations that cause the client to query the server. Rather, we predict system load based on the number of police officers in the Force, as that provides a prediction of the volume of police work that will be performed. Transaction times should average less than 90ms (at the server) if using the recommended server hardware. Full response times from the user point of view are further detailed below.

Transaction response times

Below are some sample response times in a properly configured system:

- Time from keying characters on keyboard to appearance on screen – instantaneous;
- Time for writing to database (e.g., saving a full or partial record) - < 2 seconds in 99% of cases;
- Time for creating new record on database - < 2 seconds in 99% of cases;
- Time for doing a simple search on records to reveal matches (e.g. person search on surname or combination of several demographic details) - < 2 seconds in 99% of cases;
- Time for retrieving a record from the database - < 2 seconds in 99% of cases;

Niche Technology Recommended Hardware Specifications for Nebraska

Updated: November 7, 2013

Approximate number of officers: 500

Introduction

The following document details Niche Technology Inc.'s recommended specifications to support a proposed joint deployment of Niche RMS by the State of Nebraska .

The information in this document is based on:

- Specifications and performance statistics from comparably-sized deployments of Niche RMS
- A comparative survey of results from standard server benchmarks, including:
  - SAP 2-tier ("sd2tier")
  - TPC-C
  - TPC-E
  - SPECINT2006

Also note that the server software listed here assumes the purchase of new platform software (SQL Server, Windows Server) to support the RMS; the full set of platform software supported by the RMS is somewhat larger and can be made available on request.

Server Specifications

Database servers

Read/write database host (2 node active/passive cluster)

Operating system	One of: • Windows Server 2008 R2 Enterprise Edition • Windows Server 2012 Standard Edition • Windows Server 2012 Datacenter Edition
Database server	One of: • SQL Server 2008 R2 Enterprise Edition • SQL Server 2012 Enterprise Edition
CPU	1x4 core Xeon E5-2643 or Xeon E5-1620 processor, or performance equivalent
RAM	32 GB
Storage	• Production Niche RMS databases range in size from 25 GB to 2 TB+. • RAID 1+0 should be used for the best performance and redundancy. • Required storage volumes are heavily dependent on the volume of scanned documents, images, and imported data. • Customers may choose to use RAID 5/6 for binary data such as images and report narratives, which do not have the same performance requirements as fielded data.
Clustering considerations	A failover cluster typically requires shared storage (e.g. SAN) that is certified by the vendor and Microsoft for use in a SQL Server failover cluster.

Reporting/audit database host (1, optional but recommended)

Purpose	Offloading auxiliary database services from the primary database server. This server is generally considered a requirement for agencies that use Niche's publisher extract processes and/or maintain a large online repository of audit data.
Requirement level	Strongly recommended
Operating system	One of: • Windows Server 2008 R2 Enterprise Edition • Windows Server 2012 Standard Edition Windows Server 2012 Datacenter Edition
Database server	One of: • SQL Server 2008 R2 Enterprise Edition • SQL Server 2012 Enterprise Edition **Additional notes** • Reporting/audit servers may run SQL Server Standard Edition, providing that the customer is comfortable with the limitations of that Edition relative to Enterprise Edition. • The SQL Server version (SQL Server 2008 R2 or SQL Server 2012) should match the version used by the primary servers
CPU	1x4 core Xeon E5-2643 or Xeon E5-1620 processor, or performance equivalent
RAM	32 GB
Storage	Similar characteristics to the primary database server, although RAID 5/6 is commonly used. • The exact storage requirements depend on how many replicas of production are maintained (if any). • Whether audit data is stored on this system. o The audit DB requires approximately 3 MB per officer/day, (i.e. 1.5x the size of the raw uncompressed audit log files).

Virtualization of the database layer

Although most RMS customers use dedicated server hardware to host the RMS database services, there is a move towards running the production RDBMS instances within VMware.

This is relatively common among customers whose number of sworn officers is fewer than 1000. However, it is worth noting that an RMS site with more than 7000 sworn officers has been successfully running a virtualized DB layer since mid-2012.

In general, the decision to run the RDBMS layer in a virtual environment would depend on:

- Whether the virtualized environment can provide equivalent performance to the provided "physical" specification.

It is preferred that virtualized DB instances are hosted within VSphere 5 Enterprise Plus, as that is the primary option for virtual machines that require more than 8 vCPUs. As such, that virtualization platform would not be a strict requirement for a deployment of the RMS by the State of Nebraska.

Microsoft's Hyper-V 2012 will likely join VMware as a popular RDBMS virtualization platform, as mainstream benchmark (SAP, etc.) results appear to support Microsoft's assertion that it is a viable virtualization platform for tier 1 applications.

- Whether the customer has sufficient expertise with the platform that they can reasonably support the virtualization layer in cooperation with the administrators who will be monitoring and otherwise supporting the RMS application server and database server layers.

Application (NDS) servers (2-3)

Purpose	Application (NDS) and interface services for the Niche RMS application
Requirement level	Required
Operating system	One of: • Windows Server 2008 R2 Standard Edition • Windows Server 2012 Standard Edition
CPU	1x4-core (or 4 vCPU) server-grade processor, e.g. a modern Intel Xeon. The CPU performance target for an NDS instance is a SpecInt 2006 rate score of 80-160 across 4 logical CPUs (cores, vCPUs, etc.).
RAM	8 GB
Storage	Approximately 450 GB local disk, in a RAID 1 or other fault tolerant configuration.
Network	Two or more network adapters; this allows physical separation of the user-facing load balanced IP address and the private/database-facing IP address.
Typical configuration	The NDS estate would likely be configured in the following way: • 2 NDS servers that are load balanced for end user access; this load balancing is achieved via Windows NLB or a hardware-based network load balancing appliance. • Optionally, one NDS server dedicated to interfaces to external systems such as CAD/C&C, Niche RMS web services, etc. This is a typical configuration that allows for servicing of interface-specific hardware and software with minimal user disruption. If the additional interface-specific server is not implemented, then it is possible to run the external system interfaces on the end user NDS instances.
Virtualization	Niche Technology Inc. supports customers who pursue virtualization of the RMS server application using VMware. NDS servers that are hosted in a virtualized environment are sized to match physical specs.

General Notes

- New server hardware, operating systems, and database software should be 64-bit.
  Niche RMS does support 32-bit hardware, but its use is strongly discouraged in a production environment due to its limitations in handling larger amounts of memory.
- SQL Server licensing costs depend the version that is deployed:
  - All versions up until and including SQL Server 2008 R2 use a *per-socket* licensing model.
    In this model, it is beneficial to use high-core processors to reduce the number of processors used in a SQL Server, which results in correspondingly lower licensing costs.
  - Beginning with SQL Server 2012, SQL Server is licensed on a *per-core* basis. This increases the licensing cost associated with using processors that have high core counts.
    Niche RMS support for SQL Server 2012 is in the implementation phase and will be available in Q1 2014.
- The above database storage estimates do not account for storage of raw NDS audit logs, which amount to roughly 2 MB/officer/day, but compress by approximately 80%.

Workstations

Purpose	Provide end user access to the RMS application.
Operating system	Windows XP SP3 or higher
CPU	Windows XP SP3: Pentium 4 @ 2.8 GHz (Intel Core2 Duo @ 2.2 GHz or better preferred) Windows Vista or higher: Intel Core @ 2 GHz (Intel Core2 Duo @ 2.2 GHz or better preferred)
RAM	• Windows XP SP3: 1 GB (2 GB preferred) • Windows Vista or higher: 2 GB
Storage	The current RMS desktop install uses roughly 400 MB of storage. This does not account for system prerequisites, additional mobile applications, or custom plug-ins.
Display	• Minimum resolution of 1024x768; this applies to both the desktop application and the mobile application • Video adapter or virtualization suite that is fully compatible with WPF applications
Prerequisite software	• Microsoft DHTML editor • MSXML 3.0 or 6.0 • Internet Explorer 6 or higher • Microsoft .NET 4.0
Common supporting software	• Microsoft Word – this is the most common format used for storing documents in the Niche RMS • Other productivity software (Excel, WordPerfect, Adobe Viewer, Adobe Acrobat, etc.)
Device-specific software	The Niche RMS application supports a variety of optional hardware. This currently includes image capture devices, barcode scanners, card read-

	ers, signature tablets, and barcode printers. These devices are typically installed on a small subset of the workstation base, and may require additional drivers and software. Any device-specific requirements are in addition to the core RMS application requirements.
Desktop/application virtualization	Niche supports the use of RMS user applications in virtualized/streamed environments, e.g. Citrix/RDP services/etc. However, Niche does not perform exhaustive in-house testing using these packages because there are too many possible variations. Customers are encouraged to test their version of Niche RMS in their desired environment, with their proposed configuration. Niche will work to fix any incompatibilities found. Customers may have to upgrade to the latest version of Niche RMS in order for Niche to provide related fixes.
General notes	The RMS application runs well on any modern PC. The specifications above reflect known configurations that run well at current customer sites. Hardware specifications account for typical use, which includes using Microsoft Word for forms, as well as using Internet Explorer and other related software at the same time as the RMS application.

Additional Environments

Niche RMS customers usually maintain one or more additional environments that support the operational environment; the section below discusses some of these environments.

In contrast to the operational hardware, the hardware requirements for the additional environments depend heavily on the customer's internal business requirements as opposed to any specific resource requirements of the Niche RMS software.

In practice, the lines between most of these environments are somewhat blurry.

For example, it is common for one environment to be used for training and for testing of core RMS functionality, while another system is used for development and occasionally for testing certain interfaces.

Disaster Recovery

Niche RMS customers typically deploy a physically remote disaster recovery (DR) site. The database on this site is generally maintained by transaction log shipping or database mirroring. The DR site is often a slightly smaller version of the operational environment, though some customers choose to deploy an identical set of hardware at their DR site.

Ultimately, the features of the DR site reflect the customer's required level of consistency between the two sites. That is, if the DR site is expected to behave exactly as the operational site, it needs to be specified similarly.

Comparison of selected operational and DR site features

# of NDS servers	In some cases, the DR site may have slightly fewer NDS servers. This may involve: • Consolidating all interface traffic to a single NDS server. • Reducing the number of end user servers that are available if the user load is guaranteed to be lower than usual while the disaster recovery is in use.
# of primary database servers	Due to the importance of this component, many DR sites have the same number of primary database servers as in production: an active/passive cluster consisting of two nodes. With that said, some agencies choose to implement a single non-clustered database server in DR.
# of secondary database servers (reporting/audit/archive)	DR sites may or may not use separate database servers for these jobs. A common option is to have the DR site's primary database server fill these roles, while acknowledging that this option may lead to reduced performance while the DR site is operational.

Training

The following specifications should be sufficient for the training needs of most agencies, although larger agencies that are planning mass training for an "all-at-once" initial rollout may need to expand these specifications to meet their requirements. Similarly, smaller projects may choose to reduce the size of these servers to more tightly fit their needs.

Database server

Purpose	Database server for training environment.
Operating system	One of: • Windows Server 2008 R2 Standard Edition • Windows Server 2012 Standard Edition
Database server	One of: • SQL Server 2008 R2 Standard Edition • SQL Server 2012 Standard Edition
CPU	1x4-core server-grade processor (e.g. Intel Xeon); recommendation available on request
RAM	16 GB
Storage	Dependent on the size and quantity of training databases that are used. It is suggested that this server have at least 100 GB available for database storage, as it is normal to maintain multiple training databases that are used for parallel training classes and different app versions. Some fault-tolerant level of RAID may be appropriate (e.g. RAID 1), depending on the customer's required level of availability.

Application (NDS) server(s)

Purpose	RMS server (NDS) and interface services for training environment
Operating system	One of: • Windows Server 2008 R2 Standard Edition • Windows Server 2012 Standard Edition
CPU	1x4-core server-grade processor (e.g. Intel Xeon); recommendation available on request
RAM	8 GB
Storage	Any basic storage devices should suffice for this task; some fault-tolerant level of RAID may be appropriate (e.g. RAID 1), depending on the customer's required level of availability.
Note	Some agencies choose to run the training site's RMS application server on the same system as the training DBMS, though many deploy a separate NDS server for training.

Testing and Development

Niche RMS sites generally include one or more testing and development environments. The number of distinct environments and the exact hardware and software requirements depend heavily on the type of testing and development being performed. Another significant factor is whether the customer feels that systems can be shared by different purposes.

The following are common options for testing and development environments:

Basic test environment

- Used by project staff when testing new versions and performing gap analysis.
- The hardware specifications for such a system are modest.
  - Some agencies have a shared training/test environment, while others deploy individual environments for these purposes.
  - SQL Server can either be hosted by the same system that hosts the RMS server application (NDS), or NDS can be pointed at a shared database server to reduce licensing costs.

Pre-prod environment

- Typically hosts a copy of the production database, or a database of similar size/scope.
- These environments have production-grade hardware specifications, although they are often cut down to a certain extent.
- Use of these environments reduces risk by allowing for very realistic testing and analysis without disrupting the production environment. Niche customers have previously used these environments for the following tasks:
  - Test of major version upgrade processes
  - Data import/migration testing
  - Stress testing of new RMS versions
  - Performance-related troubleshooting/analysis
  - Refining database management practices
  - Final user acceptance testing when moving between major versions of the RMS

Development

- Agencies that perform significant internal development may have dedicated development environments.
- A customer may be able to deploy SQL Server Development Edition into their development environment.
  This allows developers to test Enterprise-level features at a much lower cost than purchasing another Enterprise license for the development environment.

  The various MSDN subscriptions also include development tools (e.g. Visual Studio) that can be used to develop custom applications that interact with Niche RMS.
- These systems are also often used for testing external interfaces that may not be configured for basic functionality testing.

Data Sharing with Niche RMS

Niche RMS was designed for multi-agency data-sharing from the start and has been used in a variety of multi-agency installations since. Because of this, Niche offers unique domain-based multi-jurisdictional information sharing that allows agencies to easily share the RMS system data with other agencies, and the Niche project team has the experience and expertise to guide the NSP through the process of implementing a multi-tenant system.

Niche's domain system allows for individual agency configurations within the larger installation – individual member agencies can set up agency-specific roles, workflow, system parameters, default field values, reports and other local rules and options.

Multi-agency Niche consortiums can search between agencies even on details such as tattoo descriptions, MO, victim relationships and verbiage (full text). Niche is currently supporting multi-agency installations in Canada and the UK. All current US Niche customers are already sharing or planning to share their Niche RMS installations with partner agencies.

Agencies control which of their data is shared: sensitive data or data not pertinent for viewing by other agencies is classified during the course of everyday police work and can be automatically omitted from sharing using standard system security.

Partitioning of Multi-Agency Data

Data Domains: In Niche RMS, all data records are tagged with a *domain* name, which is a hierarchically structured name that identifies the organization that owns each record. The domain tags are used by the searching functionality, the security infrastructure and the configuration subsystem to create a flexible means of hosting multiple police agencies within a single Niche RMS installation.

Domains are used to:

- Define and control inter-agency data access.
- Determine the scope of searches (within one agency, all agencies under a parent domain, *etc.*)
- Allow for individual agency system configuration. Global configuration can be implemented in a parent domain, with individual special configuration options implemented for specific agency domains within the parent domain. This allows individual agencies to set up their own configuration options.

Looked at in a simple way, the domain tags identify which police agency owns a particular record in the installation's single shared database. Because the domains are structured hierarchically, groups of police agencies sharing a single system can identified by *parent domains* in the hierarchy. Data records can be owned by a single police agency (tagged with the police agency's domain name) or they can be shared among multiple police agencies (tagged with a parent domain).

Different types of data can held at different levels in the domain hierarchy. For example, person records could be held at a shared level while officer's investigation reports and other details of the event/ incident/ occurrence could be held at the police agency level. Sharing of data among police agencies can be controlled by both the default share levels configured in the system and by individual share levels set on records. The share level determines how close in the domain hierarchy a user has to be to access a record.

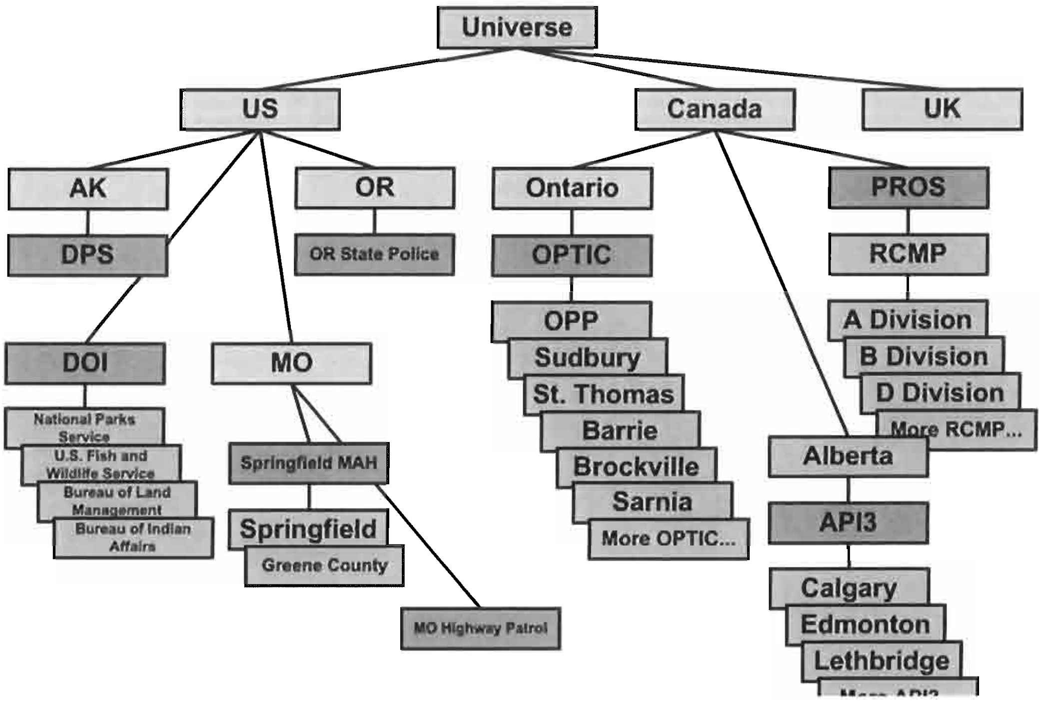


Diagram showing the domain structure of a number of Niche RMS installations. Note that the domain structure is rooted at Universe, followed by jurisdictions (typically countries, states, etc.), then by the actual Niche RMS installations (the red boxes) and lastly the police agencies hosted inside those installations. For example, the domain for Springfield, MO, is "/US/MO/Springfield MAH/Springfield".

Below are three examples of approaches to multi-agency domain structures. Note that these are examples only: Niche RMS can be configured for other approaches to information sharing. As part of the initial implementation project, Niche assists with determining the model the best suits police agency needs.

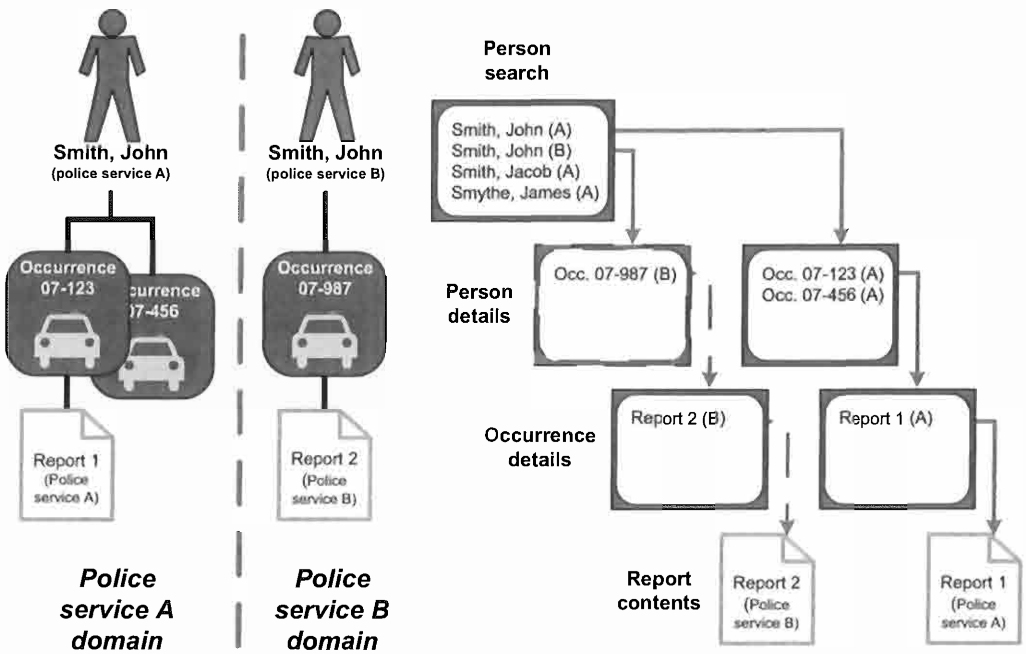
Approach 1: Domains by Police Agency

In the "by agency" approach, all data (except some common configuration data) is tagged with the domain name of the police agency that created it. The effect is complete separation of the data belonging to the various police agencies. Sharing is typically read-only, so a user in a police agency can search his own data, data belonging to another police agency, or, by searching a parent domain, data belonging to multiple (or all) the police agencies hosted in the system. As noted previously, sharing can be controlled on a per-record basis if necessary.

In this approach, the same person could exist in the domains of multiple police agencies, and a search of a parent domain would return all instances of the person in the sub-domains (the police agency domains).

Case Study: The Ontario Provincial Police/Ontario Police Technology Information Cooperative (OPP/OPTIC) project was the first large Niche police project, going live in 2000. It comprises about 44 police agencies, including the OPP, serving 8,381 officers (about 10,000 users), covering 416,000 square miles. OPP/OPTIC maintains a central server farm with multi-jurisdictional data sharing using the domain by agency model.

InterNiche: The "domains by police agency" model is also suitable for implementation using InterNiche, which allows separate installations of Niche RMS to share data (read only). This approach allows police agencies to run their own systems but still share data. The single installation approach is normally simpler and more cost effective, but InterNiche is a viable alternative when a single installation is not possible.



All data created by a police agency is tagged with the police agency's domain. If multiple police agencies have contact with the same person, there will be multiple nominal records (one per police agency) for the person and a search of the common parent domain will return multiple nominal records.

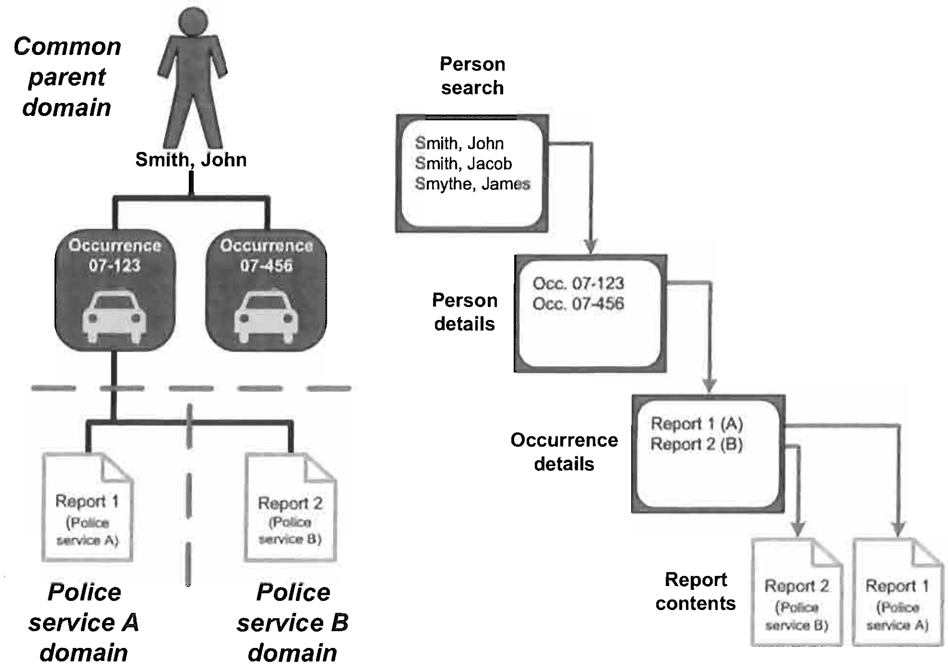
Approach 2: Shared Master Person Index & Event/Incident/Occurrence Records

In the shared master person index and occurrence configuration, person records and occurrence (event/incident) records are held in a parent domain of the agency domains. The effect is that there will be a single system-wide master record for each person, shared by all the police agencies.

Similarly, occurrences (events/incidents) will be shared across the system. Shared occurrences are particularly useful when the police agencies regularly engage in joint investigations in which officers from multiple agencies contribute to the same occurrence. Investigation reports and other data collected during the investigation are still held in the police agency domain, but the occurrence itself is shared.[1]

Case Study: The RCMP PROS system supports federal policing and policing for 198 municipalities, 192 First Nations communities, and 29 EPPAs, comprising 14,000 police officers (2004 go-live). The system allows the RCMP and its partner agencies to maintain single shared person and incident/ occurrence records across Canada. The South Wales Police/Gwent project in the UK, currently in progress, will also use this approach.

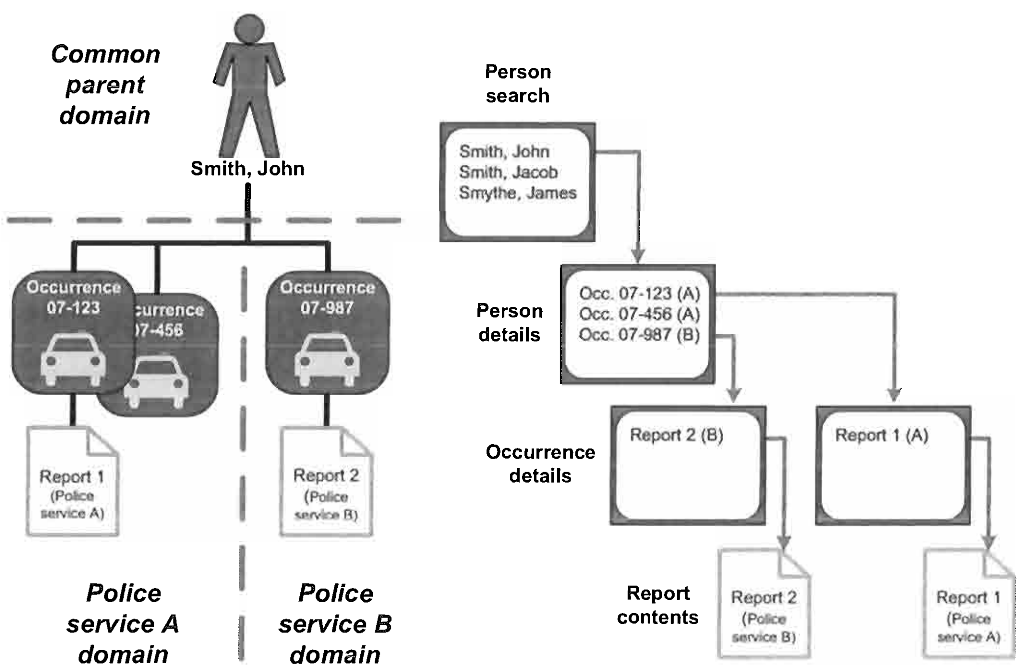
[1] Note that shared occurrences contain additional information that allows the occurrences to be identified as belonging to a particular police force despite being held in a common parent domain.



Person and occurrence records are held in a common parent domain, making them jointly owned, allowing multiple agencies to maintain a single master person record.

Approach 3: Shared Person Records

Domain splitting decisions depend on police requirements. For example, it is also possible to put only master person records in a shared parent domain while all other data belongs to individual police agencies.



Person records are held in a shared parent domain and all other data is held in individual police agency domains.

Lessons Learned

Data sharing and multi-agency configuration in Niche RMS is a well-developed technology. It is rare that technical constraints of the system limit how a multi-agency system can be implemented. Cooperation among the members a multi-agency system is critical, however. The overall configuration of the system, how it will be operated and how it will be funded affect all participants, and well-developed governance structures are critical to success.

Niche can provide assistance with the technical aspects of a multi-agency installation, but the true experts in making a multi-agency system work are our customers, some of whom were been running multi-agency systems long before they implemented Niche RMS. Niche can provide contact information on request.

Niche Technology Security Overview

Niche RMS has a flexible access control system designed to prevent unauthorized access by:

- Identifying and authenticating users robustly, including using two-factor authentication.
- Preventing users from accessing data and performing operations that they are not allowed to access or perform.
- Preventing users from accessing data they do not need to access.
- Logging all activity

What follows is an overview of how Niche controls access to data in the Niche RMS database. More detailed technical information can be provided on request.

Access Control. Niche RMS features a sophisticated security model that controls access to data:

- At the domain level (data ownership – typically by police agency),
- At the role level ("right to know" access by job function like general patrol, supervisor, etc.) and
- Using Access Control Lists (ACLs) for fine-grained discretionary "need to know" access control.

These can be used to limit access to any single record or to any file linked to a record (for example suspicious activity reports). These features can be used individually or in combination to manage data access to classes of records and documents, and to data within records. For example, the system can be configured so that certain data fields on records will only appear to users who are logged in with particular roles.

NAC User Authentication. Authentication establishes a user's identity. Niche RMS supports built-in username/password authentication, TLS authentication (via PKI tokens or smart cards) and Kerberos (Windows / Active Directory) authentication using username/password or two-factor authentication.

When configured for Kerberos authentication, Niche RMS uses Windows authentication facilities to provide a secure, mutually authenticated connection between the client (user) and the Niche RMS application server. In most cases, the system is configured so that users are not required to re-authenticate when starting Niche RMS – Windows credentials are automatically used. Kerberos-authenticated sessions can be configured for end-to-end encryption.

TLS authentication uses a Public Key Infrastructure (PKI) and, typically, hardware tokens (USB or smart card) to provide robust two-factor authentication without the use of Windows domains, Active Directory, etc. TLS provides mutual authentication (the user is authenticated to the server and the server is authenticated to the user) and, optionally, end-to-end encryption of network traffic.

Niche RMS also provides a built-in username/password mechanism that can be used in cases where no external security package has been implemented.

The result is that no one can access data without logging into the RMS. Authentication is enforced no matter what device is being used: LAN/WAN connected desktop computer, mobile laptop or hand-held device.

For added security, different authentication mechanisms can be enabled on different network interfaces and/or TCP/IP ports on the NDS application servers. For example, username/password authentication could be allowed within the secure server room network (*e.g.*, for use by some interfaces) but disallowed for any network connection from the rest of the organization.

User authentication on portable devices. Authentication to a mobile device depends on the device selected. For example, in a typical higher-security Blackberry implementation (using 3rd party software), a Bluetooth smart card device is carried by the user which allows two-factor authentication to the Blackberry device and the BES. When the Blackberry application server connects to Niche RMS on behalf of the user, Niche RMS sends a challenge back to the Blackberry device to be signed by the smartcard, ensuring end-to-end authentication. Other approaches are used by other devices and vendors.

NAC User Authorization. Authorization determines what a user is allowed to do after having been authenticated, *i.e.*, after logging in. The Niche Access Control subsystem (NAC) uses domains, roles and access control lists to control authorization. Note that when a user does not have view access because of domain, role or ACLs rules, the records in question will disappear completely – they do not appear in search results, cannot be displayed and will not appear in reports.

- **Domains** define sets of data and data ownership. Niche RMS assigns every data record to a domain. Domains are arranged hierarchically: each police agency typically has its own domain with optional sub-domains. Each user is given access to one or more domains. The domain determines who owns the data. Domain ownership information can be used to control access by users in other domains.
- **Roles** define what data users are allowed to view and modify within a particular domain and what actions they are allowed to perform. Roles are typically defined and assigned based on job function, and used to implement “right-to-know” security. For example, roles can correspond to work functions, like "general patrol" or "staff sergeant" or "investigator".

Each user is assigned one or more roles within a domain, and can switch between allowed roles when working in an acting capacity. Note that users can be assigned different roles in different domains, so an investigator may have an administrative role in the Internal Affairs sub-domain and have only normal user access in the rest of the police data.

Roles are hierarchically defined. Each role is composed other roles and/or a set of rules that determine access to entities in the data. Rules define the data access and operations allowed within each role.

Discretionary Access Control Using Access Control Lists (ACLs). ACLs provide discretionary access control for “need-to-know” authorization in addition to role-based “right-to-know” authorization described above. ACLs provide flexible options for allowing or denying access to sensitive information to individuals or groups. An ACL provides a set of rules that can be applied to any data object in the system (*e.g.*, a particular person, a person description, a report). The rules grant or deny access to an object based on the user’s identity and his organizational membership.

Roles are useful for controlling access to entire categories of record, for example, records involving juveniles/young offenders. An ACL is useful for controlling access to individual instances of records so that access to a given record or report can be blocked from users whose roles might usually allow them access (or the reverse: access to a single record or report can be provided to a user who would not usually be able to see it).

Administration/user management: System administrators can create and modify domains, roles, standard ACLs and data classifications using the Niche RMS workstation application. This can be done from any workstation without disconnecting users or shutting down the system. Each domain can have its own administrator, providing local control in a multi-jurisdictional installation. Domain administrators can add and remove users, set passwords, and assign roles within the domain.

The system provides a user management function that allows authorized system administrators to create and manage user records. Police employees are usually given an Employee record in the system. The Employee record is a specialized person record that stores standard person information and provides links to employee addresses, emergency contacts, assigned tasks, and unit membership information.

As part of this set-up, the employee is assigned a login ID and password, and provided with access to one or more domains. Most users are assigned a single role within a single domain, based on their job roles, but some users may be given more than one role and/or roles in different domains. Individual users may also be assigned group data classifications and Access Control List (ACL) permissions. System administrators have full control over the roles, data classifications and ACLs available to any given user, and can change or disable user permissions at any time. For example, an officer in a temporary Acting Supervisor role can be allowed a Supervisor role in the system while in that position, and returned to his or her standard role when no longer acting in a supervisory role.

Security Auditing

Niche RMS logs all user actions performed in the Niche RMS desktop client, the mobile client and all other clients and interfaces. Optionally, any information returned to the user or interfacing application is logged as well. The audit logs contain a complete record of all operations performed, including:

- Login (including identification of workstation from which login occurred)
- Logout
- Password change (the password itself is not recorded)
- Domain change
- Security role change (users who are in an acting capacity and have access to additional roles must explicitly change to their role to perform their acting functions. This is recorded in the audit log.)
- Searches run
- Records created, retrieved and modified (optionally including a complete record of data retrieved)
- Reports viewed, modified or printed
- Changes to data
- Configuration and security setting changes (this information is stored in the database and is modified through the desktop client application like all other data in the system)
- User actions performed in the desktop client (e.g., switching tabs, clicking buttons, etc.).

Viewing Detailed Audit Logs: The security audit records are recorded in disk files by the NDS application servers. The log files are protected by Windows security, not database security, allowing separation of duties between the database administrators and the security administrators.

Users cannot see any auditing data unless they are authorized to see it. The recommended practice for online audit log access is to use a Niche-supplied utility to load the audit logs into an audit log database, where it is accessed using the desktop client through the production NDS servers. The audit log database can be hosted by the production database server or by a secondary dedicated audit log server (recommended for larger installations).

The audit log viewer (ALV) functionality in the Niche desktop client allows the logs to be searched, viewed and reported on. Because the audit data is like any other data in the system, reports can be configured generate audit log extracts, summaries, *etc.*

Create/Modify Stamping: In addition to the security audit logs described above, each record in the system has fields that record the identity of the user that created the record and the last user to modify the record, along with the creation time and last modification time. This information is used by the security roles to protect records and to lock them after a defined period of time. It is also accessible from the desktop client by right clicking on the data in question and choosing "Audit" from the menu. In many cases, this very limited amount of information is sufficient to understand how a record got into the system and whether it has been modified since.

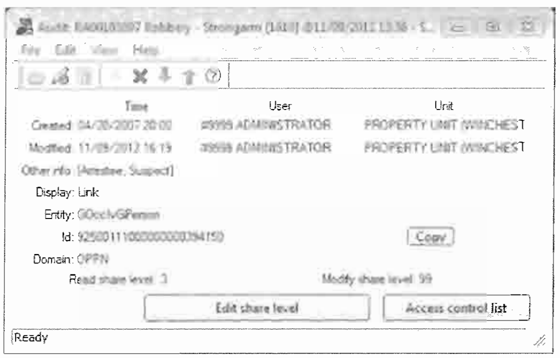
Niche Technology Auditing Overview

Every action performed through a desktop client, mobile client or any external system interface is logged to an audit log file outside the database. The file is protected by the server's file system, not by database or NDS security, facilitating separation of duties among system administrators and making it unlikely for a user to be able to hide a security breach. Niche RMS has a number of different audit trails and layers of accessibility that serve different purposes. They are described in the sub-sections below.

Record Creation and Modification Data

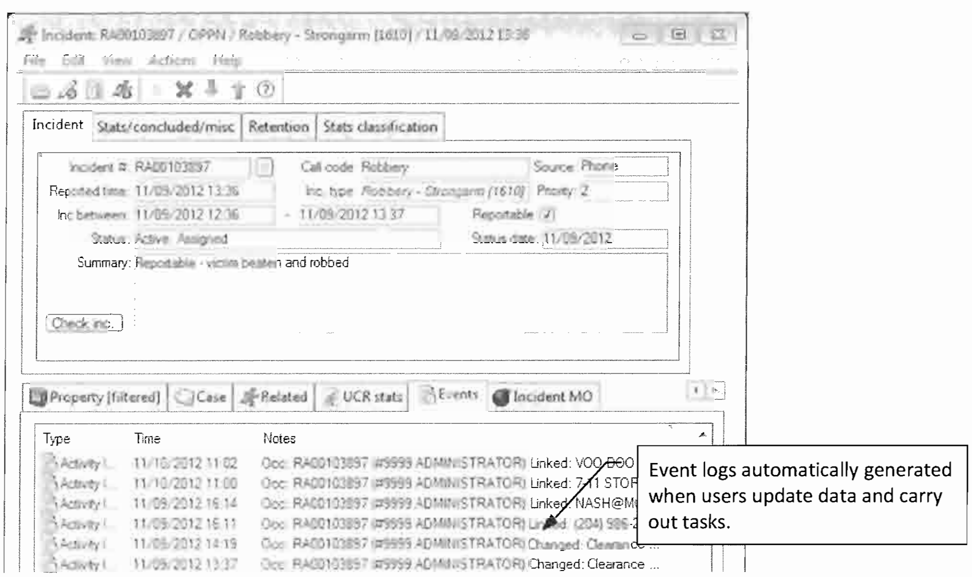
Each record in the system has fields that record the identity of the user that created the record and the last user to modify the record, along with the creation time and last modification time. This information is used by the security roles to protect records and to lock them after a defined period of time.

Subject to role access, users can right-click any Niche RMS record or data item and select **Audit** from an option menu. An audit window will then appear in relation to that item and will show who created it (user ID and unit ID), who last modified it (user ID and unit ID), the database ID number, the entity name, the domain and other related information as shown below. In many cases, this information is sufficient to understand how a record got into the system and whether it has been modified since.

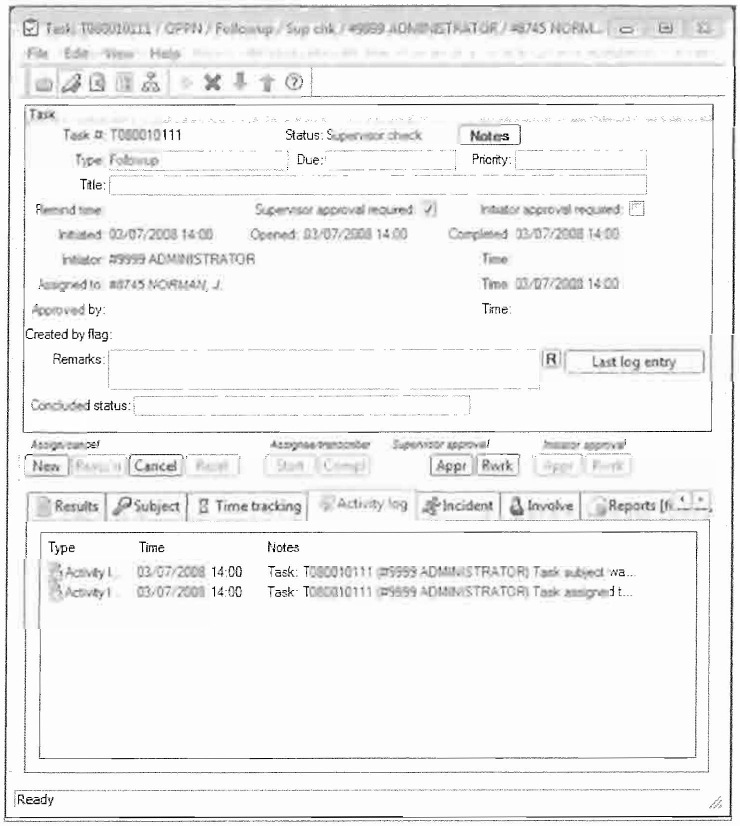


Audit Data Stored as Event/Activity logs on a Record Window

Niche RMS Incidents include an *Events* tab (see the example below). Certain actions (*e.g.*, linking/unlinking involved records, adding reports, tasks *etc.*) automatically generate a log entry on the *Events* tab. Supervisors can select and displays the details of transactions that users have performed against the incident and related tasks:



A Niche RMS Task window has a similar data tab for task-related Activity logs. The Activity log tab displays select transactions that users performed on the task:

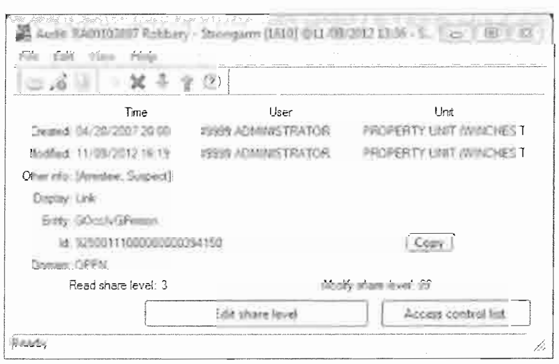


Types of Activities Audited

Record Creation and Modification Data

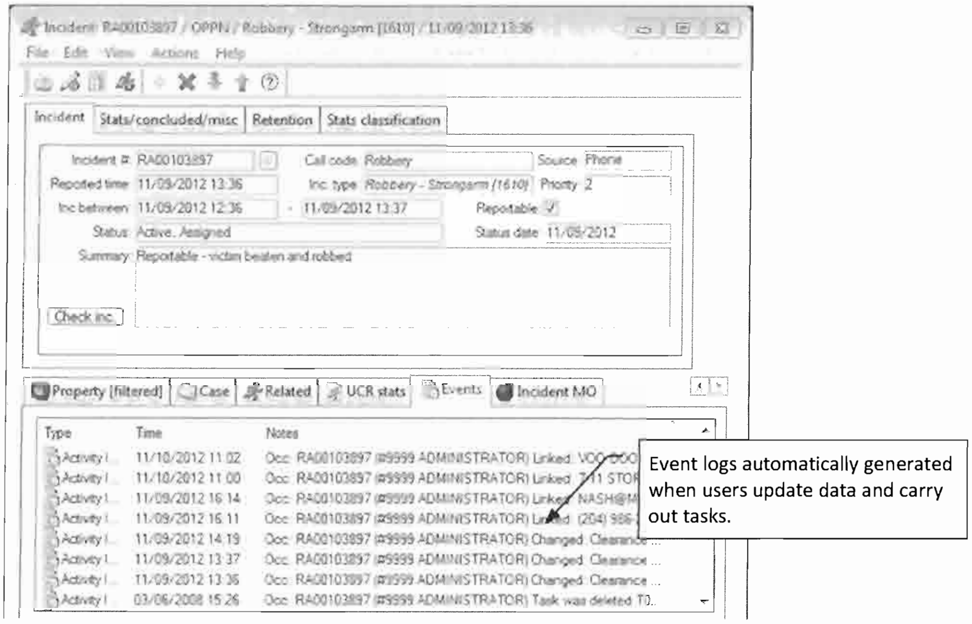
Each record in the system has fields that record the identity of the user that created the record and the last user to modify the record, along with the creation time and last modification time. This information is used by the security roles to protect records and to lock them after a defined period of time.

Subject to role access, users can right-click any Niche RMS record or data item and select **Audit** from an option menu. An audit window will then appear in relation to that item and will show who created it (user ID and unit ID), who last modified it (user ID and unit ID), the database ID number, the entity name, the domain and other related information as shown below. In many cases, this information is sufficient to understand how a record got into the system and whether it has been modified since.

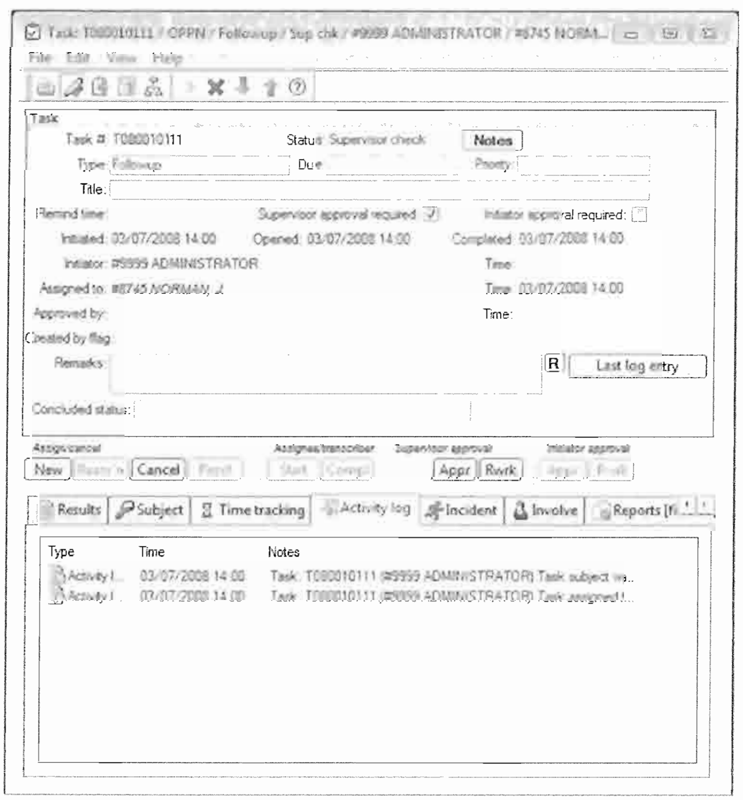


Audit Data Stored as Event/Activity logs on a Record Window

Niche RMS Incidents include an *Events* tab (see the example below). Certain actions (*e.g.*, linking/unlinking involved records, adding reports, tasks *etc.*) automatically generate a log entry on the *Events* tab. Supervisors can select and displays the details of transactions that users have performed against the incident and related tasks:



A Niche RMS Task window has a similar data tab for task-related Activity logs. The Activity log tab displays select transactions that users performed on the task:



Details of Activities Audited

Niche RMS logs all user actions in the Niche RMS desktop client and all interaction of all client applications, including interfaces, with the NDS application server. Optionally, any information returned to the user or interfacing application is logged as well. The audit logs contain a complete record of all operations performed, including:

- Login (including identification of workstation from which login occurred)
- Logout
- Password change (note the password itself is not recorded)
- Domain change
- Security role change (users who are in an acting capacity and have access to additional roles must explicitly change to their role to perform their acting functions. This is recorded in the audit log.)
- Searches run
- Records retrieved (optionally including a complete record of the data retrieved)
- Reports printed
- Changes to data
- Configuration and security setting changes (this information is stored in the database and is modified through the desktop client application like all other data in the system)
- User actions performed in the desktop client (*e.g.*, switching tabs, clicking buttons, *etc.*). Because this information is reported by the client application itself, and the client application is not considered "trusted", the record of user actions is used to annotate the robust record of operations performed by the system and is not, by itself, considered a reliable audit record.

Field-level Auditing

All actions, including changes to data, are logged. The log record includes the concept of a session, which is the period of time from login to logout and identifies the user, the workstation, *etc.* When a data change is made, the old value can be determined from the logged return data preceding the change (if result set logging is enabled), since the client application normally retrieves and displays data before a user changes it. The new value is recorded explicitly in the log.

Record-level Auditing

All operations performed in the system are recorded in the audit logs. Whenever a record is created or modified in the system, the creation and/or modification timestamp and the corresponding user identity are recorded on the record. This allows any user to get immediate information about who created a record and when and who last modified the record and when. These timestamps are intended for operational use and provide immediate confirmation that a record has not been modified since it was created, *etc.*

For more complex situations, where a record has been modified, perhaps multiple times by multiple users, the information in the audit logs provides a complete history of the record, including when it was created, viewed and modified, by whom and what the changes were. If result set logging is enabled, the audit logs also provide a history of what the record contained over time whenever it was retrieved.

System configuration can control whether the primary keys of returned data are logged or whether the full returned data is logged, but this is a static configuration and not normally changed during system operation. If only a subset of data is to be audited, the best approach is to filter the audit logs when they are being loaded into the audit database. This approach reduces the volume of data in the audit database but ensures that the full audit record remains available in the form of the original log files, which are to be compressed, written to non-volatile storage and permanently archived.

The system also has mechanisms that allow alerts to be placed on particularly sensitive data (*e.g.* a high-profile subject) so that appropriate personnel are alerted whenever a user accesses the tagged record. Any changes to these alerts are tracked in the audit logs.

Database-level Auditing

Security audit logging is performed at the application level. There should not be any direct access to the database except for legacy data migration, trusted statistical reports and data extracts, which need to provide their own auditing. It is possible to enable database-level auditing using facilities provided by the RDBMS, but this is not normally done as the results are hard to interpret and the data volume is large.

Auditing Data Imports/Exports

Data imports and exports are subject to the same security as every other function in the system, whether performed by an individual user, or by an interface (*e.g.*, a CAD interface used to import data into the system). All transactions are subject to the NAC security sub-system in the NDS middleware, and are automatically captured by the auditing system, with full granularity as to any queries that were run, results returned, and records created, updated or modified, field data changed, and so on.

Audit Log Configuration and Security

The NDS application servers record full security audit information into files. This information includes all operations performed by all client applications, which include desktop and mobile users, as well as all interfaces (both server and client based). Everything in the audit logs is tagged with the user and the time. All logins and logouts and all searches, retrievals, updates and deletes are logged. Any errors, including both application and security related, are also logged. The Niche-supplied desktop client explicitly logs user actions such as clicking a button, selecting a tab, *etc*.

Logging can be configured to record only operations performed, it can be configured to additionally log the primary keys of data rows returned to the user or it can be configured to log all data returned to the user. Logging returned keys or all returned data provides more detailed information to auditors, but increases the size of the audit data.

An automated process is used to periodically switch the audit logs to new files, copy the audit logs to the audit log database server and load them into the auditing database. This is typically done anywhere from once per hour to once per day, depending on volume and requirements to access recent audit data. The original audit files should be written to secure storage (*e.g.*, DVD) and permanently archived.

Once the data has been loaded into the audit database, it can be searched, explored and reported on through the Niche RMS desktop client by users with appropriate roles. A purge process is defined to delete old data from the audit database according to customer requirements.

One important feature of this audit logging process is that it enables separation of duties among the administrators who have access to different parts of the system. For example, duties could be broken down as follows:

- Normal users: Access only through the application, all actions are audited.
- Application administrators: Can change security configuration of the system but have no access to audit logs or database directly. All actions are logged.
- Audit log clerks A: Responsible for switching to new audit logs, digitally signing audit log files and archiving signatures. Their only access to the system is the ability to switch to new log files and read log files (to create digital signature).
- Audit log clerks B: Responsible for transferring log files off NDS servers and onto audit log DB server, writing to permanent storage (e.g., DVD). Their only access to the system is the ability to copy and delete audit files.
- Audit DBAs: Responsible for loading audit logs into an audit DB. Audit DBAs are the only staff who need to be able to write to the audit DB. No system access or access to the main DB is required.
- Auditors: Access all audit data through desktop client Audit Log View (ALV). All actions are audited. No direct access to audit DB is required.
- Main DBAs: Need access to main database, but no access to audit database.

- Application maintainers: Ability to install server software updates, etc. They could gain read access to the audit DB using the password that NDS uses to access the audit database, but not write access (NDS does not require write access to the audit DB).

It is unlikely that any police agency would break the audit log maintenance process into this many separate jobs, but it illustrates that access by any one person can be restricted to prevent most security threats to the system and the audit log integrity. Note that this process would normally be automated, but there are still staff who have access to the different parts of the process in order to set up the automation.

Audit Log Retention

All system and database logs can be archived and retained for as long as necessary and legally required. Note that when audit logs are loaded into the audit database, any details that are deemed uninteresting can be filtered out and not loaded, saving space in the audit database. However, the original audit files, which are typically compressed and archived to DVD or other inexpensive permanent storage, remain available in case a later investigation requires details that were filtered out during the loading process.

Typical requirements are for one to five year online audit data access, with permanent (or effectively permanent) archiving of the raw logs. Tasks can be set up to delete old audit records from the audit database periodically.

Audit Log Server

Niche RMS records audit logs as files on the NDS servers. The recommended practice for online audit log access is to use a Niche-supplied utility to load the audit logs into an audit log database, where it is accessed using the desktop client through the production NDS servers. The audit log database can be hosted by the reporting database server or it can be hosted on a dedicated audit log server. The audit log files should be digitally signed (optional) and archived on offline stored (*e.g.*, DVDs).

Operational Logs

Operational logs are recorded in the database. Unlike the audit logs, the purpose of these logs is to support police operations and evidentiary requirements, not system security. The operational logs are meant to be viewed, printed, *etc.*, by normal users in the course of their day to day work. Note that all activities recorded in the operational logs are also represented in the audit logs, which provide the definitive record or all activity on the system. The operational logs in Niche RMS include:

- **Line-up creation:** A detailed log of is maintained in the database for photo line-up creation. The purpose of this log is to provide evidence of how the line-up was assembled, including the search parameters for distracter images in a line-up containing a suspect, which distracters were selected, which were rejected, *etc.* The log is associated with the line-up and can be viewed and printed as required.
- **Witness viewing logging:** If photo line-ups are viewed online by witnesses, a detailed log of the witness's actions is recorded in the database, including when and how long a witness looked at each image, which images were rejected, which were marked as possible matches, *etc.* The purpose of this log is to provide evidence of how the witness viewing session was conducted and what the witness determined during the process. The log is part of the witness viewing session, which is associated with the photo line up being viewed and the witness.
- **Incident event logging:** A select set of events is recorded in the database for each incident. The log of these events provides a history of the work that has been done on the incident and can be used to understand the history and state of an investigation.
- **Property and vehicle event logging:** Every action performed on a piece of property, including adding it to the system, checking it into stores, moving its location, *etc.*, right through to final disposal, is logged in the database. Each piece of property has a list of actions performed on it, which is used to meet continuity of evidence requirements.
- **Task logging:** A log of task actions is recorded for each task in the system. This history can be used to determine when the task was created, who it was assigned to, when it was reassigned, completed, marked for rework, *etc.*
- **Custody logging:** A log of all activity and status changes for persons in custody.

Viewing Detailed Audit Logs

Users will not be able to see any auditing data unless they are authorized to see it. The recommended practice for online audit log access is to use a Niche-supplied utility to load the audit logs into an audit log database, where it is accessed using the desktop client through the production NDS servers. The audit log database can be hosted by the production database server or by a secondary dedicated audit log server.

The audit log viewer (ALV) functionality in the Niche desktop client allows the logs to be searched, viewed and reported on. Because the audit data is like any other data in the system, reports can be configured generate audit log extracts, summaries, *etc.*

It is possible to configure the security roles to give different auditing users access to different types of audit information. For example, some audit users might only be able to see login/logout and session information while others could see the full set of audit data. In our experience, however, most police forces choose to grant all auditors full access to the logs to ensure that they have full information available to them when performing their investigations.

Printing Audit Data

Authorized users can use the audit log viewer (ALV) to generate audit information – as we have described above, the ALV allows audit logs to be searched, viewed and reported on. Because the audit data is like any other data in the system, reports can be configured generate audit log extracts, summaries, *etc.* This will allow authorized users to generate and export and print incident audit trails and other auditing-related reports.

Niche RMS provides a standard set of auditing reports. Like all other system reports, additional reports can be configured as part of this project to meet all NSP requirements. Reports can be exported in any format necessary, including to fielded formats like Microsoft Excel (if the reports are configured appropriately). Assuming the agency has the necessary software (e.g., Adobe Acrobat), reports can also be "printed" to PDF.

In addition, when users print incident information, the printing process itself can be audited, as described below.

Auditing Printed Reports

Niche RMS tracks the following information regarding printed reports:

- Originator of print job and the location the print request originated from
- Report title printed
- Time and date of print
- Printer ID printed to

In addition, Niche RMS audits all related report activity, including instances where:

- The report was printed
- The report was generated and previewed but not printed
- The report was saved to a file
- The report was sent as an e-mail attachment

Auditing Data Imports/Exports

Data imports and exports are subject to the same security as every other function in the system, whether performed by an individual user, or by an interface (*e.g.*, a CAD interface used to import data into the system). All transactions are subject to the NAC security sub-system in the NDS middleware, and are automatically captured by the auditing system, with full granularity as to any queries that were run, results returned, and records created, updated or modified, field data changed, and so on.

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.

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

Niche RMS provides the following indexed entity records:

- *Incidents (incidents are treated as entities in our system – each has a record to which other data can be attached)*
- *Persons*
- *Businesses/Organizations*
- *Addresses*
- *Telephone/E-mail*
- *Property items (multiple classifications)*
- *Vehicles (multiple classifications*

We describe these in more detail in at the end of this Master Index subsection. Please see page 199.

Note that the Niche RMS system makes extensive use of linking: no item of data should ever need to be entered more than once. The goal is for one-time data entry, with links being used to re-use data where it is required. Entity records can be linked to one another, e.g., persons linked to incident records, and reports and other data files are linked to records, for example an officer's narrative report can be linked to both the incident record and the person record. For a detailed overview of this functionality, please see our "Linking in Niche RMS" section on page 225.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard, preferred functionality in Niche RMS. For a detailed overview, please see the "Linking in Niche RMS" section on page 225.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. Authorized personnel can merge or split entity as required. Note this is just part of our larger Data Quality Management (DQM) functionality. For a detailed overview, please see the "Data Quality Management in Niche RMS" section on page 231.

MI-4. The RMS should provide field level versioning / history of changes to records when merges are performed.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

Note: Partial availability. Major changes and actions are captured in the Event logs for each record. This information is readily available to end-users.

In addition, our auditing system retains a detailed record of all changes to a record (details of which fields were altered and how they were altered, when and by who). This data can be assembled when required, but is not readily available to end-users (auditing personnel must query the audit logs).

Niche does not store historical "versions" of records in the database.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality. If data and data associations (e.g., the link between a person and address) are changed as part of normal use, it will be reflected throughout the system. For a detailed overview of our linking functionality, please see our "Linking in Niche RMS" section on page 225.

MI-6. The RMS should support duplicate detection and quality management of master indexes for end users and administrators.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. For example, users are usually required to search the existing database for existing records before they will be allowed to create a new person record or address record. Data imported from external sources, such as a CAD system, will include records that are clearly flagged as being in need of review before they can be indexed. For more information, please see the "Data Quality Management in Niche RMS" section on page 231.

MI-7. The RMS should be able to report different versions of master records, e.g. detailed versions, public dissemination versions, etc.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

Each instance of an entity in the system is represented by a database record. The database record can have an unlimited number of different types of attachments. So for example, if there is a narrative report associated with an incident record or a person record, and the report includes sensitive information, it is possible to create a duplicate of that report to be redacted.

In addition, a number of output reports can be configured and made available for any given entity. The same record can be used to generate multiple different reports. Users can simply select the report they need from a menu to generate the set of information they need.

MI-8. The RMS should support a confidential master name index for Internal Affairs. Describe how this could be accomplished.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

In the Niche system, this is accomplished using standard Security. Entire person records or parts of person records (e.g., the part describing a person's involvement as a confidential informant) can be easily and quickly hidden from users who do not have the correct authorizations. This can be securely managed without requiring a separate database or a separate data domain.

Another option is to assign Internal Affairs a separate sub-domain within the main database, for managing Internal Affairs incidents and cases. For more information, please see the section on Security on page 175.

MI-9. The RMS system should be able to search any field or combination of fields within the master each of the master indexes.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. For a detailed overview, please see page 323.

MI-10. **All master index** 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 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. Users can search for existing master-indexed database records to be linked together. For more information, please see the "Linking in Niche RMS" section on page 225.

MI-11. The RMS should provide a variety of ways at point of link to find and validate **people** against the master person index. The following are examples of the kinds of ways users should be able to search and verify identity:

1. Name
2. Gender
3. Date of birth (multiple)
4. Driver's license number
5. Address
6. Social Security Number (multiple)
7. FBI number
8. Department of Corrections number
9. AFIS number
10. State Identification number
11. Local arrest number
12. Users should be able to include additional information to narrow search (e.g. date of birth, gender, etc)

Describe ways users can search at point of link and describe the search experience.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. At the point of link, users will select an option to carry out a search of the database for existing records. The search window allows them to search according to all of the criteria you have listed, and more. If there is a matching record in the system, they can click a button to add a link to it. For more information, please see the "Linking in Niche RMS" section on page 225.

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 **vehicles** against the master vehicle index. The following are examples of the kinds of ways users should be able to search and verify identity:

1. Make
2. Model
3. Color
4. Year
5. VIN
6. License plate number
7. Partial plate numbers
8. Associated persons

Describe ways users can search at point of link and describe the search experience.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. At the point of link, users will select an option to carry out a search of the database for existing records. The search window allows them to search according to all of the criteria you have listed, and more. If there is a matching record in the system, they can click a button to add a link to it. For more information, please see the "Linking in Niche RMS" section on page 225.

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 **locations** against the master location index. The following are examples of the kinds of ways users should be able to search and verify identity:

1. Address, highway milepost, P.O. Box, Intersection, etc
2. Common place name
3. Business name
4. Latitude/Longitude

Describe ways users can search at point of link and describe the search experience.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. At the point of link, users will select an option to carry out a search of the database for existing records. The search window allows them to search according to all of the criteria you have listed, and more. If there is a matching record in the system, they can click a button to add a link to it. For more information, please see the "Linking in Niche RMS" section on page 225.

MI-14. The RMS should provide a variety of ways at point of link to find and validate **property** against the master property index. The following are examples of the kinds of ways users should be able to search and verify identity:

1. Serial numbers
2. Owner applied numbers
3. Type
4. Make
5. Model

Describe ways users can search at point of link and describe the search experience.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. At the point of link, users will select an option to carry out a search of the database for existing records. The search window allows them to search according to all of the criteria you have listed, and more. If there is a matching record in the system, they can click a button to add a link to it. For more information, please see the "Linking in Niche RMS" section on page 225.

MI-15. The RMS should provide a variety of ways at point of link to find and validate **organizations** against the master organization index. The following are examples of the kinds of ways users should be able to search and verify identity:

1. Name
2. Location
3. Logo
4. Associated persons

Describe ways users can search at point of link and describe the search experience.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. At the point of link, users will select an option to carry out a search of the database for existing records. The search window allows them to search according to all of the criteria you have listed, and more. If there is a matching record in the system, they can click a button to add a link to it. For more information, please see the "Linking in Niche RMS" section on page 225.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

Persons, addresses and organizations all include options for storing alias and alternate name and/or descriptive information. This information can be searched on. For example if a "John Jeffries" has an alias of "Jack Frost", a user searching for Jack Frost will find the correct "John Jeffries" person record. For more information, please see the section on Master Indexes in Niche RMS, on page 199.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:	X				

Niche RMS complies with this requirement. A unique ID can be configured for each entity.

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.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:	X				

Niche RMS includes extensive functionality for adding flags and cautions to records across the entire database. For details, please see our "Flags and Cautions" section on page 238.

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 3rd party	Not Available
Indicate Status:	X				

By default, Niche RMS tracks all the information requested above, by direct capture into data fields, by providing links to associated records (e.g., other associated persons, addresses, telephone numbers), or by attaching reports such as CT scans, X-rays, etc. Note that user defined fields are provided as various Remarks fields available on the Person record.

For more information, please see the section on the Person *entity on page 208.*

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 3rd party	Not Available
Indicate Status:	X				

By default, Niche RMS tracks all the information requested above, either by providing fields on the record, or by providing links to associated records (e.g., associated persons, addresses). Note that for

user-defined fields are provided in the form of Remarks fields available on the Vehicle record window to note additional information. For more information, please see the section on the Vehicle *entity on page 220.*

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, ½, 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 3rd party	Not Available
Indicate Status:	X				

By default, Niche RMS tracks all the information requested above. Note that for user-defined fields are provided in the form of Remarks fields available on the Vehicle record window to note additional information. For more information, please see the section on the Address *entity on page 215.*

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 3rd party	Not Available
Indicate Status:	X				

Niche RMS supports all of this data for property items in a number of specific categories. By default, Niche RMS tracks all the information requested above, either by providing fields on the record, or by providing links to associated records (e.g., associated persons, addresses). Note that for user-defined fields are provided in the form of Remarks fields available on the Property record window to note additional information. For more information, please see the section on the Address *entity on page 219.*

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 3rd party	Not Available
Indicate Status:	X				

By default, Niche RMS tracks all the information requested above, by direct capture into data fields, by providing links to associated records (e.g., associated persons, addresses, telephone numbers), or by attaching reports. Note that user defined fields are provided as various Remarks fields available on the business/organization record. For more information, please see the section on the Business/Organization *entity on page 214.*

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 3rd party	Not Available

Indicate Status:	X				

This is standard, preferred functionality in Niche RMS. For more information, please see the "Linking in Niche RMS" section on page 225.

Location

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 3rd party	Not Available
Indicate Status:	X				

Niche RMS can be integrated with your chosen GIS/mapping software. The system can access external address validation sources, and also export RMS data to third-party mapping applications for display on a map (e.g., ESRI ArcView). The application maintains location information suitable for mapping with all address information in the RMS. This coordinate data typically enters the RMS database via the CAD interface, or it is associated with the address as part of an address validation process.

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 3rd party	Not Available
Indicate Status:	X				

This is standard functionality in Niche RMS. Non-standard locations can be marked as non-standard. This is a searchable field, which makes it easily findable by GIS or DQM staff. For more information, please see the section on the Address entity *on page 219.*

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 3rd party	Not Available
Indicate Status:	X				

Addresses in reports can be configured to have any format that the police require. For on-screen display of the database record, Niche provides a standard format that can be configured as part of the implementation project.

Master Indexes in Niche RMS

Overview of Niche Master Indexes

Niche RMS uses a single relational database for primary storage of the "master index" data entities described in the table below. Each instance of a database entity is a record that can be linked to other database records and to reports. Narrative descriptions of each of the entities may be attached as reports.

Entity	Information stored
Incident	An Incident record is the central repository for all information the RMS has for a particular incident, occurrence or event. It includes links to all related involved entities (persons, addresses, vehicles, property, *etc.*), arrests, charges, warrants and other related reports and legal documents. Incident records can be set up for any police situation, including non-criminal events such as citations, traffic accidents and missing persons.
Street check / Intelligence reports	These records store the details necessary to describe a street check, field contact or stop check, and they include many of the same features as Incident records, such as the ability to add links to involved entity records and reports. Authorized users can use these records to generate and submit Intelligence reports.
Case file (court documents)	A case file allows staff to automatically generate a set of documents that will be required in court. Case files are linked to Incident and Person records so that case-related reports and links to entity records (involved persons, property, addresses, *etc.*) can be automatically generated based on data already recorded in those records. Case files also include reports that are added directly to the Case file record itself, *e.g.*, legal documents, witness lists, *etc.* An assembled set of case files can be redacted before being forwarded to prosecution or a court system.
Person	A Person record stores information to describe a person, including links to associated addresses, vehicles and property. The Person record also provides links to previous incident involvements, arrests and charges and provides a complete criminal history. Person records also include one or more digital photos and other information useful for physical identification (multiple ID numbers, detailed physical descriptions, scars, marks and tattoos, *etc.*).
Business, Organization or Criminal org.	These records are similar to Person records, but store information to describe businesses, organizations (*e.g.*, church or community organization), or criminal organizations (*e.g.*, gangs). As with other entity records in Niche RMS, these records include links to associated persons, addresses, vehicles, property, incidents and field contacts.
Property	Property records provide descriptive property and property storage information on items reported stolen, seized, stored, recovered, held as evidence, *etc.* Property records include digital photos. Stores management features allow for precise tracking of property (storage locations, checking in, checking out, *etc.*). As with other entity records in Niche RMS, these records include links to associated persons, addresses, vehicles, incidents and field contacts.

Entity	Information stored
Vehicle	Vehicles are a specialized type of property record that store all of the data about a particular vehicle (make, model, year, color, VIN, *etc.*). The same stores management features that are available for property also apply to vehicles, *e.g.*, a seized vehicle can be tagged, added to a storage location such as an impound lot, checked out, checked in, and so on. As with other entity records in Niche RMS, these records include links to associated persons, addresses, property, incidents and field contacts.
Address	Address records store data to describe physical locations. Features include information on alarm systems and location cautions. Most customers set up address verification based on an existing police address database. Within Niche RMS, Address records can be linked to associated persons, vehicles, property, incidents and field contacts.
Telephone Number/ E-address	These records store telephone numbers, FAX numbers, e-mail addresses and other electronic contact information.
Officer/employee	This is a specialized type of person record designed for officers and other police employees. In addition to providing standard person information, it provides links to employee addresses, emergency contacts, assigned tasks and unit memberships. Employee records also store information on an officer's areas of expertise, allowing supervisors to run a quick search to locate individuals with particular skills.
Unit, section or troop	This is a specialized type of organization record designed to describe and organize units, sections and troops in the police hierarchy (terminology is configurable). It provides information to define individual police organizational units, including name, type, and status. It also provides access to contact information, unit tasks and supervisor task approvals.

Incident Entity Records

Niche RMS uses the term *Incident record* to refer to the database record that provides the central repository for all of the information that the police have regarding a particular incident, occurrence, case or set of events. The Incident record provides access to all of the other related records that are involved (*e.g.*, persons, addresses, vehicles, property), as well as to all of the reports and other documents that may need to be added (*e.g.*, statements, arrest reports, charges, warrants, civil process documents). It is used both for the initial incident report (which is attached to the incident record) and for managing the ongoing investigation.

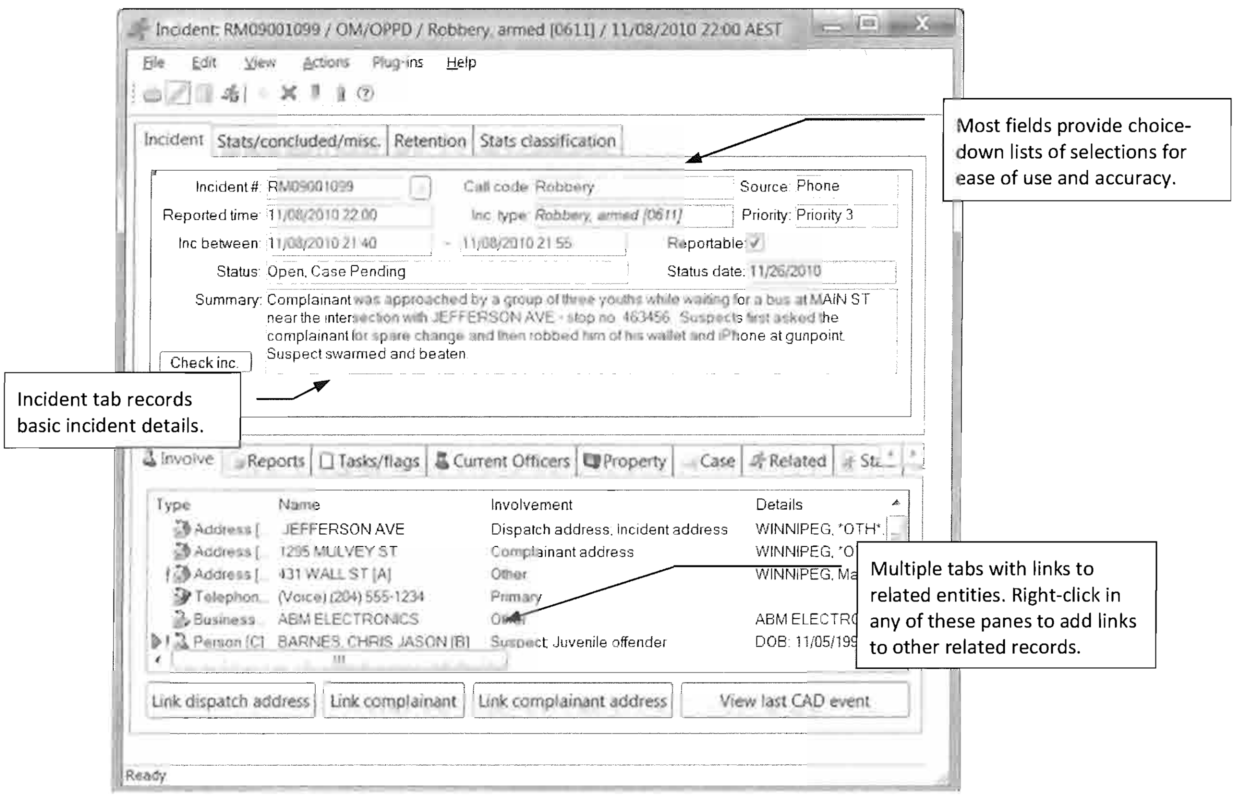
The Niche RMS system defines the incident record as an entity in the system.

Incident records in the RMS

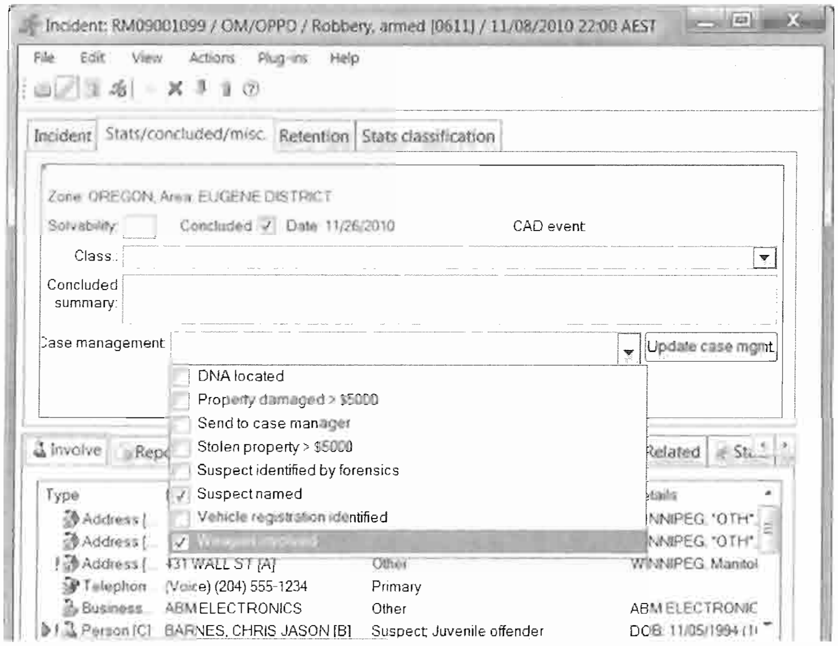
The standard incident record provides data fields in a set of tabs at the top of the window. As shown below, they include the *Incident* tab (can be renamed to Occurrence or any other term preferred by the customer), a *Stats/concluded/misc* tab, *Retention* tab, and *Stats classification* tab. The bottom half of the window also includes a set of information tabs – the lower tabs show links from the current incident record to all of the other records and reports that are directly related to the incident.

Note that this is how most Niche RMS records are set up in the standard Niche RMS client – the top half of the window has tabbed panes of fields for the current record. The bottom half of the window has tabbed lists of links to related records.

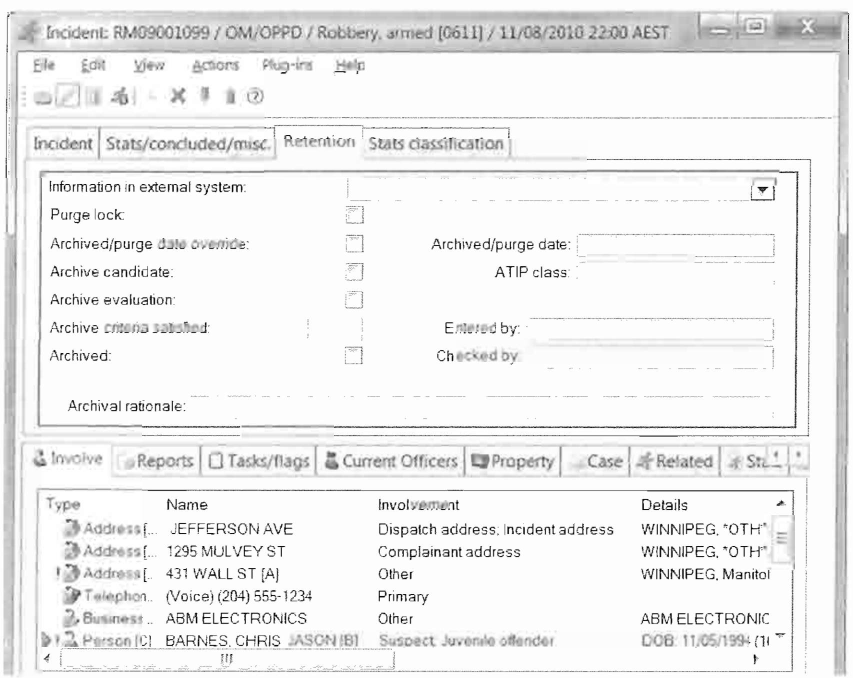
Parts of the Incident record: The main Incident data tab:



Parts of the Incident record: Stats/concluded/misc. data tab
This data tab provides options for concluding an incident and providing solvability and case classification-related data.

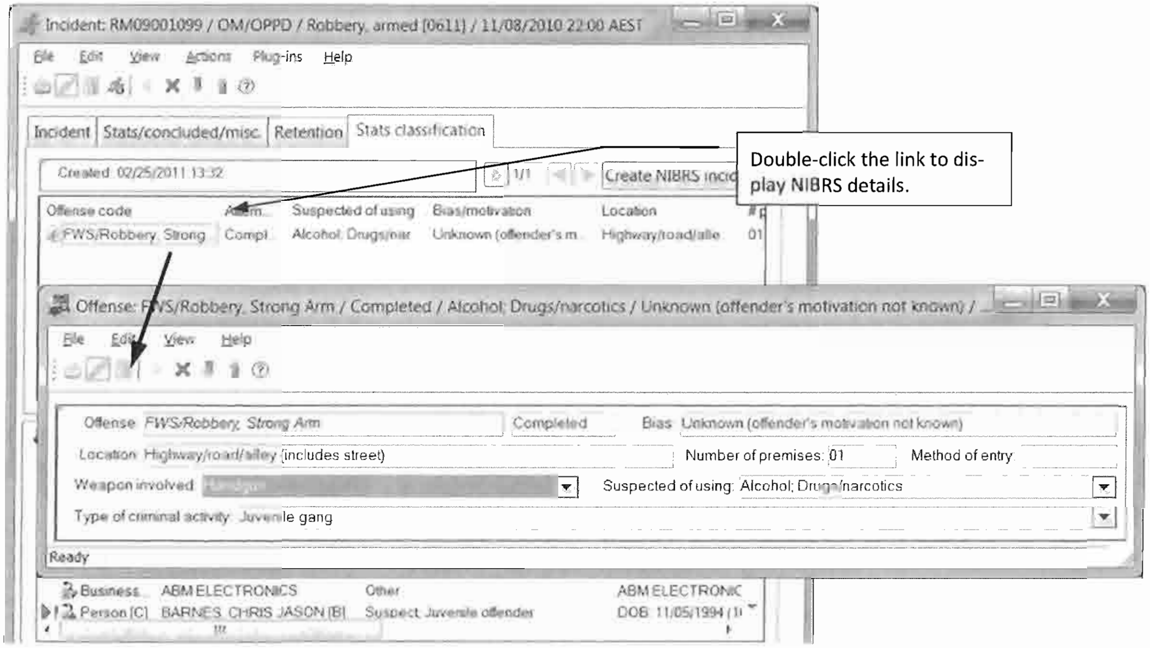


Parts of the Incident record: Retention data tab
The *Retention* tab displays current record retention information. Retention times determine how long a record will be retained in the system before being purged, archived or otherwise disposed of. Business rules look after setting default retention times based on factors such as legally-required retention periods for specific incident types. Authorized users can use this tab to override the default settings if necessary.

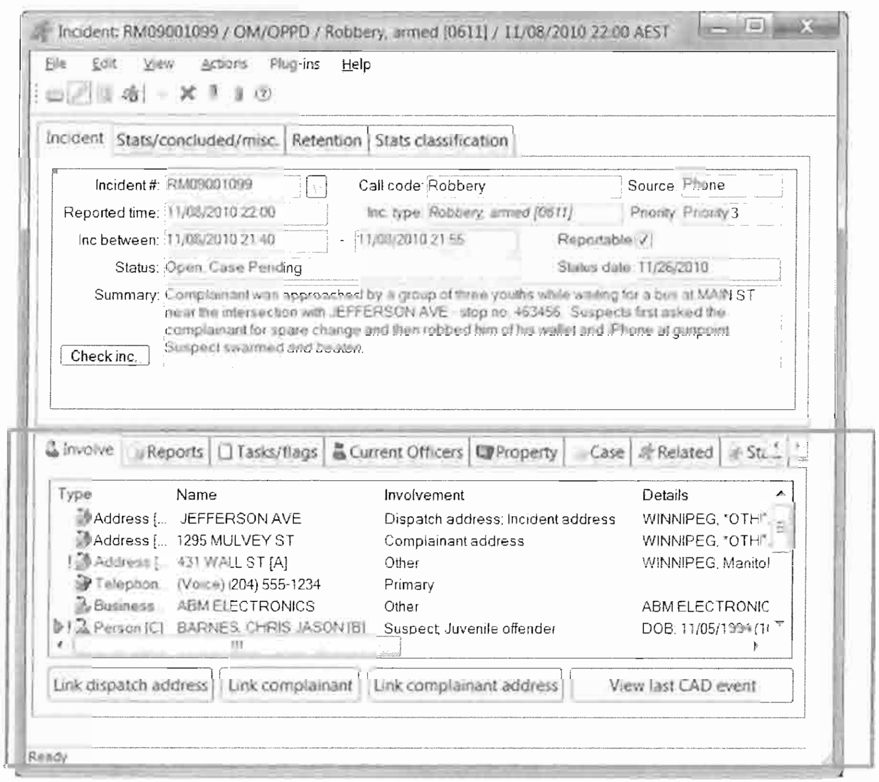


Parts of the Incident record: Stats classification data tab

Niche RMS allows system administrators to record standard statistical classifications to be applied to an incident record. The screen shot below shows an example of a tab being used by a current customer. This tab can be configured to collect the statistical data required by the NSP, and used to generate NIBRS reports:



Parts of the Incident record: List view tabs at the bottom of the incident record



An incident record includes ten list view tabs at the bottom of the window (see the lower part of the window in the example above). These include:

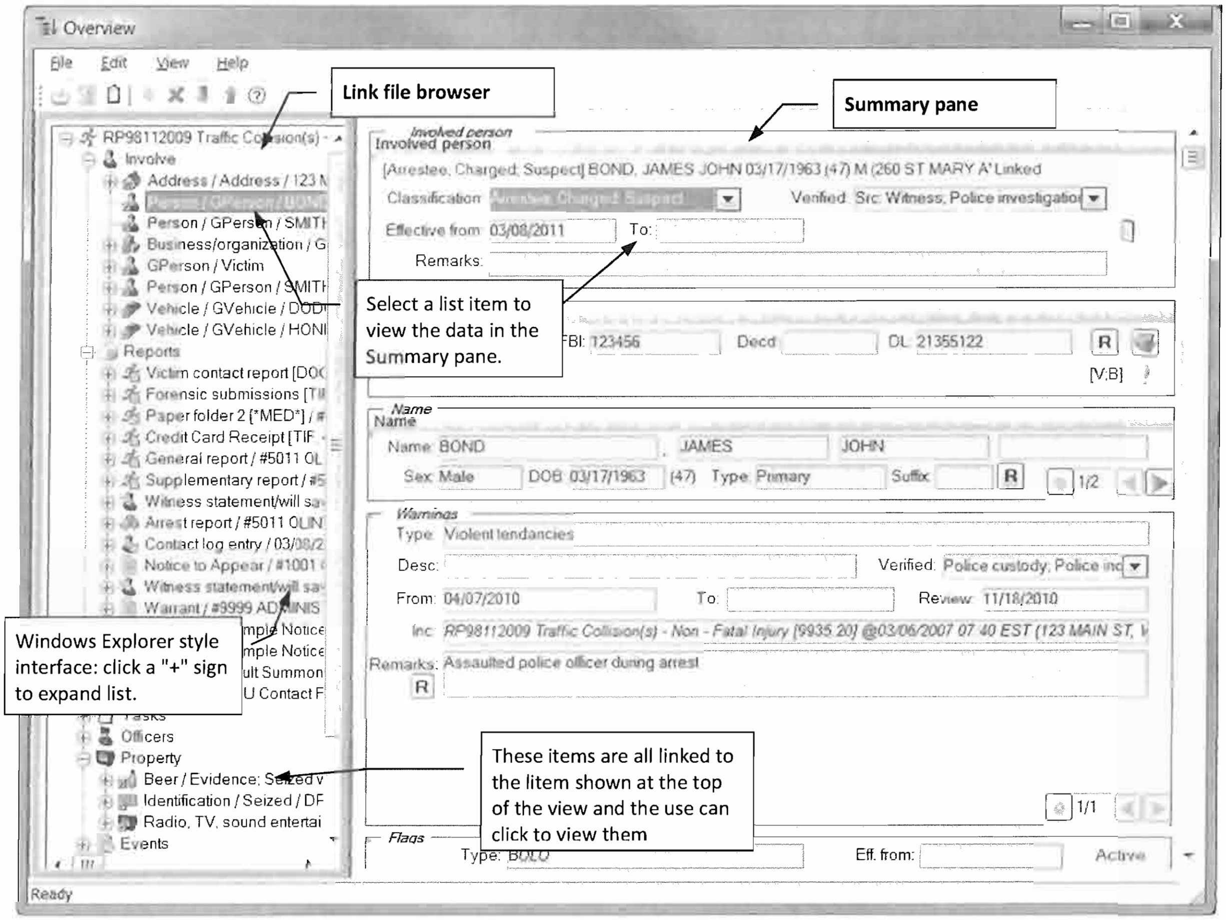
Tab name	What it displays
Involve	Displays links to involved records for addresses, persons, businesses and organizations, telephone numbers, e-mail addresses and vehicles.
Reports	Displays links to all incident-related reports – users can add built-in data entry reports, external documents in Word or other formats, or a "paper document" report, which defines the location of a paper record.
Tasks/flags	Displays links to any tasks, flags or warnings associated with the current incident.
Officers	Displays links to users and units associated with the incident (typically, any employee/unit assigned a task for this incident).
Property	Displays links to any property records associated with the incident (lost, found, stolen, recovered, seized, evidence, etc.).
Case	Displays links to any case files for court or other legal proceedings
Related	Displays links to related incident records.
Stats	This list view tab can be used to add a NIBRS incident report. It provides links to any existing NIBRS incident reports.
Events	Displays links to event and activity logs for the current incident.
Incident MO	Displays links to incident MO data.

Other Options Related to Incident Records

Overview window

The Overview window provides a fast way to see and follow links between one record and all of the other information available. For example, in the screen shot below, you can see the links between an incident record and all of the other records and reports associated with it.

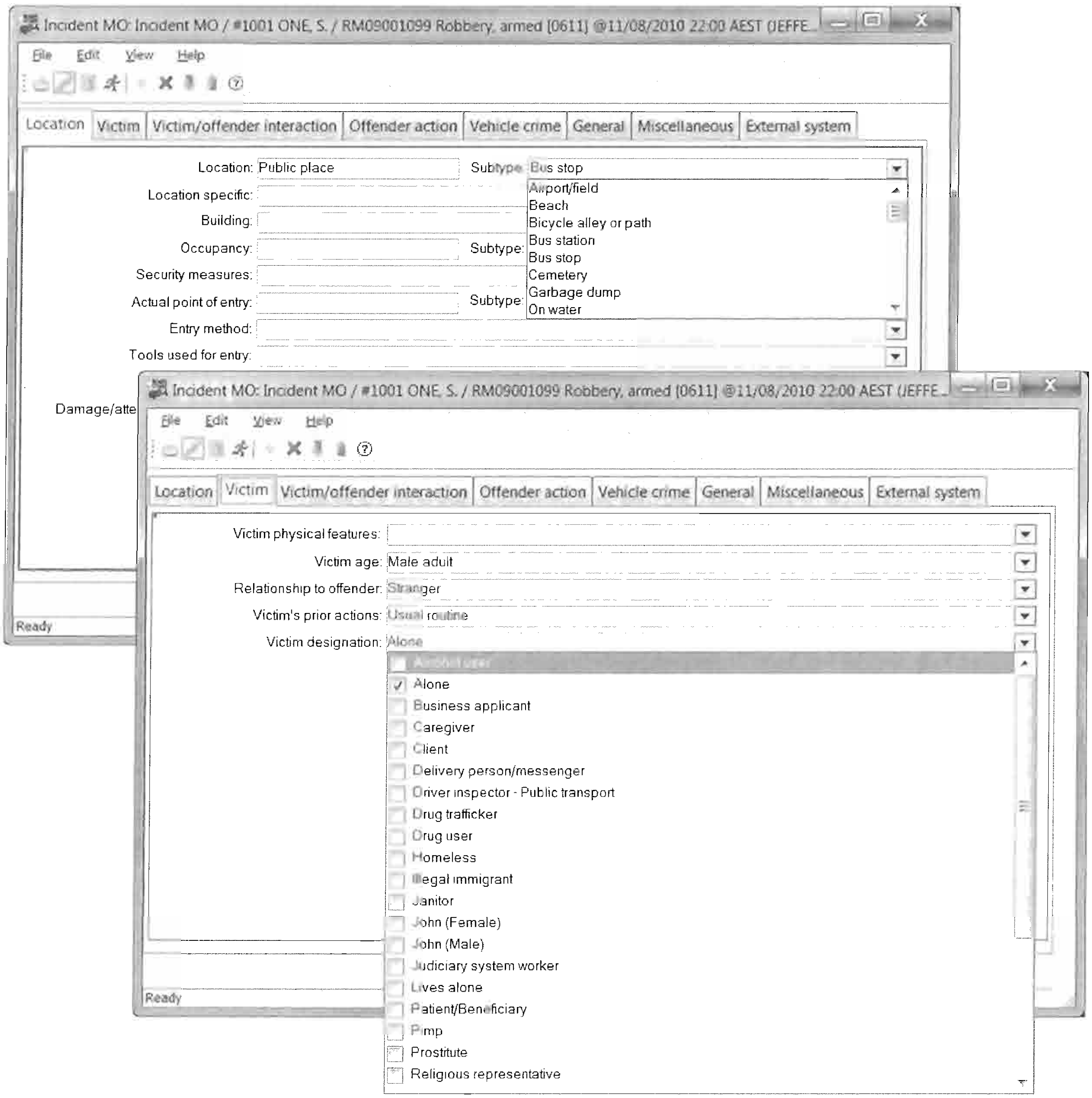
- An Overview window can be opened from any record window (incident or other record).
- It provides a Windows Explorer tree type of information browser on the left. The originating record (*i.e.*, the record you were looking at when you opened the Overview) appears at the top of the tree, and a summary of the record data appears in the *Summary* pane on the right side of the window.
- To view all of the items that are currently linked to your record, click the '+' sign to expand the tree in the information browser. In the example below, by expanding the tree, you can view a list of all of the incidents linked to the person. If you were to expand any one incident, you would see all the links from that incident to other records.
- To display a summary for any linked record, select the item from the information browser.
- To open a separate window to edit any linked item, right-click the item in the Link file browser and select **Open** from the menu.


Overview
File Edit View Help
Link file browser
Summary pane
Involved person
[Arrestee, Charged, Suspect] BOND, JAMES JOHN 03/17/1963 (47) M (260 ST MARY A' Linked
Select a list item to view the data in the Summary pane.
Name BOND JAMES JOHN
Sex Male DOB 03/17/1963 (47) Type Primary
Warnings
Type Violent tendancies
Remarks Assaulted police officer during arrest
Windows Explorer style interface: click a "+" sign to expand list.
These items are all linked to the litem shown at the top of the view and the use can click to view them
Flags
Ready

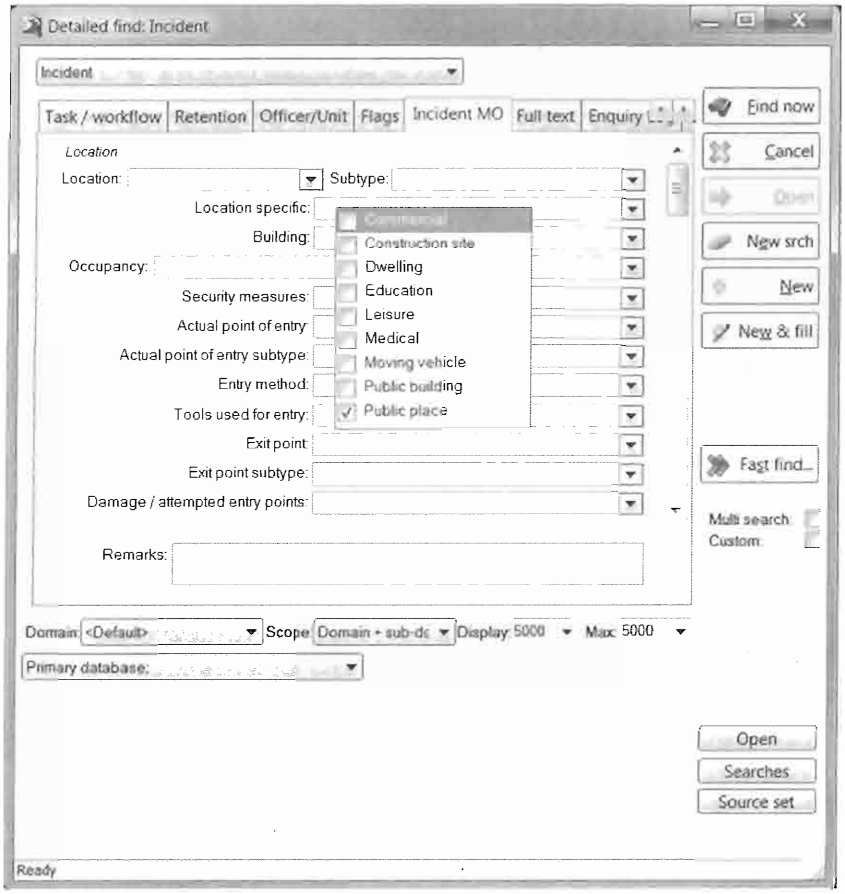
Modus operandi (MO) information

For any Incident or Field interview, users can record *modus operandi* (MO) information for the purpose of identifying and tracking regular patterns of criminal behavior. Users can add this information directly from the Incident or Field interview.

The MO window provides a number of tabs where users can provide details of a particular MO in an incident. The examples below show the *Location* and *Victim* tabs of this window. Note that all field labels and choice-list contents are customer configurable – this information is typically configured/set up as part of the implementation project.



MO details for any incident or field interview are searchable using a special search tab on the Detailed find window for Incidents, Field interviews and Persons. The Detailed find window is a standard search feature – see page 323 for more on searches. Briefly, the MO search allows users to search for and generate a list of incidents that all match particular MO details (*e.g.*, unsolved murders with particular MO characteristics).



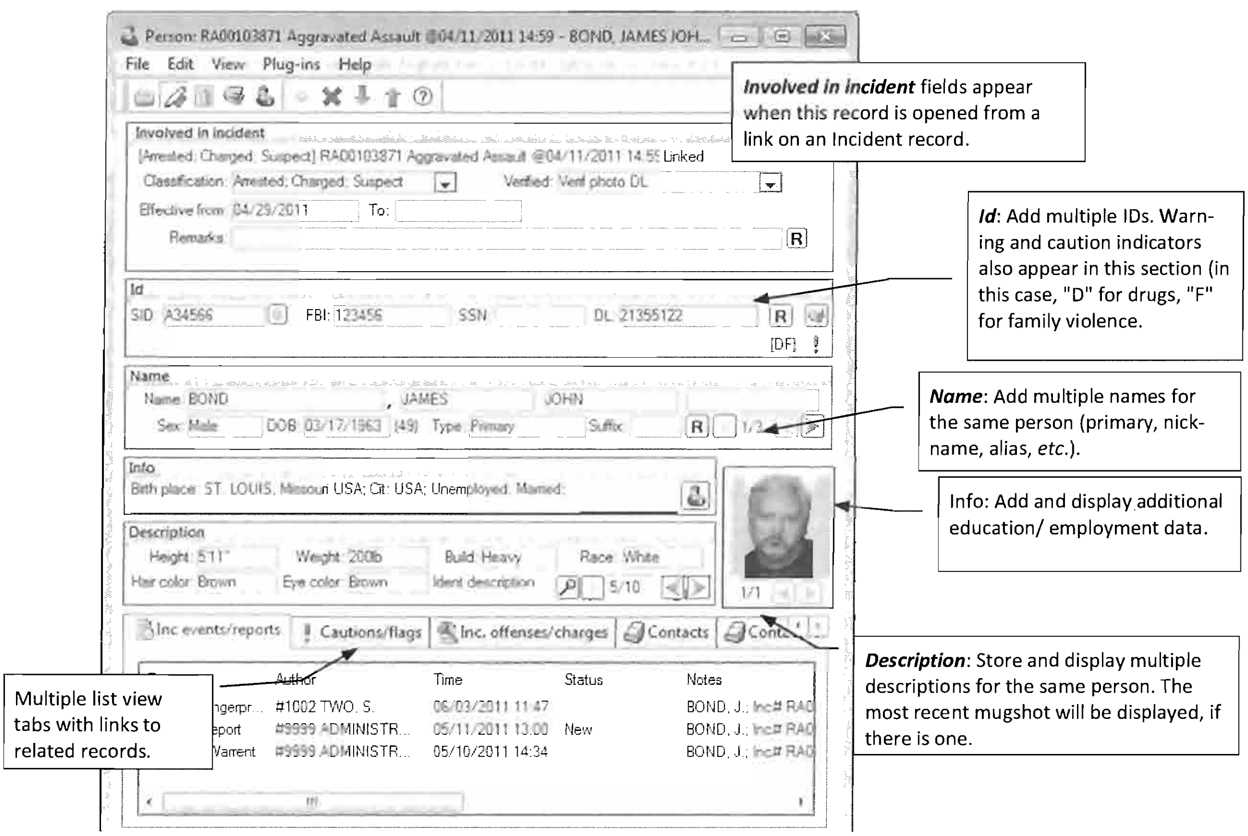
Person Entity Records (Master Person Index)

Niche provides master-indexed person records that contain fields where users can store and organize all of the information related to a specific individual.

Person record functionality has been designed for use as a primary person identification tool. It provides an easy way to collect and store names and descriptions, demographic data, and mug shots. Niche RMS can store an unlimited number of digital images per person, including pictures of scars, marks and tattoos, as well as standard mug shots. The application also allows users to create photo line-ups and run on-line witness viewing sessions. Narratives and other reports would be linked directly to the Person record, usually in the context of a particular Incident record.

Police can use the same person record every time the system needs to refer to that person. This is done by linking (described in detail below on page 225). For example, if the police arrest a person who already has a record in the database, that person can be re-booked without anyone having to re-enter name, address and other information, except to update existing data. As with all of the entity records in the system, users will create a single, master-indexed version of a person record, which can then be linked to any other record in the system that needs to make reference to this particular individual. The goal is to maintain all of the person information in a single record, and use links to show relationships with other records in the database.

The same person record is used no matter what the person's involvement is in an incident – when officers check a Person record they can easily see that person's previous involvements in other incidents (*e.g.*, involved in three incidents as a suspect or person charged, involved in one incident as a witness, involved in a further incident as a victim, *etc.*)



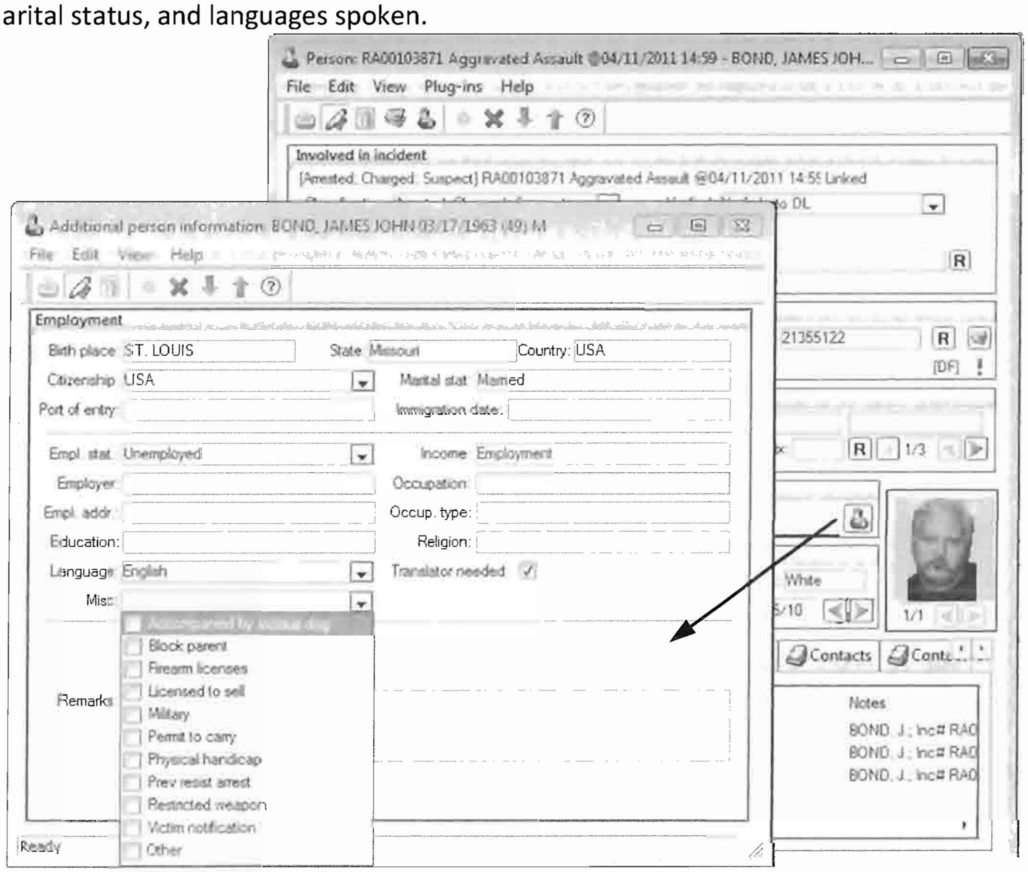
The main Person data window displays all standard "tombstone" identification data. If a subject uses multiple names, has a name change, nicknames or multiple IDs, *etc.*, these can all be stored and searched within the same Person record. The same, single Person record may include:

- Multiple names (aliases) and ID numbers.
- Multiple descriptions with multiple digital photos.
- Current and previous flag and caution information.
- Links to all incidents and field contacts involving this person.
- Links to all arrests, including custody and booking details, charges and dispositions (providing a complete criminal history).
- Links to related entity records for addresses, property, vehicles, contacts, known associates, etc.
- Links to all reports related to any incident or arrest.

Juvenile records: Note that police forces can limit access to any record involving a young offender. This is usually done using standard Niche RMS security – users must be logged in to the system with a role that allows them access to these records. Other users will not see these records.

Related window: Person IDs: The application can be configured to allow users to record and search many different types of ID for a person or business/organization (*e.g.*, driver's license, medical number, various local and national offender ID numbers). Driver's license information can also be captured using a magnetic card reader.

Related window: Additional person information: The *Info* section of the person record can be opened in a separate window that provides additional information on occupation, education, place of birth, marital status, and languages spoken.

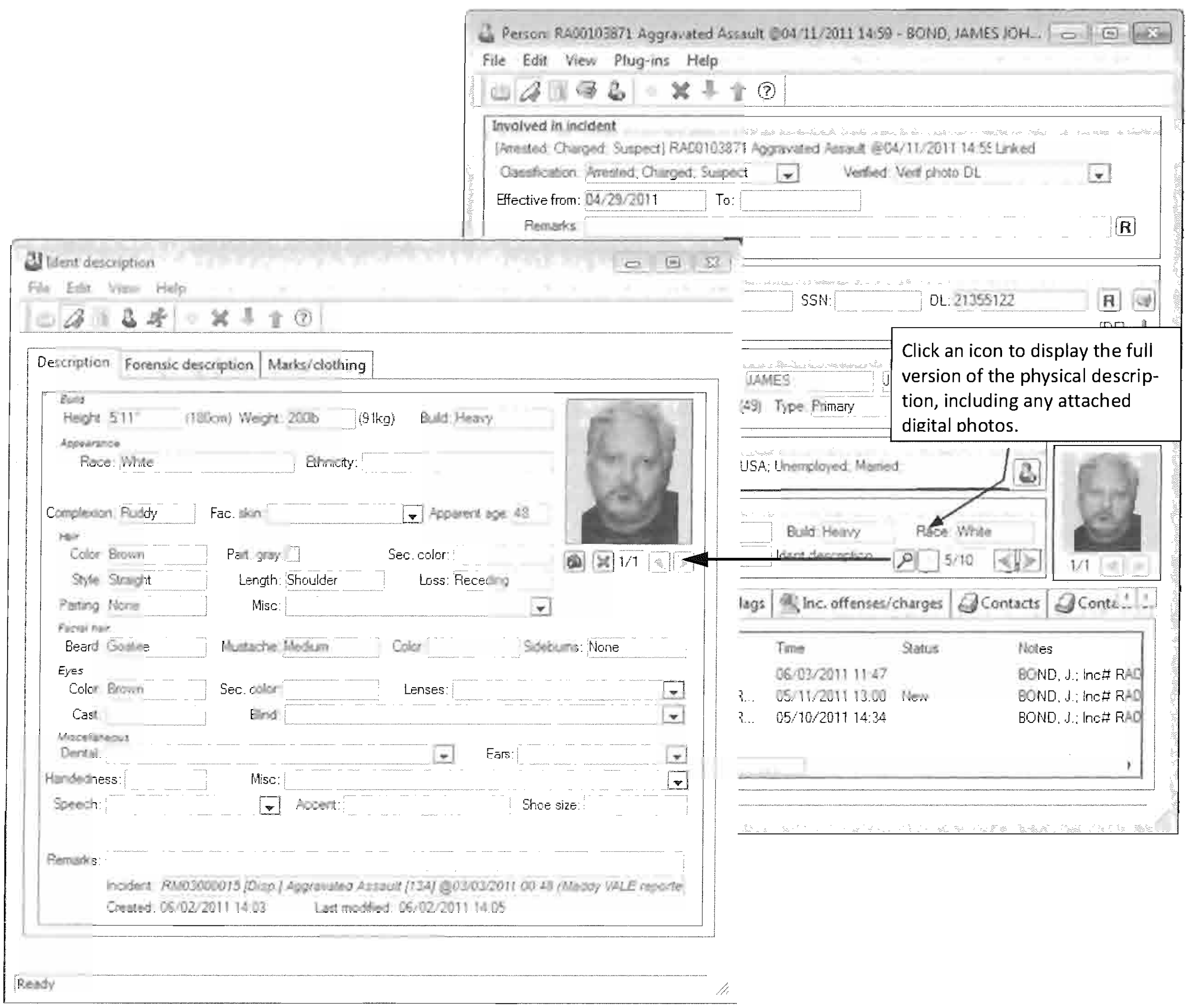


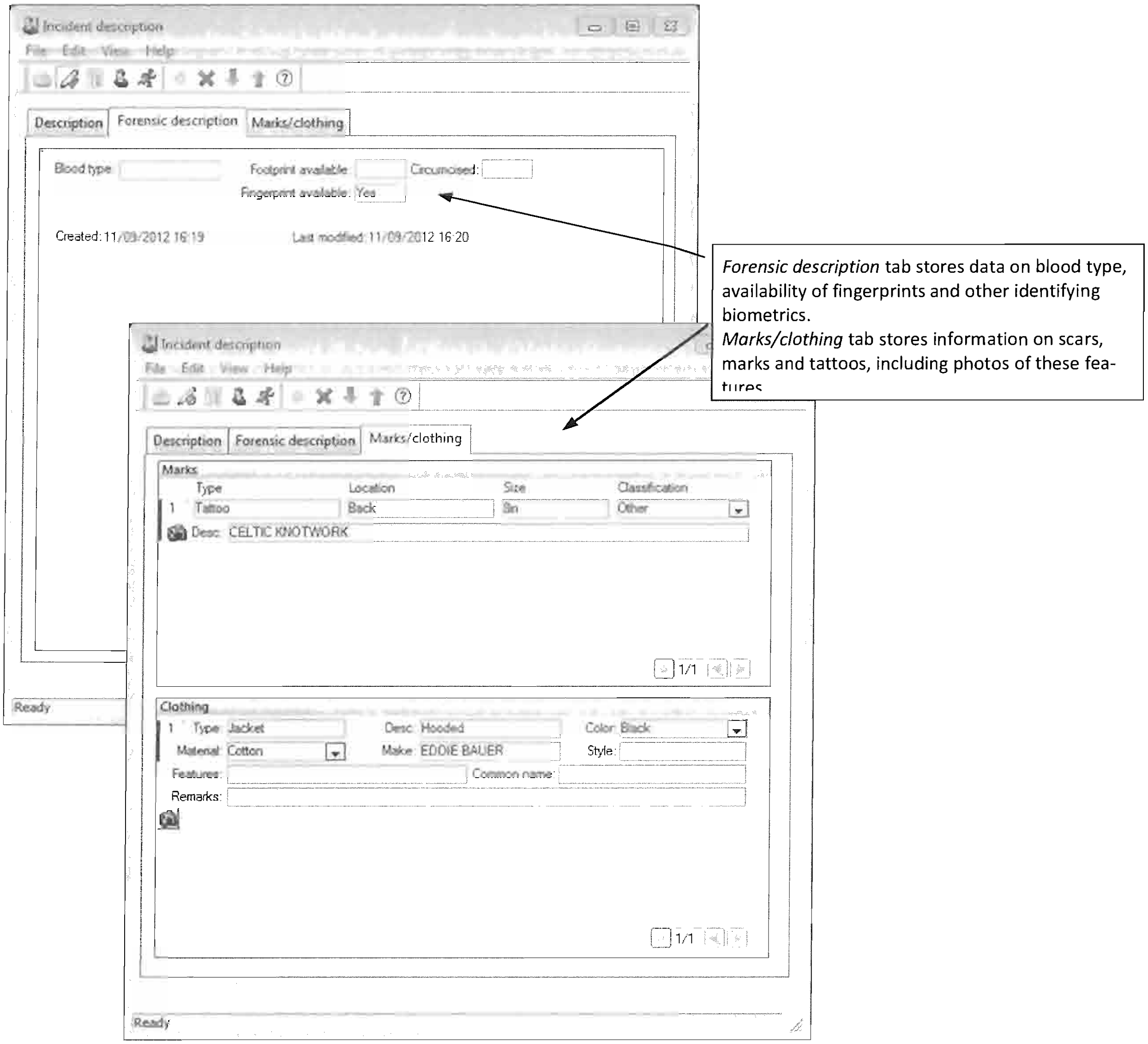
Related window: Detailed descriptions: Niche RMS Person records include complete physical descriptions (with multiple photographs), including scars, marks and tattoos (with multiple photos) and clothing. The same person record may have many sets of descriptions. For example, if police add a new Ident description and photos when a person is arrested and booked, a link to that Ident description appears on the Person record as well as on the Arrest record. This allows the police to track changes in a person's appearance over time. If the subject has multiple contacts with police over time (whether arrested or not), the system can record an updated description and photograph associated with each contact.

Descriptions can also be added for persons who have not been arrested (*i.e.*, be on the lookout for someone matching this description) or for missing persons.

The standard Person window has a *Description* section that includes a summary of the person's basic physical descriptors (*e.g.*, Height, Weight, Build, Race, Eye color and Hair color). If there are multiple descriptions, the Person window displays the most recent one, but users can scroll through all of the existing descriptions. To view a complete set of descriptors and digital photos for any description, users can click an icon in the Description section to open a separate Description window.

Additional identification data, such as fingerprints, DNA records, etc. can be stored in the system as attached external documents, allowing them to be retrieved, viewed and analyzed on any workstation that has the appropriate viewer or analysis tool installed.



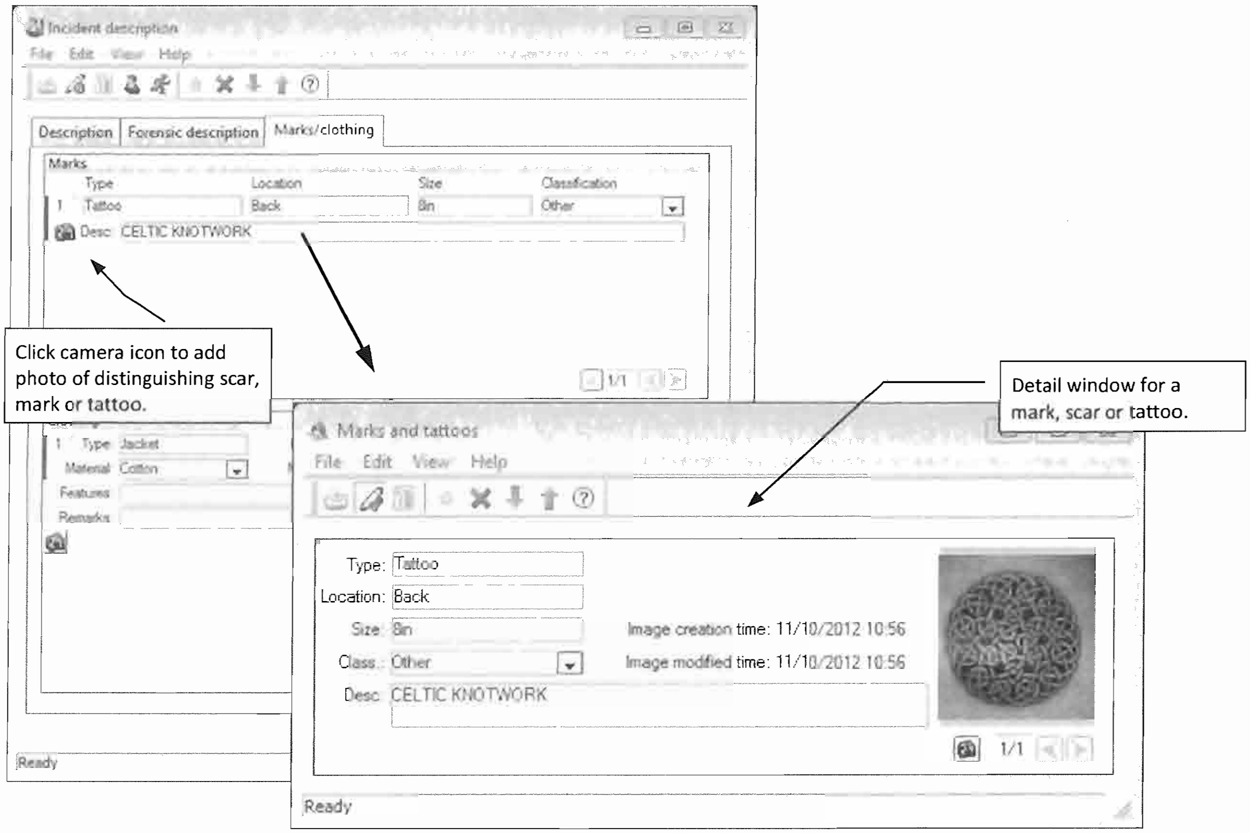


Digital images (Mug shots): The RMS can store an unlimited number of digital images for each person. It also stores photos of scars, marks and tattoos. Users can import a digital photograph from a hard drive location or other sources (e.g., digital camera, scanner), or take the pictures directly from the RMS application on a workstation set up as an image capture station. Digital images can be used directly on person records and on reports associated with an arrest, such as an Ident report.

Users can import or export existing digital photographs from any computer running the RMS client application. However, in order to capture a live photo using the RMS application, the computer workstation must be set up as an image capture station. This requires installation of image capture hardware and software on the workstation, and the workstation must be set up in a room with proper lighting and a digital camera, web camera or video camera.

While images are often added as part of arrest and booking processes on a custody arrest, users can also capture images from the person record Description window (both head-and-shoulders images and images of scars, marks and tattoos). Saved pictures are immediately stored in the RMS database, linked to the person record. They can be printed or included in a photo line-up immediately.

Here is an example where a photo of a tattoo has been added:



Note regarding a confidential master name Index: Niche RMS can support the requirement for a confidential master name index through the use of Access Control Lists (ACLs) without the need to maintain a separate database of person records. ACLs provide a discretionary access control, implementing "need-to-know" security. They provide flexible options for allowing or denying access to sensitive information to individuals or groups. An ACL provides a set of rules that can be applied to any data object in the system (*e.g.*, a particular person, a person description, a report). The rules grant or deny access to an object based on user attributes – when users log in, they are each assigned a set of attributes corresponding to their identities and/or the identity of any organizational unit that they are members of. To use ACL functionality a police force would normally:

- Define a set of "standard" ACLs. Each standard ACL contains a commonly-used ACL definition. A standard ACL might be named "IA" or "Confidential Informants" and be defined to block access to all users except for those who are members of an IA unit or data classification group (defined below). ACL membership can also be extended to individual users, when necessary.
- Apply the ACLs to records or groups of records. For example, if the "IA" ACL is added to a record, then only the members of that ACL will be able to see it. Note that if the membership of the ACL changes, the users who have access to the ACL'd records also changes, but the ACL remains the same.

Roles are useful for controlling access to entire categories of record, for example, records involving juvenile offenders, records identifying confidential informants, records classified as restricted, *etc.* An ACL is useful for controlling access to individual instances of records so that access to a given record or report can be blocked from users whose roles might usually allow them access (or the reverse: access to a single record or report can be provided to a user who would not usually be able to see it).

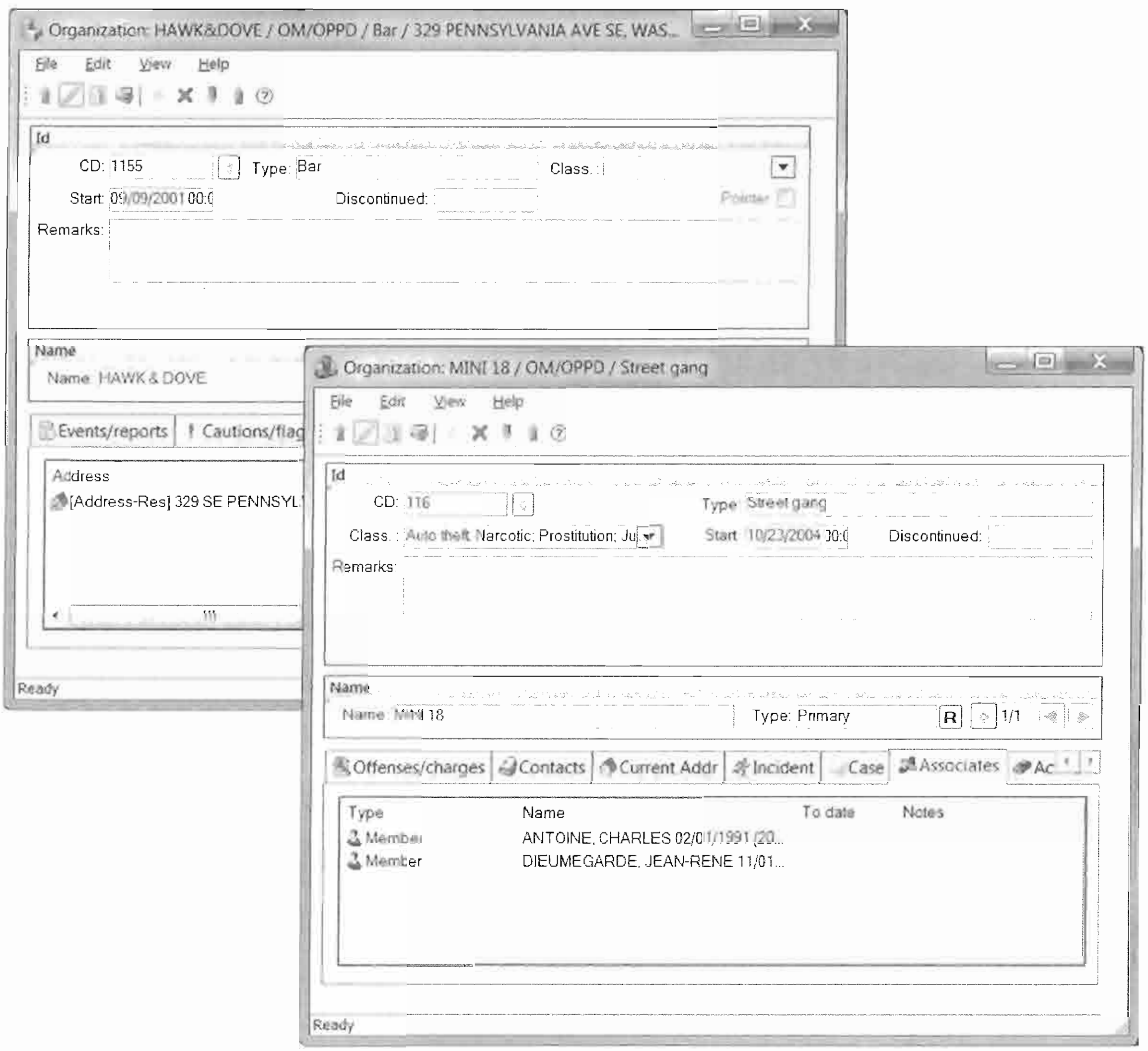
For more information on Security in Niche RMS, please see page 175.

Business/Organization Entity Records (Master Organization Index)

Niche RMS provides master-indexed Business/Organization records. Niche distinguishes between non-criminal business/organization records and criminal organization records (different choice list values are provided).This type of record stores all of the information the system has on a business (e.g., a retail store), an organization (e.g., a church or community group), or a criminal organization (e.g., gangs). It allows users to add information on the type and class of organization. There are links to reports, cautions, incidents, contacts, addresses, associates, *etc*. Note that each record allows multiple names to be associated with the same organization. All of the data is searchable.

There are links to reports, cautions, incidents, contacts, addresses, associates, *etc*. As with all of the entity records in the system, users will create a single, master-indexed version of a Business/Organization record, which can then be linked to any other record in the system that needs to reference this particular business/organization. This is done by linking (described in detail below on page 225). The goal is to maintain all the business/organization information in a single record, and use links to show relationships with other database records.

Narratives and other reports would be linked directly to the business or organization record, usually in the context of a particular Incident record.

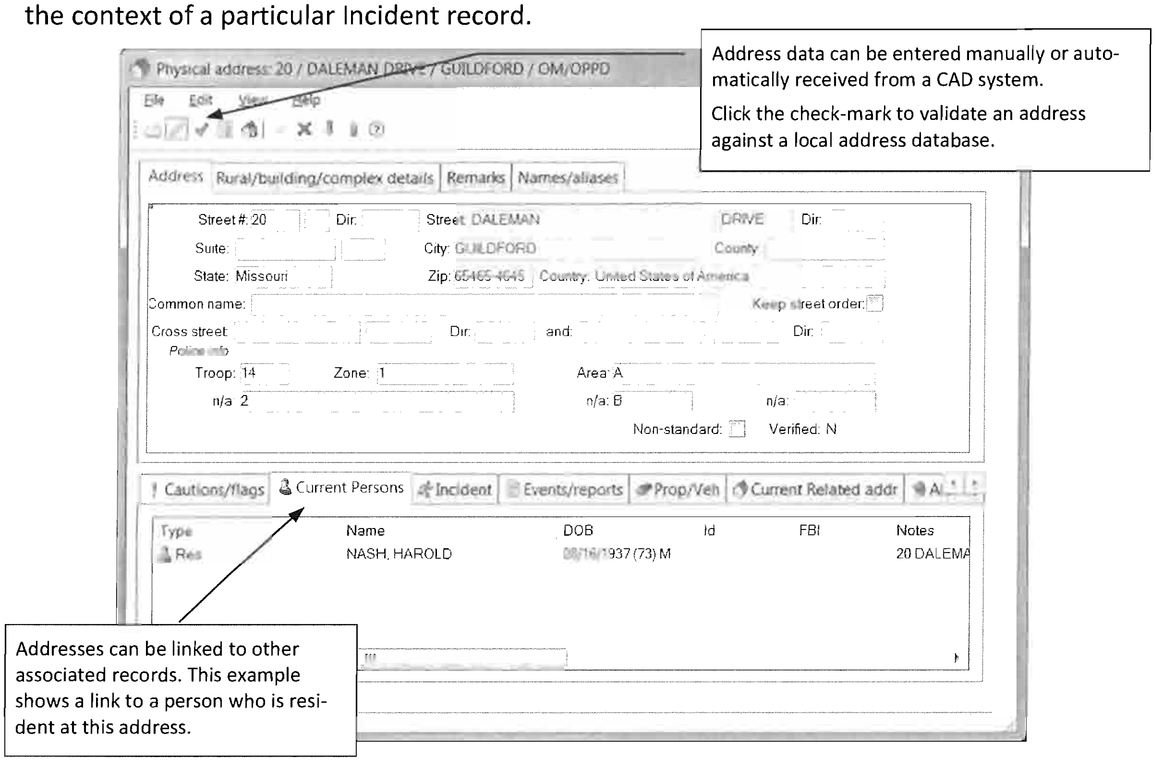


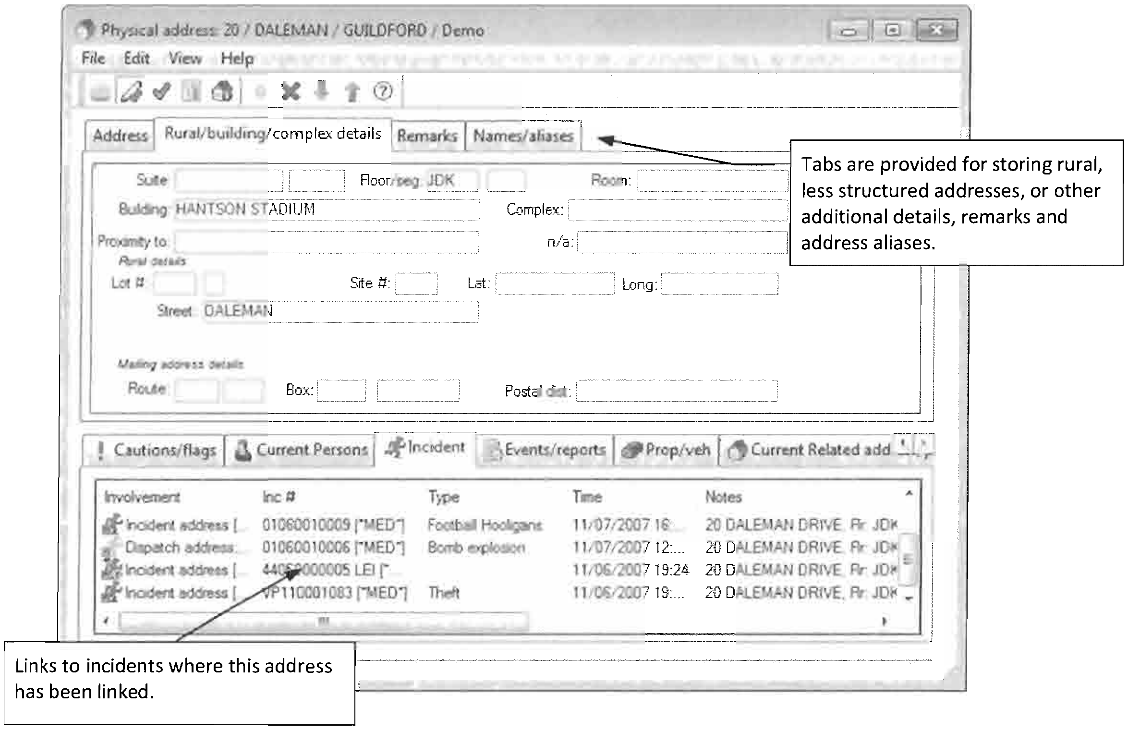
Address Entity Records (Master Location Index)

Niche RMS provides master-indexed Address records that are used to store information on addresses and other physical locations. Address records contain detailed address and other location information, including alternate address names, common names and aliases. The record also contains links to associated cautions, persons, incidents, and alarm information.

Address records in the Niche RMS are validated against address validation data stored in the Niche RMS address validation tables (NAV). When a user is entering a new address into the Niche RMS, the address data is validated against the NAV tables to confirm it is a valid address. Additionally, during the validation process, geocode information is inserted into the address. If the address that the user cannot be validated, it would be entered as a non-standard address. Alternatively, the Niche RMS can be interfaced with an external address database for validation of addresses.

As with all of the entity records in the system, users will create a single, master-indexed version of an address record, which can then be linked to any other record in the system that needs to reference this particular location. This is done by linking (described in detail below on page 225). The goal is to maintain all the location information in a single address record, and use links to show relationships with other database records. Narratives and other reports would be linked directly to the address record, usually in the context of a particular Incident record.





Integration with customer mapping software and address data.

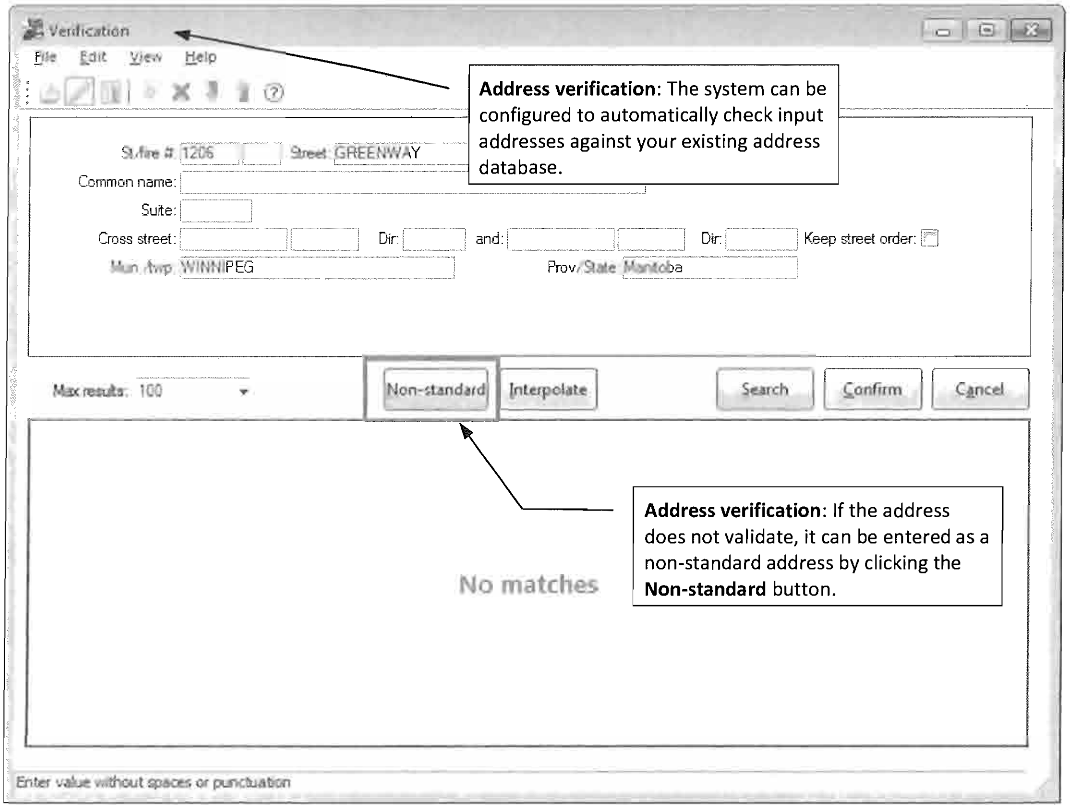
Niche RMS can be integrated with the GIS/mapping software of your choice – where possible we use the same GIS/mapping software as the existing customer CAD application. Niche RMS can access external address validation sources or load map data into the internal address validation engine. Niche RMS can also export RMS data to third-party mapping applications for display on a map. The application maintains address location information suitable for mapping. This coordinate data typically enters the RMS database via CAD interface, or it is associated with the address as part of an address validation. Niche RMS also supports latitude and longitude coordinates.

Niche RMS is configured to use customer-specific police area information such as district, duty location, beat, ESZ (Emergency Services Zone), and so on. The system can be configured to use the agency's existing service areas and terminology. All verified address locations can be automatically associated with appropriate service area data. This allows users to identify which district or police area an incident has occurred in. It also allows users to generate useful information for reporting, for example, a search to locate all assaults in "District 7" that were reported between July 1 and August 31, 2012.

Address Validation

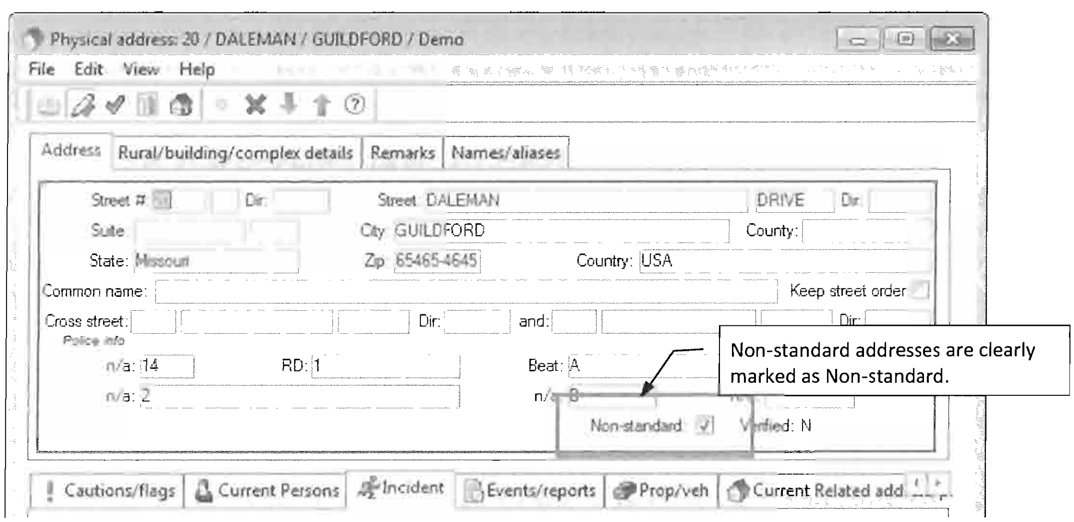
Address data in Niche RMS is commonly interfaced with an external address database, or updated with external address files so that it uses the same address data as the CAD system. The record also provides links to associated cautions, persons, incidents, and alarm information.

Ideally, users will create a single, master-indexed version of an address record and verify it against the same address database as the CAD database. It can then be linked to any other record in the system that needs to make reference to this particular address location. The goal is to maintain all of the address information in a single record, and use links to show relationships with other records in the database.



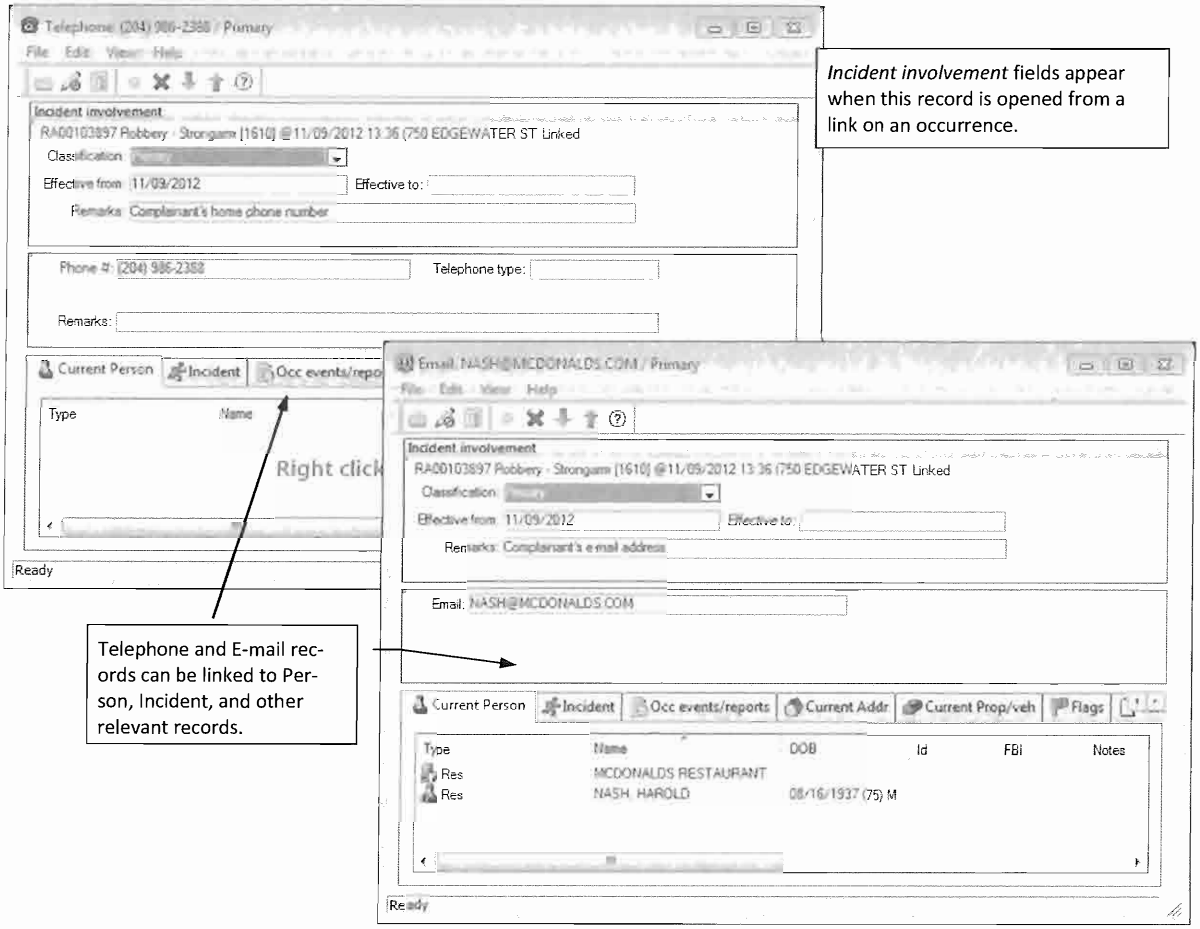
Support for Non-Validated Address Records

Addresses can be designated as non-standard and are allowed to be used. If the address does not validate, it can be entered as a non-standard address by clicking the **Non-standard** button (see the screen shot below). The non-standard address is available for searching and use in the system as a non-validated address. If clarifying information is obtained, the record can later be updated and validated.



Telephone/E-mail Entity Records

Telephone number records can store all types of telephone numbers, including international formats. The system also stores e-mail addresses and other electronic contact information. These records can be linked, tracked and used in the same way as address, person, and other entity records.



Property Entity Records

Niche RMS provides master-indexed property records that are used to store information on items of property and evidence. Property records are generally created in relation to an Incident where property has been reported lost, stolen or found, or has been seized or gathered as evidence.

Users can record all of the relevant descriptive information (name, type, make, model, year, serial numbers, colors, value and so on) for each piece of property. Photographs of the property can also be added. Property records may also be linked to both person and incident records (e.g., owner reporting lost or stolen property, finder turning in property). Users can also add digital photos of a property item and use the entity's property management features for checking property in and out of the system.

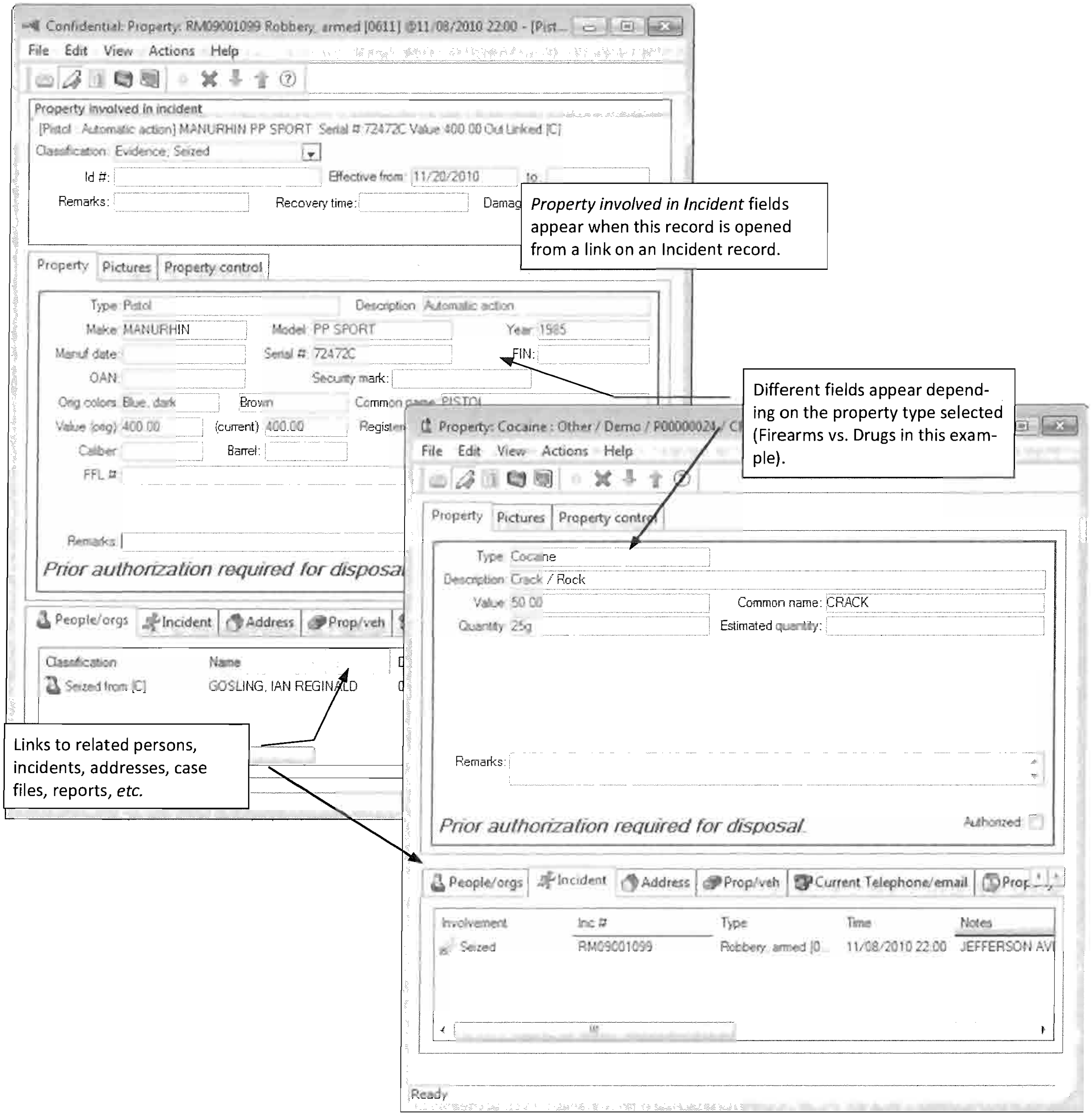
As with all of the entity records in the system, users will create a single, master-indexed version of a Property record, which can then be linked to any other record in the system that needs to reference this particular item. This is done by linking (described in detail below on page 225). The goal is to maintain all the property-related information in a single record, and use links to show relationships with other database records. Narratives and other reports can be linked directly to the property record, usually in the context of a particular Incident record.

Property Types Supported

The system provides categories for classifying various property types. As you can see in the examples above, each "type" category provides slightly different details customized for the property type. For example, the *Firearms* property type provides choice lists for weapon types, and includes fields for defining caliber, barrel length and number of shots. The *Drugs* property type includes choice lists for different types and quantities of drugs. Supported property types include:

- General property items
- Bicycles
- Watercraft motors
- Securities (credit cards, bond certificates, *etc.*)
- Firearms
- Drugs and alcohol
- Police documents
- Investigative property
- Animals (optional; not all customer use this type)

See the examples, next page.



Property & Vehicle Photos

The RMS can store an unlimited number of digital photos for each property or vehicle record. Authorized users can import digital photographs in .jpg or .bmp (bitmap) formats from sources such as a digital camera or scanned photo, or can capture the images directly from the application on a workstation set up as an image capture station (more common for mug shots, but can also be done for incoming property). Saved pictures are immediately stored in the database, linked to the property or vehicle record to which they belong. Users can also export pictures from the database in .jpg or .bmp formats.

Stores Management

The system provides stores management features that allow the police to define storage locations and manage processes for adding or removing items of property or evidence from a particular location, *e.g.*, a property item can be tagged, added to a storage location such as a particular storage locker, checked out, checked in, and so on. Property management functions can be applied to any item being held by police, including property items lost, found, stolen, damaged or gathered as evidence. To support this, each Property record includes a *Property control* tab that allows any item to be closely tracked. For more on property management, see page 295.

Storage locations: The system allows administrators to define multiple physical storage facilities, with multiple storage locations (*i.e.*, rooms, lockers, shelves or other locations) within each storage facility. Users can specify a storage location for any property item by selecting it from a system-administrator defined list. The system also provides functionality to allow property managers to audit individual locations to confirm that property items are actually stored in the locations indicated by the system.

Property movements: Property or vehicles that are being retained in storage can be added to stores, checked in, checked out, moved, approved for disposal and disposed of. The system provides full property management functionality to support evidential continuity tracking, stores management and disposal, warnings, *etc.* The system can also be set up to provide automatic notifications to users responsible for disposals.

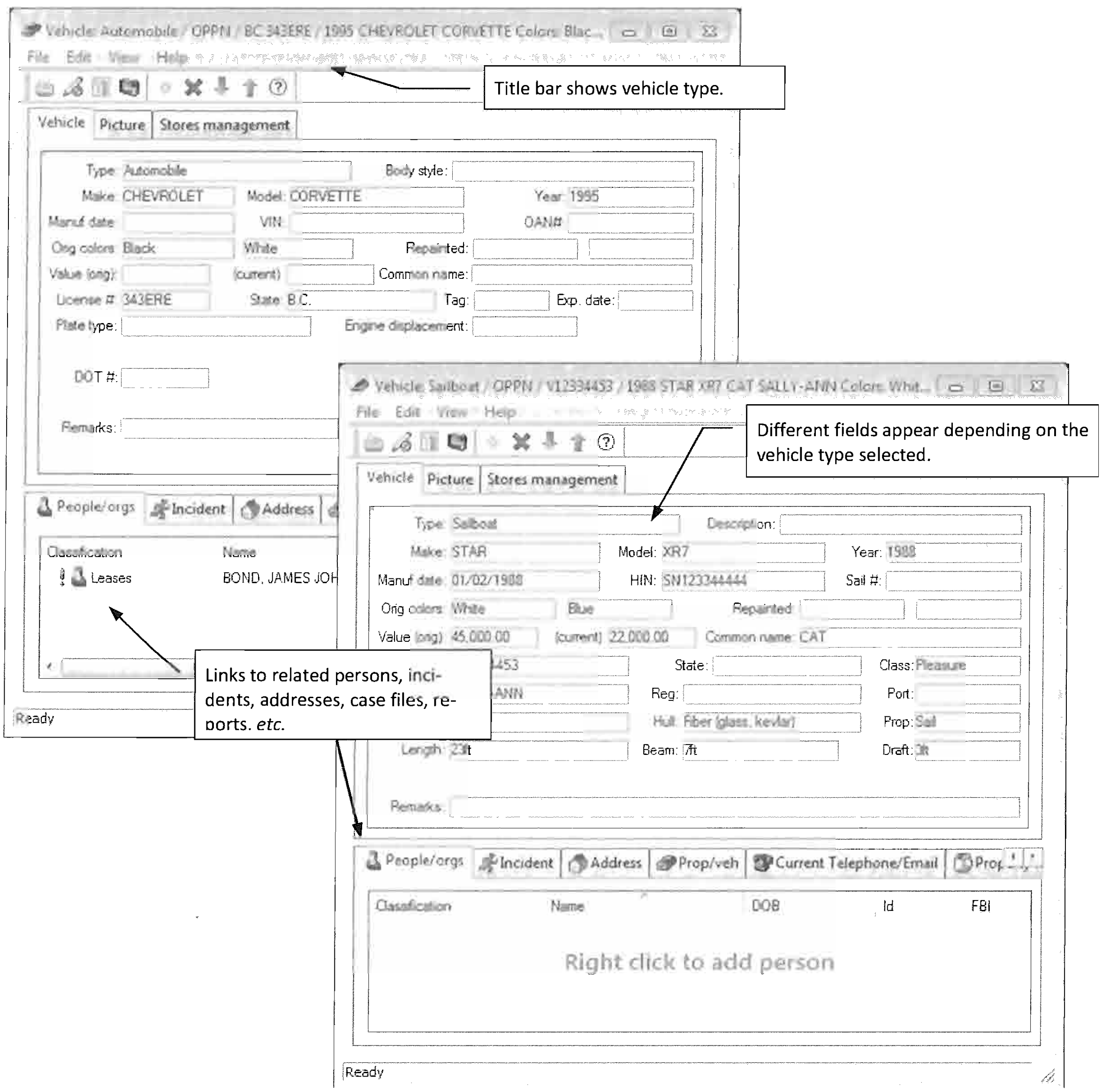
RMS supports the generation of bar codes using common devices. All property movements can be executed by scanning the bar code in order to ensure accuracy and increase efficiency. Multiple property items can be managed in single transactions (*e.g.*, checking multiple items in or out at the same time). All property management actions result in a property log that records dates, times, storage locations, users responsible, including approvals and digital signatures, if necessary.

Checking Newly-entered Property Against the Existing Database: Niche RMS is usually configured to require that users search the database for existing property records before being allowed to add new ones. This process helps prevent duplication of records, and can be configured for all record types stored in the database. For example, a user entering a new item of property will be presented with a search window that prompts the user to search the existing database using a unique identifying feature such as a serial number or other descriptive information. If the search locates a matching item, or potential matching item, the user can check more closely to make sure they are the same item. If search does not find a matching item in the system, the user can create a new property record.

Vehicle Entity Records

Niche RMS provides master-indexed vehicle records that are used to store information on vehicles. Vehicle records are generally created in relation to an Incident record involving a vehicle that has been reported lost, stolen or found, or where a vehicle has been involved in an accident or seized as evidence, etc. Users can add one or more digital photos of the vehicle. For vehicles being held by the police, users can track vehicle location and status using the system's property management features.

As with all of the entity records in the system, users will create a single, master-indexed version of a Vehicle record, which can then be linked to any other record in the system that needs to reference this particular vehicle. This is done by linking (described in detail below on page 225). The goal is to maintain all the vehicle information in a single record, and use links to show relationships with other database records. Note that narratives and other reports can be linked directly to the Vehicle record, usually in the context of a particular Incident record.



Vehicle Types Supported

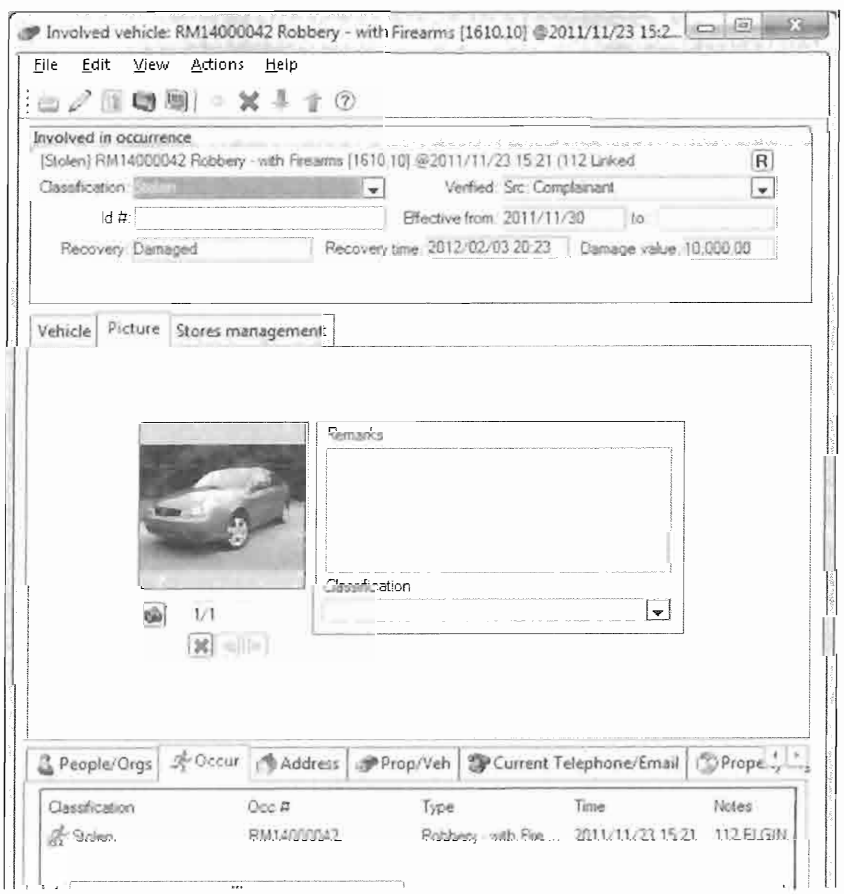
The system provides categories for classifying various vehicle types. Each "type" category provides slightly different details customized for the vehicle type. For example, the "vehicle" vehicle type provides drop-down lists for license plate type and engine displacement; the "watercraft" vehicle type includes drop-down lists for different types of boats, and provides fields for vessel length, beam and draft. Supported vehicle types include:

- Land vehicles (automobile, truck, trailer, etc.)
- Land vehicle licenses
- Watercraft (boat, ship, personal watercraft, etc.)
- Aircraft

This category also includes vehicle license plates, which can be tracked separately if necessary (e.g., if a license plate is stolen or used illegally).

Property & Vehicle Photos

The RMS can store an unlimited number of digital photos for each property or vehicle record. Authorized users can import digital photographs in .jpg or .bmp (bitmap) formats from sources such as a digital camera or scanned photo, or can capture the images directly from the application on a workstation set up as an image capture station (more common for mug shots, but can also be done for incoming property). Saved pictures are immediately stored in the database, linked to the property or vehicle record to which they belong. Users can also export pictures from the database in .jpg or .bmp formats.



Vehicle Impound/Stores Management
The system provides stores management features that allow the police to define storage locations (in this case impound lots) and manage processes for adding or removing vehicles from a particular location, *e.g.*, a seized vehicle can be tagged, added to a storage location such as an impound lot, checked out, checked in, and so on. Property management functions can be applied to any vehicle being held by police, including vehicles lost, found, stolen, damaged or seized as evidence. To support this, each Vehicle record includes a *Property control* tab that allows any vehicle to be closely tracked. For more on property management, see page 295.

Storage locations: The system allows administrators to define multiple physical storage facilities, with multiple storage locations (*i.e.*, impound lots or other locations) within each storage facility. Users can specify a storage location for any vehicle by selecting it from a system-administrator defined list. The system also provides functionality to allow property managers to audit individual locations to confirm that vehicles are actually stored in the locations indicated by the system.

Vehicle movements: Vehicles that are being retained by police can be added to stores, checked in, checked out, moved, approved for disposal and disposed of. The system provides full property management functionality to support evidential continuity tracking, stores management and disposal, warnings, *etc.* The system can also be set up to provide automatic notifications to users responsible for disposals.

Linking in Niche RMS

Linking is an essential application feature – it allows data to be re-used without being duplicated. Users can create links manually; links may also be created automatically. For example, when the RMS uses imported CAD data to create an Incident record, any involved persons, vehicles, addresses or other entities can automatically be linked to the incident based on their involvements when they were entered into the CAD system.

Links can exist between any records in the database. For example, there may be links between:

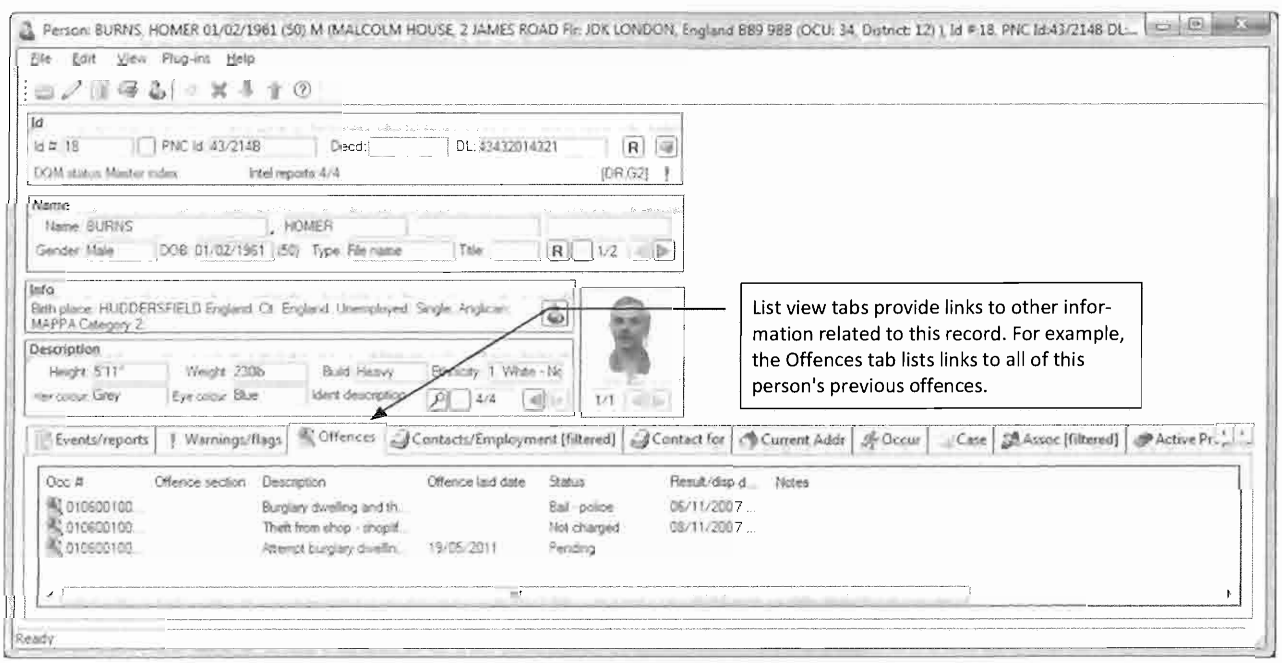
- Arrests, Incidents and Case files
- Persons, Addresses, Vehicles and Property items
- Incidents and involved persons, addresses and vehicles

Note that when you create a link from one record to another, for example from an person to an incident or an address, the system creates a matching link in the other record, *i.e.*, from the address back to the incident.

Linking examples: The person is a good example of how Niche RMS uses master filing and re-use of existing data. The person record stores and organizes all of the existing information related to a person, including data on multiple arrests and bookings.

Officers can link to the same person record every time the system needs to refer to that person, with no need to re-enter name, address and similar data. The officer can simply add a link to the existing record, and update the existing data (for example, adding a new, arrest-specific mug shot and description). This avoids data duplication and ensures accuracy and data consistency.

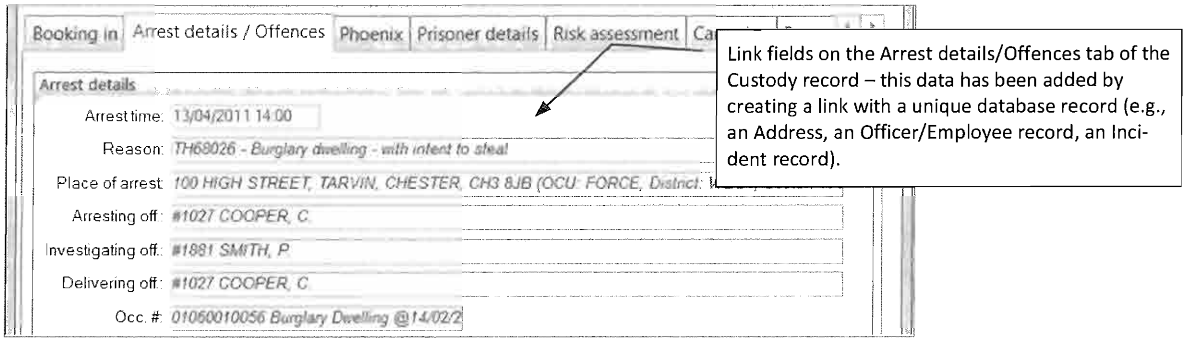
In this example we have broadened the window to show all of the List view tabs that are available at the bottom of the person record window.



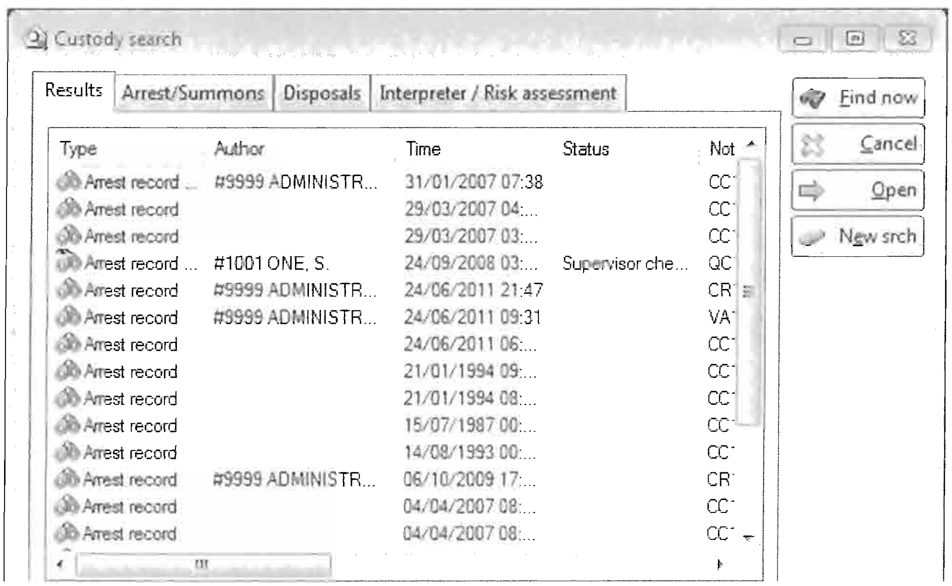
Link Behavior for All Records and Reports

Links can appear:

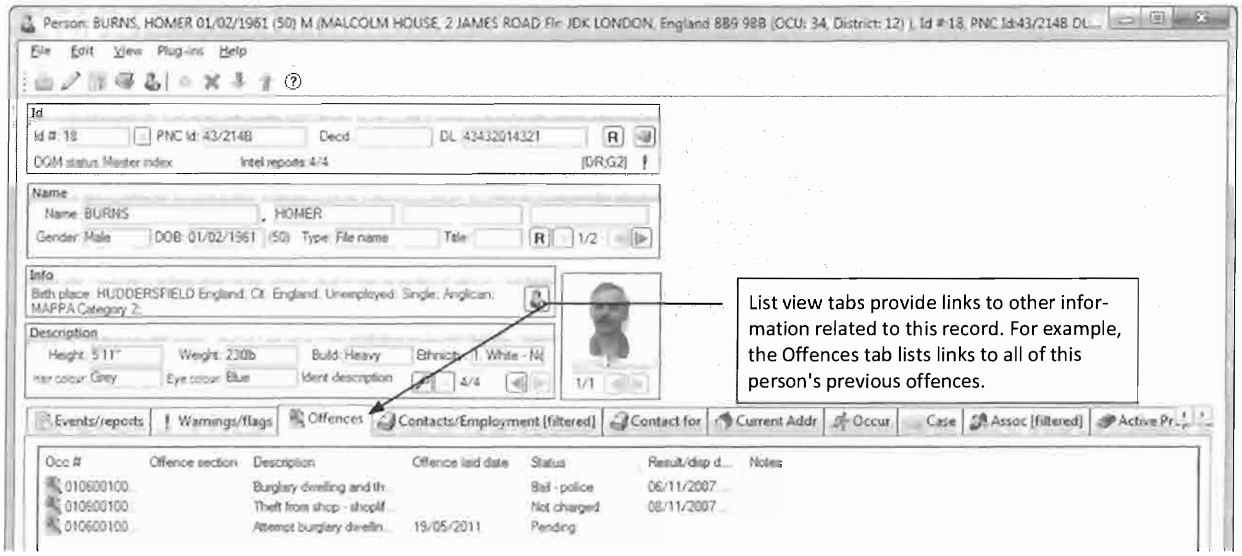
- As text in "link fields" on a record window. For example, instead of entering an officer's name or badge number into a data field on a report window, the user adds a link to the officer. The field displays the name, but at the same time provides a link to that officer's complete record.



- On lists of search results as shown here:

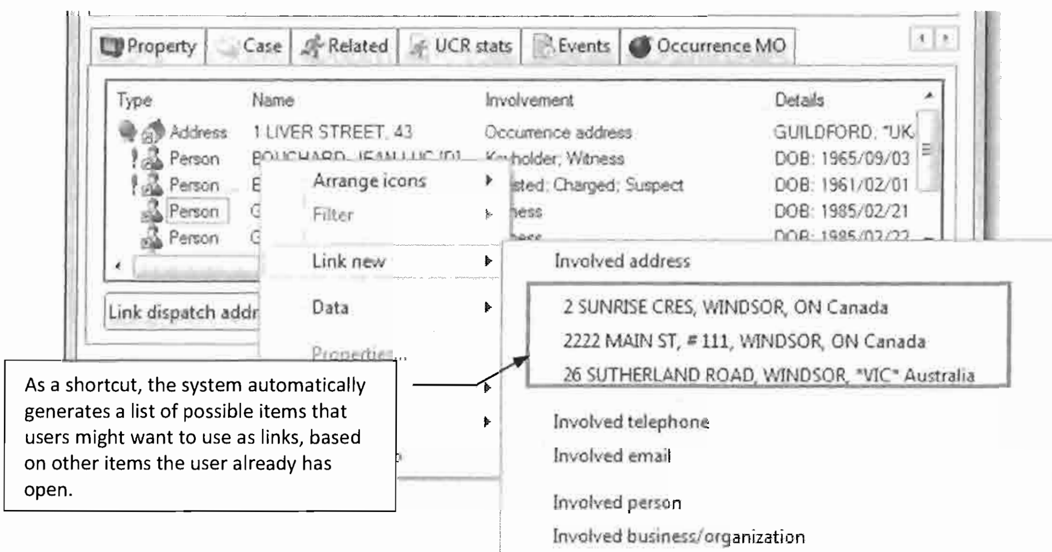


- In list view tabs at the bottom of standard entity record windows – these are tabbed lists of links to related data, as shown in Person record below (widened to show the list view tabs). Users can select any link to open the related record in its own window. Users can have multiple windows open at once, for side-by-side comparison.



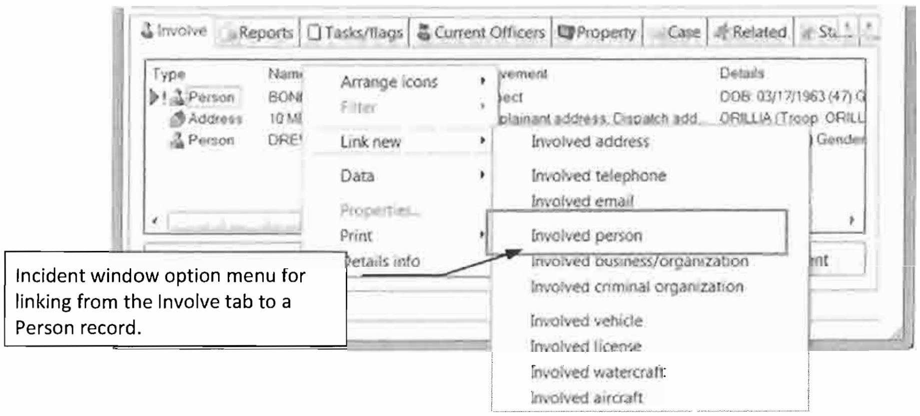
Adding a Link by Selecting from a Quick-Pick List

When a user right-click a record in a list view tab, the application generates a list of possible linking options, based on other RMS application windows that you already have open – either as record windows or as lists of search results. Users can right-click the list view tab and select **Link new >** from the option menu to display a list of potential link targets. If one of these is the record the user needs, the user can click to select it from the list, with no need to search further for other records. This example shows quick-pick addresses but the same approach is used for all record types.



Adding a Link by Searching

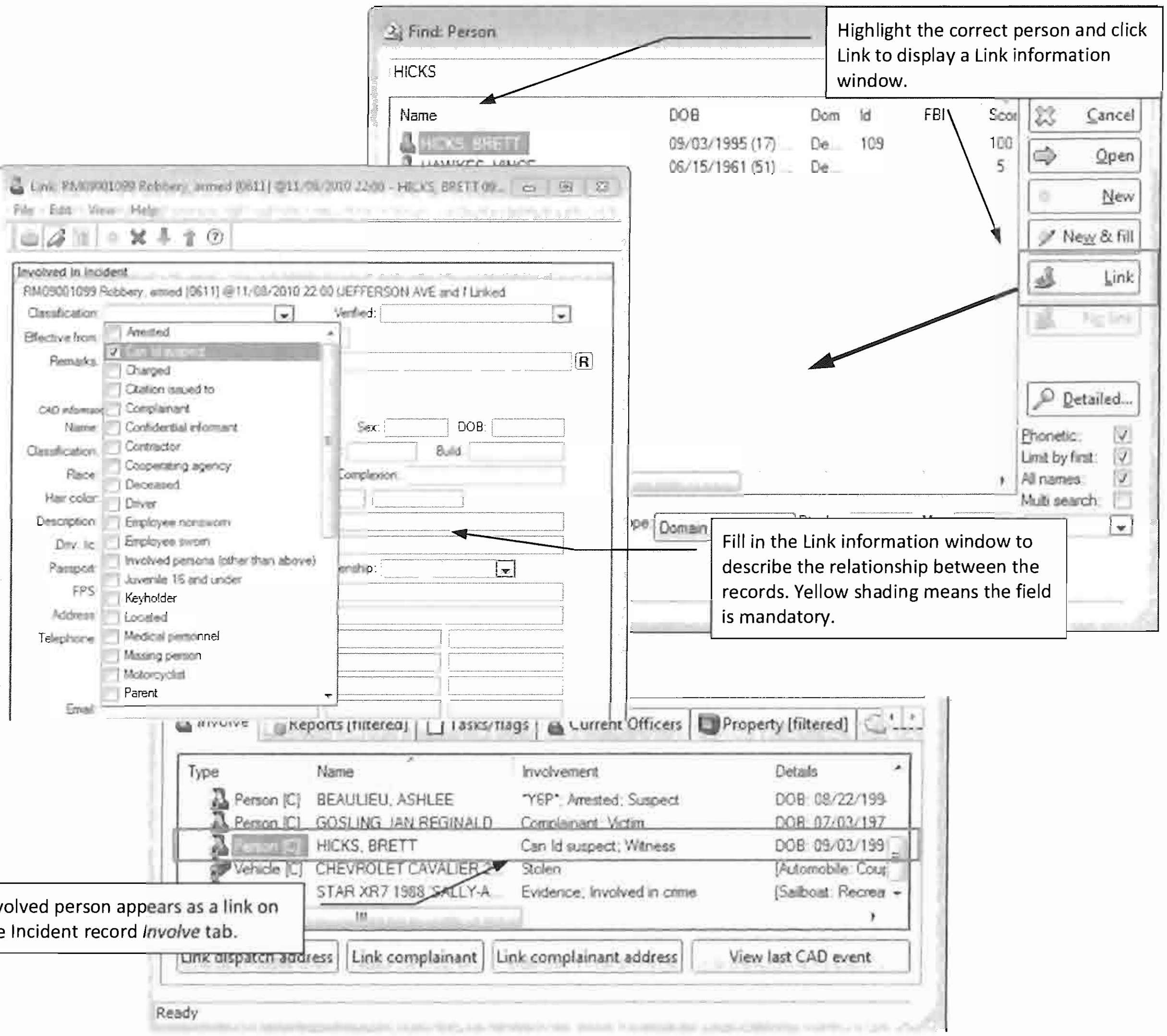
If a user needs to add a link to a list view tab in a record, and the quick-pick list does not provide the correct option, the user can search for and link to the required record by right-clicking and choosing the appropriate menu option. All fast find and detailed find search functions are available from this search and, if the desired record is not found, the user can create a new record linked to existing record. For details of the search functionality, please see page 323 . For example, to add a link from an Incident record to an involved person record, the user first selects a menu option, as shown below:



If the user selects the **Link new > Involved person**, a Link find window search window appears, and the user can run a search to see if the necessary person is already in the database. The process for carrying out a search is the same as for a standard Fast find or Detailed find window but the search window includes a **Link** button.

- If the search succeeds in finding a matching Person record the user can click the **Link** button to create the link between the Incident and the existing person. The user will be prompted to fill in some link fields to define link details (*e.g.*, classification).
- If the search fails to find a matching Person record already in the system, the user can either run a different search, or click a **New** or **New & Fill** to add a new, blank Person record. When you do this, the new record opens with link information fields at the top of the record window and the user can add the person details.

After the user closes the link window or new linked record window, the person appears as a link in the *Involve* tab on the Incident. All of the data in the linked person will now be available to the record to which it has been linked. See the detailed screen shot example, next page.



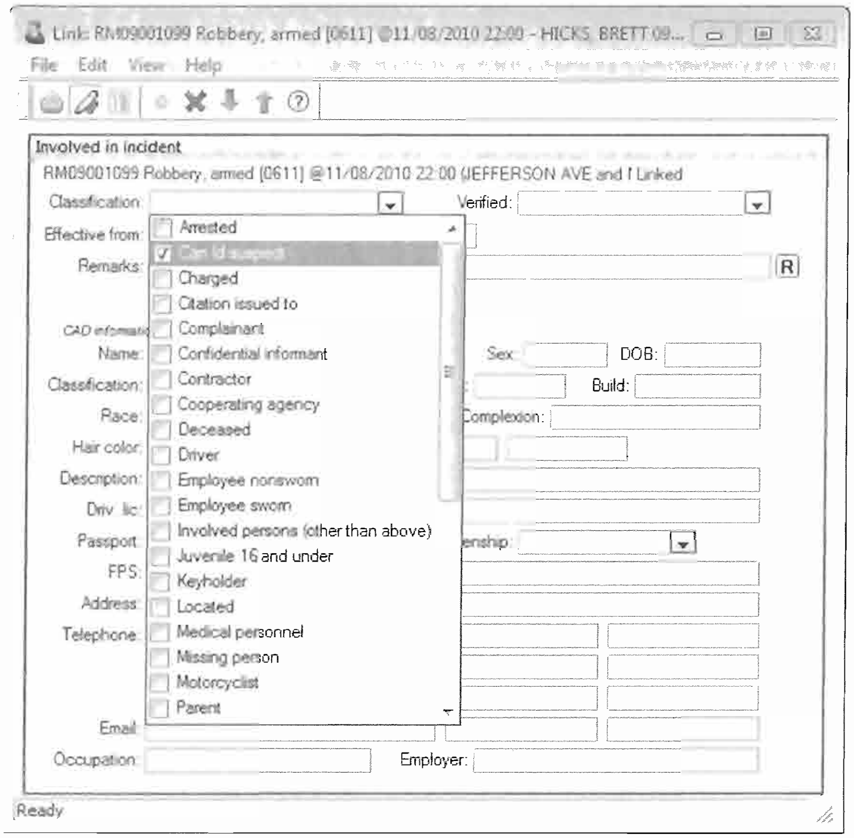
Involvement Classifications on Links between Records – the Link window

When users add a link from one record to another, for example from an Incident to an involved person record, a Link window appears and prompts them to fill in fields to define the nature of the link (how and why the records have been linked). These fields can be made mandatory if required, and they can be updated if the information changes. When you open a linked record, *e.g.*, start at an Incident record and click to open the link to an involved person record, the link fields appear at the top of the record window so that the relationship between the records is obvious. Standard fields include:

- **Classification:** designates the relationship between the two records. Users can select multiple options from a list, to include all of the options that apply. For example, a person may be linked to an incident as "Accused", "Arrested" and/or "Charged". Others may be linked as "Victims", "Witnesses", *etc.*
- **Verified:** provides a list of options to describe how the link was verified. Users select all of the options that apply. The choices include options for recording the information source (*e.g.*, "Photo ID") and for assessing the reliability of the information (*e.g.*, "Very reliable" or "Probably lying").
- **Effective from:** allows users to designate when the link relationship began.

- **Effective to:** allows users to end-date a link. For example, you may need to end date the link between a person and an address when the person is known to have moved.
- **Remarks:** A free text field where users may add their own comments regarding the linked record.

If the linked record was originally imported from CAD or another system, the link window displays a read-only version of the original data, as it was first imported.



Data Quality Management in Niche RMS

Niche RMS contains a number of features designed to improve data quality and standardize data entry. These features work together to ensure that records and entries are consistent and complete, while reducing the chance of duplicate entries and omitted information. This functionality requires configuration as part of the implementation project to set up business rules to support the data quality features. Note that the same rules can be applied to the RMS mobile application as well as the standard RMS desktop application.

Business Rules & Data Validation

RMS systems tend to involve large numbers of people entering and working with large volumes of data. As part of our RMS design, Niche has focused on making the process of entering and working with this data as accurate, efficient and easy as possible.

Business rules define how the system interprets and validates the data entered into the system. For example, business rules are used to define mandatory fields and minimum sets of data required for various records and reports to be considered complete. During product configuration and installation, Niche Technology works with customers to develop and provide a complete set of appropriate business rules. System administrators can view and edit these business rules from within the Niche RMS application.

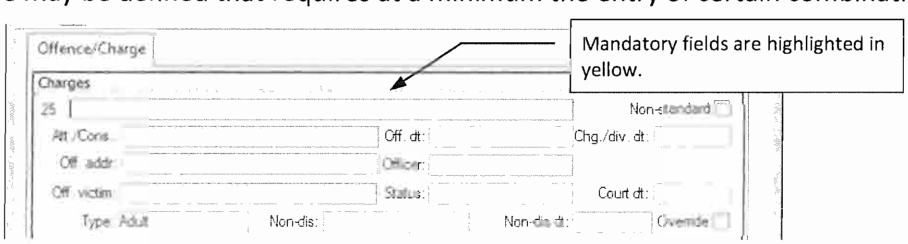
Structured Data Entry

To reduce errors and omissions in data entry, Niche RMS provides the following features:

- Spell check for narrative, text fields and reports
- Text fields can have standard code tables built for them to ensure that a standard value is selected, rather than random text.
- Choice-lists defined on fields – the user must select a value which standardizes data entry for these fields.
- Mandatory fields are yellow, indicating to the user that a value is required.
- Window close business rules are configured to identify to the user which fields are missing data or contain inconsistent data.
- X-forms are data entry forms that are configured for a specific data entry form (*i.e.*, Traffic ticket). This ensures that the data needed for a specific type of incident is captured easily and correctly.
- Date fields have formats enforced on them and keyboard shortcuts for the user.
- ID fields can have formats configured on them to ensure consistency.

Mandatory fields

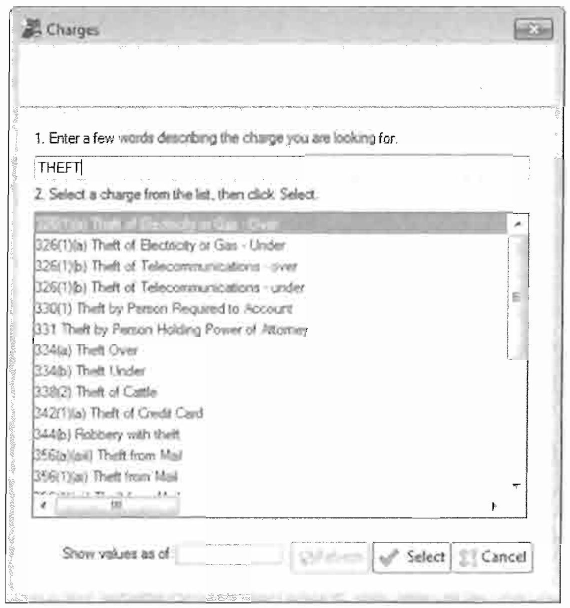
Niche RMS is usually configured to specify mandatory fields and high-level business rules to enforce customer operating procedures. This can be as simple as declaring which fields are mandatory on various windows or that the data entered in one field makes it mandatory to enter data into a second field. The system is quite flexible. For example, rather than specifying that individual fields are mandatory, a business rule may be defined that requires at a minimum the entry of certain combinations of fields.



Field level data validation

Some rules, such as simple data validation, are implemented by the RMS application software through constrained choice-lists and parsers attached to fields. For example, when describing clothing, users must select a clothing category from a drop-down list. The category they select determines which clothing types appear in a drop-down list for a second field. Selecting a clothing category of *hat* causes choices like *balaclava*, *baseball* and *straw* to appear as clothing type choices. Selecting a category of *jacket* causes the type field to present a different list of choices (*blazer*, *motorcycle*, *denim*, *etc.*). Some fields have additional constraints, such as dates that cannot be in the future.

Text fields and **Text boxes** allow users to type information directly into a field. Particular formats and lengths can be enforced. Administrators can also set up selection lists so that users can select an option from a list of allowed choices.



- **Checkboxes** allow users to switch a feature on or off.
- **Radio buttons** require users to choose between multiple options.
- **Choice-lists** provide a set of pre-defined choices where users must select a single item.
- **Multi-select choice-lists (sets)** provide a set of pre-defined choices, but they allow users to select multiple items from the list.
- **Selection dialogs** are used in situations where there are dozens or hundreds of possible choices (*e.g.*, selecting a charge). To narrow the list, users can type a few characters that appear anywhere in the item they need. The list of choices will be reduced to only those items that contain the text the user has typed. When they have reduced the list to a small number of choices, they click to select the one they need.

Dates & times: many fields require users to enter a date or time. Users can type directly into the field using one of a number of standard date and time formats, or they can select a date from a pop-up calendar. In all cases, the system validates the date/time and redisplays it in a standard format (configurable), ensuring that users know what they have entered.

Data Source & Data Quality Indicators

Niche RMS includes fields that allow users to specify the source of information and its reliability. For example, person membership in a gang can be classified as having come from police sources, corrections sources, subjects/offenders, *etc.* This allows users to determine how trustworthy the information they are viewing is.

Niche RMS also provides data quality indicators that allow users to create a Person record for a poorly identified or unidentified individual. Depending on system configuration, these poorly identified persons can be excluded from the normal master filing process. If a person is later robustly identified (*e.g.*, after an arrest and fingerprinting), the data quality flags can be changed accordingly and the person record merged if a duplicate is found to exist.

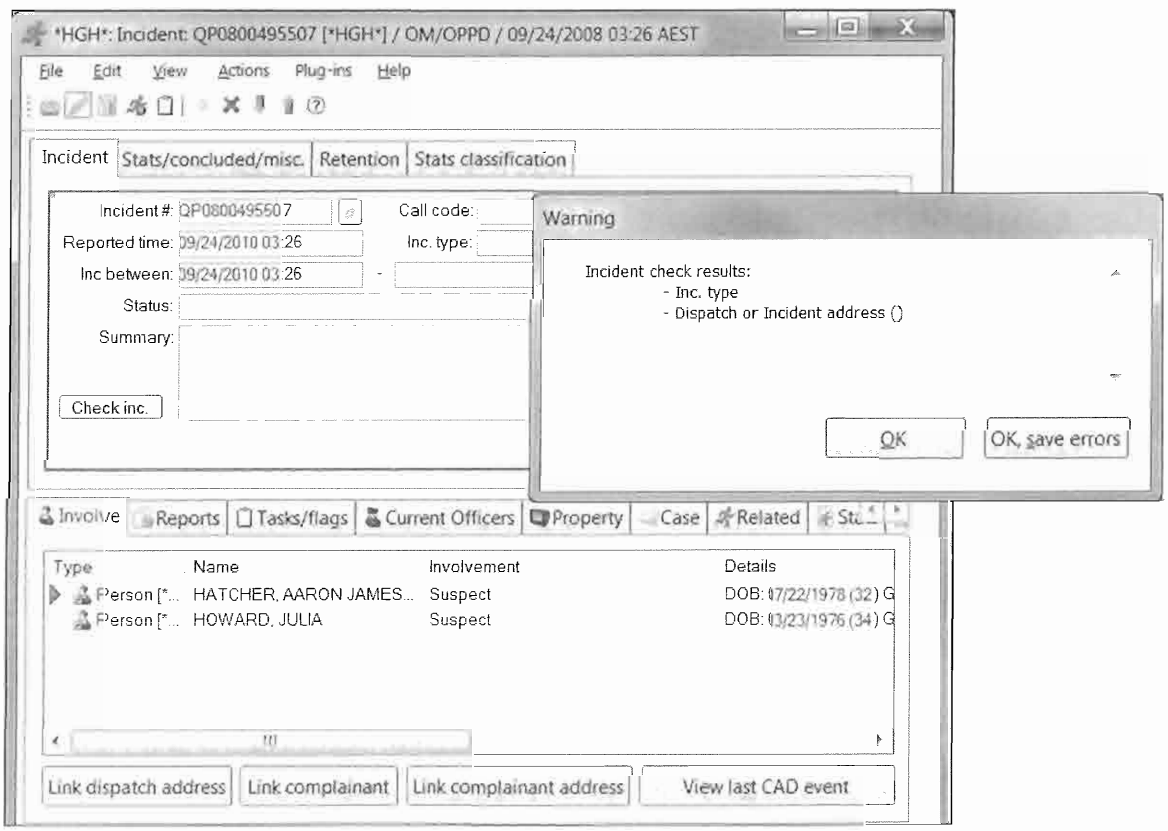
Centralized data quality processes can be enhanced by having data quality personnel search for records flagged as deficient, or by generating workflow tasks, allowing users to determine where to focus their data quality improvement efforts. Similarly, background processes can determine the existence of potential duplicate records or other problems and provide data quality users easy access to clean them up.

Quality control applied to incoming data: Because external system interfaces access Niche RMS through the NDS application server, the same business rules can be applied to externally submitted data as to directly entered data, although outright rejection of externally submitted data is not usually desirable. There are a number of mechanisms that allow externally submitted data to be vetted before it is fully incorporated into the Niche RMS database. The task/ workflow system is used to notify appropriate users that work is required on particular records.

Error Messages & Other User Prompts

If a user performs an action that generates an error in the RMS client, the client generates a readable message to define the error. In most cases the conditions that will cause an error are based on data entry rules that have been defined by the business rules for the application. Business rules can also be set up to provide messages in other situations.

For example, Incident records include a **Check inc** button. At any point before the incident is closed, users can click this button to have the system check the data that has been recorded and linked to the current incident. It checks the existing data against the business rules to ensure that nothing is missing. If a particular type of incident is missing certain required reports or other required information, the system displays a message that lists what information is missing. It can be configured to prevent closure if required information is missing. A similar function is commonly set up for arrest reports.



Guiding Users

Tasking: Niche provides a detailed workflow-driven tasking system to provide users with specific instructions for work that needs to be done, *e.g.*, a task to querying the database and generate specific reports, a task to add specific data related to an investigation. Because the workflows and tasks are defined by customer system administrators, they can be used to provide specific instructions for guiding a diverse set of users step-by-step through a given process. One a user has completed a task, the workflow will automatically generate and assign other tasks that need to be carried out as a result. This makes it less likely that a crucial task or activity will be missed. See page 267 for more on tasking and workflow.

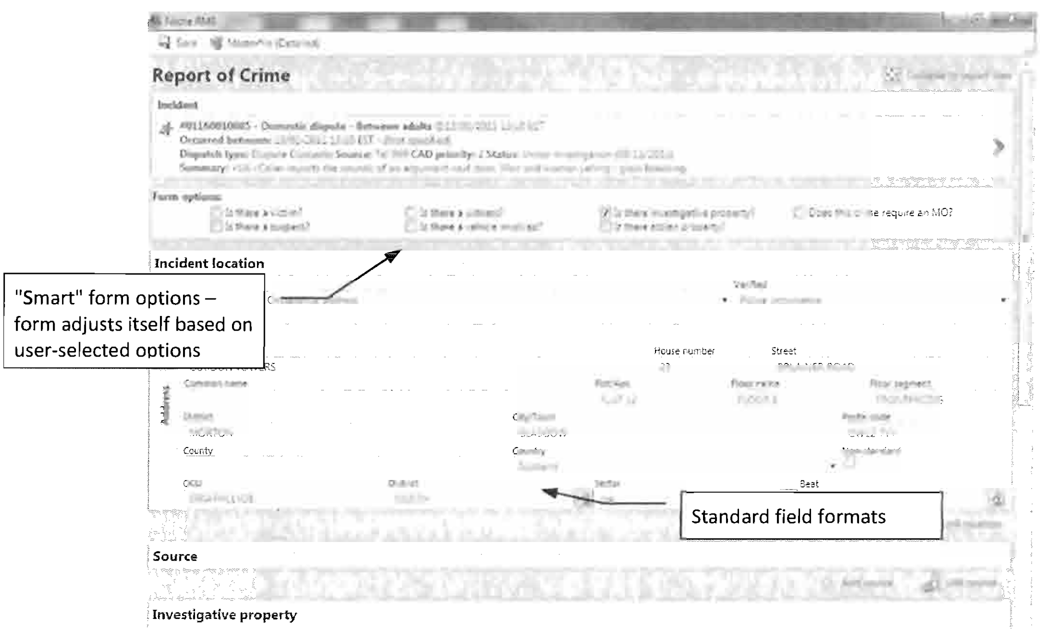
Datawindows: In addition to the instructions provided by assigned tasks, the individual record windows and other datawindows also provide information to users:

- Field labels and window instructions are provided in plain language using customer terminology.
- Business rules can be configured to generate a detailed warning message if a user attempts to exit a window where required data is missing.

Fields: At the level of individual fields, the following guidance is available for users:

- Mandatory data input fields appear in yellow.
- Where appropriate, users are provided with choice-lists, so that they are presented with valid field options only.
- Tool-tip help can be provided for short field definitions.
- More extensive HTML help can be used to provide process-specific instructions.
- Data in some fields will be auto-populated based on a link to an existing database record.

Guided Forms: Niche RMS can also provide guided user data entry forms. One obvious use of this is for streamlined reporting in the mobile environment as shown here. The example below is a crime recording form. Note the smart form options – the fields displayed for users to fill in depend on the options the user selects at the top of the form. Also note that this feature can be used to develop task-specific forms for any specialized group of users (whether mobile or not). These reports can developed as required, for any data-entry purpose. Niche Technology can provide training and sample report forms.



Data Quality Management (DQM)

Data Quality Management (DQM) status is automatically set on the main entities - people, addresses, vehicles, property, business/organizations – when they are created. The DQM status identifies whether the entity contains the basic set of information that is required for a master-filed record. This is to help identify complete entities and identify which entities are master-filed and which are single-use entities. When the Niche RMS is initially configured, the DQM rules are defined. While these rules are configurable, typical rules would look as follows:

- Person – requires last name, first name, gender and date of birth to be a master-filed record.
- Organization – requires name and address or telephone number.
- Address – requires a street number, street name, city and zip code.
- Property – requires a make, model and serial number.
- Vehicles – requires a make, model, description and plate or VIN number.

Records that meet minimum data quality standards have a DQM status of master index. Records that do not meet minimum quality standards have a status of *single use* and cannot be re-used until data quality issues have been addressed.

Re-use of Existing Data and Auto-population of Fields

Because Niche RMS uses a single relational database for its primary storage, all data within the system is master-filed and automatically available to all functional areas of the system – all of the data is completely integrated. Each instance of an entity (*e.g.*, each individual person record) need only be entered once. When required, information is linked rather than being copied. This is a crucial feature of the system.

The entire system is designed to minimize unnecessary data entry and prevent duplicate information from entering the system (*e.g.*, duplicate person records). Regardless of a record's original source, once entered into Niche RMS, it never needs to be re-entered; it remains in the system and can be re-used, updated and linked to other records whenever it is required. Here is a detailed example:

- When a person is arrested, an Arrest report will be created to store all the details relating to the arrest (time, circumstances, officers involved). In addition to basic, fielded data, the Arrest report includes links to all related reports, assessments, charges, disposals, custody logs, *etc*.
- If the arrested person already exists in the RMS database, the staff can choose the existing Person record and link it to the Arrest. If the arrested person is not already in the system, then the during the creation of the Arrest report, staff can create a new Person record, which will store all the specific details of that person (name, birthdate, gender and other descriptive details). This person's information can be added to an Incident record simply by adding a link from the Incident record to the existing Person record.
- If the same person is arrested again following their release, staff can search for the person and re-use the existing record for the new Arrest report, by simply selecting the person from their search result. All pre-existing data will automatically populate the new Arrest report and staff can then add details specific to the current arrest.

Note that the Person record will include links to all Arrest and Incident records, to all current and previous charges, disposals, warnings and reports. A user who is viewing the Person record will see the person's complete history of with the police, and can follow links to see more details.

Quality Control and Data Clean-up for All Entity records

Niche RMS provides this functionality in two ways:

(1) **Prevention.** Niche RMS includes features designed to reduce the number of duplicate and poor quality records entering the system, and

(2) **Clean-up**. The system includes tools for locating duplicate or poor-quality records that have been entered by mistake. Duplicate records can be merged, and poor quality data can be repaired or isolated from use.

Prevention. Niche RMS provides Quality Control and data validation features designed to prevent duplicate or incomplete records from entering the system. Before any user can add a new Entity record to the system, Niche RMS requires the user to search the existing database to see if there is already an existing record. If there is already an existing record, the user can add a link to it, re-using the existing information without copying. If the record does not exist, the user is allowed to create the new record.

Niche RMS also provides contains features to ensure accuracy and consistency in the information entered, such as:

- Mandatory fields are shaded yellow, indicating to the user that a value is required.
- Window close business rules are configured to identify to the user which fields are missing data or contain inconsistent data.
- Spell check is available for narrative, text fields and reports.
- Standardized data entry: choice-lists are defined for many fields – the user must select a value from a list of agency-approved values.
- System administrators can set up their own standard code tables for any text data-entry field. This in effect allows agencies to set up and maintain their own custom choice lists to ensure that a standard value is selected, rather than random text.
- Custom data-entry forms (X-Forms) can be added. These are data entry forms that are configured for a specific task such as an e-citation or collision report. The forms prompt users for task-related details, ensuring that the data needed for a specific type of incident is captured easily and correctly.
- Date and ID fields can have formats enforced on them to ensure consistency.
- Data quality rules and validation checks are applied whenever a record is saved, and the user is prompted with a message if there are errors.

Many of the rules for client-side data validation are provided by a set of business rules. The business rules are stored in the database but can be displayed and modified by system administrators using the desktop client.

Clean-up. Niche RMS also includes a Data Quality Management (DQM) process that automatically applies a quality status to all main entity records – persons, addresses, vehicles, property, and business/organizations. A DQM status identifies whether the record contains the basic set of information that is required to qualify as a master-filed record.

DQM rules are configurable. A typical set of rules would require a Vehicle record to include a minimum of a make, model, description and a license plate or VIN in order to be considered a master-filed record. Authorized users can carry out searches of the system to locate records with data quality problems (*e.g.*, a Vehicle record with no license plate or VIN) so that these records can be repaired, removed, or merged with a complete version of the same record.

If duplicate records do enter the system (e.g., two person records representing the same person may end up in the system as the result of aliases and changes in appearance), authorized users can merge the duplicate records. When records are merged, all the associated links and reports are retained and automatically moved to the resulting single record.

If necessary, any record that results from the merging of two or more duplicate records can later be un-merged into its component records. Note: In most installations, the ability to merge or un-merge records is limited to users with certain, specialized security roles. Where many duplicate records exist, Niche can provide a back-end bulk merge script.

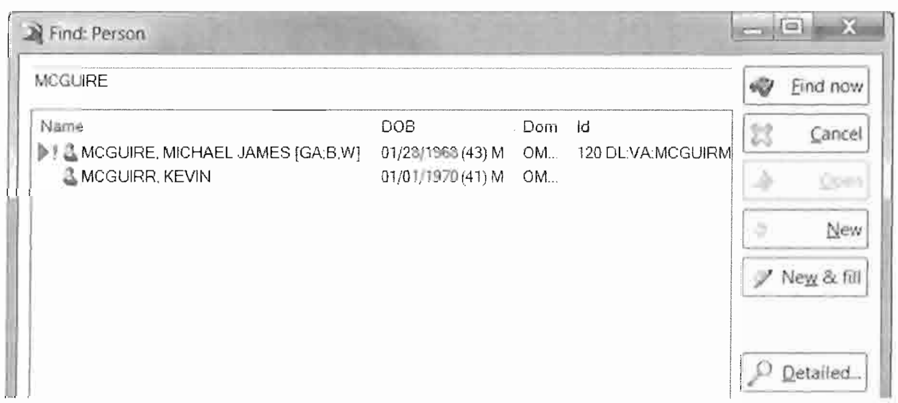
Flags and Cautions in Niche RMS

Niche RMS provides a number of standard flags and cautions that can be attached to database records as alerts. These can be set up for any type of record in the database, including person and address records. For example, an Alert or BOLO (Be On the Lookout) flag can be applied, resulting in a visible flag on the person record, wherever it appears in the system. Search hit flags notify the user who set the flag when the record is searched or when it is displayed. Flags can be either overt, resulting in a visible flag where there are conditions an officer needs to know about, or covert, so that the flag does not appear for all users.

Note that Niche's flagging functionality is used in addition to our standard security, which includes ACL (Access Control List) functionality. Users can apply an ACL to restricted data elements within a record so that they will not appear at all for users who do not have the necessary security permissions. Flags can be used in combination with ACLs: for example a user might apply an ACL to all or part of a person record in order to hide restricted information, and then add a Search Hit flag so that they will be alerted if someone else searches for this person record.

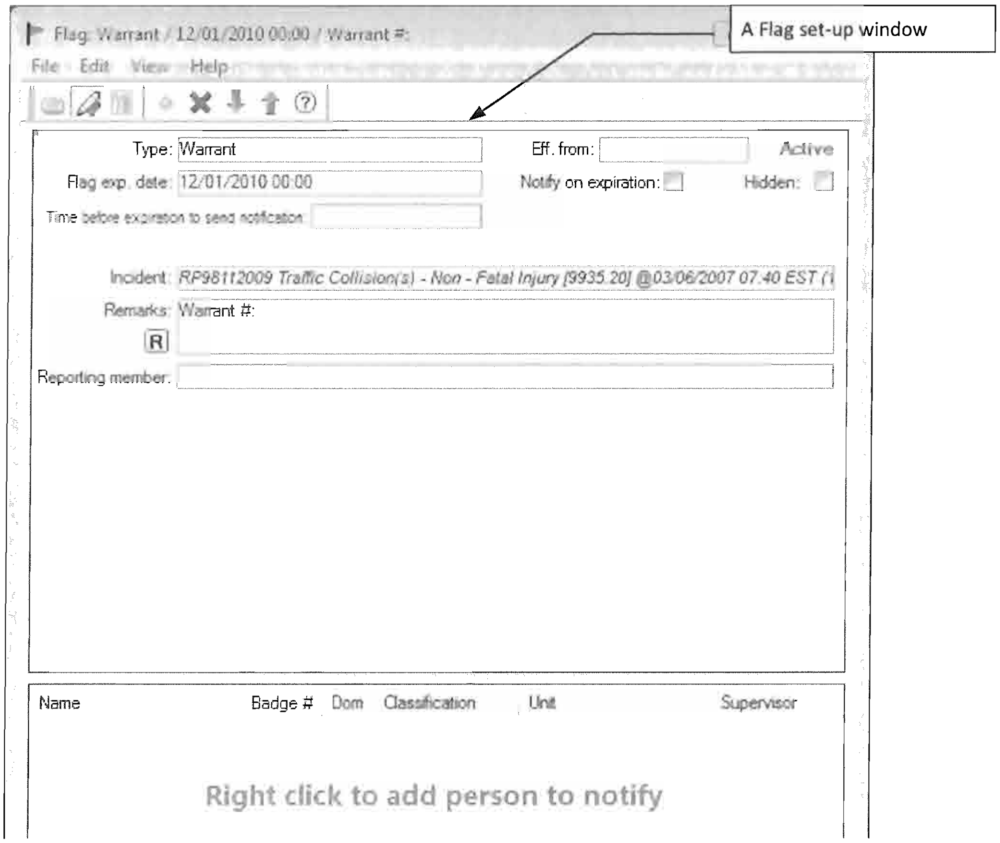
Within the system, a record with an associated flag or caution may appear with a visible icon and a letter in square brackets indicating the flag or caution type. The example below shows a search result that includes a person for whom there are flags, as indicated by the red arrowhead icon (▶), and cautions, as indicated by the exclamation icon (!). The letter codes that follow the name indicate what type of flags and cautions are associated with the record. In the example below, the "G" and "A" are caution codes, "G" for "gang member" and "A" for "armed and dangerous". The "B" indicates a BOLO (Alert) flag and the "W" is a warrant flag. Other flags can be configured and added as required by the customer.

When a non-covert flag or a caution is placed on any record from any client application, it instantly becomes visible to authorized officers in the field; this can be an important safety consideration.



Flags. Flags are used to notify users about an unusual circumstance of some sort attached to a particular record. Niche allows users to set a number of different types of flags. The example below shows a setup window for a Search hit flag.

Flags can also be obvious or hidden. For example, a user might set up a hidden Search Hit flag on a record so that he or she will automatically receive notification any time that record appears as a search result. Obvious flags cause a red flag indicator to appear on the record that the flag is attached to. For example, if a person record has an attached Alert or Warrant, that person's name will appear with a flag indicator wherever it appears in the application (*e.g.*, in search results). All flags are searchable.

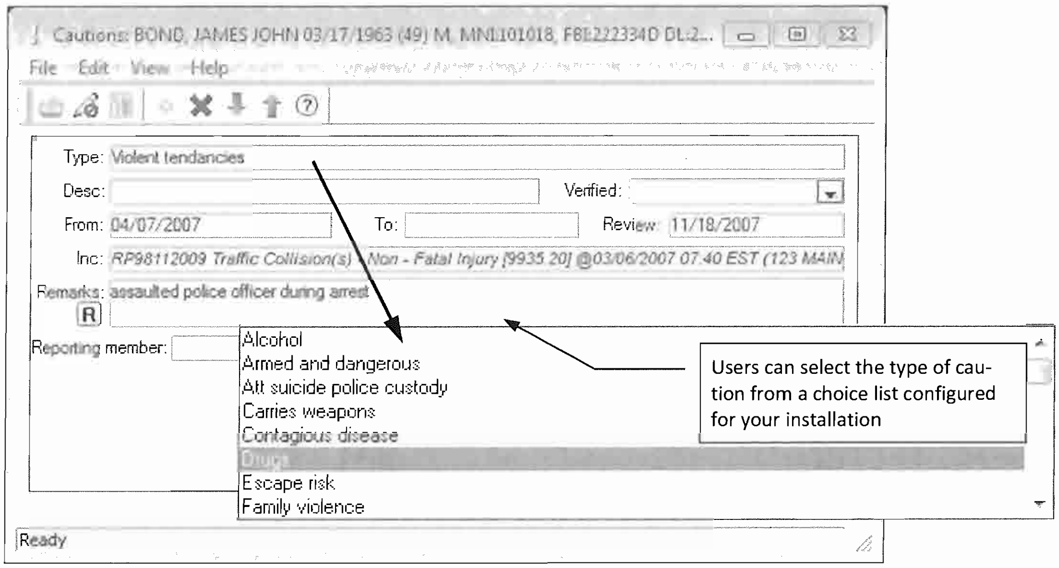


See the list below for some commonly-used flag types include. Other flags may be configured and added as required by your installation (*e.g.*, DNA sample taken, Registered Sex Offender, Subject of ongoing investigation, Subject of intelligence report).

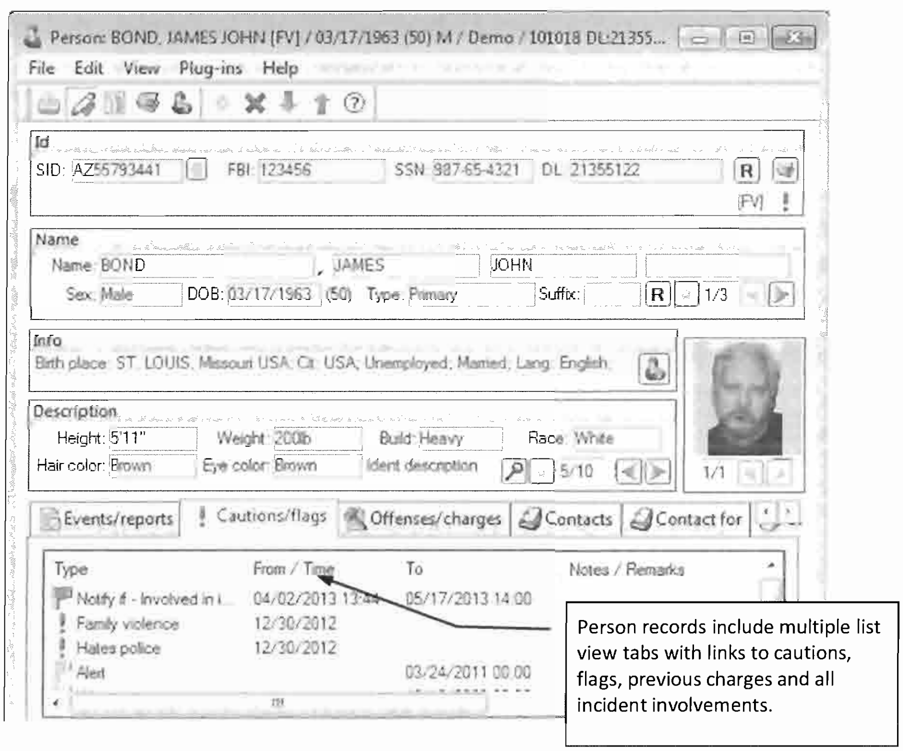
Alert or BOLO	Alert or BOLO (Be On the Look-Out) flags can be added to individual records so that others will be alerted to watch for a particular person or vehicle (for example).
Search hit	Used for notification when there is a search hit on any record that a user is interested in, such as a person, address, vehicle or property record. It causes an automatic FYI (For Your Information) notification to be sent to interested parties if the flagged record is the subject of a search. These flags can be set to varying levels of sensitivity: for example, it can be set to trigger if the flagged record shows up in any list of search results, or it can be set so that it will only be triggered if someone actually opens the flagged record.
Warrant	Used to flag records for which there is an associated warrant. The purpose is to alert other officers (when they see this record) that there is a warrant associated with a particular person or address.
"Notify if"	"Notify if" flags cause an automatic FYI notification to be sent based on updates made to a flagged record. The flag's owner sets triggers for the flag using a choice list on the flag setup window. For example, a user can set this flag to be triggered if someone adds a link to a particular person record. The pick list of conditions is customer-configurable, and users can select any combination they need, for example, "Notify me if a new address is linked OR if a new name is added OR if this person is arrested…" and so on.

Reminder	Any user can add a Reminder flag to any record, with a reminder note. When the due date arrives for a record with a Reminder flag, the system generates an FYI message for the person(s) or units designated as flag owner(s). The next time they open their Tasks/Messages list windows, the flag owners will see an FYI link, which they can open to see the reminder note.

Cautions. A caution icon indicates that a record has important caution information. Cautions appear with an exclamation icon ! and one or more letter codes in square brackets.



When officers check a record in the database, for example a person record, they can easily see that person's previous history, including current and previous flags and cautions.



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

Niche Technology comment
This section read and understood. We believe our solution can meet all of your concerns.

Requirements

	MANDATORY REQUIREMENT
RS Accept & Initial	The RMS MUST 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.
This is standard functionality. Niche RMS is regularly interfaced with CAD products. For details, please	

see the section following this table (page 244).

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).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

This is standard functionality. CAD data is typically used to automatically generate an incident record in the Niche database. Users can view the original CAD details, as imported from that system, by clicking a button on the incident record window. For details, please see the section following this table (page 244).

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

This is standard functionality. CAD data is typically used to automatically generate an incident record in the Niche database, with details from CAD mapped to RMS incident fields. The CAD number can be used as the RMS incident number, or can be retained as an identifying number in addition to a unique RMS incident number. For details, please see the section following this table (page 244).

CS-3. The RMS should store extensive details pertaining to Calls for Service. This is expected to include the following at a minimum:

1. Call Number
2. Incident Number (to generate an Incident Report based on Offense Code/Disposition Code)
3. Incident Date/Time
4. Call Type
5. Location (In multiple forms such as address street, milepost, common place name, etc. which can be entered and edited by NSP)
6. Location as an X/Y coordinate (such as Latitude/Longitude, Universal Transverse Mercator)
7. Location subset such as apartment or building number, City, State, County, Zip Code
8. Call source (e.g. 9-1-1 PSAP, public, etc.)
9. Troop Area/Sergeant Area/County
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:
    a. Primary unit assigned ID (badge number)
    b. All units involved by ID's (badge number)

11. Disposition code when call cleared
12. Disposition clearance narrative remarks
13. Combination of Disposition Code, Offense Code(s) more than 4 NIBRS complaints, Call Summary Narrative to close a CAD Call.
14. Report required indicator (based on coding of the call type)
15. Report received indicator (Based on workflow from RMS) for supervisor notification
16. Calling party identifying information (e.g. Name, Address, Phone1, Phone 2)
17. Related incident number information (e.g. Sheriff, Police, EMS, internal related incident)
18. Incident times and primary unit history (e.g. E911 Time, Call Received time, En route, Arrived, Transporting, Booking, Cleared)
19. Unit summary
20. Timestamp and activity code information for primary and all secondary units
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
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 3rd Party	Not Available
Indicate Response:	X				

Niche RMS can store all of these details. Relevant details can be mapped to the resulting Niche RMS incident record. Niche RMS has been interfaced with the following CAD products:

- *Intergraph*
- *Motorola*
- *A number of proprietary ("home grown") systems*

Our system includes a CAD interface that can be configured for essentially any CAD. Most Niche RMS installations import data from CAD. The CAD (or multiple CADs) export their data as XML files. The RMS CAD import process is configured to transform the CAD XML into XML required by the RMS. Each vendor's CAD, and each configuration of CAD in different police agencies, will typically require a different transformation based on the way the CAD works and how it is configured and used by the police agency. Multiple CADs with different configurations from different vendors can be handled simultaneously by a single RMS CAD interface. Niche performs this configuration work.

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 3rd Party	Not Available
Indicate Response:	X				

Partial Compliance. Note that Niche complies with this requirement to the extent that the data is imported into the Niche database. We do not support items 3 and 4, as this is not usually imported into the RMS: reports analyzing unit response times are typically produced directly from the CAD system itself.

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 3rd Party	Not Available
Indicate Response:	X				

For details of this information, please see the section following this table (page 244).

Niche RMS Integration with CAD Systems

Niche RMS does not replace CAD systems, which are designed for high-volume, time-critical deployment environments. However, much of the information collected in a CAD system has utility in Niche RMS for the further management of an incident after an immediate deployment has been concluded. Most Niche RMS installations include an interface to the police CAD system. This ensures that as incidents enter the RMS system, core information is imported from the CAD system and re-used, rather than being re-keyed.

Where a customer's CAD system is interfaced with Niche RMS, CAD data is automatically transferred to the RMS. Niche Technology has a number of existing CAD interfaces available. Niche RMS is typically configured to use incoming CAD data to automatically create incident records and officer reporting tasks.

In most installations, a customer's CAD system is interfaced with Niche RMS, providing automatic transfer of CAD data to the RMS. Typically, Niche RMS is configured to use incoming CAD data to automatically create incident records and officer reporting tasks. For example:

- A call comes into the communications center. An event is created on CAD and an officer is dispatched. Dispatched officers attend the scene, deal with the events there, and communicate with the CAD operators and CAD system.
- Officers or CAD operators enter data into the CAD system.

- Periodically, the collected CAD data automatically transfers to the RMS. The RMS uses the incoming CAD data to create an incident record in the RMS system. This means that no re-typing is required for the original incident details (who, what, where and when).
- The workflow system automatically creates and assigns an initial reporting task for the officer responsible for the incident report.
- The reporting task describes what work is required for the incident report, including priority and deadline. It appears on the officer's electronic task list. Officers can sort their task lists and select tasks to work on. When they open the task window, they will see a description of what they are supposed to do, including links to the incident record that the task is related to.
- The Niche/CAD interface can be configured to index the imported CAD data. This allows users to make use of existing data. For example, if the incident report involves a particular person or vehicle, and that person or vehicle already has a record in the database, the system can be configured to provide a link to the existing record – again, the goal is to prevent duplication of information.
- The complete original CAD data is stored (in its original form) as part of the resulting incident record in the RMS database, so that users can refer to it when required. The RMS becomes the permanent repository of the CAD event details (the CAD database itself is typically purged periodically).

To facilitate reporting on calls for service in the Niche RMS, the CAD vendor side of the interface would need to be configured to send all events, both criminal and non-criminal, that the State of Nebraska would like to report on.

Niche RMS collects the CAD data necessary to support tracking of Calls for Service on both criminal and non-criminal events. Administrators can run queries and reports to provide any view of this data necessary (*e.g.*, number of calls of various types in various districts and troops, how they were handled and by who, status, outcomes, length of time the incident remained open, and so on).

The Niche RMS CAD interface (included in almost all Niche RMS installations) can be configured to import data from a variety of sources. A single installation can support one or more CAD systems (from the same or different vendors), a citizen reporting system (*e.g.*, Coplogic's DORS), a third-party field reporting or ticketing system or any other external system that can supply XML files containing the data to be imported into Niche RMS.

If the system produces data in a format other than XML, it is relatively easy to add a small shim interface to translate its output into XML. Each CAD (or other system) requires configuration of the import process to deal with the XML that it is producing.

This process has been used with many commercial CAD systems, including Intergraph and Motorola.

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.

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

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 3rd Party	Not Available
Indicate Response:	X				

Niche RMS complies with this requirement and integration with CAD is a standard part of most Niche installations. For details, please see page 244.

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 3rd Party	Not Available
Indicate Response:	X				

Niche RMS complies with this requirement. A single level of data entry is a crucial feature. For details, please see Linking in Niche RMS *on page 225.*

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 3rd Party	Not Available
Indicate Response:	X				

Niche RMS complies with this requirement. For details, please see Ease of Use in Niche RMS *on page 253.*

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 3rd Party	Not Available

Indicate Response:	X				

Niche RMS complies with these requirements – we provide extensive reporting functionality, including integration with Word and similar tools. For details, please see Ease of Use in Niche RMS *on page 253, and* Reports in Niche RMS *on page 331.*

Regarding use of the Filebound system, Niche can store hyperlinks that can be used to launch a 3rd party user interface to display documents and files stored in other systems, including Document Management systems.

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 3rd Party	Not Available
Indicate Response:	X				

Niche RMS fully complies with this requirement. For details, please see Data Quality Management in Niche RMS *on page 231.*

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

Niche RMS fully complies with this requirement. For details, please see Help Systems in Niche RMS *on page 264.*

IR-7. The RMS should allow association of multiple incidents, cases or other associated records with a case.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

Niche RMS complies with this requirement. A single level of data entry is a crucial feature. For details, please see Linking in Niche RMS *on page 225.*

IR-8. The RMS should provide some flexibility in controlling how Incident unique identifiers are formatted. Describe RMS capabilities and features of this nature.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

Niche RMS complies with this requirement. Incident ID numbers and other unique identifiers are commonly configured as a standard part of the implementation project.
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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

Standard fields: *Niche RMS offers a number of options:*

- *System administrators can add NSP code tables to any text field in the system. This can be done on an as-needed basis by customer system administrators. System adminstrators also have direct control over all statutes, charge lists and charge definitions.*
- *Pick-lists for standard drop-down lists will be configured to meet NSP requirements as part of the implementation project, and can be maintained and updated as necessary as part of standard warranty and maintenance.*
- *The system provides standard Remarks fields a Notes feature that users can use for adding ad hoc comments.*

Custom report windows: *For reports, Niche RMS allows system administrators to create custom report windows with tabs and fields defined and arranged as required. In the Niche RMS, there are generic report entities that contain sets of fields. The field set contains a variety of field types for the system administrator to choose from when designing the window. Examples are:*

- *Date/time fields*
- *Choice-list fields*
- *Multi-select choice-list fields*
- *Text fields*
- *Amount fields*
- *Duration fields*
- *Address link fields*
- *Person link fields*
- *Vehicle link fields*
- *Officer link fields*
- *Address link fields*

A system administrator defines a data window for one of these generic report entities and defines which fields are used, the order of the fields on the window, the field labels, etc. – thereby defining a customized window with customized fields. The data window definition is stored in the database and the user accesses it just like any other report in the system. Users can enter data into the fields and the information is stored in the database. This is how user-defined fields are created, managed and stored.

For more detailed information on what the configurable options are in the system, which ones customers can configure directly, and which ones must be maintained by Niche, please see page 108. For more information on Reports in Niche RMS, please see page 331.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

Niche RMS complies with this requirement.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

Niche Technology provides extensive report options. For more information, see Reports in Niche RMS *on page 331.*

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 3rd Party	Not Available
Indicate Response:	X				

The Niche RMS system takes a different approach to incident submission. The initial report of the incident in the CAD system is used to generate an Incident record that becomes the basis for all further investigation and case management, i.e., the Incident record acts as the case record, and the initial incident report is attached to it. Supplemental information can easily be entered as separate, supplementary reports attached to the same Incident record. The initial report of the incident is "submitted" when the Reporting Officer marks the initial reporting task for the incident as complete.

For more information on Niche Incident records and how they are related to case management, please see page 278.

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:

1. Support multi-level approval process of Incidents. State the numbers of levels supported and describe how the approval process works.
2. Support alerts to notify users when supplements are available
3. Be capable of, but not require, using digital signatures or digital approval
4. Track reports by offense code that have not been started and/or completed
5. Track deadlines
6. Enable email or mobile device notifications between the RMS and Mobile client
7. Lock the original report for changes after approval.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

Niche RMS provides fully integrated tasking and workflow functionality that automates these processes. For more information, please see Tasking and Workflow in Niche RMS *on page 267.*

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

This can be managed using Tasking and Workflow functionality. See page 267 for more information.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

The Niche RMS system includes a Mobile RMS application that provides this functionality. The mobile application is part of the same system as the Desktop RMS application, so that any data entered in the field is automatically available throughout the system. For more details, please see RMS Mobile Application and Other Remote Access Options *on page 259.*

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).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:	X				

Our standard Mobile RMS application is designed to handle low bandwidth and intermittent connectivity.

In addition, Niche Technology also provides an RMS application that is specifically designed for disconnected use. It has data entry forms for use by officers doing field reporting when there is no data connection. This allows officers to capture data that can be uploaded/ imported to the RMS as soon as a connection is available. This application has been developed and is being tested by a customer site.
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 3rd Party	Not Available
Indicate Response:	X				

In addition to the Windows/Intel based devices that can run the Niche RMS clients natively, Niche RMS can be used on almost any device for which a Citrix receiver, Remote Desktop (RDP) or other virtual client technology is available. This allows it to be access via Web Browser. For more details, please see RMS Mobile Application and Other Remote Access Options *on page 259.*
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 3rd Party	Not Available
Indicate Response:	X				

Niche RMS fully supports this model. A number of existing customers are using it.

Ease of Use in Niche RMS

For ease of user navigation and orientation, Niche RMS user interfaces use standard windows layouts with standard Windows menus and consistent placement of headings, titles, and buttons. Niche RMS provides users with a familiar Windows graphical user interface (GUI) that provides familiar system functions such as:

- Plain language field labels, choice-list options and selection dialogs
- Keyboard shortcuts and features such as drag and drop, and cut, copy and paste
- Right-click option menus
- Scrollbars are provided where appropriate
- Columns that can be resized by dragging column borders and sorted by clicking column headings
- Maximize, minimize and restore buttons; users can also re-size windows by selecting a window border and dragging it.
- Displaying multiple windows simultaneously
- Standard Microsoft print dialogs, word-processing tools, calendars and other components.

In addition, the Niche user interface makes full use of color and graphics to make it easier for users to scan for and identify key data.

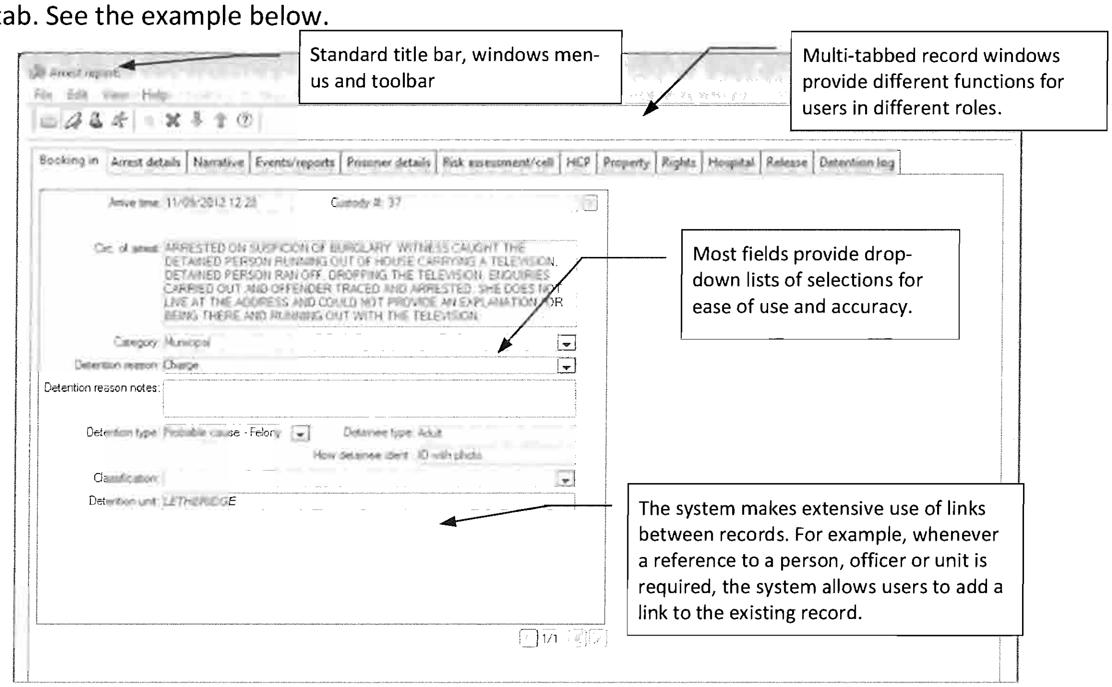
Multi-Function Windows

In use, Niche RMS provides a number of standard windows that are meant for use by a wide range of both casual and expert users. For example, the Custody Whiteboard and the Search windows can be used by casual users with a minimum of training – the interface is very graphical and the functions are intuitive and clear.

However, the system also provides multi-tabbed data entry windows that are designed for use by expert users such as system administrators, dedicated data entry personnel and other power users. While these areas require more training, they also provide clear and consistent functionality and give expert users with a powerful set of tools. For example, the client application provides tools and utilities that system administrators can use to configure and maintain the system.

In the example below, the Arrest report provides different tabs aimed specifically at personnel carrying out different custody-related tasks such as risk assessment or disposals. Note that arrest data and supplementary reports can be entered by various custody staff in any sequence necessary. This is part of the overall flexibility of the system.

Because the Arrest report is arranged in a series of data tabs, different staff members can work on the same Arrest report at the same time, each according to their job function and area of expertise. For example, one staff member may be adding booking in information at one workstation, at the same time that another staff member is interviewing the prisoner and updating the *Prisoner details* on another workstation. A third staff member may be generating arrest-related reports from the Arrest report *Documents* tab. See the example below.



Multiple Windows Active Simultaneously

Users can have multiple RMS windows open on their computer desktop at once. For example:

- A user can click a button on the main Application Control window to launch a search window. The Application Control window and search window both appear side by side.
- If necessary, a user can have multiple search windows open simultaneously.
- When a user runs a search, the results are listed in the search window and the user can open multiple records from the search results.

- If a user clicks to open more than one record from the list of search results, each record appears in a separate window.
- Records can be arranged side by side for comparison, and the search results remain visible and easily available.

Note that while users can open multiple record windows, they are not forced to do so. Each record window includes arrow buttons so that users can scroll through search results within the same window, if they prefer.

The Application Control window includes two important buttons related to this: one button will instantly minimize all application windows, if a user needs to quickly hide the data showing on the computer screen. The other button will close all of the currently opened RMS windows except for the main Application Control window itself.

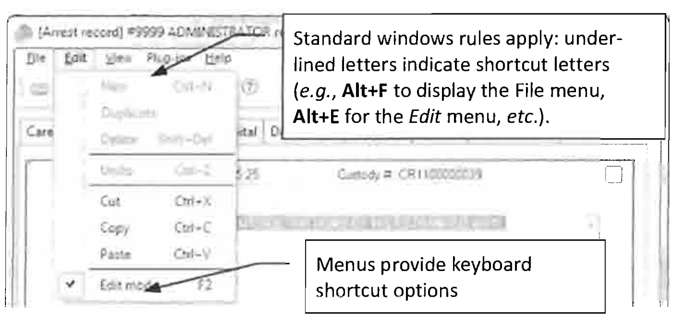
Input Devices

Niche RMS clients provide standard Windows-compatible GUI features that support navigation via mouse or keyboard. Standard Windows keyboard functions are used where applicable. Specific keyboard functions have been added to support RMS-specific operations. Other input options include:

- Magnetic stripe/barcode readers: the system can be configured to accept input from magnetic stripe readers and barcode readers.
- Touch screen input: the user interface can be configured to support touch-screen input on screens where it makes sense to do so.

Keyboard Shortcuts

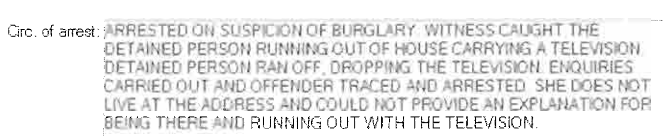
Niche RMS uses all standard Windows keyboard shortcuts, such as **Ctrl+C** for **Copy**, **Ctrl+X** for **Cut** and **Ctrl+V** for **Paste**. There are also a number of application-specific keyboard shortcuts provided. Again, standard Windows rules apply in most cases – if users see a command, menu option or button that includes an underlined letter, they can activate it by pressing the **Alt** key with that letter, for example, **Alt+E** to display the *Edit* menu.



Standard Field Types Used

Text boxes

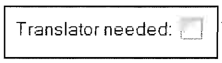
Text boxes allow users to type text directly into a field. Text boxes may be quite small, such as a **Remarks** field, or quite large, such as the **Circ. of arrest** field on a Custody *Booking in* tab.



Note that spell checking is available for all reports and text fields. Users must select a menu option to activate the spell check. Also, where possible, the system provides choice-lists of standard terms and phrases for users to select from. These tend to be easier to use (point and click as compared to typing).

Checkboxes

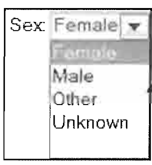
Checkboxes allow users to switch a feature on or off. If an option has a checkmark, then the feature is switched on. If there is no checkmark, the feature is switched off. To toggle a checkbox on or off, click the checkbox with the mouse, OR **Tab** to the field and press the spacebar.



Checkbox turns an option on or off

Choice lists (single choice)

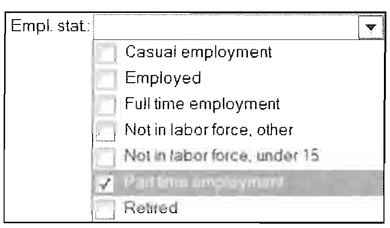
Choice lists provide a set of pre-defined choices for a field. Users cannot type into these fields, and can choose only one item. To make a selection, click the field with the mouse (or tap it, if touch-screen enabled).



Drop-down lists allow a single selection. Many drop-down choice lists include options for **Other** and blank.

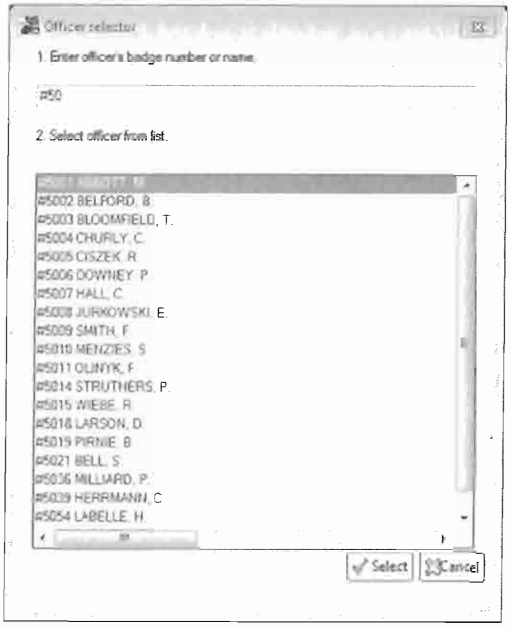
Choice lists (multi choice)

Some choice lists provide a set of pre-defined choices where the user can choose multiple options. If an option has a checkmark, then it has been chosen. If there is no checkmark, the option is not chosen. Some fields can be configured to limit the number of choices the user can make, or dis-allow certain combinations of choices (*e.g., Full time* and *Part time* employment). If you select several items, and the other items appear in grey type, then you cannot make any further choices until you de-select an item. To make a selection, click the field with the mouse (or tap it, if touch-screen enabled).



Selection dialogs

The system provides a number of built-in selection dialogs for fields where there are many possible choices (*e.g.*, when selecting a charge or when selecting from a list of officers).

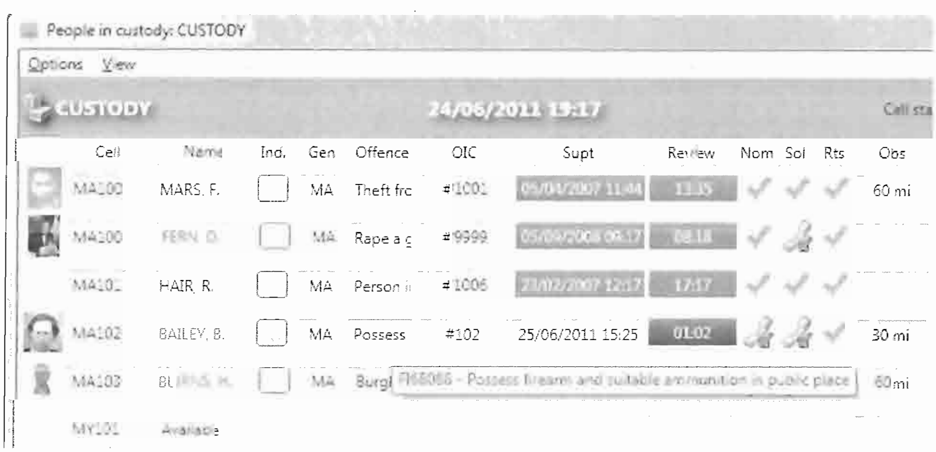


System administrators can also add their own, custom-defined selection dialogs to standard text fields, to provide users with standard lists of options. These tend to be easier to use, and allow administrators to provide a constrained list of preferred terminology. For example, this can be used to provide a list of vehicle makes or models, so that users can select a standard term from a list instead of typing.

To display and use a selection dialog box, users can double-click a field. To narrow the list of options shown, type a few characters that appear anywhere within the item you are looking for. The list of choices is reduced to include only those items that contain the character sequence you have typed. Users can double-click to select the item they need.

Columns & sorting

Column width can be resized by dragging the column separators. In the example below (a custody whiteboard window for tracking the status of persons in custody), a user can select the separator between the **Cell** and **Name** columns and drag it to widen the **Cell** column. If text in a column is currently truncated, the system pops up the entire text of the entry as tooltip help if you hover the mouse pointer over top. Click any column heading to sort according to that column.



Date & time formats
Niche RMS provides a full range of shortcuts for date and time entries, as described below. Many fields require users to enter a date, a time, or both.

You can type directly into the field using the date and time formats shown below, or you can select the field and press **Enter** to select a date from a pop-up calendar (see right). In all cases, the system re-displays the typed date and time in a standard format, with the century. Note that some date and time fields can be configured to dis-allow dates in the future or dates in the past, depending on where in the application they appear. There are also keyboard shortcuts for date and time, such as **N** for **Now** or **-1** for **yester-day**.

Date formats
Dates enter in any common format shown below will be translated to a single standard date format (*e.g.*, dd/mm/yyyy hh:mm). The standard date format will be configured according to each customer's preferences.

Time formats
Users can enter times in 24 hour or AM/PM notation, but the system always displays times in 24-hour notation. The system accepts time in these formats:

305PM	3:05PM	3:05:25PM
1505	15:05	15:05:25
N (time now)	NOON (12:00)	MIDNIGHT (00:00)

RMS Mobile Application and Other Remote Access Options

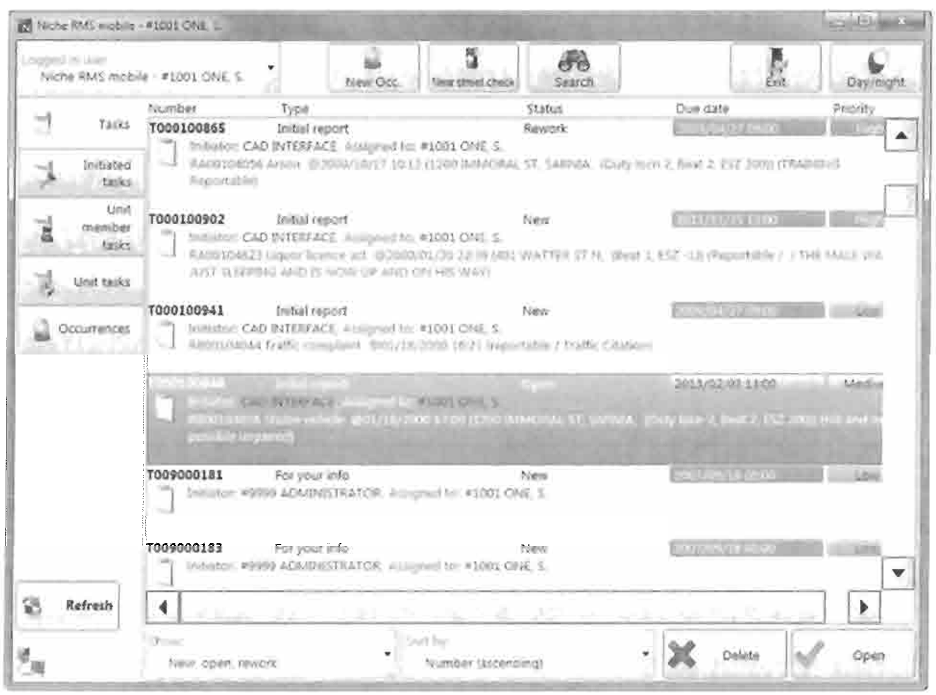
Niche includes mobile data solutions for delivering the full range of RMS data and functionality to remote officers and other police staff, and for allowing mobile data entry. Niche RMS has been deployed in a number of mobile environments through commercial handheld devices (*e.g.*, laptops, BlackBerrys, iPads and other devices).Users can display, create and update incidents, field interviews and other records and reports from any mobile location that allows access (subject to user permissions).

The Niche RMS workstation and mobile applications can be used on any Windows Intel-based workstation, notebook or tablet. Niche provides standard workstation desktop and mobile applications that are bandwidth-efficient, making them suitable for use in remote locations with relatively poor network connectivity and in wireless environments.

Regarding security, Niche RMS username/password, Kerberos and PKI (token) authentication are available across all Niche applications and interfaces, with mutual authentication and end-to-end encryption when using Kerberos or PKI authentication. In addition to Niche RMS application security, most installations secure network communications over insecure infrastructure using VPNs.

Niche RMS Mobile Applications. The RMS mobile application is designed specifically for use in mobile and/or touch screen environments. The entire interface is touch-screen enabled and is designed to allow officers to look up information and enter data in the field (*e.g.,* reports, citations).`

Here is an example of the initial view that appears when users log in to the system. The homepage view displays a list of the current user's tasks and FYI notifications, and includes buttons for common users' views and options.



In addition to standard filtering and sorting options on the homepage, this application can be configured to display the **Priority** column in color, for example: High priority in red, Medium priority in yellow and Low priority in blue. The task due date/time can also be configured to display in colors based on how close the date is. For example:

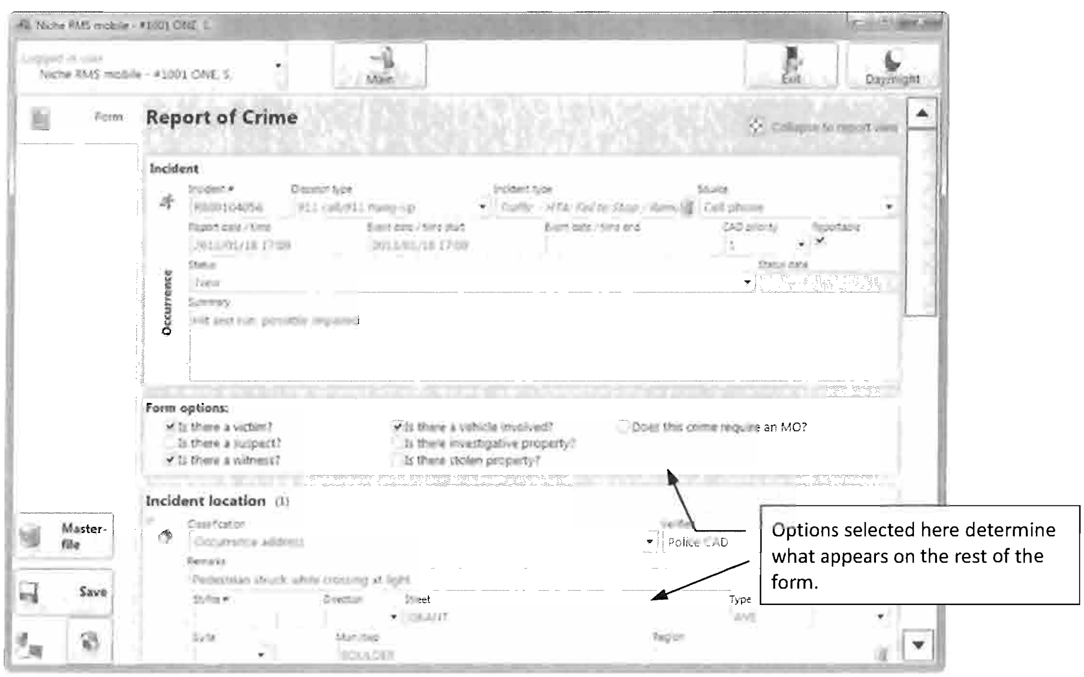
- no highlighting until 3 days before a deadline
- blue highlighting (low urgency) from 3 days to 2 days before a deadline
- yellow highlighting (medium urgency) 1 day before a deadline
- red highlighting (high urgency) from 1 day before a deadline until the task is completed, *i.e.*, it continues to appear with red highlighting once the task is overdue

This system supports streamlined user forms for query and data entry. Alternate data capture screens can be created for use by officers doing field reporting or for other staff performing specialized tasks (forms-based mobile reporting). These are typically provided through the Niche RMS mobile application.

Please note that all Niche RMS applications are part of the same system, *i.e.*, the standard mobile and workstation applications are both accessing the same RMS database, via the same NDS middleware. The information that is accessed in the mobile environment is the same dataset that users would see in the workstation application; they are simply accessing data using an application that has been designed for ease of use in a mobile environment. When an officer adds a report or an item of data using the mobile application, it immediately becomes available to authorized personnel using the workstation application with no further interface or upload steps involved.

Completed reports become available to supervisory staff for review and approval as soon as the officer has marked a task as **Complete**. Reports can be approved either in the RMS mobile application or in the office, by a supervisor using a workstation application.

Here is an example of the type of forms an officer might fill out in the mobile system; these forms can be configured to meet all State of Nebraska requirements:



Web-based virtualized access to Niche RMS: In addition to the Windows/Intel based devices that can run the Niche RMS clients natively, Niche RMS can be used on almost any device for which a Citrix receiver, Remote Desktop (RDP) or other virtual client technology is available. This includes iPads, Android devices, *etc.* The example below shows an example of a Niche RMS session accessed using virtual client technology via Web browser:

The Niche RMS mobile client is designed to scale to the screen resolution of the device, allowing users to take full advantage of modern displays. The form-based interface works well with screens of different sizes and makes the use of an on-screen keyboard practical. The flexible screen design allows different screen layouts to be created for small devices (*e.g.* smartphones) and for larger devices (tablets and notebooks).

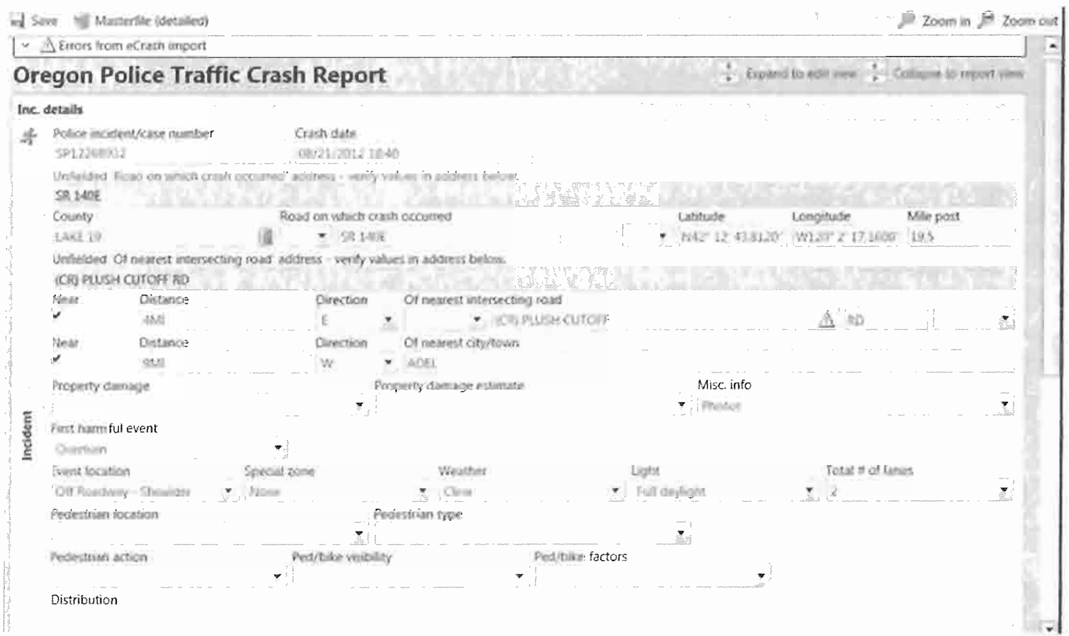
In addition to the Niche-supplied client options, third-party vendors have developed Niche RMS applications for BlackBerry devices. Like the Niche clients, these have optional support for robust PKI-based authentication using Niche-supported authentication mechanisms.

Traffic Collision Reporting and Citations

Interface to citations/tickets and collision reports: For installations that have existing citation/ticket or collision reporting systems, Niche RMS includes a data import procedure that allows semi-automatic import of data from external systems. Fully automatic import is also possible under some circumstances.

Traffic collision reporting: Traffic collision reporting can be handled using the Niche RMS mobile application. Niche provides a traffic collision data entry form for use by officers. See below for an example. The data is included as an incident record in the main RMS database and can be viewed and opened for follow-up by other authorized users.

Note that this functionality is provided as part of standard incident and case management in Niche RMS. Current customers are using RMS incident records to manage all criminal and non-criminal incidents. In addition to general incident management, this includes accidents, collisions and other traffic-related incidents, sudden deaths, missing persons, domestic violence, harassment, neighbor disputes, prostitution, begging, anti-social behavior, vulnerable persons, managing potentially dangerous offenders, and so on.

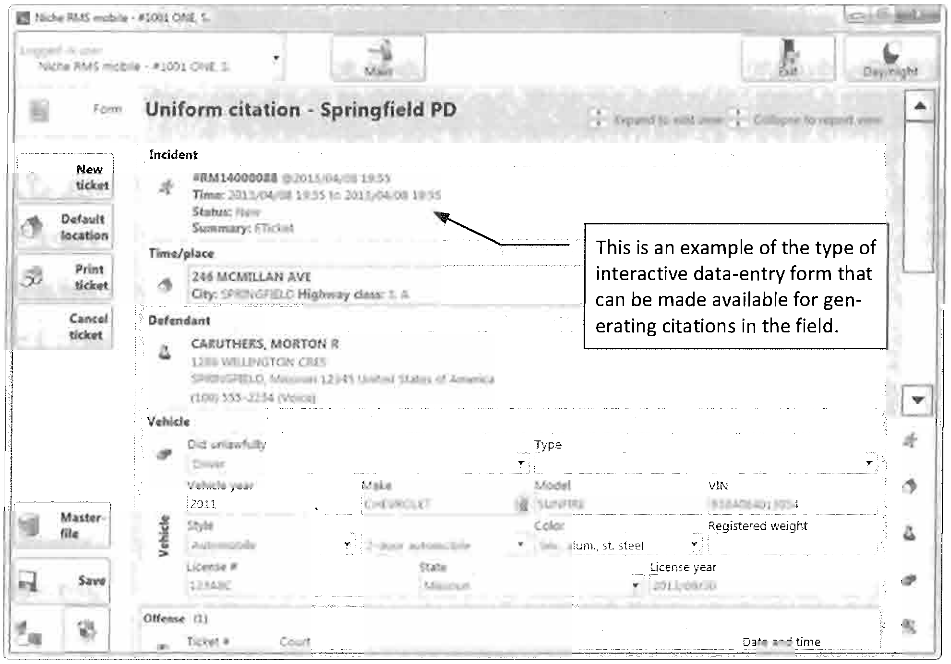


The Niche RMS Traffic collision data entry form is configured to prompt officers to record accident-specific details such as road conditions, weather conditions, locations, movement, victim details (deceased/injured) and vehicles. They can also generate traffic- and motor-vehicle-related reports. This form would be configured to match New York State standards as part of the implementation project.

Citations: Citations are also handled using the Niche RMS mobile application. Niche provides a Citation data entry form for use by officers in issuing e-citations. Officers can generate an e-citation using a data-entry form on the Niche RMS mobile application, enter citation data directly into the system and issue a printed citation, all as part of the same process. The data is automatically included in the main RMS database and can be viewed and opened by other authorized users. This process assumes that printers are available in the officers' vehicles.

Where drivers' licenses include magnetic stripe data, officers can use a portable magnetic stripe reader to streamline data entry. The officer can scan data from a driver's license directly into the E-citation form. If an interface to an external system is available, the system carries out a person search in the background based on the driver's license data. If the driver is already in the system, the system displays that information to the officer (along with addition information and warnings about that person). If the driver is not in the system, the driver's license data can be used to automatically create a new person record in the system.

Note that the system will be configured to provide the fields and printed reports required by the NSP.

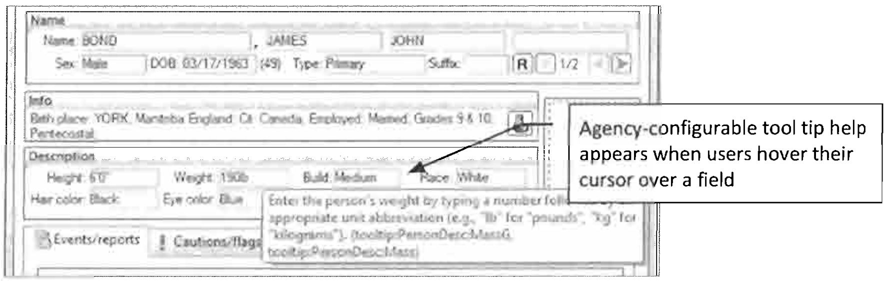


Help Systems in Niche RMS

Tool-tip Help

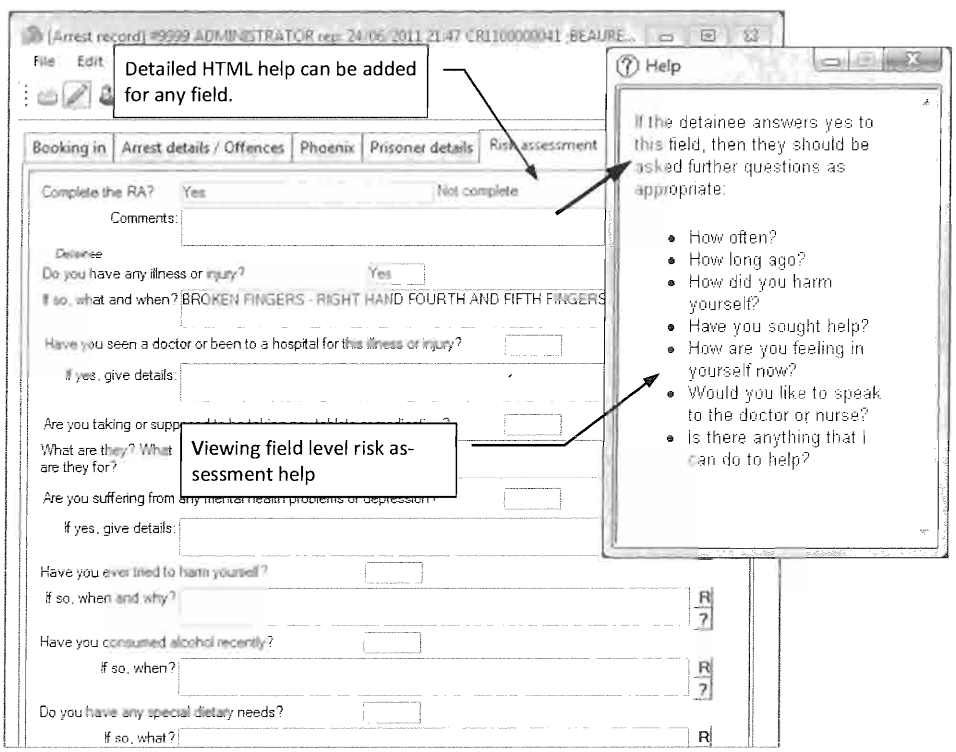
Tool tip help appears within the application when a user hovers the cursor over top of a particular field. Information about the field appears in a small box. Niche provides basic field information in these tips. Note that users can turn this feature off, if they don't want to use it.

The standard installation comes with a skeleton set of tool-tips based on data compiled into the RMS application. However, administrators can replace these tool-tips with a set of their own tool-tips that incorporate local rules and procedures. This is done simply by replacing the Niche-generated tool tips file with a file that includes tool tip definitions specific to your installation.



Detailed field-level help

Agency system administrators can add detailed HTML help to any field in the application using a function available in the standard Niche RMS desktop client. In use, users can view the help for that field by clicking a "?" button, or by selecting the field and pressing **Ctrl+F1**. This help can contain hyperlinks to other police manuals and policy documents.

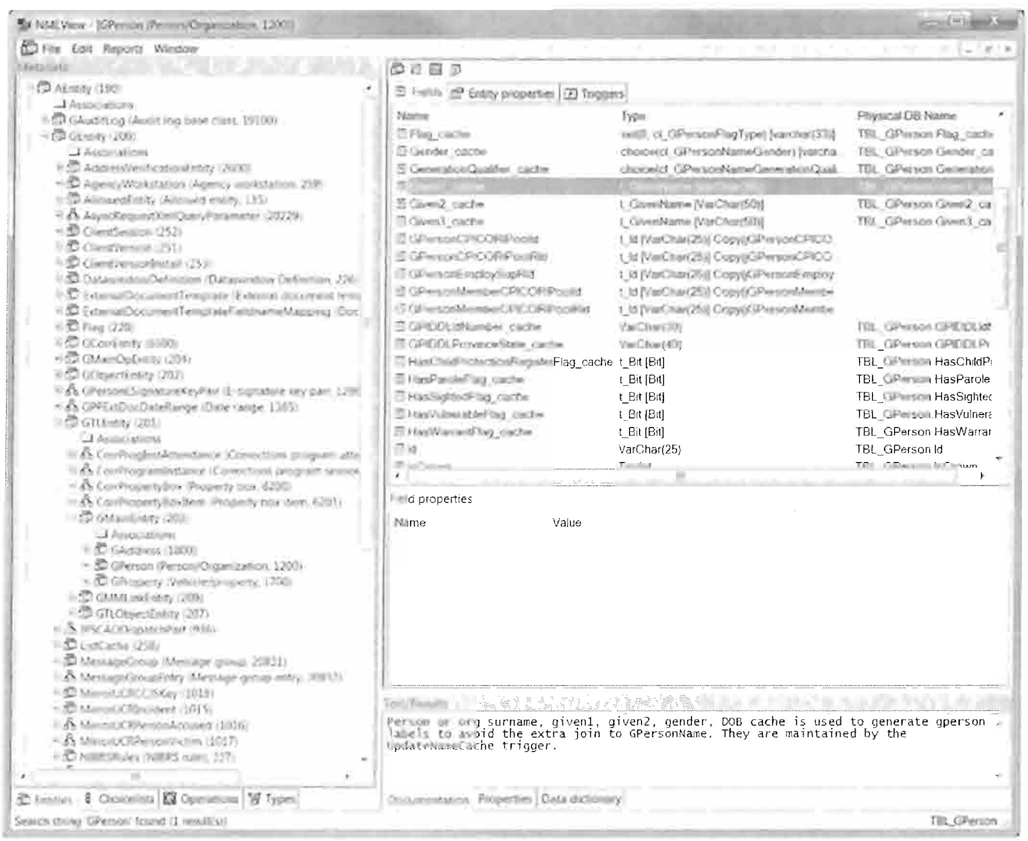


Niche Technology provides the following system documentation:

- System Configuration manuals. These are provided both as fully-editable documents in Microsoft Word, and as PDF documents. Customers can use these files as they see fit.
  - Microsoft Word is required for reading or editing the Word files.
  - Adobe Acrobat reader is required for viewing PDF files. Adobe Acrobat Professional is required for editing PDF files.
- NMLView – an interactive graphical tool for examining the Niche RMS data model. See below for more information on this.
- Detailed release notes for each new release or upgrade.
- Annual User Group meetings.
- Internet-based customer SharePoint site and a quarterly Customer newsletter.
- Best practice recommendations on system monitoring to detect and correct performance and other problems.
- Annotated Web service output samples and code samples for interface development.

Data Model Documentation

Niche Technology provides all data dictionary information in the form of the NMLView utility included with the application. NMLView is an interactive graphical tool for examining the Niche RMS data model. The user can navigate through the data model by expanding nodes in a tree. NMLView represents the inheritance hierarchy, as well as all whole-part, many-to-one, and many-to-many associations. Entity and field documentation is displayed for the currently selected entity or field.



NMLView can also be used to generate

- Yourdon-Coad Visio diagrams of user-selectable parts of the data model
- A data dictionary
- Obfuscation scripts to sanitize operational data for use in test scripts

NMLView is installed by default with the NDS server. It can also be installed as a standalone application.

NMLView can export data model information in Excel spreadsheet-compatible form. Note that Niche provides APIs (C/C++ and .NET bindings) that are able to access all the data model metadata, making it possible for any developer to generate a data model extract process.

Tasking and Workflow in Niche RMS

Niche uses a system of tasking and workflows to structure investigative case management. The system includes integrated workflow and tasking functionality that applies across the entire system, *i.e.*, it is not restricted to field reporting. Here are some task basics:

- The system has a way of sending electronic instructions (tasks) to individuals or units.
- Tasks can be created manually by individual users and supervisors, or they can be generated automatically by the system, using built-in workflow capability. These workflows are configured and maintained by customer administrators.
- Supervisors can view tasks that have been allocated to individual users or units. They can assign and re-assign tasks to adjust the workload of users and units.
- The same tasks and workflows are available to users no matter where they are logged in – for both mobile and desktop RMS applications.

The purpose of this feature is to streamline task assignment and reporting workflow. All workflow in Niche RMS is based on tasks being created, assigned, completed and approved. Much of the system's case management and incident-related work is driven by tasks in workflows.

Task and workflow features provide a mechanism for tracking and adjusting workload in a department – right down to an individual. Supervisors can check the system to see individual users' workloads, check their progress on various tasks, and adjust workloads as necessary. Workflow activities can also be incorporated into management reporting for optimizing deployments and understanding the true amount of work being done by your organization.

Finally, workflow is used to implement and enforce business processes in the system. For example, instead of moving paper forms back and forth for revisions, users can be assigned reporting tasks which supervisors can review online and send back electronically for rework.

Task records

A task provides instructions for a single item of work. Each task includes:

- Instructions on what needs to be done, and links to the record or report that requires the work.
- Who the task has been assigned to.
- Date and time deadlines for when the task must be completed.

Tasks also provide a way to track the progress of the work and provide supervisory approvals. Users click a **Start** button to begin a task, and click a **Complete** button when they are finished. Completed tasks then appear on a supervisor's list of tasks for review – supervisors open the completed task window, view the work and either approve the task, or send it back for re-work.

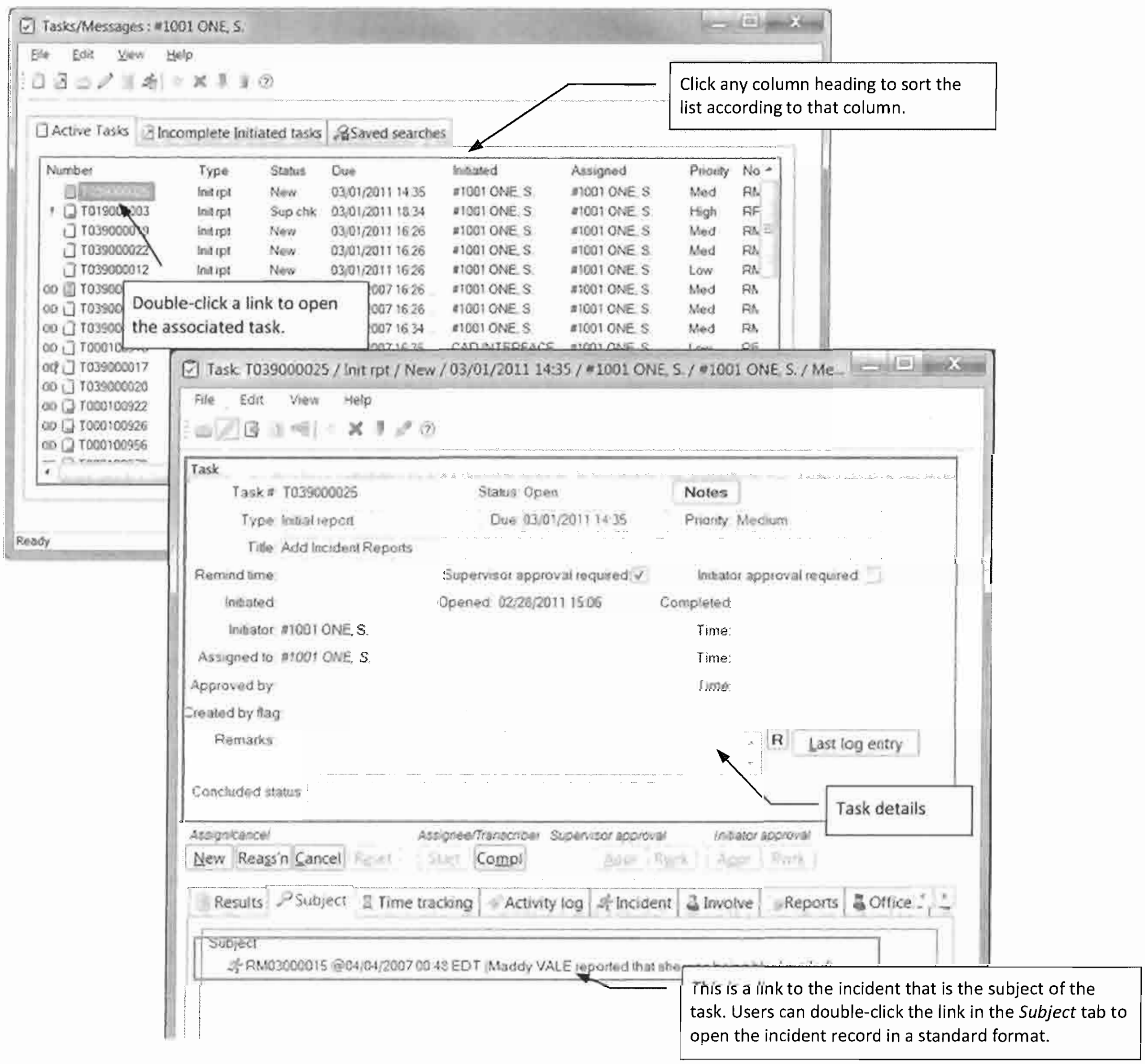
Workflows. A workflow defines a set of related tasks. Administrators and supervisors can create workflows to automate the generation of a sequence of tasks to be performed by a number of different people. Instead of manually generating and assigning the tasks for each user for every incident of a particular type (*e.g.*, murder), or for routine reporting sequences, a supervisor can simply assign the first task and the rest of the tasks in the workflow sequence will be assigned to the correct people. It reduces the effort required to generate tasks, and reduces the possibility that important steps will be left out.

When users complete a task that is part of a defined workflow, they may be prompted with a list of the next tasks in the process. These may be optional or mandatory. Each task in the process is part of the defined workflow and can generate other tasks later in the sequence. A single generated task can, itself, generate multiple other tasks.

Tasks/Messages lists. Users can check their tasks and notification messages by checking their Tasks/Messages lists. All users can use the Tasks/Messages list to sort, filter and prioritize their tasks. See below for an example of a Tasks/Messages list in the desktop RMS client. Here are some ways that items may appear on a user's Tasks/Messages list:

- A CAD-imported incident may trigger the system to automatically create an initial report task for the reporting officer. The task appears automatically on that officer's Tasks/ Messages list.
- A workflow may automatically generate and assign tasks to officers in an investigation.
- Tasks may be manually created and assigned to a user by a supervisor.
- Users can create and assign personal tasks and reminders for themselves.
- FYI notifications may appear on the task list as a result of flags set on a record, *e.g.*, a search hit notification resulting from a flag set on a person record.

Here is an example where a task has been opened from a Tasks/Messages list in the Niche RMS work-station application. The same functionality is also available in the Niche RMS mobile application.



Task options for all users:

Open a Task window	Tasks can be opened from the Tasks/Messages list. At a Task window, the assigned user can read any task notes and assess what needs to be done.
Start a task	Users click the **Start** button to mark a task as open. Next, they display the task's subject record(s) and carry out the work required. Tasks provide links to task subjects, such as incidents, persons, property items, *etc.*, allowing users to access the data they are supposed to work with directly. Users can add or update reports and charges, manage property, *etc.* – the whole range of case management required by police.
Complete a task	Users click the **Complete** button the work required by a task is finished. It means the task is done. It disappears from the user's Tasks/Messages list and appears on a list of completed unit tasks, ready for supervisory review and approval. If something has been missed or left out, the supervisor can change its status to Rework to send it back to the user with notes that explain what else needs to be done.
Create a task	The system allows all users to create their own personal tasks. The ability to create and assign tasks to other users is controlled by access roles, *i.e.*, tasks are created by supervisory users and workflow.
Select next task	If a user is working on a task that is part of an automated workflow, when the current task reaches the status required to trigger the next steps in the workflow, a Workflow selector appears. A Workflow selector lists the task or tasks that need to happen next, as defined by the workflow definition. When the user clicks **OK** at the Workflow selector, the system creates the next set of tasks and automatically assigns them according to the task workflow definition– some may be assigned to the person who completed the preceding task, and others may be assigned to separate individuals or units.

Task options for supervisors: At a supervisory level, the RMS provides functionality to:

- Assign personnel to incidents and manage user workloads.
- Define and assign employee tasks.
- Set reminder dates for notifications and reminders.
- Trigger and respond to automatic approval and supervisory mechanisms.
- Organize and set court appearance schedules for offenders, witnesses, officers.

Supervisor options include:

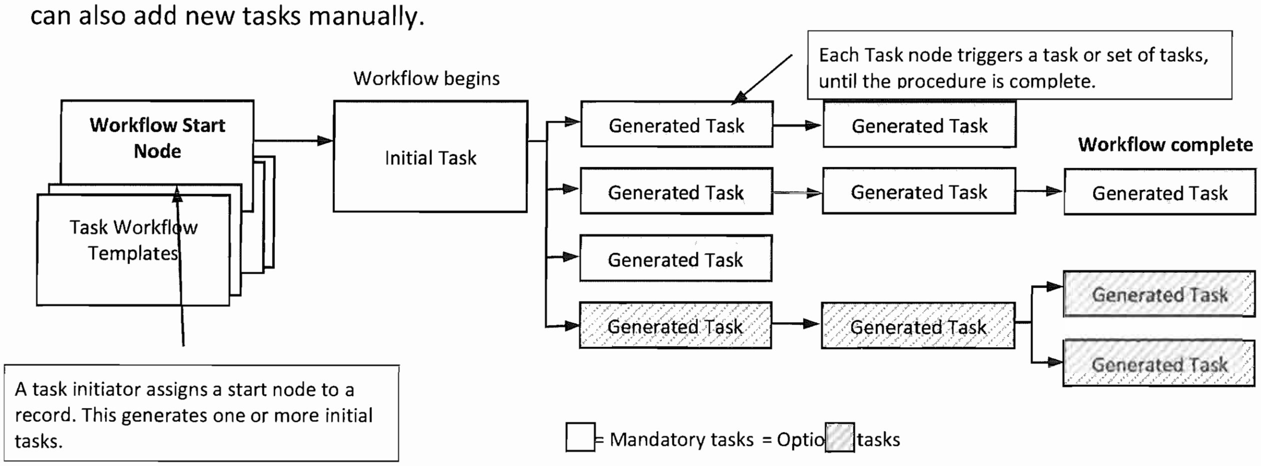
Assign a task	Supervisors can create and assign an individual task to an employee. • **Manually created tasks and reminder dates:** Authorized users can create assign reminders and tasks to others. • **Automatically generated tasks:** For installations configured with a CAD system interface, events entered into the CAD system can automatically generate tasks in the RMS. CAD-generated tasks are automatically assigned to a reporting officer or unit, depending on system configuration. If assigned to a unit, they appear on a list of unit tasks, where a supervisor must allocate them to individual users.

Start a workflow	Supervisors can start a workflow that will automatically generate a sequence of tasks for multiple users.
Review completed tasks	When a user marks a task as **Complete**, it disappears from that user's Tasks/Messages list and appears on a list of completed tasks for the unit the user belongs to. Supervisors check this unit task list for tasks that are ready for review and approval. Reviewing a task involves displaying the task and reviewing reports and the other data that appear on the completed task. Options include *Approve*, *Rework*, *Cancel*, and *Re-assign*.
Re-assign unit tasks	The unit window includes a list of tasks that have been assigned directly to the unit. Supervisors must re-assign these to specific individuals within the unit.
Review non-reportable tasks	The unit window includes a list of tasks that have been designated as non-reportable (NR) by a reporting officer. These typically require supervisory review and approval. Supervisors can approve a task as NR, or convert it to a reportable task and assign it back to the reporting officer.
Check status of initiated tasks	Supervisors can use their own tasks/messages list to view/check the status of tasks that they have initiated and assigned to others.
Review employee workloads in a unit	Supervisors can open and examine the lists of tasks assigned to specific members of their unit, making it easier to review employee workloads.

Workflows

Niche RMS allows customer system administrators to define different workflows for different incident types. Workflows are composed of a start node with one or more subsequent task nodes.

A start node is the first step in sequence of tasks. At the beginning of an incident, a user (typically a supervisor or an officer in charge) applies the workflow to an Incident record to generate and assign a series of tasks for that incident. For example, a "Murder" workflow might start a set of tasks necessary for investigating a murder or suspicious death. Tasks can be set up so that completion of one task triggers the generation of other tasks in the sequence. Some tasks may be mandatory; others are optional. Users can also add new tasks manually.



Each workflow prompts users with tasks appropriate for a specific incident type – this means that operational case management requirements can be built into the workflow (*e.g.*, a workflow for a murder or suspicious death can be configured to require a "Homicide/Sudden Death" report, and business rules can be configured to prevent the incident from being closed if this report has not been completed).

System actions can be associated with the workflow nodes. For example, access controls can be changed on data as work moves from one unit to another, automatically limiting access to sensitive information to users who are working on it (need to know). The process ensures that no important steps are missed. As users complete their tasks, they provide a clear audit trail as to what has or has not been done.

Administration. Customer system administrators can create and modify workflows for any incident type, from minor traffic accidents and similar incidents, to large or serious incidents that may include multiple related incidents (*e.g.*, murder, terrorism, natural disasters). Administrators have full control over all aspects of workflow, including setting up workflow/task triggers. Supervisory users can track progress on an incident by looking at the progress made on various tasks.

Task types. Tasks can be created and assigned in association with any type of incident, and can cover any aspects of an investigation, including:

- Adding arrest reports, charges and dispositions.
- Updating related records (involved persons; businesses/orgs; addresses; vehicles; property).
- Querying and updating an external database.
- Creating all reports and statements.
- Generating reminder notifications for assigned users.
- Creating, updating or generating UCR/NIBRS and other statistical data.
- Scanning and attaching electronic documents and other electronic media.
- Processing property/evidence, including property disposals when the incident closes.
- Generating case files for prosecution.

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

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				

We do this. Point to OEL and person dossier.

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 3rd Party	Not Available
Indicate status:	X				

This is all information that can be tracked as part of standard case management in Niche RMS and generated as reports. For more information, please see our overview of Investigative Case Management in Niche RMS on page 272.

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 3rd Party	Not Available
Indicate status:	X				

This is managed as a standard part of tasking and workflow in Niche RMS. For more information see the Tasking and Workflow section on page 267.

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 3rd Party	Not Available
Indicate status:	X				

This is standard functionality in Niche RMS. For more information, please see our overview of Investigative Case Management in Niche RMS on page 272.

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 3rd Party	Not Available
Indicate status:	X				

This is managed as a standard part of tasking and workflow in Niche RMS. For more information see the Tasking and Workflow section on page 267.

ICM-6. The system should allow for adding customized user defined fields to case management. Customize with NSP code table.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Standard fields: *Niche RMS offers a number of options:*

- *System administrators can add NSP code tables to any text field in the system. This can be done on an as-needed basis by customer system administrators. System adminstrators also have direct control over all statutes, charge lists and charge definitions.*
- *Pick-lists for standard drop-down lists will be configured to meet NSP requirements as part of the implementation project, and can be maintained and updated as necessary as part of standard warranty and maintenance.*
- *The system provides standard Remarks fields a Notes feature that users can use for adding ad hoc comments.*

Custom report windows: *For reports, Niche RMS allows system administrators to create custom report windows with tabs and fields defined and arranged as required. In the Niche RMS, there are generic report entities that contain sets of fields. The field set contains a variety of field types for the system administrator to choose from when designing the window. Examples are:*

- *Date/time fields*
- *Choice-list fields*
- *Multi-select choice-list fields*
- *Text fields*
- *Amount fields*
- *Duration fields*
- *Address link fields*
- *Person link fields*
- *Vehicle link fields*
- *Officer link fields*
- *Address link fields*

A system administrator defines a data window for one of these generic report entities and defines which fields are used, the order of the fields on the window, the field labels, etc. – thereby defining a *customized window with customized fields. The data window definition is stored in the database and the user accesses it just like any other report in the system. Users can enter data into the fields and the information is stored in the database. This is how user-defined fields are created, managed and stored.*

For more detailed information on what the configurable options are in the system, which ones customers can configure directly, and which ones must be maintained by Niche, please see page 108. For more information on Reports in Niche RMS, please see page 331.

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.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				

This is managed as a standard part of tasking and workflow in Niche RMS. Notifications can be set up to generate FYI messages that appear on users' task lists. For more information see the Tasking and Workflow section on page 267.

Reporting

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:

1. Cases assigned by report number
2. Cases assigned by investigator/trooper
3. Cases forwarded to Prosecuting Attorney
4. Closed and suspended cases
5. Juvenile vs. adult
6. Juvenile petitions
7. Declinations by prosecutor
8. Case activity
9. Cases assigned by crime type
10. Cases cleared
11. Percent cleared
12. Reports by crime type
13. Percent cleared by crime type, by clearance type
14. Unassigned cases
15. Case aging analyses, with supervisor attention after periods of inactivity
16. Investigator workload
17. Case counts by division or section - summary of all cases assigned, broken down by investigator with individual totals and division totals
18. Case Activity Summary - list of cases and corresponding status whether assigned or not assigned
19. Follow-Up Due Report - summary of all assigned cases based upon a user-specified due date
20. Active arrest warrants by case

Examples of caseload statistics reports include:

1. Total number of cases reviewed

2. Total number of arrests by Patrol
3. Total number of arrest by Investigations
4. Total number of warrant requests
5. Total number of cases closed and reason for closure by disposition
6. Total number of cases suspended
7. Total number of cases still open and classification
8. Total number of search warrants
9. Case tracking and status

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

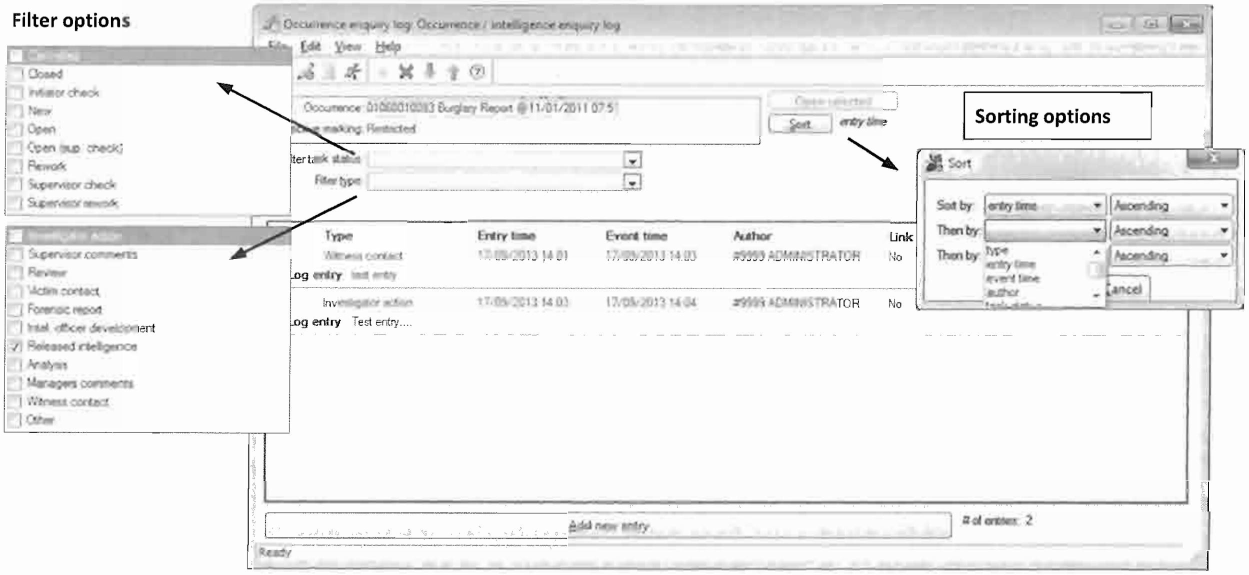
Niche RMS allows all of this information to be tracked and generated as reports. Niche can assist the NSP team in configuring the reports they require, as part of the implementation project. For more information, please see Reports in Niche RMS *on page 331.*

Incident Enquiry Logs

Niche provides an Incident Enquiry Log (IEL) for tracking the activities, status and dissemination of all tip or lead information related to a specific case. Incident and field report records include Incident enquiry logs. The IEL appear as a report linked to the *Reports* tab of the incident or field report window, and it provides a scrolling list of log entries where officers can record investigative instructions, decisions and actions. Enquiry logs can be used for all types of police work – crime enquiries, missing persons, road traffic investigations, intelligence, and so on.

Enquiry logs are automatically created for all new incidents and field check records. To display an enquiry log window, users can double click a link provided on the *Reports* list view tab of the incident or field report window. Once displayed, it provides a list of existing log entries for the incident or field report, and options for adding, sorting and filtering the individual log entries. Each list item provides summary details. See the example below.

A similar window – the Person dossier – is available on the person record. Officers and other police personnel can use this to track all activity regarding police contact with or investigation of a particular person. See next page for a screen shot example.


Filter options
Sorting options
Closed
Initiator check
New
Open
Rework
Supervisor check
Supervisor rework
Supervisor comments
Review
Victim contact
Forensic report
Intel officer development
Released intelligence
Analysis
Managers comments
Witness contact
Other
Type
Entry time
Event time
Author
Link
Sort
Sort by
Then by
Ascending
Add new entry
Ready

Overview of Investigative Case Management in Niche RMS

In the Niche system:

- The initial report of the incident is used to generate an Incident record that becomes the basis for all further investigation and case management, *i.e.*, the Incident record acts as the case record, and the initial incident report is attached to it.
- The Incident record contains all of the information collected regarding the events of the initial incident, and includes the initial report(s) (now locked) as provided by the initial reporting officer(s). It also includes links to entity record for all involved persons, vehicles, property items, locations and businesses/organizations (including gangs). Everything is linked to the central Incident record.
- Investigators will work from the Incident record to build on the work that is already done. All further work is attached or linked to this record, including interviews, specialty reports and arrest reports. All of the information they record becomes part of the case.
- Once all of the investigative work has been completed, or has reached a point where files can begin to be prepared for prosecution, appropriate personnel can roll all of the case details over into files for prosecution.

All cases begin with the events of an initial incident and resulting Incident record. The Incident record provides an information hub that provides links to every report and task assignment associated with the case. These records are at the center of all case management activities. Within any Incident record, personnel who have been assigned to the case will add relevant reports for each involved person or item, in response to specific tasks that they have been assigned. These may include built-in RMS reports such as Witness statements and Victim reports, or agency-specific reports based on document templates. Arrests, orders and restraints are always recorded in association with a specific incident, and are associated with a person who is linked to the incident.

Incident-related tasks can be set up to prompt specific staff members or units to perform other case work, such as cataloguing and processing evidence, checking criminal records, checking and updating other state and national databases, performing statistical reporting, *etc.*

The important feature from the point of view of case management is that all of the relevant information is available from the Incident record, including a complete list of all of the tasks assigned to various personnel and units.

Other details of interest:

- Major cases may include multiple linked incidents, field contacts and suspicious activity records. When necessary, Incident records can be merged or un-merged.
- Traffic tickets are a sub-type of incident. The system can be configured to provide mobile forms that can be used in the field to produce e-citations.
- Field contacts, field interviews, suspicious activity reports, permits and licenses are also recorded and documented as using specialty Incident records, *i.e.*, personnel can describe the situation and add links from the current record to involved persons, businesses/organizations, addresses, vehicles, and other relevant data and reports.
- Any Niche RMS user can be assigned to a case. Joint investigations can include personnel from multiple agencies or departments.

- Incidents include a field for designating case status. When the case is completed, it can be marked closed. Business rules can be set up to check all case details, and prevent cases from being closed if certain tasks have not been completed (*e.g.*, disposition of property, victim notifications).
- Retention rules can be set up to help manage the length of time for which a given record must be kept in the system. This feature can also be set up to streamline the process for archiving or purging records when the incident disposal dates have arrived.

Workflow for Investigative Case Management

Niche RMS includes integrated and extensive workflow and tasking functionality. We provide a short description here as it applies to case/document workflow for Incident records. For a more detailed overview of Tasks and Workflow in Niche RMS, see page 267.

On the surface, tasking is simply a way of routing jobs/tasks around a department. But it can be very useful in other ways. All workflow in Niche RMS is based on tasks being created, assigned, completed and approved. Much of the system's case management and incident-related work is driven by tasks in workflows. The purpose of this feature is to streamline the workflow for task assignment and reporting.

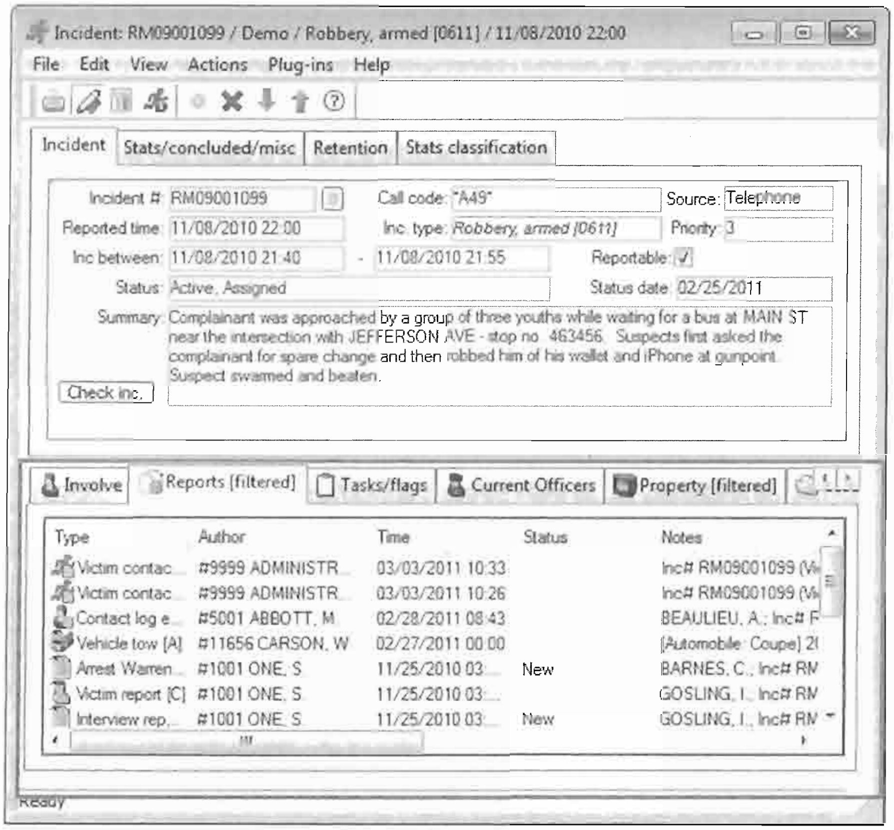
Related to Incident records, when the Incident record is initially generated, it is generated with an initial reporting task that is assigned to a Reporting officer. For Incidents that are automatically generated by the CAD system, this task is generated and assigned automatically by the system. For manually-created Incidents, the creating user will be prompted to create and assign a task.

The initial task typically leads to an assessment of the Incident, and an authorized user can choose to apply a further workflow, if further work will be necessary. The workflow defines a coordinated set of tasks that will be generated and assigned to appropriate users in a particular sequence to ensure that all of the work necessary for a particular type of Incident will be carried out effectively.

Reports Related to Case Management

Niche RMS provides rich reporting functionality for incident and other investigative data. Reports may be configured as required by the agency, and can export data for use in third-party analysis software.

Data entry reports: All reports added in connection with a particular Incident are available in as a list of linked reports from the Incident record itself. For example:



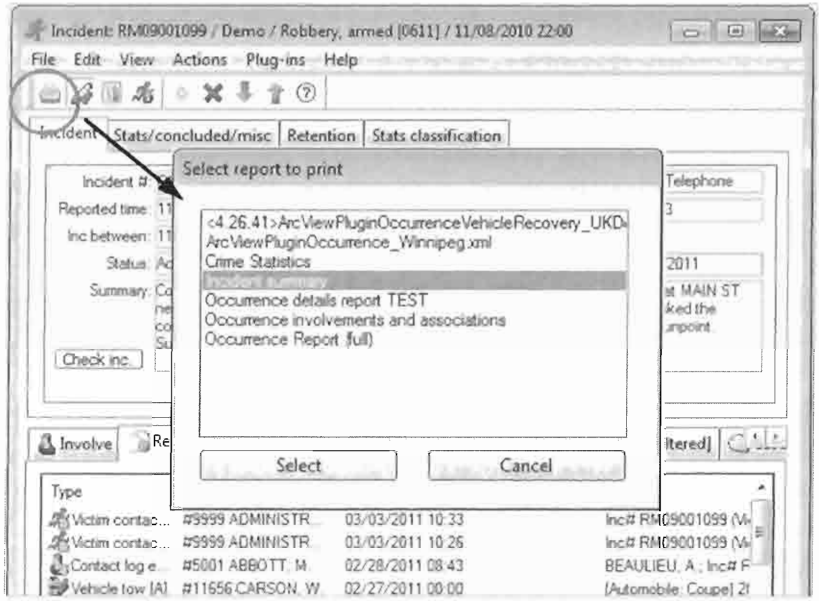
Some of these reports, such as a General report or Supplementary reports, are created and attached directly to the Incident record. Other reports related to involved persons, addresses, vehicles or property are added to the involved record. For example, to add a Victim report, a user would first add a link from the Incident to a Person record for the involved person. The Victim report would then be added for the involved person so that it is visible from both the Incident record and the Person record.

The result is that all of the reports added in connection with this Incident are clearly visible and available to authorized users from the Incident record itself.

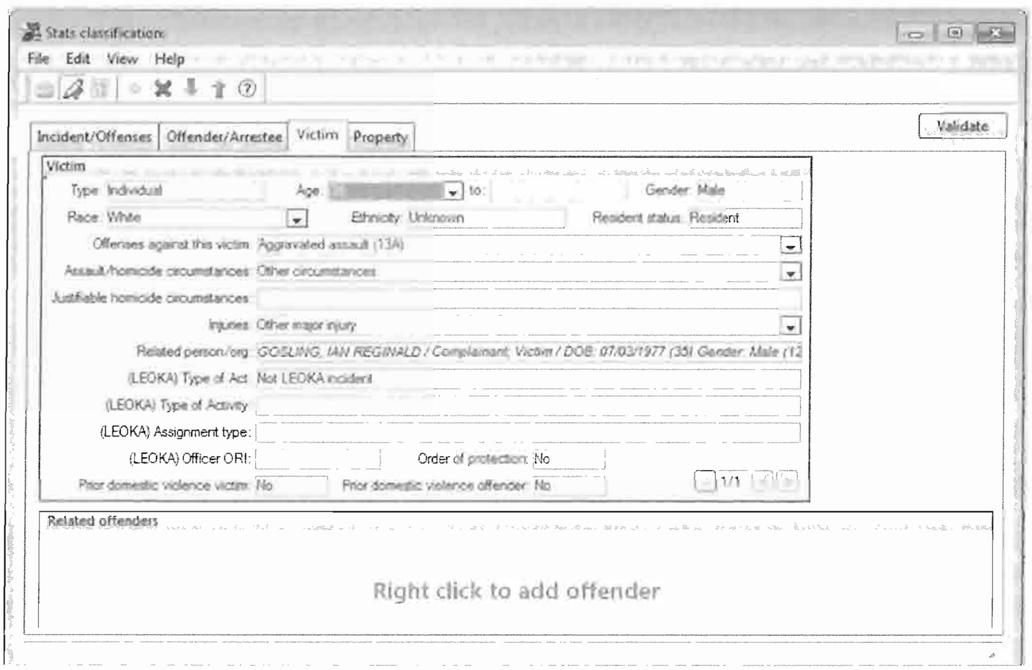
The system includes some standard data entry reports that would be configured for the agency as part of the implementation project. The agency can also add custom report windows and fielded external document reports that use Word templates.

Output reports: Reports generated from data that is already in the system are available from a print menu on the record window. These are reports that are available for immediate printing or for export to a data file. See the example below.

The system includes some standard output reports that will be configured for the agency as part of the implementation project. The agency can also add custom output reports using XSLT.



Statistical reporting: Niche RMS allows statistical data to be captured as a standard part of the Incident reporting process, including data required for UCR and NIBRS reporting. The system provides a number of standard statistical output reports that will be configured for the agency as part of the implementation project. The agency can also add custom output reports using XSLT. Here is an example of a NIBRS incident report – note that the majority of the fields are automatically filled in based on information that users have entered into the Incident and its related reports.



Redaction: In Niche RMS, Incident and Supplementary reports can be printed at any point. The reports are considered in "draft" status until the task that the report is linked to is approved. Once the task is approved, the report is locked and considered final.

When printed, the status of the report can be indicated in the printed output, typically in the report footer.

Third-party analysis: In additional to standard options for viewing and printing search results, search results can be exported into other file formats, for example for use with third-party analytical tools. Niche RMS provides an integrated database that spans operational police data management. The database simultaneously supports operational activities, including the management of major police work processes, and serves as a data repository that is used to support analysis, investigative and statistical processes. In many cases, data that is entered as part of an operational process (*e.g.*, crime management) becomes part of a police agency's integrated information repository held in the Niche RMS database without any additional user effort.

The Niche RMS database is a standard relational database that can be accessed by many business integration (BI) and analysis tools. Niche is compatible with all modern business intelligence products. Our existing customers are using a wide range of third-party tools to provide analytical and reporting outputs from RMS data: these include the i2, Watson, Business Objects and Cognos tools. Niche provides a standard interface toolkit that customers use to connect to these third-party tools.

In order to prevent the load created by BI/intelligence queries or ETL processes from affecting interactive performance, the installation can be set up to replicate data from the live RMS database to a Reporting Server. The BI and analysis tools should access the replicated copy of the RMS data on the Niche RMS reporting server.

Charges in a Case

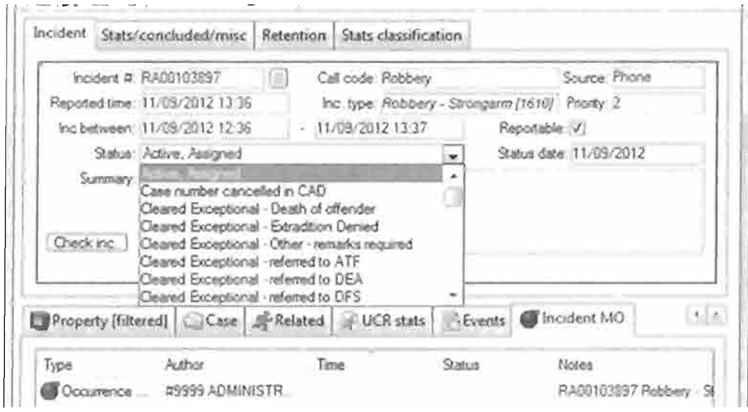
In Niche RMS, all charges are linked to a person who is involved in the case. For example, for an Incident involving burglary:

- Incidents are assigned a Call code and an Incident type. The Call code represents the type of Incident as initially reported and dispatched (*e.g., Burglary, commercial*). The Incident type represents the type of Incident as defined upon subsequent investigation (*e.g., Burglary/Break and Enter*).
- When a person is arrested, the Person record for the arrested person is linked to the Incident record as "arrested".
- An Arrest is added for this person, and charges are defined on the Arrest record.

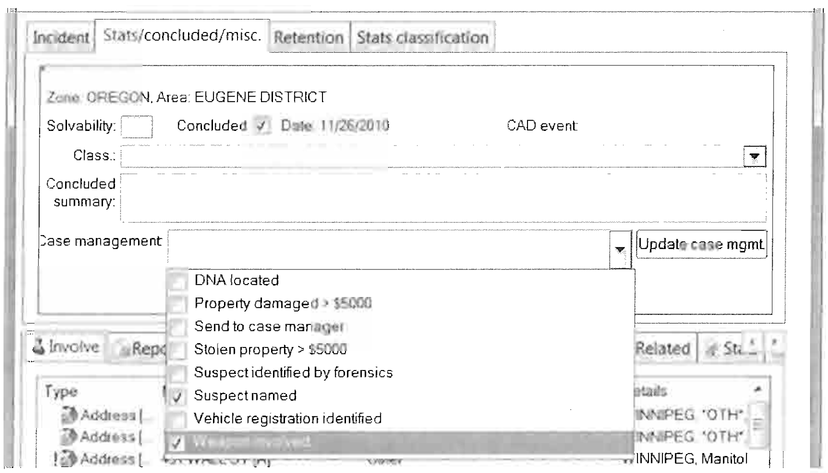
All of the linked details are available for reporting from the Incident record, for example details from the arrest, booking and charges, along with any other reports related to interviews, fingerprinting, and warrants, *etc.*

Case Disposition

Dispositions can be applied to the Incident record. The Incident record includes a **Status** field that can be set/updated by an authorized user. For example it can be set to a value that indicates how the Incident was cleared. The **Status** field provides a choice-list of values that will be defined by the NSP. In addition to status options that indicate the case is active, this list typically includes options for various methods of clearance (*e.g., Cleared Judicial – Municipal Court*, *Cleared Exceptional – referred to FBI*) or suspension (*e.g., Suspended pending further leads*). For example:



The Incident record also includes a large text field for providing remarks related to the case conclusion, and a Case management field where users can select one or more options that affect the overall solvability of the case.



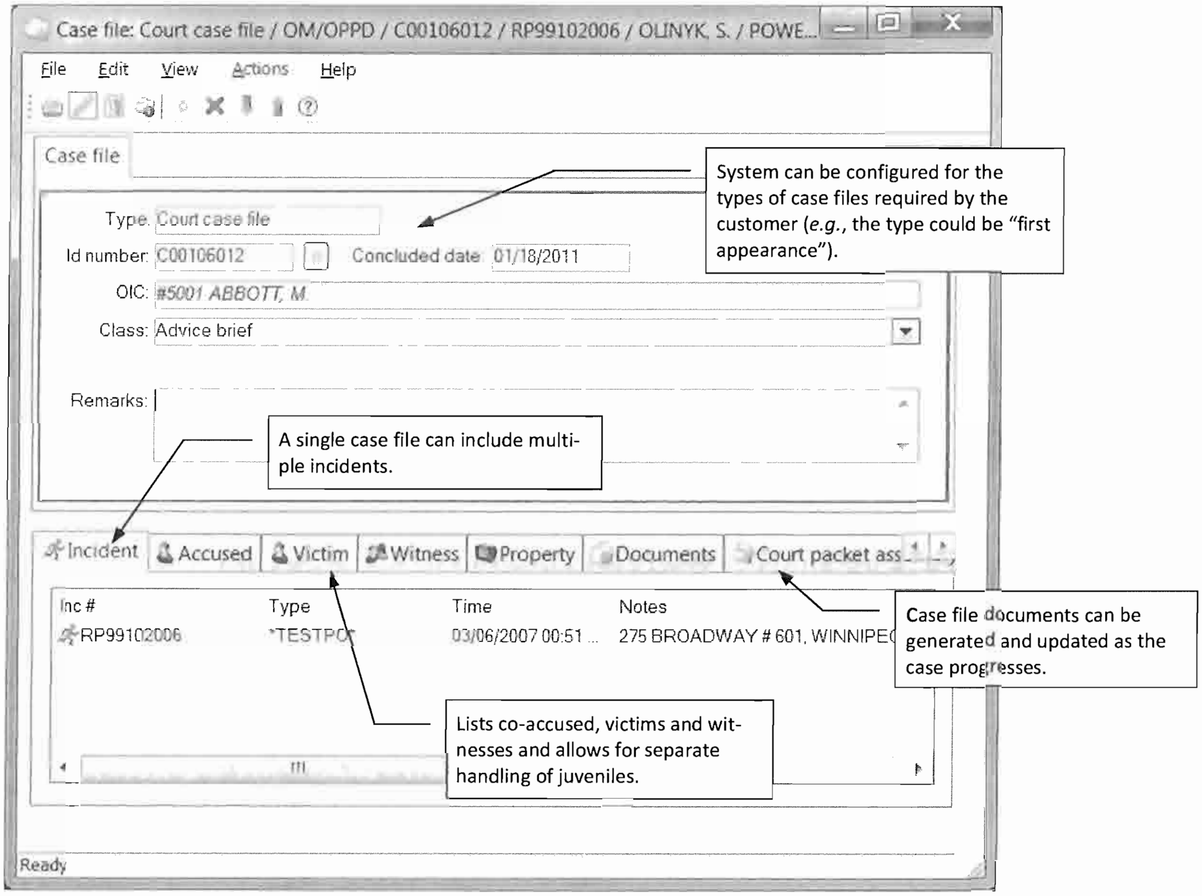
Assembling a Set of Case Files

Niche RMS provides a Case file window that allows users to prepare a comprehensive set of charges and case documents that will be required in court, including legal documents, incident summaries and property/evidence reports, witness lists, *etc*. The system generates case files based on all of the information already entered into or linked to an incident record. This eliminates duplicate data entry and allows the user to view all the information collected during the investigation. No separate or additional systems need to be populated – the case file is prepared wholly within the Niche RMS application. After the information is collected and prepared in the case file, it can be saved, exported to a file, printed (or any combination of these) or transferred electronically to a downstream system.

Features:

- The Case file window automatically adds and organizes the links to all of the involved persons, vehicles and property for the incident(s).
- Authorized users can create/generate specific legal documents attach them to the case file.
- Assembles an entire case file containing all of the reports and documents already created and attached to individual incidents or to the case file window itself.

- Case file and all linked items can be printed or transferred electronically to another system. Individual files within the assembled set of case files can be redacted before being forwarded to prosecution or a court system.



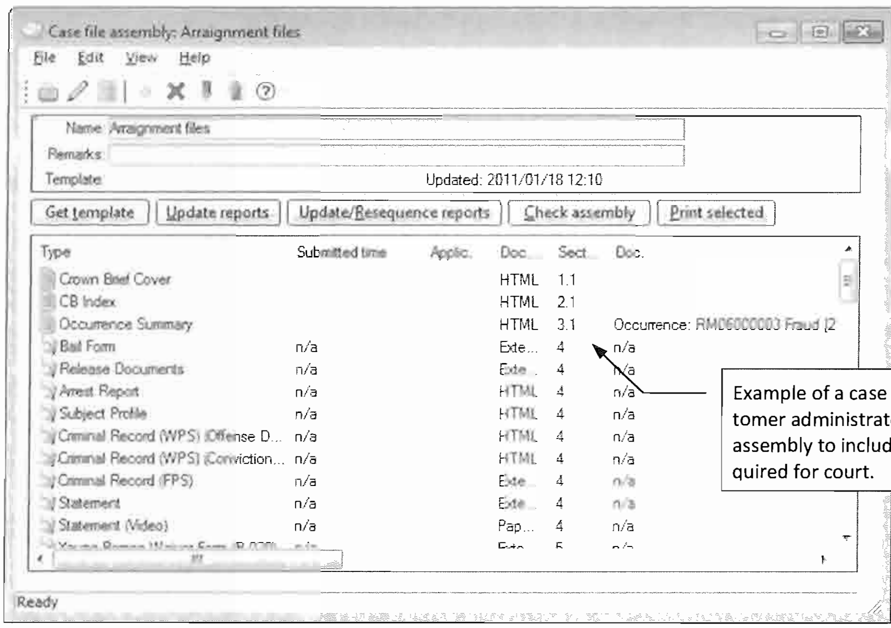
Overview of Case file Preparation

Much of the work for Case file preparation takes place automatically as users add records and reports during an investigation. To prepare and compile case file papers and files:

- **Add complete Incident information.** When preparing the Incident record, users will add links to all involved persons, businesses, organizations, addresses, vehicles and property, and classify each person or item according to involvement. For example, a person may be a suspect, a witness, an accused, *etc*.
- **Add Incident reports and supporting documents.** Users add all relevant reports and documents for each involved person or item, including arrest reports, charges, officer reports, warrants, witness and victim statements, and so on.
- **Generate the Case file.** The Incident record includes an option to create and open a Case file for the Incident (see example, previous page). If more than one Incident is to be included in the same Case file, you can add links from the Case file to all related Incidents. The Case file also allows you to automatically add and organize the links to all the involved persons, vehicles and property from the linked incidents.

- **Add Case file documents and reports.** The Case file window allows users to automatically add existing reports and information from the Incident, and create additional legal documents – all Case file papers and documents required to support prosecution.
- **Assemble all case file documents.** From the Case file window, users can open a Case file assembly window similar to the one shown in the example below, which allows them to assemble and arrange all of the information currently associated with the case file. The process assembles and organizes all of the incident information including:
  - Data and reports attached to the actual incident record(s).
  - Data and reports attached to involved records linked to the incident(s), e.g., statements, victim reports, arrest reports and charges attached an involved person.
  - Reports created and attached to the case file window.

Once users have assembled the data, it can be saved, exported to a file, re-formatted and printed, or any combination of these.



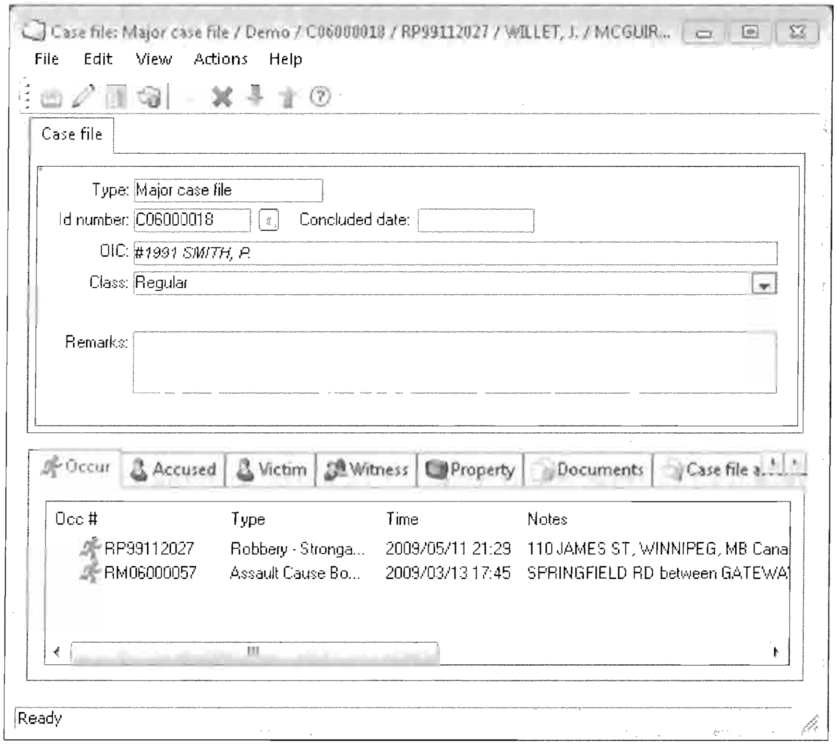
Example of a case file assembly window. Customer administrators can configure the case file assembly to include all of the documents required for court.

Support for Redaction

Redaction is the process of removing sensitive information from a document or report before submitting it to a prosecutor, the media or any other external organization. Niche RMS integrates with Adobe® Acrobat Pro to allow documents to be redacted. The report or document to be redacted is first converted to a PDF and linked to the Case file assembly window. Users can open the PDF using Acrobat Pro and edit/redact it as required. The database stores both the original (unredacted) report, and the redacted version being submitted with the assembled case files.

Including Multiple Incident Records in the Same Prosecution File

Where necessary, a Case file record can include multiple Incidents. Case managers can use this to generate all of the files necessary for including multiple Incidents in the same case file assembly for prosecution. All of the collected information and report on all accused persons, arrests, victims, witnesses and property will automatically be included on the basis of the links to the Incident records.


Case file: Major case file / Demo / C06000018 / RP99112027 / WILLET, J. / MCGUIR...
File Edit View Actions Help
Case file
Type: Major case file
Id number: C06000018
Concluded date:
OIC: #1991 SMITH, P.
Class: Regular
Remarks:
Occur
Accused
Victim
Witness
Property
Documents
Case file a...
Occ # Type Time Notes
RP99112027 Robbery - Stronga... 2009/05/11 21:29 110 JAMES ST, WINNIPEG, MB Cana
RM06000057 Assault Cause Bo... 2009/03/13 17:45 SPRINGFIELD RD between GATEWA
Ready

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

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

Requirements

General

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS provides full functionality for property and evidence management, making full use of both the Master Property Index and the Master Vehicle Index. For details, please see Property Entity Records *on page* 219 , *and* Property and Evidence Management in Niche RMS *on page 295.*

Security

PEM-2. The RMS should support detection of tampering with evidence records (e.g., via a strong audit log).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS has a strong audit system – no one can search for, display or edit any record, including property and evidence records, without leaving a clear audit trail. For more information, please see Niche Technology Auditing Overview *on page 179.*

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS provides full support for both "password" signing and electronic signatures via Signature pad. For more information, please see Digital Signatures in Niche RMS *on page 301.*

Entry

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

RMS supports the generation of bar codes using common devices. All property movements can be executed by scanning the bar code in order to ensure accuracy and increase efficiency. Multiple property items can be managed in single transactions (e.g., checking multiple items in or out at the same time). All property management actions result in a property log that records dates, times, storage locations, users responsible, including approvals and digital signatures, if necessary.

For more on Property and Evidence management, please see page 295.

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:

1. Easily grouping and ungrouping items of evidence (e.g. treating a bag of assorted items together, removing a sample for testing)
2. Batch processing many items together (e.g. releasing, disposing, changing the owner of all evidence belonging to a person or case together)
3. Changing the incident report number on groups of items with single entry or command
4. Updating the next review date for all items associated with a case using one transaction
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
6. The ability for the system to select various items at random for inspections and log inspection dates, times and individuals
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.
8. True batch entry capabilities supporting large volumes of property/evidence

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports all of these functions – our property management options allow users to carry out bulk transactions on groups of property items, for example all of the property and evidence linked to a single case. For more on Property and Evidence management, please see page 295.

Information					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				

Niche RMS provides full property and evidence management functionality for vehicles. The same property management functions that are available for property items are also available for vehicles, i.e., they can be tagged, added to an impound location, checked in, checked out, linked to a case etc. For details, please see Property Entity Records *on page* 219 *, and* Property and Evidence Management in Niche RMS *on page 295.*

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:

1. Incident number
2. Crime type/classification
3. State or federal forfeiture
4. Item number (consecutive number for control purposes and per federal guidelines)
5. Asset identification description (one entry per item)
6. Adopting federal agency (e.g., FBI, DEA, HSI, IRS)
7. Federal case number
8. Federal asset identification number
9. Seizure type (e.g., property, currency)
10. If cash:
    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)
    Caliber of weapon
    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
   h. Location Transfers

29. Notes on property items (Should have the ability to make property notes on multiple items or cases at the same time.)
30. Notes on property transactions
31. 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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports all of data, either directly on the property or vehicle record, or via the link to an incident. For details, please see Property Entity Records *on page* 219 , *and* Property and Evidence Management in Niche RMS *on page 295.*

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.

	Current	Expected Date	Custom	Supplied by 3rd	Not Available

	Capability	of Future Release	Development	Party	
Indicate status:	X				

Niche RMS is fully compliant with this requirement.

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 *Temporary* as a location option.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

The system allows system administrators to define multiple storage locations that can be associated with different police sites throughout the state. Locations can be defined in a hierarchy where necessary.

Workflow

PEM-10. The RMS should allow the ability to close a homicide case with items remaining in evidence (e.g., sexual assault)

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche's tasking and workflow system can be set up to include automatic generation of tasks related to property in a case. System administrators and other authorized users can control which property records must be disposed of before the case can be closed. For more on tasking and workflow, see page 267.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS fully supports all of these functions. Certain property types, for example, cash, firearms, drugs, can be configured to require specific supervisory approvals before they can be disposed of. For more on Property and Evidence management, please see page 295. The Niche project team will assist the NSP team in configuring the details of this functionality to match NSP required business processes.

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 3rd Party	Not Available

Indicate status:	X				

This kind of tasking can be set up as part of property management and enforced using business rules (i.e., business rules can be set up to provide appropriate prompts). For more on tasking and workflow, see page 267.

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 3rd Party	Not Available
Indicate status:		X			

Niche Technology will add this functionality as part of this project.

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 3rd Party	Not Available
Indicate status:	X				

Niche RMS allows all of this information to be tracked and generated as reports. Niche can assist the NSP team in configuring the reports they require, as part of the implementation project. For more information, please see Reports in Niche RMS *on page 331.*

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 3rd Party	Not Available
Indicate status:	X				

Niche RMS fully supports the generation of form letters, which can be set up by system administrators as fielded reports based on Microsoft Word templates. For more information, please see Reports in Niche RMS *on page 331.*

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 3rd Party	Not Available
Indicate status:	X				

Property management includes a feature that applies a default disposal date to property items when *they are added to the system. Authorized users can override this date and time when necessary. When the date approaches, the system generates a notification and task for the staff person listed as being responsible for the property item. The Niche team will assist the NSP with configuring this functionality to match the NSP's required business processes.*

Property and Evidence Management in Niche RMS

Niche RMS provides Property and Vehicle entities to record descriptive information and provide full property management functionality (tagging, checking in, checking out, property disposals). Property can be linked to any Incident or Field report record and classified as lost, found, stolen, recovered, seized, evidence *etc.* Niche stores these records as master-indexed property and vehicle records, as we have described above on pages 219 and 222.

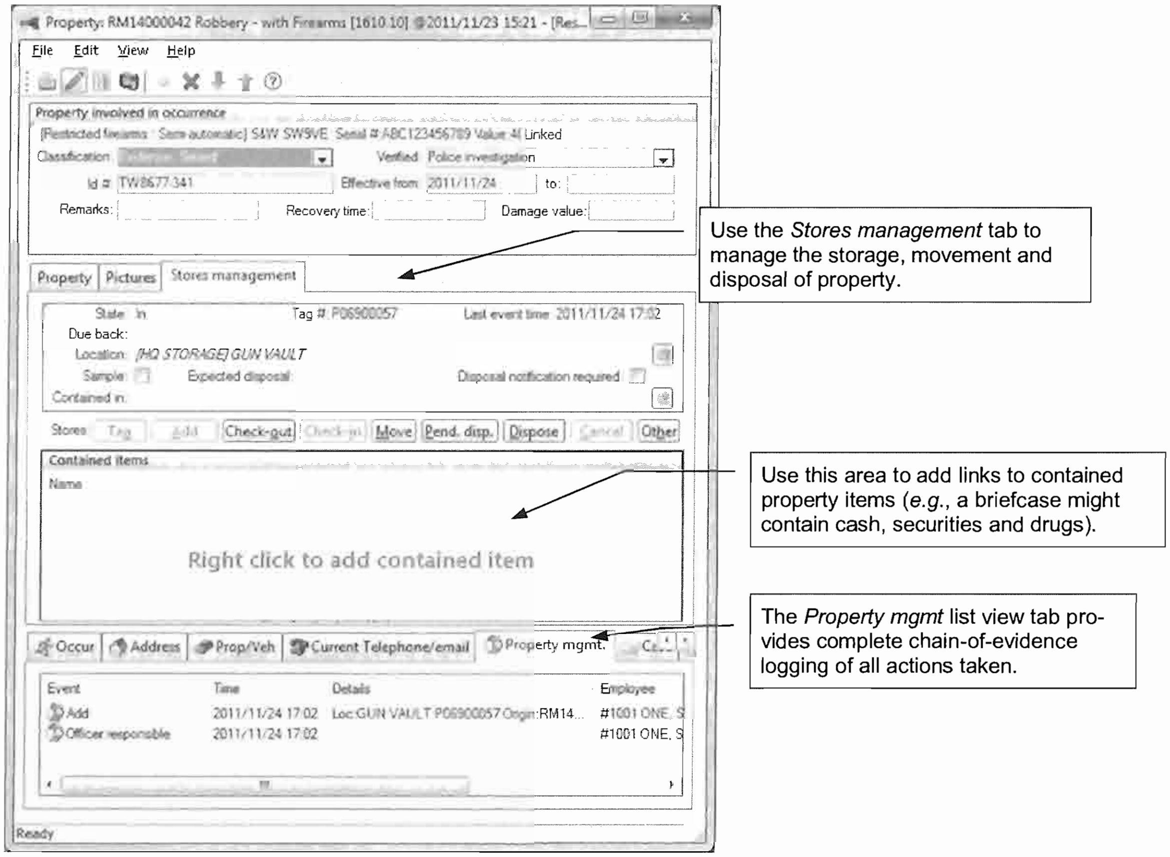
Property and evidence typically enter the system in association with a particular Incident. If entered into the CAD system, the property and evidence information enters the system as un-indexed data attached to the initial Incident record. Authorized users will see the links to the un-indexed items of property and evidence when they view the Incident record – these items must be checked versus the existing database and indexed, either by associating them with Property records already in the database (*e.g.*, police may recover a stolen property item that is already in the database) or by using the incoming data to generate a new database record (*e.g.*, evidence collected at the scene of a murder). Property items and evidence can also be collected and tagged in the field, and then manually added to the database and manually linked to an Incident record.

Chain of Custody for Property and Evidence

Once tagged and added to the Niche Property management system, all property-related transactions result in property event logs that are attached to the Property record. The system tracks the following transactions:

- Tagging
- Adding (initial adding of the item to a storage location)
- Check-out
- Check-in
- Move
- Inventory
- Mark as pending disposal
- Disposal
- Setting a specific officer responsible for a property item

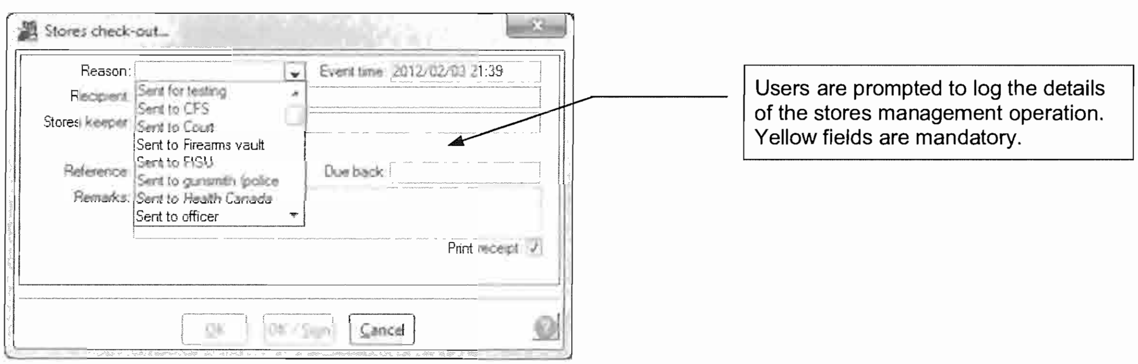
All Property and Vehicle records include a *Stores management* tab that allows any vehicle or item of property or evidence to be closely tracked. Property/stores management functions can be applied to any property item or vehicle being held by police, including items lost, found, seized, stolen, damaged or gathered as evidence. The system provides complete chain-of-evidence logging for all property held by the police.



Property Movements

Property or vehicles that have been found, recovered or seized can be added to a storage location and tracked within the system. Niche RMS provides full stores management functionality to support evidential continuity tracking, stores management and disposal, warnings, *etc.* The system can also be set up to provide automatic notifications to users responsible for disposals.

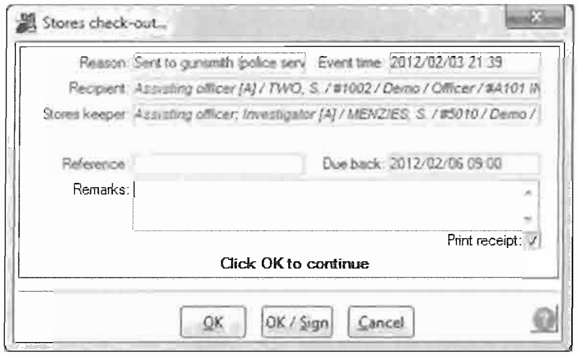
Authorized users can manage and track the stores locations for any property item or vehicle in the system. For example, an item may be tagged, added to the system, checked-out, checked-in, moved, disposed, *etc*. Each option generates a log entry, as shown below.



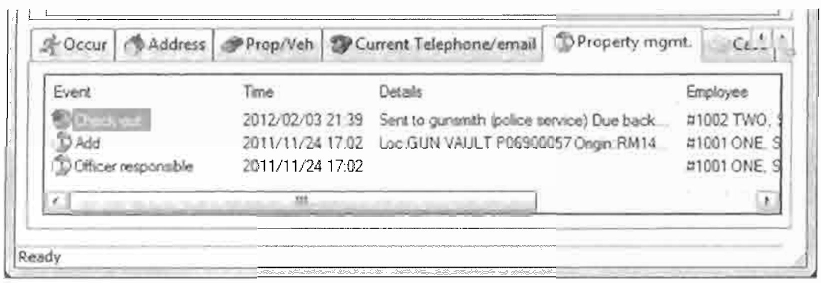
RMS supports the generation of bar codes using common devices. All property movements can be executed by scanning the bar code in order to ensure accuracy and increase efficiency. Multiple property items can be managed in single transactions (*e.g.*, checking multiple items in or out at the same time).

All property management actions result in a property log that records dates, times, storage locations, users responsible, including approvals and digital signatures, if necessary.

Here is an example of a completed Stores check-out log. Note that electronic signatures may be required, and the system can be configured to print a paper check-out receipt.



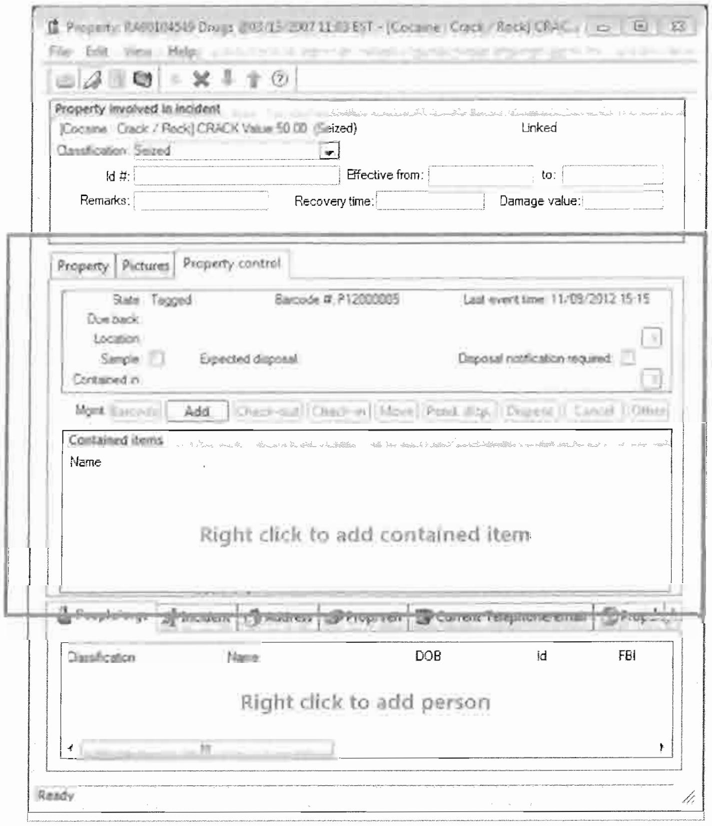
Once completed, a link to this log appears on the *Property mgmt* list view tab:



Related Workflow

Niche RMS tasking and workflow can be used to coordinate the contacting of officers regarding property disposal. Everything is designed to streamline the notification process and also provide electronic tracking of requests. For example, automated task workflow can be used to notify a user who has checked out property and has not returned it to stores. Property support staff can generate tasks that will prompt officers about disposals. Business rules can be set up to initiate disposal notifications automatically. These tasks can be automatically generated to appear with due dates on officers' task and messages lists. Officers can respond electronically to these property requests.

Storage locations: The system allows administrators to define multiple physical storage facilities, with multiple storage locations (*i.e.*, rooms, bins or other sub-locations) within each storage facility. Users can specify a storage location for any property item or vehicle by selecting it from a system-administrator defined list. The system also provides functionality to allow Property managers to perform audits of storage locations to confirm that various items are actually stored in the locations indicated by the system.

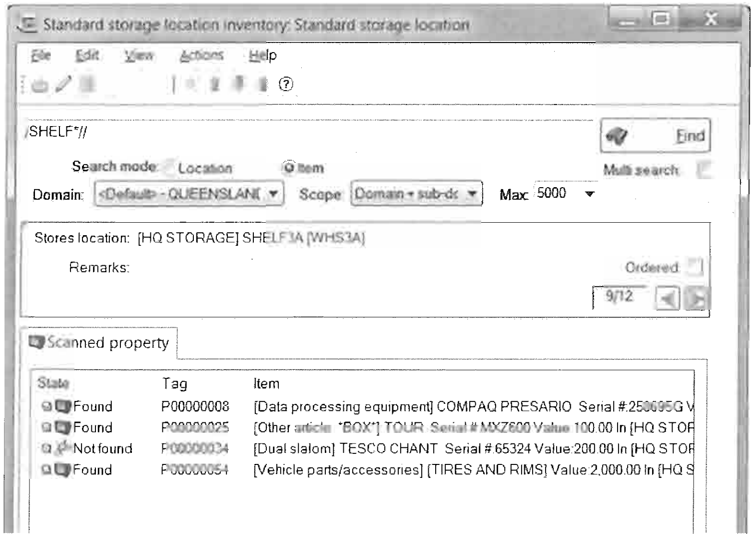


Stores Audits

Users can use Niche RMS to perform storage location inventories, that is, to check the items in a storage location to make sure that the items shown in the system actually match the items found there. This feature can be used from the Niche RMS desktop client or from a Pocket PC-based PDA that includes a barcode scanner (*e.g.*, Symbol MC70).

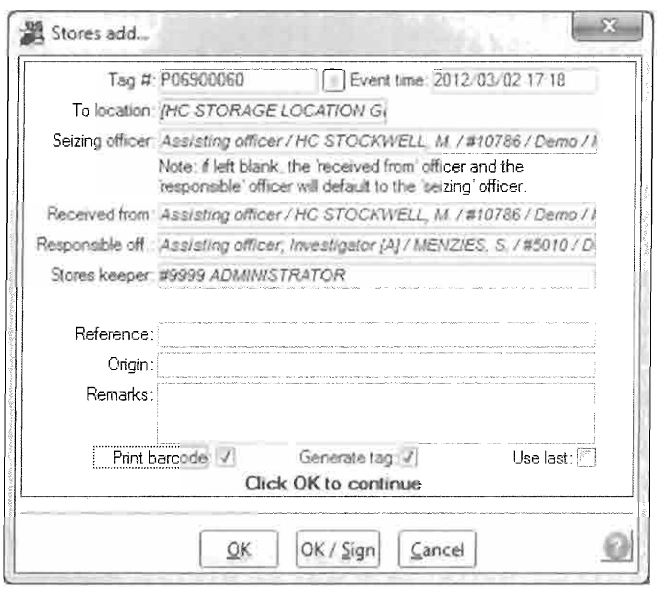
In the example below, the *Scanned property* list shows the results of the inventory, allowing the user to identify and correct mistakes and locate misplaced property. If the inventory process physically locates a property item on a particular shelf, but it is recorded in the system recorded as being on a different shelf, the user can either move the item to its correct location or change the location record in the RMS.

The inventory function provides a specific feature for handling sequentially filed property, typically used for locations containing many identical items such as interview DVDs filed in numerical order on a shelf. In this case, the inventory function not only identifies missing and unexpected items, but immediately alerts the user if the items being scanned are out of sequence.



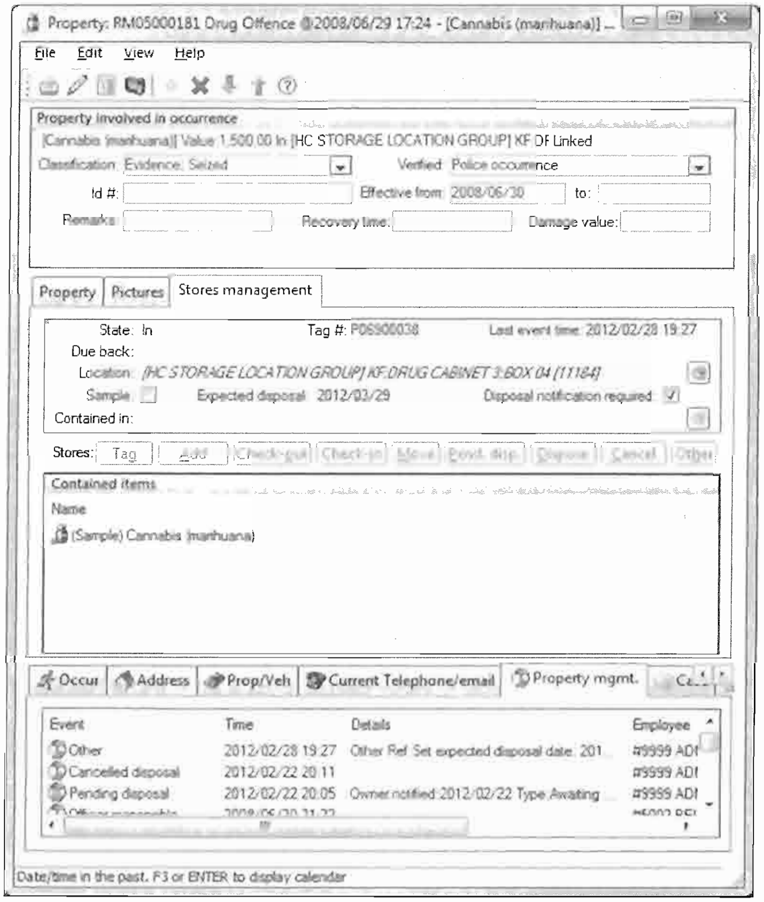
RFID, Bar Coding & Scanning

Bar codes are an easy, flexible, and inexpensive way to improve the efficiency and accuracy of handling large volumes of physical objects, such as property and documents. Any item that can be assigned a unique identifier is a potential candidate for bar coding. For example, the Stores add... dialog provides options for generating and printing a bar code label for the property tag number. Once applied to the property item, a bar code reader can be used to perform all property management transactions, such as checking this item in and out of a storage location.



Property or Evidence Disposition

When property items are tagged and added to the system as part of property management, the property management data is added to each Property record. The property management data includes an expected disposal date that is calculated based on customer-configured defaults. When the expected disposal date arrives, a notification is generated for an Officer Responsible for the property. That officer can then open the Property record and dispose of the property item. There is a Disposal option that allows the police to specify how the item is being disposed of. Here is an example of the Stores management options on a Property record:



Digital Signatures in Niche RMS

Niche RMS allows both "password" signing and electronic signing via signature tablet. Niche RMS can be configured to add electronic signatures to any document. By *document*, we mean a set of data fields and narratives, for example, a Property checkout event log, Custody log entries, *etc*. Electronic signatures can also be applied to external documents attached to an RMS database record, such as a Warrant attached to a Person record.

Niche RMS support two types of electronic signatures:

- Identity plus password. This method is used when the person signing is a user who can be authenticated by the system, possibly through an external security provider (*e.g.*, public key infrastructure). The data in the document being signed (fields and narratives) is mathematically combined using a hash function and then cryptographically signed.
- Using a signature image captured from a signature tablet. This method is used to allow signatures from people who have no credentials on the system, such as owners of property acknowledging receipt of returned property.

For report approvals, note that the approving supervisor is not adding a signature to the report itself. All reports are generated in response to assigned tasks in the system, *i.e.*, the report has an associated task that defines who has done the work. Because all system tasks are electronic, task approvals must also be electronic. To approve a report, the reviewing supervisor or manager clicks a button on the Task that is associated with the report. This automatically captures the details of the reviewing manager. This also means that all supervisory staff must have login IDs in the system.

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

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

Requirements

General

ARR-1. The RMS should have a process to document the arrest of an individual.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

The Niche RMS system supports extensive arrest, booking and custody reporting. This is supported by tasking. For more information, see the Arrest, Booking and Custody in Niche RMS *section below on page 303, and the Tasking and Workflow overview provided on page 267.*

ARR-2. The RMS should allow for multiple counts, multiple charges and if needed multiple jurisdictions.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

The Niche RMS system fully supports this functionality. For more information, see the Arrest, Booking and Custody in Niche RMS *section on page 303.*

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				
The Arrest, Booking and Custody features in Niche RMS are all part of the same integrated system, so all existing master index data in the database is available to be automatically filled into arrest reports. Similarly, data added as part of an arrest, such as a new digital mug shot and Ident description, becomes immediately available throughout the rest of the database. For more information on Linking and re-use of data in Niche RMS, see page 225.					

Arrest, Booking and Custody in Niche RMS

Niche RMS provides arrest reports that support arrest processing from initial arrest, identification, booking, custody and bail, through to case file preparation and court dispositions. The arrest report stores the details of an arrest made in association with an incident or set of related incidents. This includes person identification and other booking and charge details. Arrest workflows can be configured to ensure that proper procedures are followed and documented when a person is arrested.

The system can be configured to provide an arrest form that officers in the field may fill in using a mobile RMS application. When that report is opened by custody staff using the desktop application, the report opens in a more extensive format suitable for further booking and processing (but note that any officer information as entered in the field is automatically filled in). The data entered by the arresting officer will automatically be available to booking staff, and can be used as the basis of the arrest report, with no need to re-key any data.

There are a number of ways in which this can be configured. For example, the system can be configured to provide officers in the field with an intelligent data entry form that focuses on the data that officers are required to provide. Once the officer submits this form, the Niche system can process it and use it to automatically fill in the arrest portion of the arrest and booking window that the booking staff will work with.

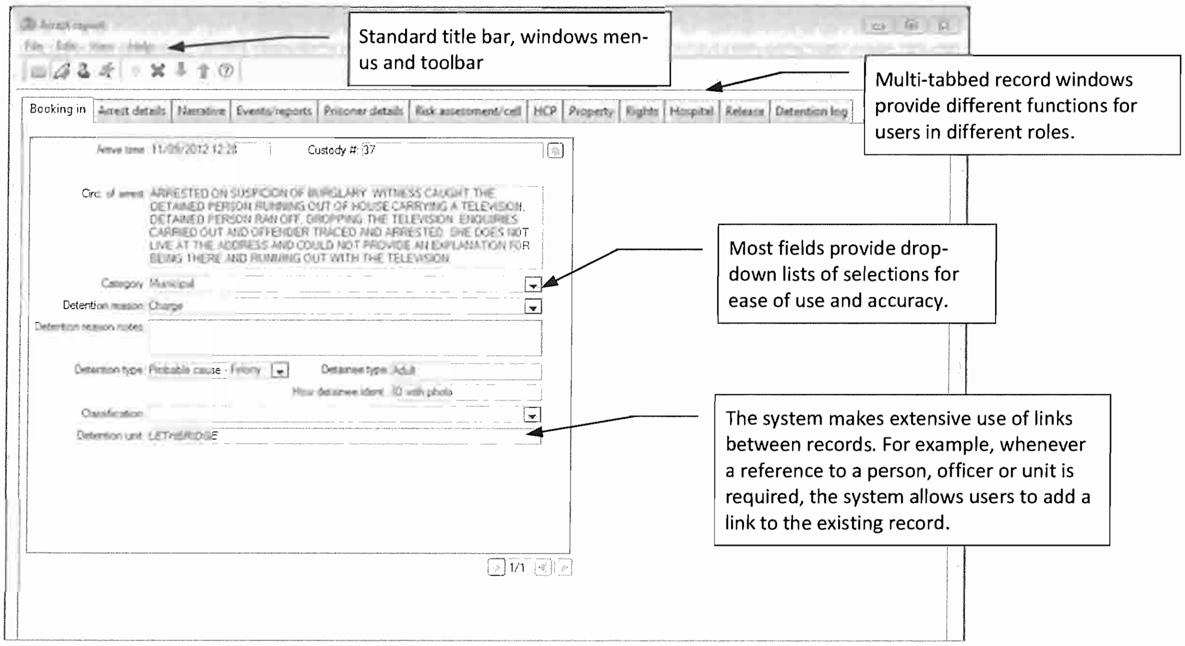
The Niche team will work with the Nebraska police project team to determine the best way to match our system's functionality with police processes.

Arrest reports

For custody staff, Niche Technology provides a multi-tabbed arrest report that is used for organizing all of the input information related to both arrest and booking. We have provided a detailed example below. In the example below, the Arrest report provides different tabs aimed specifically at personnel carrying out different custody-related tasks such as risk assessment or disposals. Note that arrest data and supplementary reports can be entered by various custody staff in any sequence necessary.

The arrest and booking process is typically configured to prevent any officers or booking staff from having to re-enter data that has already been entered elsewhere. For example, if arresting officers in the field are filling in a separate arrest form, the system can be configured to automatically use the data from that form to fill in the main arrest and booking report in the desktop RMS application. This is part of the overall flexibility of the system.

Because the arrest and booking report is arranged in a series of data tabs, different staff members can work on the same arrest and booking report at the same time, each according to their job function and area of expertise. For example, one staff member may be adding booking information at one workstation, at the same time that another staff member is interviewing the prisoner and updating the *Prisoner details* on another workstation. A third staff member may be generating arrest-related reports from the arrest and booking *Documents* tab.



Arrest reports can be used to store and track:

- Details of the arrest (where and why the person was arrested, and by who).
- Arrest disposition and release details.
- Links to complete information on charges and charge dispositions.
- Links to the Incident record(s) for which the person was arrested, to the person record of the arrested person, and to any case files related to the arrest/incident.
- Details of persons to be notified of the arrest, visitors and arresting officers, *etc.*
- Links to related reports and legal documents (*e.g.*, warrants and other legal forms, release documents, interview details).
- Risk assessments.
- Cell number and relevant times for review of detention.
- Prisoner property management and rights notifications.
- Temporary absence logs (*e.g.*, prisoner transported for medical treatment).
- Detention logs, including digital signatures.
- A record of all internal transfers, both within a facility and between facilities.

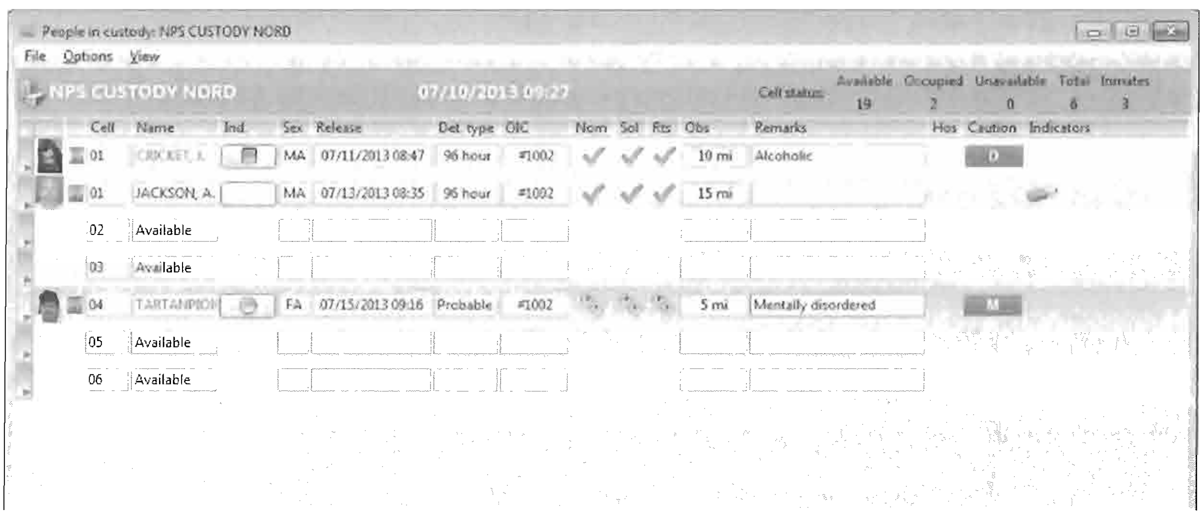
Re-use of existing person record data. An Arrest report gets all of its person data through a link to a person record. The person record stores and organizes all of the existing information related to the arrested person, including data on all previous arrests and bookings. This existing information can be linked to a new arrest, simply by adding a link from the current Arrest report to the existing person record. The officer can simply add a link to the existing record, and update the existing data (for example, adding a new, arrest-specific mug shot and updated physical description).

When officers add identification and booking information specific to the current arrest:

- If the arrested person already has a detailed physical description from a previous arrest, the initial details for the new physical description are automatically filled in based on the most recent previous description – officers can simply update the new description with any details that have changed (*e.g.*, scars, facial hair, hair color).
- Any new physical description added as part of an arrest will automatically appear as part of the Person record. If someone opens the Person record, the physical description appears on that Person record. By default, a person record displays the most recent description available, including mugshots, but users can scroll to see older descriptions and photos.
- Fingerprinting: Niche RMS provides a LiveScan interface to transfer information collected in the RMS to the LiveScan system. Once the fingerprints are scanned, the information can be transferred from LiveScan to the AFIS system.
- DNA: Some customers are using Niche RMS Ident reports to record and track DNA samples and related reports.

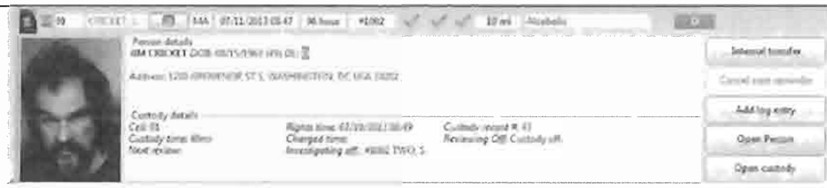
Custody Whiteboards

Police custody units include a Custody Whiteboard view that lists the people who are currently being held in that custody location. This view is designed to allow officers and staff to view the major relevant details at a glance. From the Whiteboard, authorized users can access a specific person's arrest and booking report and add additional information, such as risk assessments, detention log entries, next of kin, *etc.* They can also access the incident or incidents for which the person has been arrested, and access the complete person record. We have provided an example below.



Each line entry on the Whiteboard provides information on a single inmate. The columns include the following information:

Expander arrow	Each row begins with an expander arrow. Users can click this arrow to display more inmate summary information, including a larger photo and a set of further button options. This allows users review details and select further options, such as adding a log entry, without having to open the person record or full arrest and booking record.

	
Photo	This column displays a thumbnail photo of the inmate, if one is available. These can be made larger or smaller, or turned off by selecting from the options menu.
Cell name	Displays the name of the cell.
Name	The inmate's name. If the person's name appears in a red typeface, it indicates an active caution on this person.
Ind.	Linked inmate indicators – Users can click this box and select one of 12 colored icons. This is used to mark inmates that need to be linked on an ad *hoc* basis, for any reason, *e.g.*, linking two or more inmates that are within a larger group linked as detained for court, marking co-accused inmates or inmates that must not be placed in the same cell. Sample icons:
Sex	Gender. Displays the sex of the inmate, *e.g.*, "FA" for female adult, "FV" for female vulnerable, "MJ" for male juvenile, *etc.* This box will be shaded red if the arrestee is classified as vulnerable or juvenile.
Release	Planned release date and time, as designated on the arrest and booking record.
OIC	The officer in charge.
Nom	Notification of a nominated person. Possible status icons: No data entered in this section of the arrest and booking record. Inmate has requested that a nominated person be contacted The nominated person has been successfully contacted. Inmate has been informed have been informed of their right to have someone contacted and have answered *No.*
Sol	Notification of a lawyer or solicitor. Possible status icons: No data entered in this section of the arrest and booking record. Inmate has requested that a lawyer be contacted A lawyer has been successfully contacted for this inmate. Inmate has been informed have been informed of their right to have a lawyer and has answered *No.*
Rts	Green checkmark indicates rights have been given to the inmate or an appropriate parent or guardian:
Obs	Observation frequency is shown here. This item linked to the inmate cell check frequency as set on the risk assessment for the custody. Once set, it acts as a cell check

	manager and counts down, *i.e.*, shows the number of minutes until the next cell check is due for this inmate. This item is usually white, but changes color as the review nears, • Yellow – a cell check is due within 15 minutes • Amber – a cell check is due within 10 minutes • Red – a cell check is overdue
Remarks	Custody staff can enter free-form remarks here.
Hos	The ambulance icon indicates the inmate is currently in the hospital: .
Caution	If there is a caution flag, the box in this column is red with an abbreviation (*e.g.*, "CO" for contagious disease, "DR" for drugs, "FI" for Firearms)
Indicators	Other indicators can be configured as required. For example: Medical attention – Indicator shows when the risk assessment indicates that the arrestee needs medical attention. Medication – This indicator shows when the risk assessment indicates that the arrestee requires medication. The icon changes color depending on whether or not medication is due. **RA** Indicates the risk assessment is not complete.

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

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

Requirements

JC-1. The RMS should provide additional safeguards to prevent the unintentional release of protected juvenile information.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS provides secure access to juvenile data in the system using standard system security. For details, please see the section following this table, and the Security section on page 175.

JC-2. The RMS should clearly designate "juvenile" on all forms and reports within the system.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

The system is typically configured to determine whether or not a juvenile is involved in a case based on the date of birth on the involved person record. If there is juvenile involvement, the system can be configured to protect the data according to the customer's business processes. For example, records may be flagged with a large "JV" icon, and access may automatically be restricted to particular users or departments

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				
The system is typically configured to determine whether or not a juvenile is involved in a case based on the date of birth on the involved person record. If there is juvenile involvement, the system can be configured to protect the data according to the customer's business processes. For example, records may be flagged with a large "JV" icon, and access may automatically be restricted to particular users or departments					

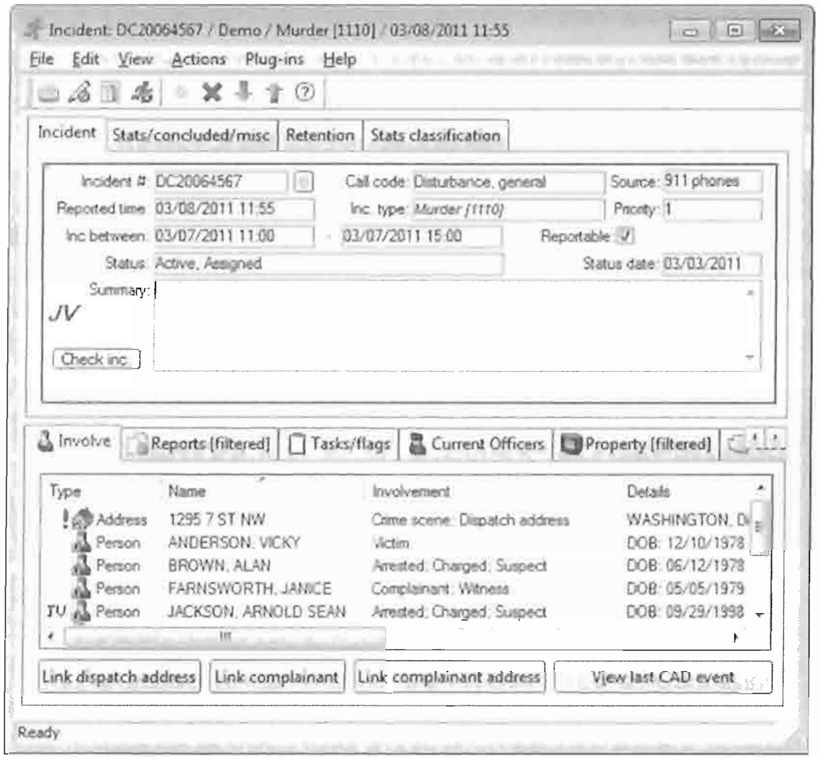
JC-4. The RMS should seal juvenile records within the system when ordered to by the court in compliance with state statute.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				
Juvenile charge records can be sealed manually, or automatically, based on a system-generated date.					

Special Handling for Juvenile and Other Sensitive Information

Niche RMS provides standard security functions that allow controlled access to sensitive data, such as juvenile information. Juvenile information can be made invisible in the system except for users who are logged in with user roles that specifically allow them access.

- Role-based access control (RBAC) is used to control access to juvenile and other sensitive information as a category of information, *i.e.*, access to juvenile information can be restricted to users who are logged in with specific roles.
- Access Control Lists (ACL) provide a further level of access control that can be applied to individual records, reports and other items in the database. For example an ACL can be used to restrict access to a particular juvenile record, even for users who would usually be allowed access.
- For further information on Niche's standard security functions, please see page 175.

Users can only view the information that they are authorized to see, based on permissions associated with their roles and ACL memberships. Juvenile information is always flagged, even for users who do have access, as a reminder that the record contains sensitive information. The application can also be configured for automatic sealing of juvenile information based on case disposition. These rules are configured as part of the implementation project. Note that juveniles in the system are automatically flagged as juveniles based on date of birth. No user action is required. Any record or report that includes juvenile data will automatically be flagged, as shown here (see next page):


Incident: DC20064567 / Demo / Murder [1110] / 03/08/2011 11:55
File Edit View Actions Plug-ins Help
Incident
Stats/concluded/misc
Retention
Stats classification
Incident #: DC20064567
Call code: Disturbance, general
Source: 911 phones
Reported time: 03/08/2011 11:55
Inc. type: Murder [1110]
Priority: 1
Inc between: 03/07/2011 11:00
03/07/2011 15:00
Reportable
Status: Active, Assigned
Status date: 03/03/2011
Summary:
Check inc.
Involve
Reports [filtered]
Tasks/flags
Current Officers
Property [filtered]
Type
Name
Involvement
Details
Address 1295 7 ST NW Crime scene: Dispatch address WASHINGTON, D
Person ANDERSON, VICKY Victim DOB: 12/10/1978
Person BROWN, ALAN Arrested; Charged; Suspect DOB: 06/12/1978
Person FARNSWORTH, JANICE Complainant; Witness DOB: 05/05/1979
Person JACKSON, ARNOLD SEAN Arrested; Charged; Suspect DOB: 09/29/1998
Link dispatch address
Link complainant
Link complainant address
View last CAD event
Ready

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

Niche Technology comment

This section read and understood. Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in *future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.*

EAM-2. The RMS should enable reports and printing based on search criteria (e.g., category, age, unit, and location), such as:

1. Location
2. Individual/vehicle assignment
3. Serial numbers
4. Physical inventory exception report
5. Check-in/checkout log
6. Equipment history
7. Bar Code Labels
8. Receipts
9. Certification dates
10. Purchase order number
11. Versions of firmware/software

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

EAM-3. Officers and their supervisors should have the ability to view a list of all items assigned to them or their subordinate.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

EAM-4. Tracking of certifications such as date completed, when certification is due and issuing of certificate of completion.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

EAM-5. The RMS solution should:

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)
6. Allow user defined fields.
7. Store photographs

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

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.

Niche Technology comment

This section read and understood. Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

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 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

FM-3. Equipment assigned to vehicles may be associated with the identifiers issued by the Equipment and Asset Management module.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in *future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.*

FM-4. The Fleet Management module may include functions to track vendors and the services they provide.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					X

Note that while the Niche system does not currently provide this functionality, we may develop it in future. If and when this functionality is added, it will be made available to all existing customers on support and maintenance contracts at no additional licensing cost.

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

Niche Technology comment
This section read and understood. We believe our solution can meet all of your concerns.

Requirements

	MANDATORY REQUIREMENT
RS ______ Accept & Initial	The RMS SHALL generate automated NIBRS or UCR compliant reports.
The Niche RMS database contains all of the necessary data, and Niche will assist the customer to define and format all necessary NIBRS and UCR compliant reports. This is already being supported in other Niche RMS installations.	
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.	

Search					
SR-1. The RMS should support comprehensive metadata search as well as any other field collected in the RMS system.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				
Niche RMS provides a powerful set of search functions. For details and examples, see Searches in Niche RMS *on page 323.*					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				
Niche RMS provides a powerful set of search functions. This includes the ability to run a search, select a set of search results, and then generate an ad hoc report or data extract based on those results. For details and examples, see Generating ad hoc Reports from Within Niche RMS *on page 345.*					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				
Niche RMS can search for attached documents based on report metadata as well as text in the report. We also provide full text searches that allow Boolean operators. For more information, see Searching for stored reports *on page 326.*					

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 3rd Party**	**Not Available**
Indicate status:	X				
Niche's detailed find search windows commonly include multiple fields for specifying location, including fields where users may select policing areas (e.g., districts, zones, beats). For more information, please see the Searches section that begins on page 323.					

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 3rd Party**	**Not Available**
Indicate status:	X				
Niche RMS supports all of these types of search criteria with the exception of item #6 – the system will not automatically look for common name variations unless they have been specifically entered on the person record as a name variant. For more information, please see the Searches section that begins on page 323.					

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 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports all of these functions. For more information, please see the Searches section that begins on page 323.

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 3rd Party	Not Available
Indicate status:	X				

For sensitive information that a particular user is not authorized to see, the information is effectively invisible to that user. It will not appear in the search results or in reports, and any links to that information from other records will not appear. For users who are authorized to see the information, links to that information are flagged with an icon to show that they contain sensitive data – this is meant to alert the user to be careful in displaying or using that information.

This is in addition to standard flags and cautions which can result in a visible icon displayed with the link to the record in the search results. For example the link to an incident involving a juvenile will be marked with a large JV icon. Person records for violent offenders will be marked with a caution icon.

For more information, please see the Searches section that begins on page 323. For more on flags, please see page 238.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports this functionality – data, including full sets of data based on search results, can be exported in many common formats. For details, please see page 345.

Reporting

SR-8. The RMS should support a variety of report management and printing features. Examples of features of this kind might include:

1. Scheduled batch reporting
2. Remote printing
3. Email delivery of reports
4. PDF reports
5. Option to print off confirmation lists prior to purging records
6. Option to preview reports or search results prior to printing
7. Having multiple reports open at once

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS includes all of these features. For details, please see the Reports section that begins on page 331.

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:

1. Case Reports
2. Use of Force
3. Pursuit Critique
4. Search Warrant
5. Standardized Field Sobriety Test
6. Evidence Inventory
7. Missing Persons Report

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS includes all of these features. All data entry reports can be added and configured as part of the implementation project. For details, please see the Reports section that begins on page 331.

SR-10. The RMS should support ad hoc reporting capabilities in addition to formal reports.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS provides a powerful set of search functions. This includes the ability to run a search, select a set of search results, and then generate an ad hoc report or data extract based on those results. For details and examples, see Generating ad hoc Reports from Within Niche RMS *on page 345.*

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 *draft* on the report.

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

Indicate status:	X				

Niche RMS supports this using standard tasking and security. All reports and other case management-related work is associated with tasks that are assigned to individual users. Any report created in response to a task will be visible based on users' role permissions. For more information, please see the Reports section that begins on page 331. The Tasking (page 267) and Security (page175) sections may also be of interest.

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 3rd Party	Not Available
Indicate status:	X				

Niche RMS can export report data in all of the formats you listed. When users generate the report data, they can choose to preview the data, print it directly to a printer, print to PDF (assuming they have Acrobat set up as a print option), or save the data to a file. For more information, see Generating ad hoc Reports from Within Niche RMS *on page 345.*

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 3rd Party	Not Available
Indicate status:	X				

Niche RMS fully supports this, and Niche Technology will assist NSP with configuring the reports they need. The reports and/or extracts can be run interactively by users or set to run as batch jobs at specific times. For more information, please see the Reports section that begins on page 331.

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:

1. Graphics and logos
2. Incorporating crime scene pictures, crash photos or other files attached to records or cases
3. Font formatting
4. Features to standardize look and feel across authored reports
5. Watermarks
6. Templates for reuse
7. Creation of new reports based on existing ones
8. Use of field data and metadata across all functional areas and indexes in reports
9. Combining results from complex queries that span many record types and indexes
10. Working with multiple open reports at once
11. Standard content reports that accept definable parameters at report run time.
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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS fully supports these features. For more information, please see the Reports section that begins on page 331.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports this using standard tasking and security. All reports and other case management-related work is associated with tasks that are assigned to individual users. Any report created in response to a task will be visible based on users' role permissions. For more information, please see the Reports section that begins on page 331. The Tasking (page 267) and Security (page175) sections may also be of interest.

Searches in Niche RMS

Niche RMS provides a powerful set of end-user search tools that are crucial for helping users and management to make maximum use of the data in the Niche RMS database. These search tools span the entire integrated database. This is important, as it means there is no need for internal interfaces or separate searches of different modules or data silos. If a user runs a person search, the search spans all of the Person records in the entire database, whether they were originally added as part of an Incident record or Field contact.

Niche RMS allows both structured and un-structured searches. Structured searches allow users to select a record type (*e.g.*, incident, person) and run a search by selecting values in one or more fields for that record type (*e.g.*, an age range, date range, area, *etc.*). Unstructured searches allow users to search for reports by specifying search strings for text that appears in the report. These are described in more detail below.

Structured Searches (Searching Fielded Data)

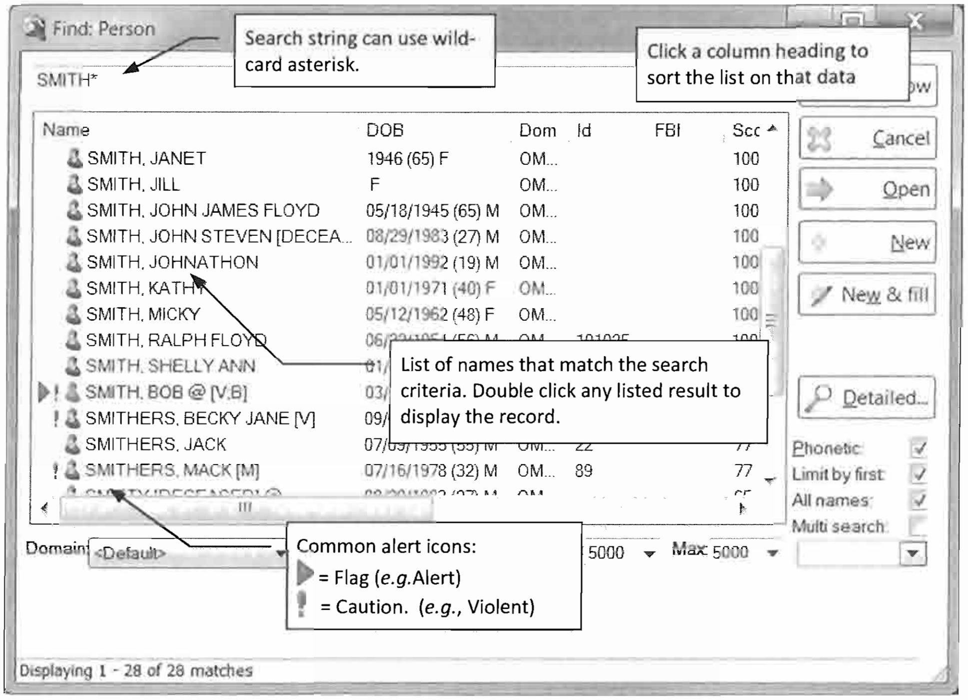
Niche RMS provides structured searches in the form of Fast find and Detailed find options that appear on the main Application Control window. Any user can run a Fast find or a Detailed find for the following record types:

- Incident/Field contact
- Person
- Business/Organization
- Property
- Vehicle/Watercraft/Aircraft
- Address
- Telephone
- Tasks
- Case file
- Officer/unit

Fast and Detailed find options

Fast finds. A Fast find contains a single field that allows users to search for a specific record using a name or ID number.

Different record types allow different search criteria. For example, users can run a Person fast find using names in various combinations, with or without wildcards and dates of birth. Users can search for vehicles using a license plate, partial plate, or various combinations of make, model and year. They can search for addresses using street numbers and names, *etc*. The application determines what the typed information represents and runs a query to retrieve the requested records from the database. See the following page for an example of a Person fast find:



Detailed finds. Detailed find windows allow users to search for records by selecting structured data in multiple fields. There is a separate Detailed find window for each record type in the system – however, all Detailed finds work in the same way. The available search fields depend on the detailed find option chosen by the user. To start a search, a user clicks a detailed find button on the Application Control window to display a Detailed find window for a particular record type. See next page for an example of some Detailed find windows.

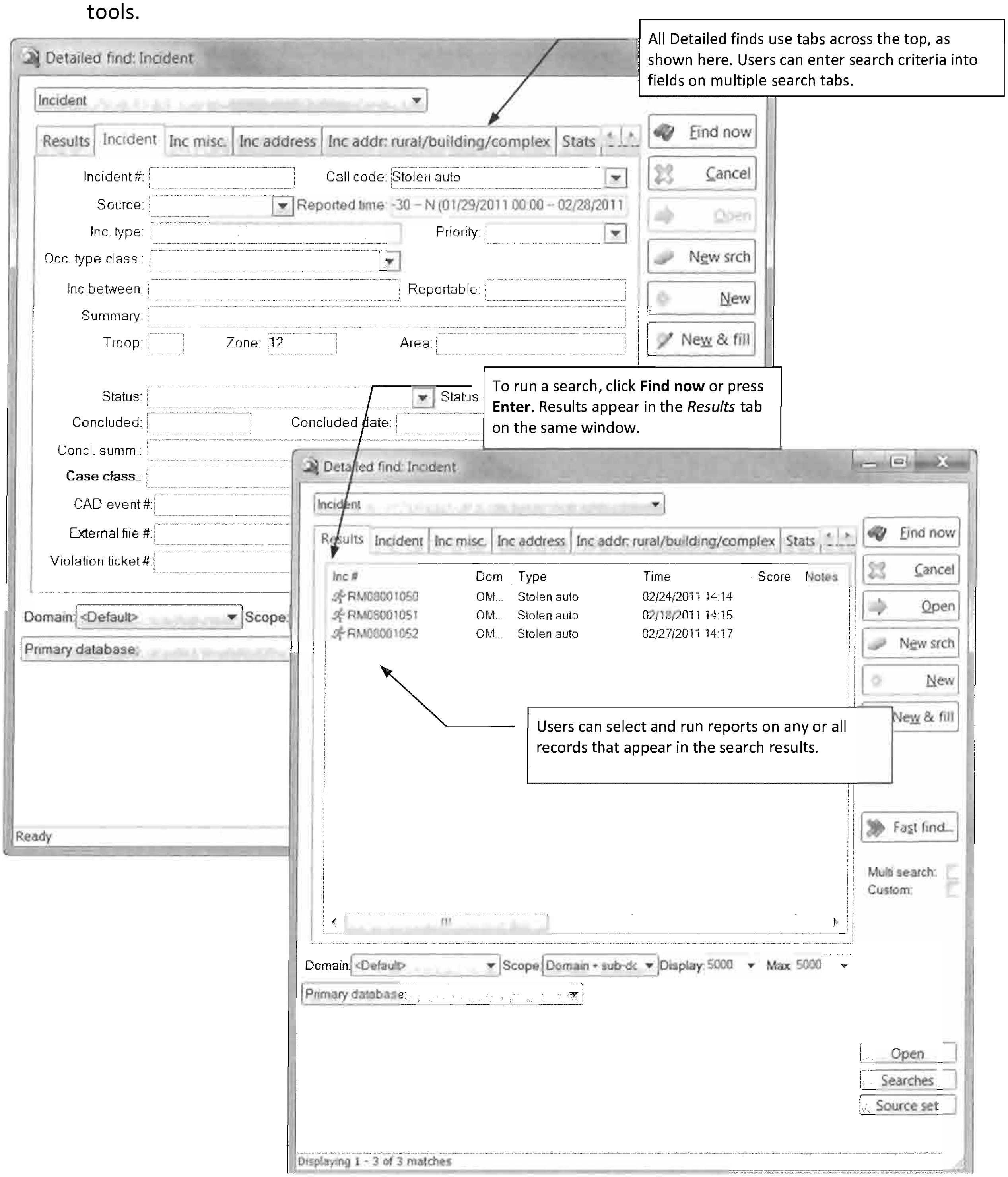
- **Sorting search results**: Users can click any column heading to sort the results according to the data in that column.
- **Filtering search results**: User can filter database information by selecting which fields to use as search criteria. Search criteria are retained in the search tabs. If necessary, once a user has seen the search results, they can go back, change the search criteria to broaden or narrow the search, and re-run the search.

For example, the example below was set up to locate vehicle records for vehicles reported stolen within the past 30 days. If this provides too many results, the user can go to the search tabs to add additional descriptors or involvement criteria. For Person searches, users can add further filtering options by selecting *Phonetic*, *Limit by given*, *All names* or *Multi search* options.

Adding external databases to a search. If your Niche RMS system has been configured to query external systems, you can select one or more external databases from the detailed find windows for persons, vehicles and property, allowing you to search both the RMS and external databases at the same time. When you select an external database, an *External search options* tab appears and presents fields specific to the external system that you are querying.

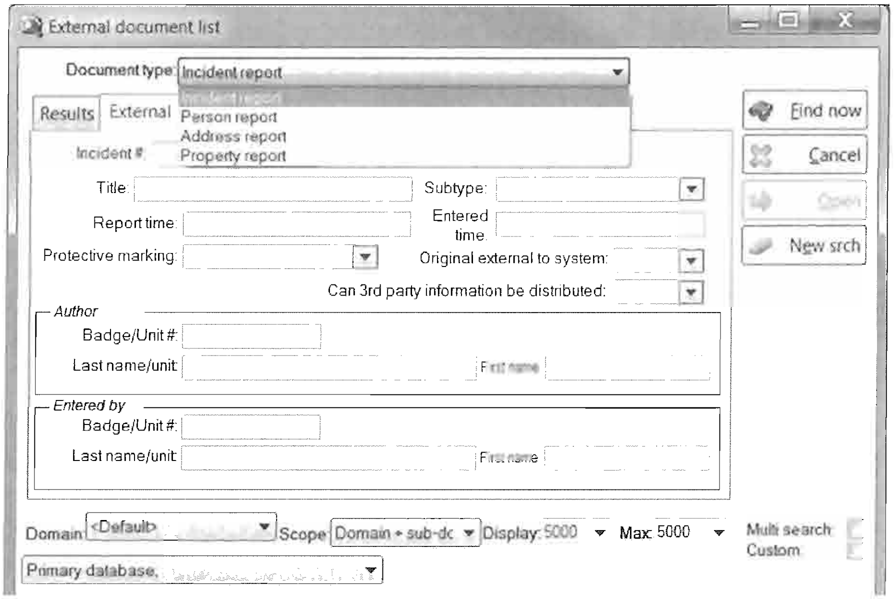
Detailed find as a tool for crime analysis. Detailed finds are useful for assembling a set of records that match a given set of search criteria – for example, "Break & Enter incidents in the past 30 days in District 5." When used in this way, detailed find provides major crime analysis capabilities.

- Users can open one or more records from a set of search results to view the data for those records and follow links to related reports and other information.
- Users can print and export the set of search results for use in MS Excel or other tools.
- Users can export detailed find results (with linked reports and other data) to external reporting tools.



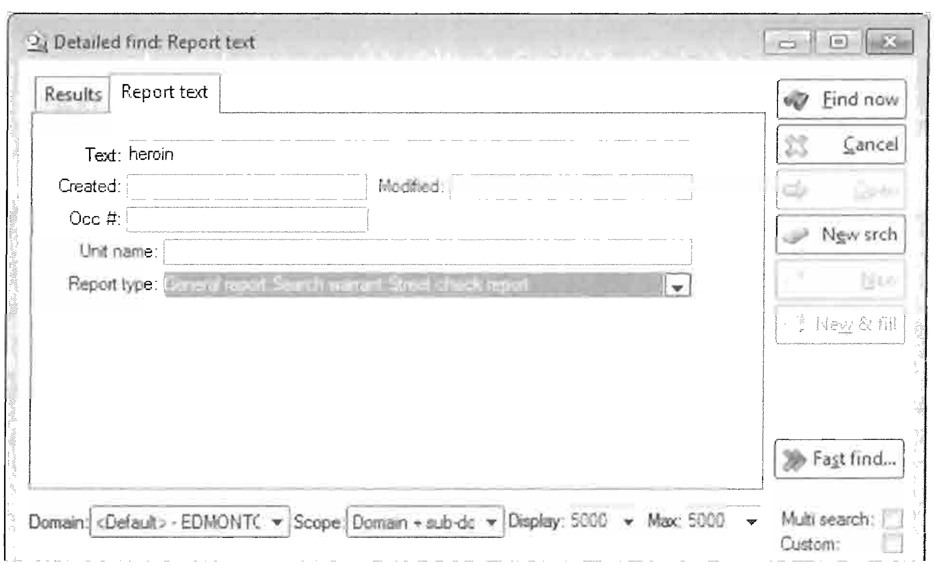
Searching for stored reports

Niche RMS provides a Detailed find window where users can search for stored reports based on report metadata (report type, incident number, report author, *etc*.):



Unstructured Searches (Searching for Text Strings in Reports)

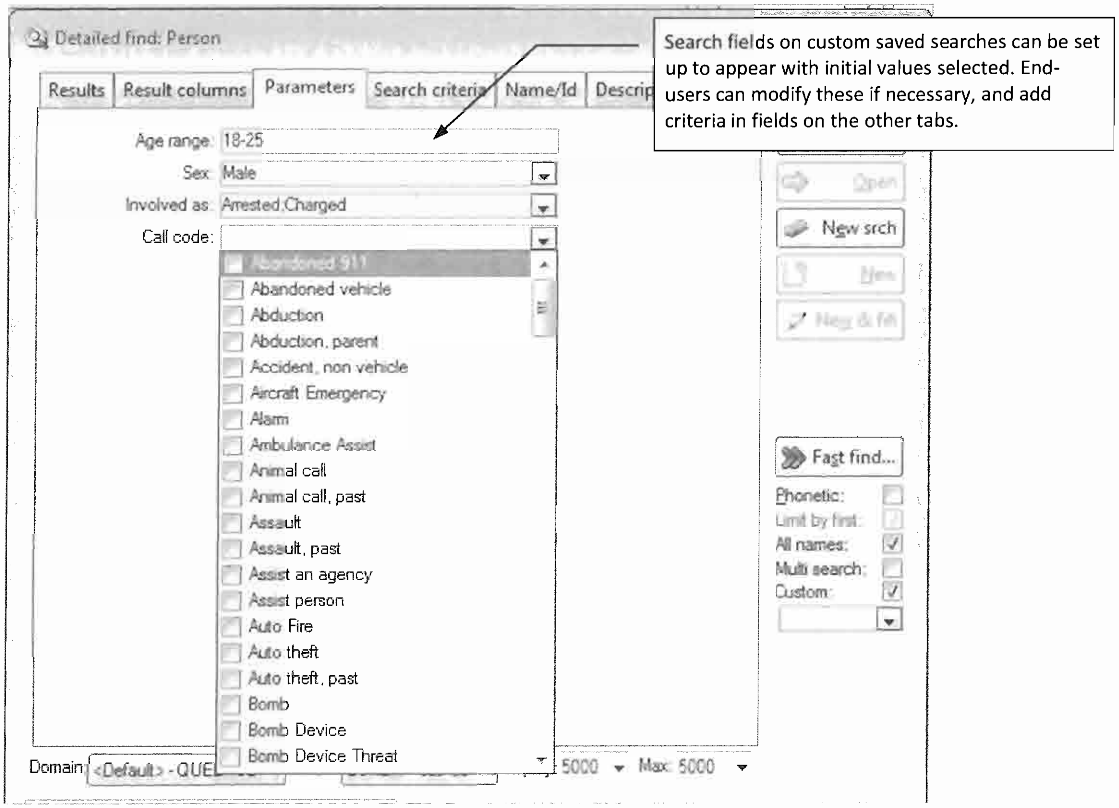
Users can also search for specific text strings within reports. Niche RMS uses the SQL Server full text search engine to allow users to search for specific words and combinations of words held within catalogued text. As new reports are added to the Niche RMS, the SQL Server full text catalogue processes the text and makes it available for searching. This allows the user to locate reports meeting their search criteria. A full text search allows users to search for unstructured information by entering a word or phrase that appears in the report (a search string). To further narrow a search, users can enter a creation date or modification date, or select from a list of report types. Boolean operators can also be used, if appropriate.



Custom Saved Searches & Data Extracts

Custom searches can be created and saved for re-use in the future. This helps to prevent errors and omissions: after a search has been set up, tested and saved, no one needs to re-create it and risk missing any search criteria. End-users can click a button to select from a list of saved searches. They can run the search as it was saved, or modify saved criteria to meet their own requirements.

In general, users will search using fields from a particular detailed find window. However, expert users and system administrators can set up and save complex custom searches that add fields and other parameters that are not included on the Detailed find window. The resulting saved search is easy to use, and any user can select it and use it.



Exporting Search Results

Search results can be exported to a file format suitable for import into a third-party analytical application. For example, basic users can export results to Excel. Administrators can also create/add their own XSLT reports that are designed to a generate reports from system data. For example, this will allow users to run a search and then generate a report based on the results. The report extracts and formats the details that the agency requires from the search results, and can be printed or exported to other software.

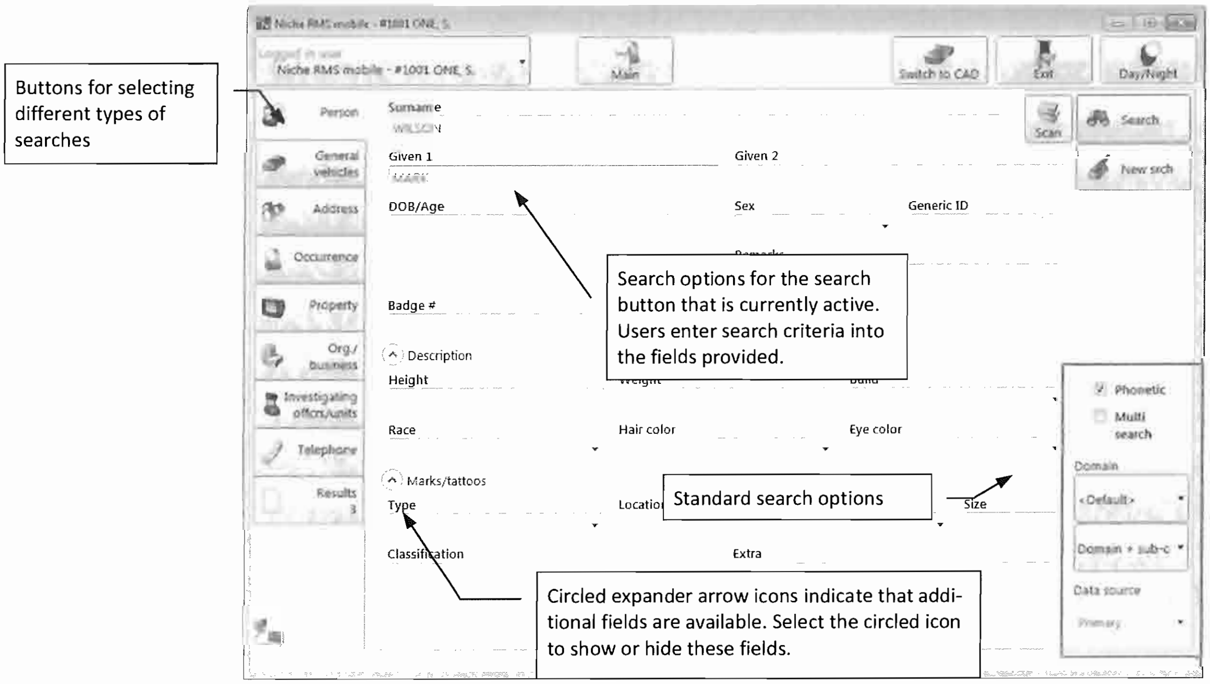
Search Security

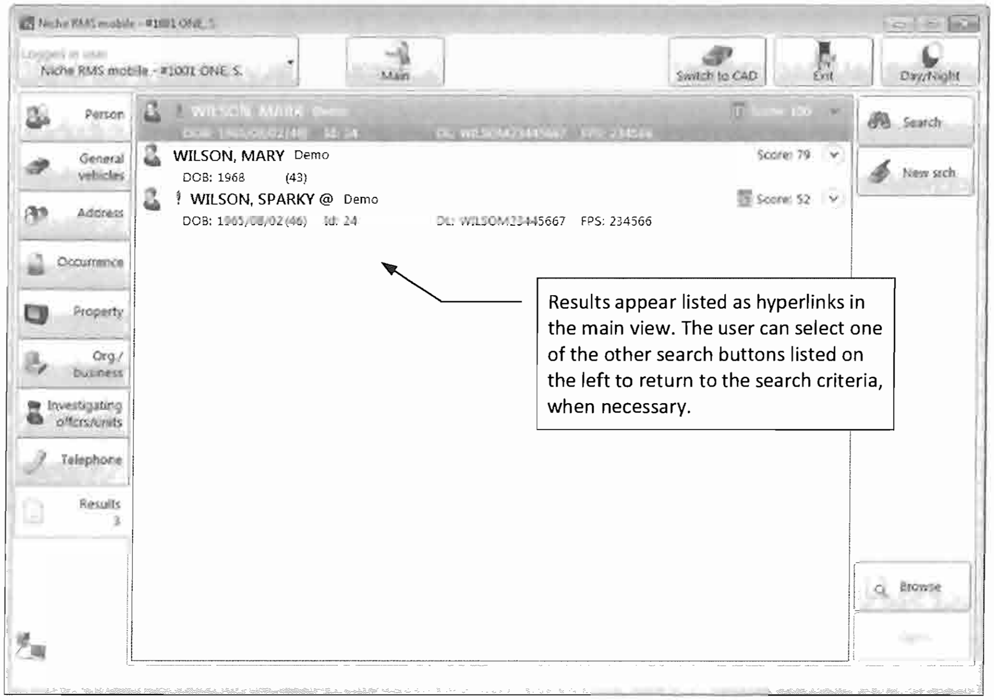
Users will only see the search results that they are authorized to see. When a user runs a search, the search is managed by the Niche Data Server (NDS). NDS passes the search to the database server. The database server returns the search result data to NDS. NDS uses the user's current NAC role and any ACLs to filter the data that is returned. This filtering process is applied internally in NDS as well, so any search results that are composed of multiple data elements will contain only the information that the user is authorized to see. Please see page 175 for more information on security in Niche RMS.

Search Features in the Mobile RMS Application

Desktop and mobile versions of the Niche RMS software provide different search windows. However, note that the same database is being searched in each case. While the desktop version provides more options for administrative users who are more likely to need to filter, manipulate and export search results data, the mobile version has been streamlined for easy officer use in the field.

As shown below, mobile users can click a button to start a search. Users click or tap to select the type of search they need, fill search criteria into the fields and then select the **Search** button to run the search.

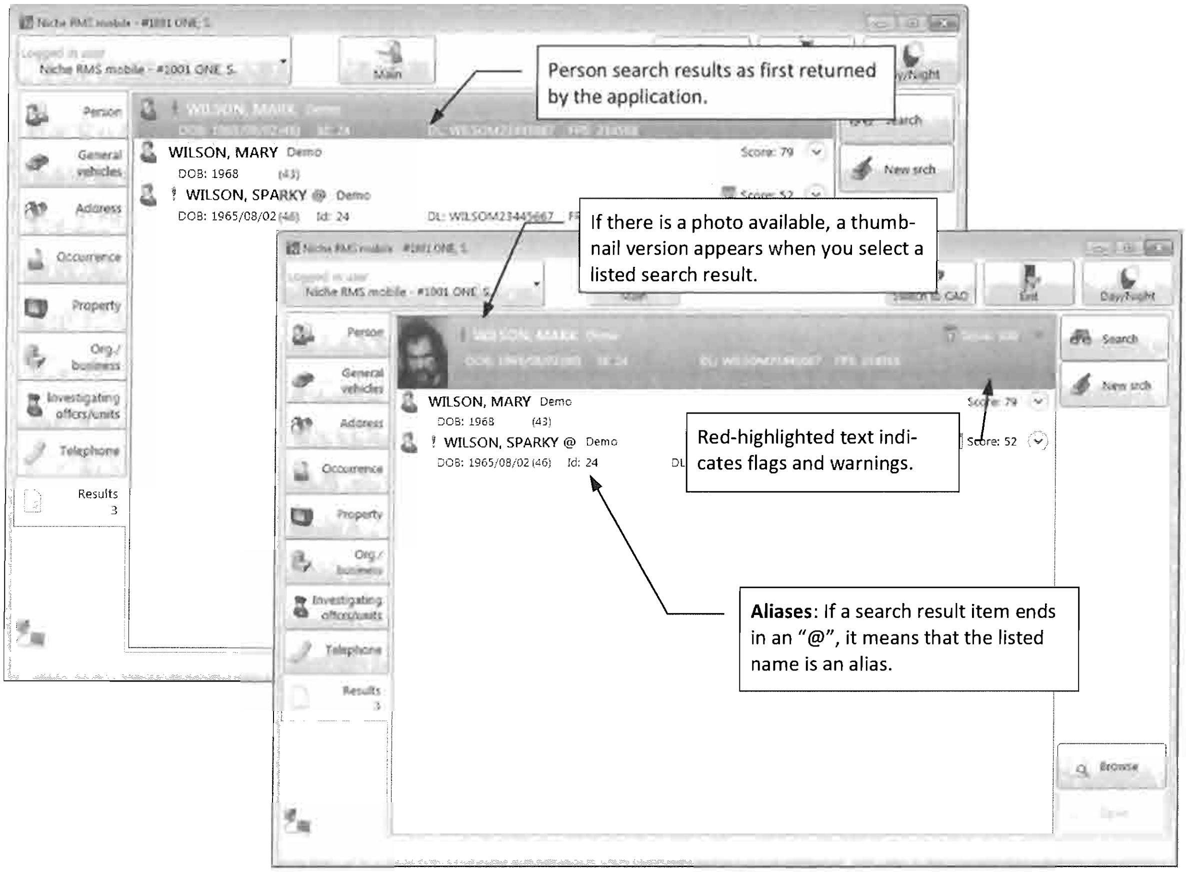




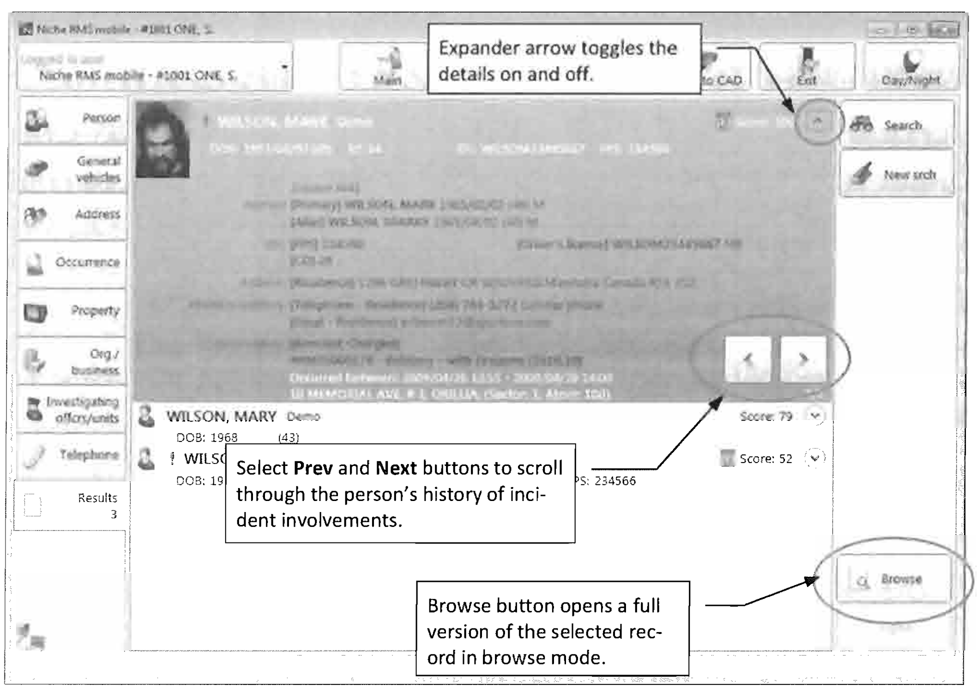
Mobile search features are similar to the desktop search features:

- Users can specify the type of record they are searching for, *i.e.*, a person, a business/ organization or criminal organization.
- Users can search using a wildcard character in cases where they are uncertain about spelling in the surname or given name.
- Search windows include a "phonetic" setting. Phonetic searches are scored according to how closely they meet the user's initial criteria, *i.e.*, results may include Person records where the name is similar, and/or there are different dates-of-birth. Results are scored accordingly (closest results at top).
- Because the system is designed to discourage duplicate records from entering the database, it allows multiple aliases and other name variants to be associated with the same, single Person record. Aliases are clearly marked in any set of search results. If a user selects an alias from the list of search results, the system displays the Person record associated with the legal name for that person.

Search results are initially returned as a list of possible matches. Each listed item displays a subset of the data for the item (persons, in this example). If available, a thumbnail photo of the person appears when the user selects a search result. Each search result displays a score to indicate how closely it matches the search criteria, and the results can be listed according to this score.



Easy Browsing to Detailed Search Result Summaries. Users can select options to display an expanded search result summary, as shown below.



Reports in Niche RMS

Niche RMS provides extensive reporting facilities. Niche RMS also allows customer system administrators to add custom letters and reports for use across all of Niche RMS. In everyday use, users select reports from a menu. This enables users to produce, view and print a variety of standard letters, report and forms, including all legal forms.

Niche RMS reports fit into a standard reporting workflow: users create reports in response to assigned tasks, and send them for review. Supervisors can review the reporting tasks online and return them electronically for rework, if necessary.

Completed data entry reports are kept as permanent attachments to Incident records, electronically signed and locked, and printed as required. They are also searchable, so that authorized users can search for and read a saved report from any location where they have Niche RMS access.

Overview of Standard Reporting Capabilities in Niche RMS

Each RMS installation comes with a standard set of built-in reports. Agency system administrators can also configure and add their own reports. This includes both data-entry reports, which are stored as permanent attachments to records in the database, and output reports, such as form letters or batch letters that may need to be generated and printed.

As part of the project, Niche configures existing reports for each customer, and adds new reports based on specific customer requirements. Agencies can also run ad hoc queries directly against the database using SQL or third-party tools. Standard report options include:

- **Data entry reports**: These are reports that allow users to enter data into a report window or form. They are permanently attached to an Incident or to an entity record (*e.g.*, a Person record) for data capture. They can include text windows with standard word processing features where users can either type in text directly, or copy and paste from other word processing tools. Niche provides a number of built-in reports data entry reports; customers can define and add their own reports by creating datawindow definitions and external document templates.
- **External document reports**: This feature allows customers to create documents, reports and forms in a standard format such as HTML, Microsoft Word, or Excel and make these documents available in the Niche RMS user interface. Users of external documents have access to all of the features of the document's native application, *e.g.*, users can type directly into a form in Word or another word processor, and format it as necessary.

  Users access these external report options from standard *Report* menus in the application. Once the external document is opened, the user can click a button to automatically populate it with data from the database. If data is not available, the user can type the information directly into the external document. The resulting document can be saved into the RMS database. The resulting reports are attached to records within the RMS, and can be searched for and accessed from within the RMS. This allows customers to continue to use any forms they may have already in use, in the formats required in their own jurisdictions (e.g., various legal documents attached to an incident record or person record).
- **Other external attachments**: Niche RMS allows users to import existing reports and photos in other formats, including PDFs, bitmaps, audio and video files, TIFF files, Excel and Word files – electronic files of all types can be attached to relevant records within the system, and opened directly from the RMS record. Users simply drag and drop the file into a generic external report window, or browse to files from their workstation to save a copy of the file in the RMS.

- **Output reports**: These reports are generated from data that is already in the system – each provides a snapshot of a particular set of system data. They are not saved or stored as separate items in the database – they are meant to be generated and printed or exported to a data file for use in another application. Niche provides a number of built-in output reports; customers can also define and add their own XSLT output reports. Reports can be previewed, output to a printer or output to an electronic file such as an HTML file or PDF.
- The reports and/or extracts can be run interactively by users or set to run as batch jobs at specific times or, if the necessary triggering logic is available, based on the occurrence of events.

Electronic signatures: Niche RMS can be configured to add electronic signatures to any document. By document, we mean any set of data fields and narratives, for example, a property checkout event log. Niche RMS support two types of electronic signatures:

- Using a signature image captured from a signature tablet. This allows signatures from people with no credentials on the system, such as property owners acknowledging receipt of returned property.
- Identity plus password. This method is used when the person signing is a user who can be authenticated by the system, possibly through an external security provider (e.g., public key infrastructure). The data in the document being signed (fields and narratives) is mathematically combined using a hash function and then cryptographically signed.

Data Entry Reports

Data entry reports are electronic report forms that open in a separate datawindow to allow users to enter data. They require new data to be entered, and are used to add new information to the system, rather than simply outputting data that is already in the system. The RMS stores these reports as separate items in the database, attached to the records for which they were added. Data entry report features:

- Reports are saved, and can be re-opened later and updated.
- Reports can be signed and locked.
- Reports can be previewed, printed, e-mailed, or saved to a file location outside the database.

All data entry reports must be linked to an Incident. Some may be linked directly to the *Reports* tab of an Incident record, for example a General report. Other reports may be attached to involved entity records that are linked to the Incident. For example, Arrest reports, Victim reports and Witness statements are attached to involved Person records. There is no limit on the number of data entry reports that can be attached to an Incident record.

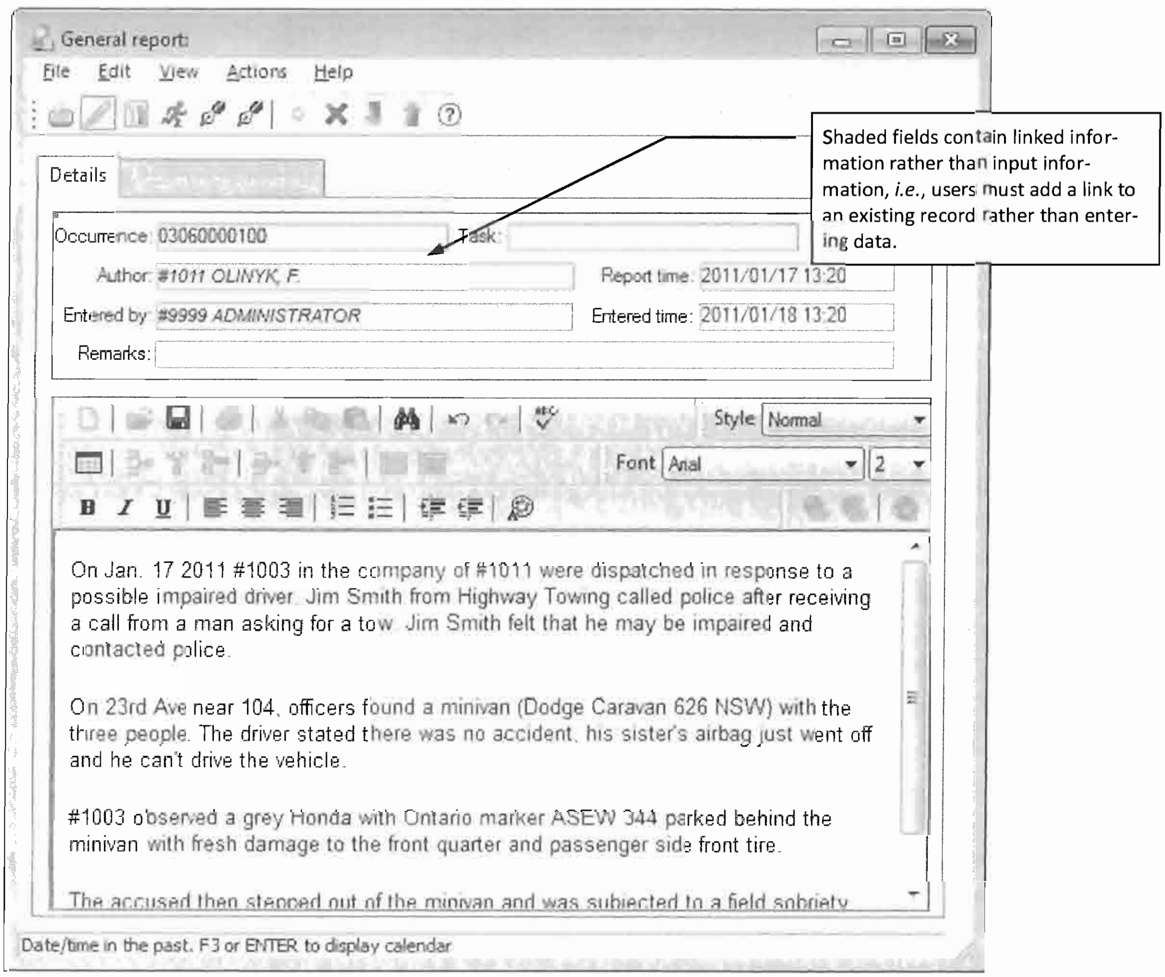
Data Entry Report Types

Niche RMS provides the types of stored data entry reports listed below. All data entry reports appear as menu options on the *Reports* tabs of the record windows for which they have been created. Niche provides some built-in data entry reports as a standard part of the application. Other data entry reports may be custom reports added by your own system administrators.

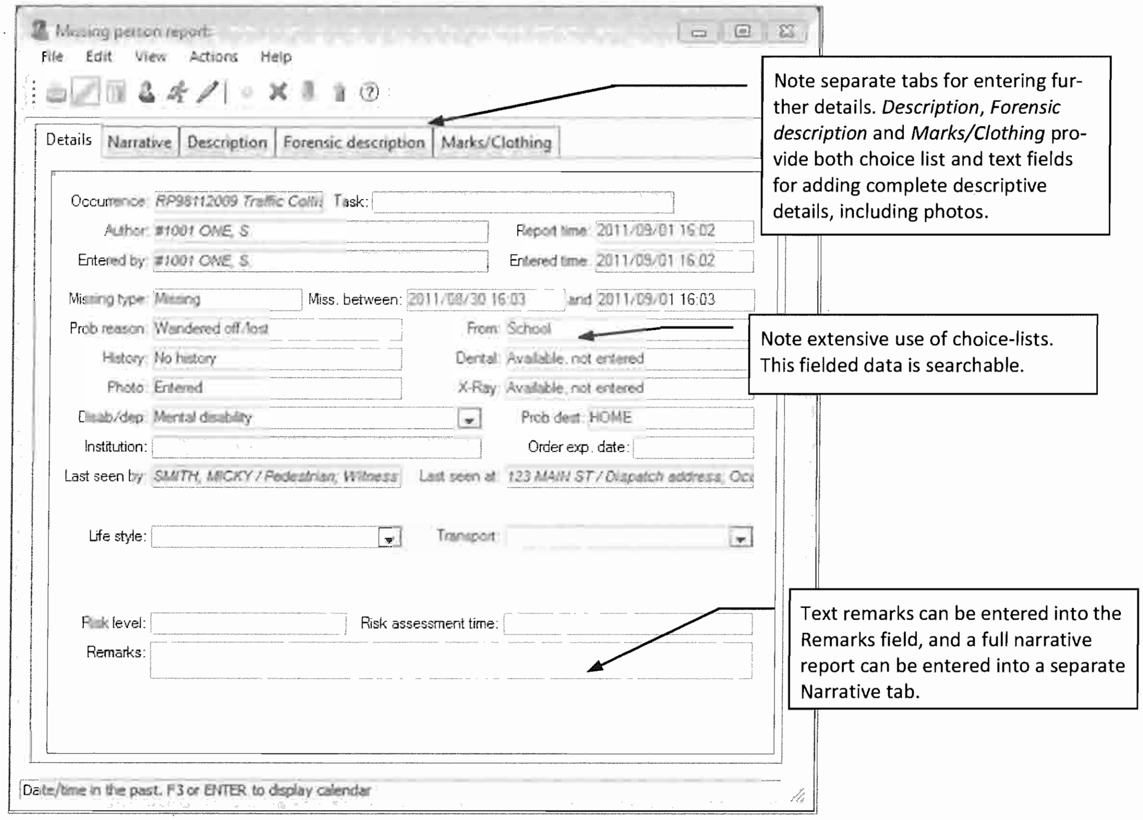
HTML reports	These are usually simple reports consisting of a single report tab that includes a block of report header fields that identify report context and authorship, and a large text box. Users simply type in the text of their report, using standard windows editing features. System administrators can set these up to provide options for adding template text. **Example:** a General report. See below for a screen shot.

Fielded reports	These are more complex reports, where the primary report window provides multiple data fields that can include text fields, checkboxes, choice lists, *etc.* Fielded reports often include multiple tabbed pages. **Example:** a Missing Person report.
External document templates	Custom fielded reports include options for attaching external files. In addition to data fields, these reports allow users to attach an external file or document template (*e.g.*, a Word document) and click a button to fill it in with data from the RMS. The completed report includes both the data in the report window's data fields, and an external document that has been populated with RMS data. **Examples:** Warrants, Civil processes, Permits, and other legal forms.

HTML report example: Here is an example of an HTML data-entry report, where the user fills in a few report header fields and then types into a text box:



Fielded report example: Here is an example of a more complex data-entry report, where the user must enter data in fields on multiple tabs:



External document report example (custom report templates): A police agency can create and format documents and reports in an external format such as HTML or Microsoft Word, and allow end-users to access them from a record within the RMS. This allows customers to continue to use any forms they may have already in use, in the formats required in their own jurisdictions. Agency system administrators can set these document templates up to use fields that will be automatically filled with data from the RMS database. This is commonly done where there are official legal formats that must be used and filled in using RMS data. Agency system administrators have complete control over these forms (including report format).

External document reports can be added and attached to Incident and other records either as generated reports such as letters, or specialized data entry reports such as warrants, charge sheets, permits, licenses, subpoenas, orders, form letters and so on. Data can be automatically filled into fields within the document, and the report can be saved, attached to a record in the RMS, and/or printed.

This feature also allows users to import and attach existing files in other formats, including bit-maps, audio/video files, TIFF files, and Excel and Word files.

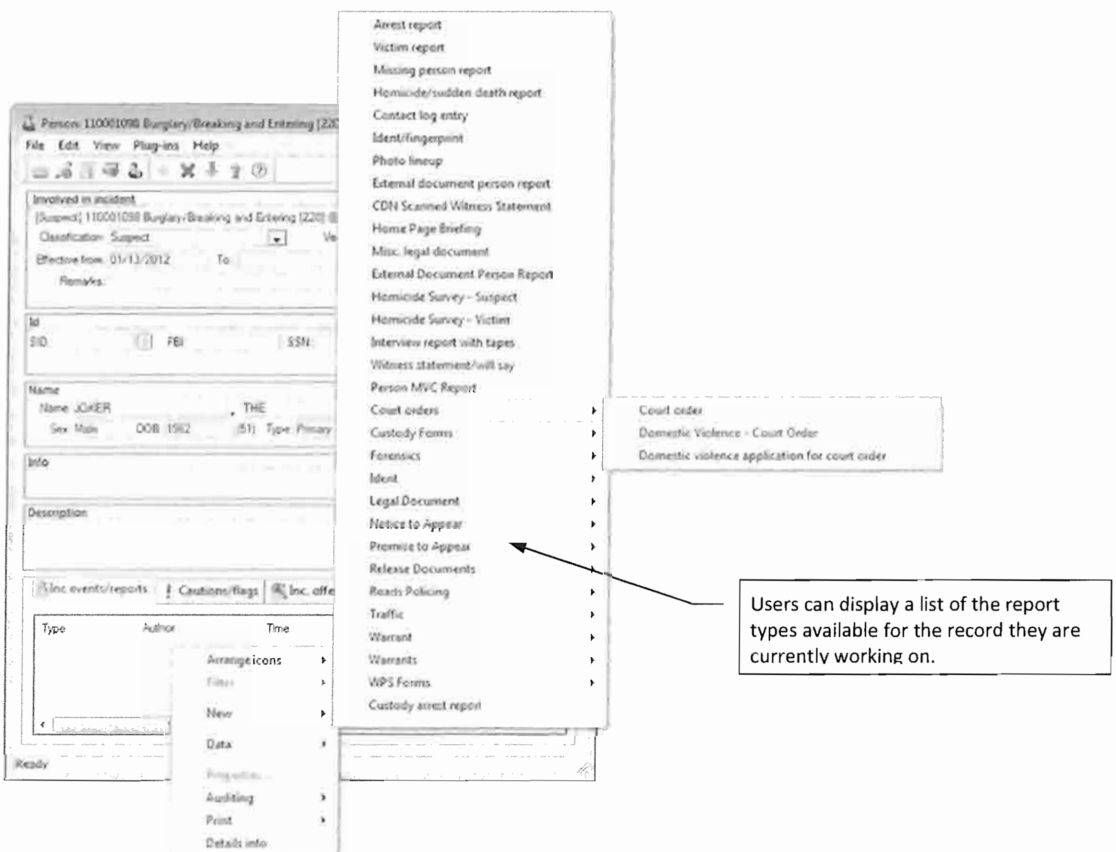
Customer System administrators can define and add report templates
System administrators define where the templates will appear, and how the reports look and behave. Users can select an external document from the list of report options. Niche RMS contains data window creation functionality for system administrators to create custom report windows. In the Niche RMS,

there are generic report entities that contain sets of fields. The field set contains a variety of field types for the system administrator to choose from when designing the window. For example:

- Date/time fields
- Choice-list fields
- Multi-select choice-list fields
- Text fields
- Amount fields
- Duration fields
- Address link fields
- Person link fields
- Vehicle link fields
- Officer link fields
- Address link fields

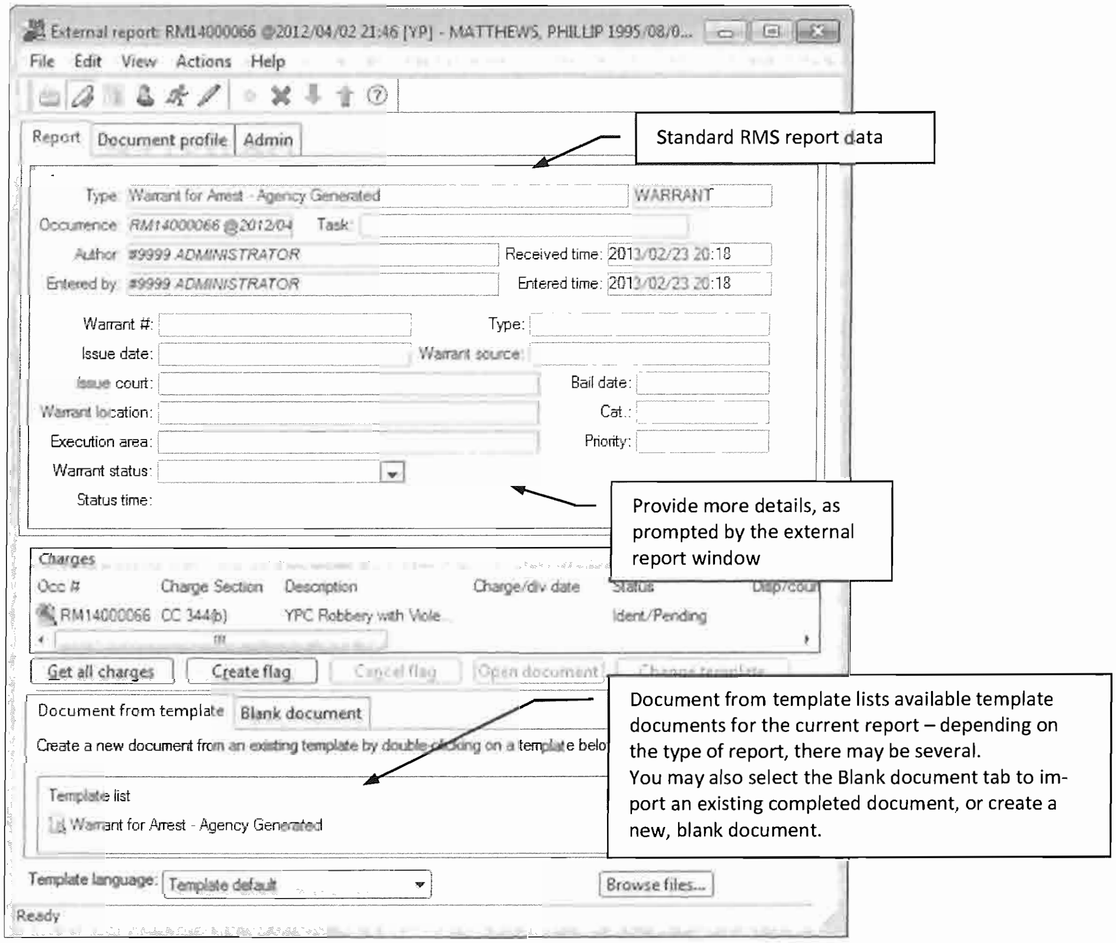
The system administrator defines a data window for one of these generic report entities and defines which fields are used, the order of the fields on the window, the field labels, *etc* – thereby defining a customized window with customized fields. The data window definition is stored in the database and the user accesses it just like any other report in the system. The user enters the data into the fields and the information is stored in the database. This is how user defined fields are created, managed and stored.

The example below shows a list of reports available for a Person record:

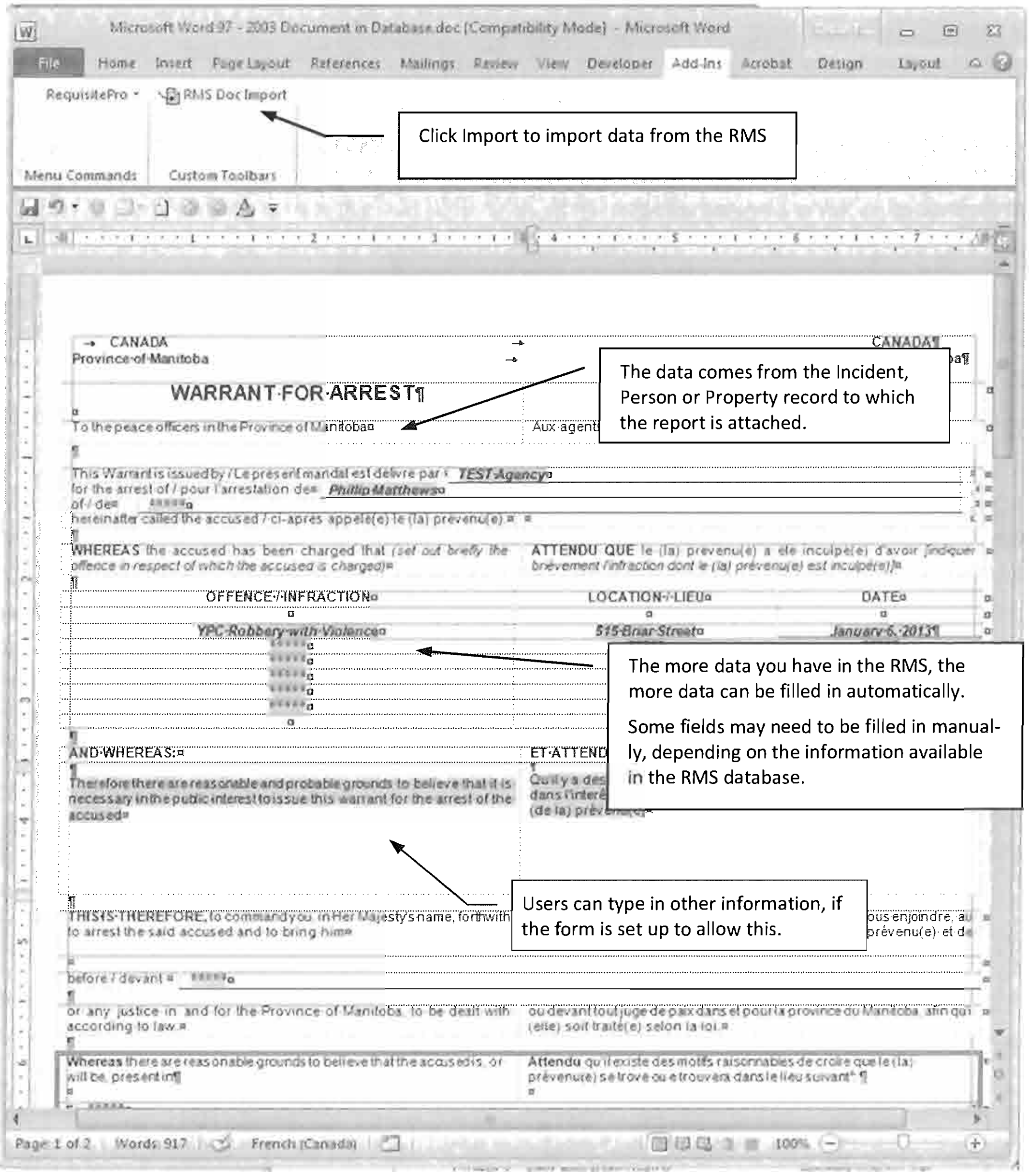


The resulting template-based documents can be created and attached to any entity that can have attached reports (*e.g.*, Incident, Person, Case file records).

A user selects a report from a menu of available reports. The initial report window (shown below) allows the user to fill in standard report information data and then select a *Document from template* option in the lower part of the window:

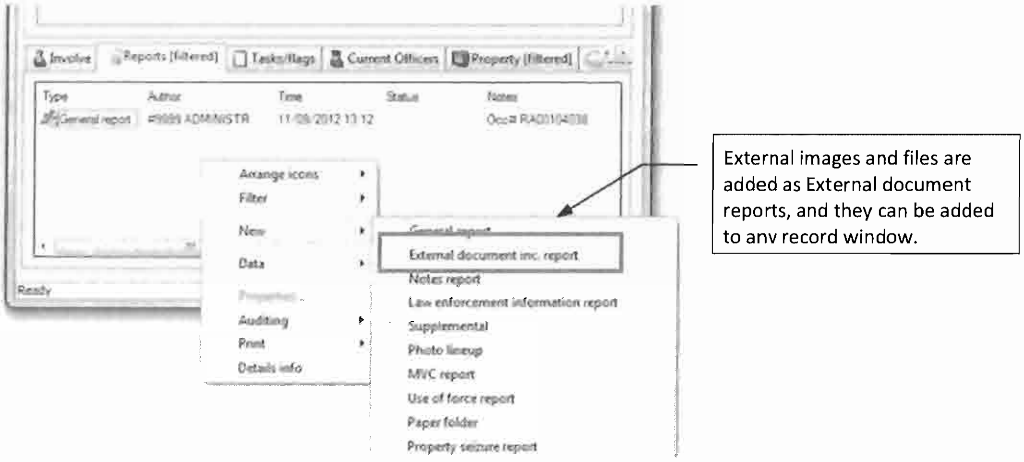


When the user selects a template option, it opens in the software it has been designed for, in this case, a Microsoft Word document that has been set up to include Niche RMS database fields. The screen shot on the next page shows an example of an external document template that has been opened and automatically filled in. The resulting document remains attached to the incident record and can be reopened and edited if necessary:

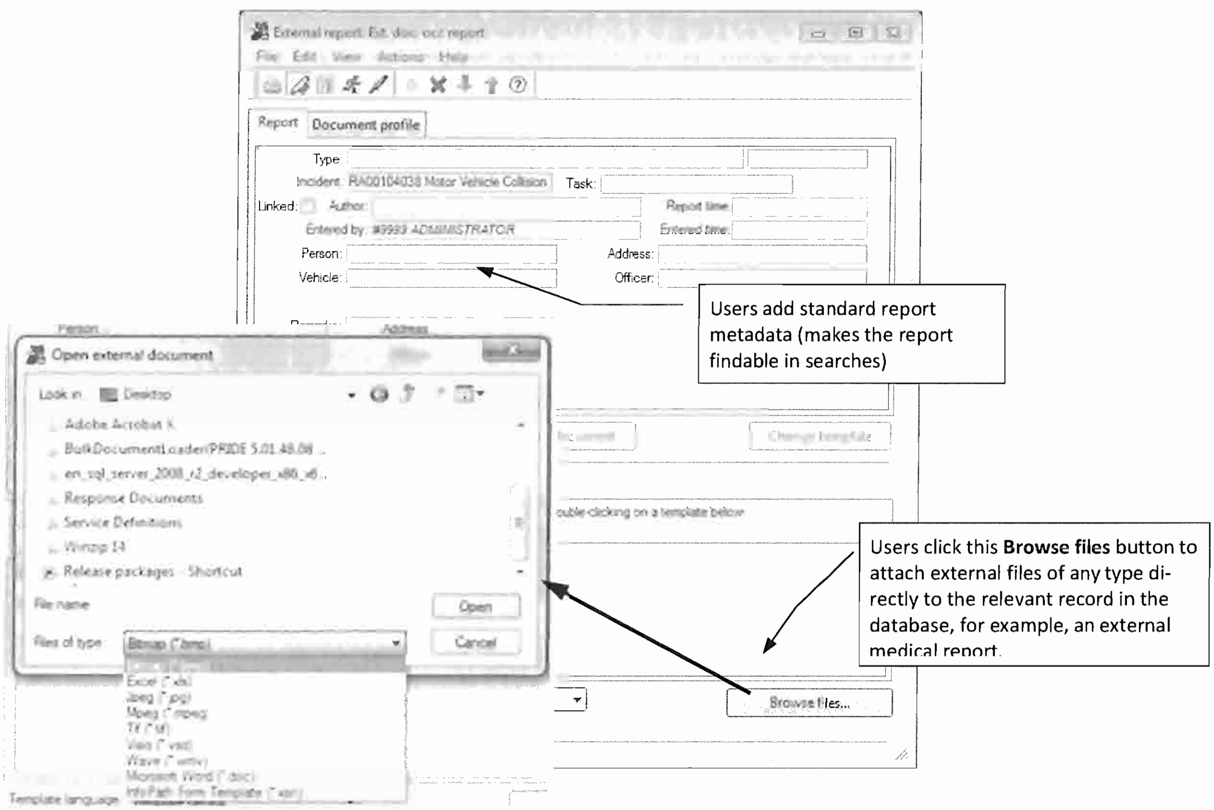

Click Import to import data from the RMS
The data comes from the Incident, Person or Property record to which the report is attached.
The more data you have in the RMS, the more data can be filled in automatically.
Some fields may need to be filled in manually, depending on the information available in the RMS database.
Users can type in other information, if the form is set up to allow this.
WARRANT FOR ARREST

Attaching scanned files and other electronic file types

Users with the correct role can add any document or digital file as an external document report to most records in the system, including Case files, Incidents, Persons, Address, Property item, *etc.* Nearly any entity in the system can have this type of report added to it. For example, to add an external document to an Incident record, the user would right-click the *Reports* tab and select **New > External document inc. report** as shown in the example below.



A standard report window would appear, as shown below. Users begin by adding standard report metadata to describe what is being attached (this makes the report findable in searches). They can then attach any file necessary, in any format. From the External report window, a user can browse for any file in any location that they have access to, including files on a workstation, agency network, agency intra-net, extranet, *etc.*

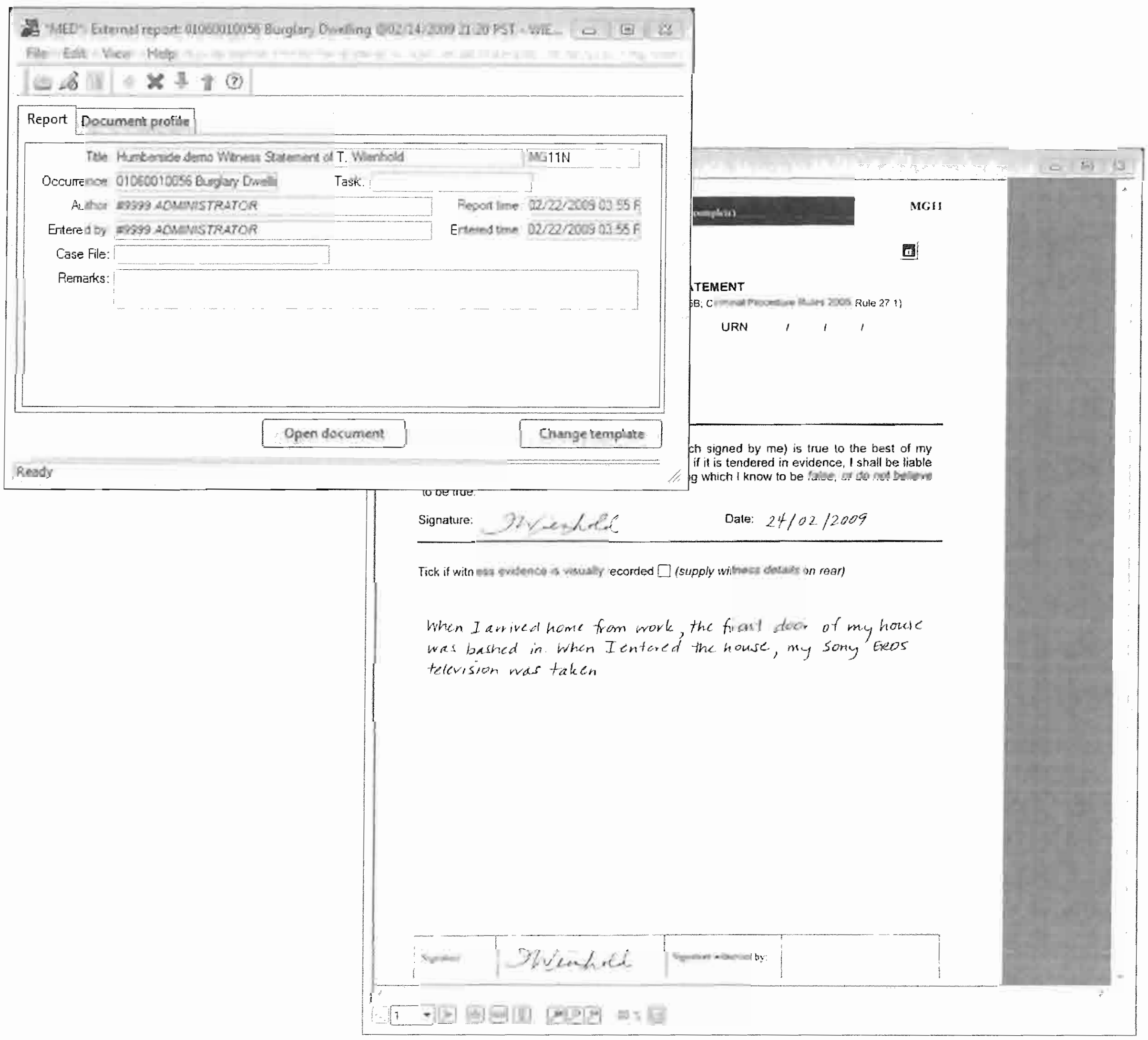


As you can see from the extensive list of file types, many formats are supported.

External documents can be Word files, JPEGs, PDFs, TIFFs, audio and video, *etc.* There are no restrictions on the number of file types that can be added: system administrators use system parameters to control which file types will be allowed and the maximum file size. This prevents users from attaching non-standard files for which other users do not have installed viewers/editors. The only restriction is that if users are opening a file of a particular type, they must have an application installed that is capable of running the file, *e.g.*, Windows Media Player, Apple QuickTime, Adobe Reader, Microsoft Word or Excel, *etc.*

The attached files are stored in the RMS database. This makes it impractical to attach large audio and video files. However, it is also possible to reference external files instead of attaching them. A referenced file exists in the RMS database as the configurable header information (author, *etc.*) plus a URL that is used to locate the referenced material. It is important to remember that attached files are transported from the server to the client through the Niche RMS NDS Transport TCP/IP connection while referenced files are accessed directly from the client by executing the URL locally.

In this example, a user has attached a scanned witness statement. After the file has been attached, other users can display the External report and click the **Open document** button to view the scanned item.



Existing data-entry reports appear as links on the record window: Data entry reports that have been prepared and added for a specific database record appear as links on that record. Here is an example of an Incident record window that shows the *Reports* tab with a number of linked reports. The user can double-click any link to re-open the report for viewing.

Output Reports

Output reports are generated from data that is already in the system – each provides a snapshot of a particular set of system data. They are not saved or stored as separate items in the database – they are meant to be generated and printed or exported to a data file for use in another application. Niche provides a number of built-in output reports; customers can also define and add their own XSLT output reports. Reports can be previewed, output to a printer or output to an electronic file such as an HTML file or PDF.

The system comes with a number of established, built-in reports that are configured to meet the requirements of a particular customer:

- Reports can be generated and printed, or generated and saved to a file.
- Reports may be directly useful as generated; they can also be exported to a file format suitable for import into a third-party analytical software package.
- Reports and/or extracts can be run interactively by users or set to run as batch jobs at specific times or, if the necessary triggering logic is available, based on the occurrence of events.

Output reports can be generated for individual records, or run from a set of search results for *ad hoc* reporting. For example, detailed find searches allow users to search for records by selecting structured data in multiple fields, and run a search to assemble a list of records. Users can then select one or more listed search results and generate an output report or XSLT report for those items.

Note that the reports available to a user depend on that person's role permissions within the domain – users with administrative roles usually have access to more reports than an average user.

Examples of standard output reports:

Operational Reports

- BOLO summaries
- Court summaries
- Criminal record summary
- Pending charge summary
- Witness statement/will say

Management reports

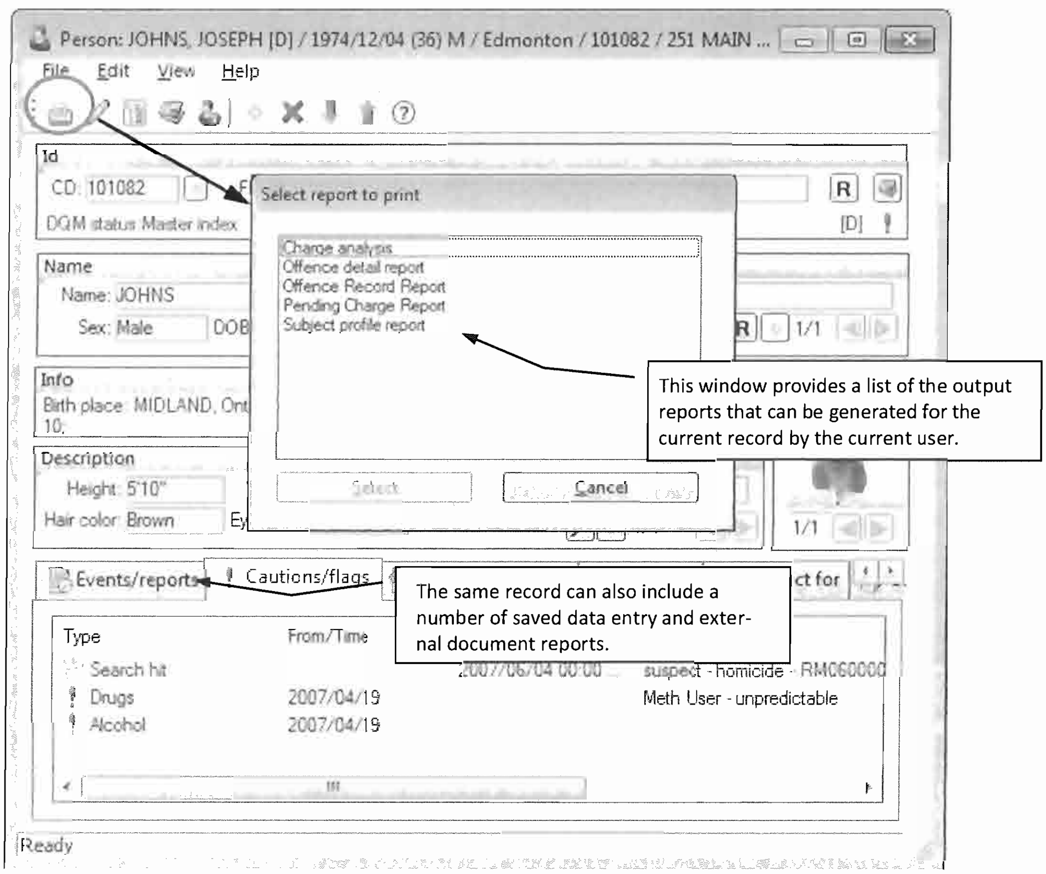
- Incident summaries
- Incident statistics
- UCR incident statistics
- Crime statistics
- Hazardous person

Employee management

- Employee ID card
- Employee case load
- Employee charge analysis
- Unit/section case load
- Unit/section charge

- Arrest/Custody reports
- Missing person report
- Sudden death report
- Victim report
- Ident photograph/fingerprint report
- Witness viewing summary
- Photo line-up
- Person photo
- Subject profile
- Fraudulent document report
- Use of force report
- General incident report
- Supplementary incident report summary
- Person information summary
- Hazardous addresses
- YP non-disclosure summary
- Arrest summaries
- Prisoner statistics
- Fingerprint reports
- First court appearance report
- Property seizures
- Property stolen/ recovered analysis
- Department case load
- Department charge analysis

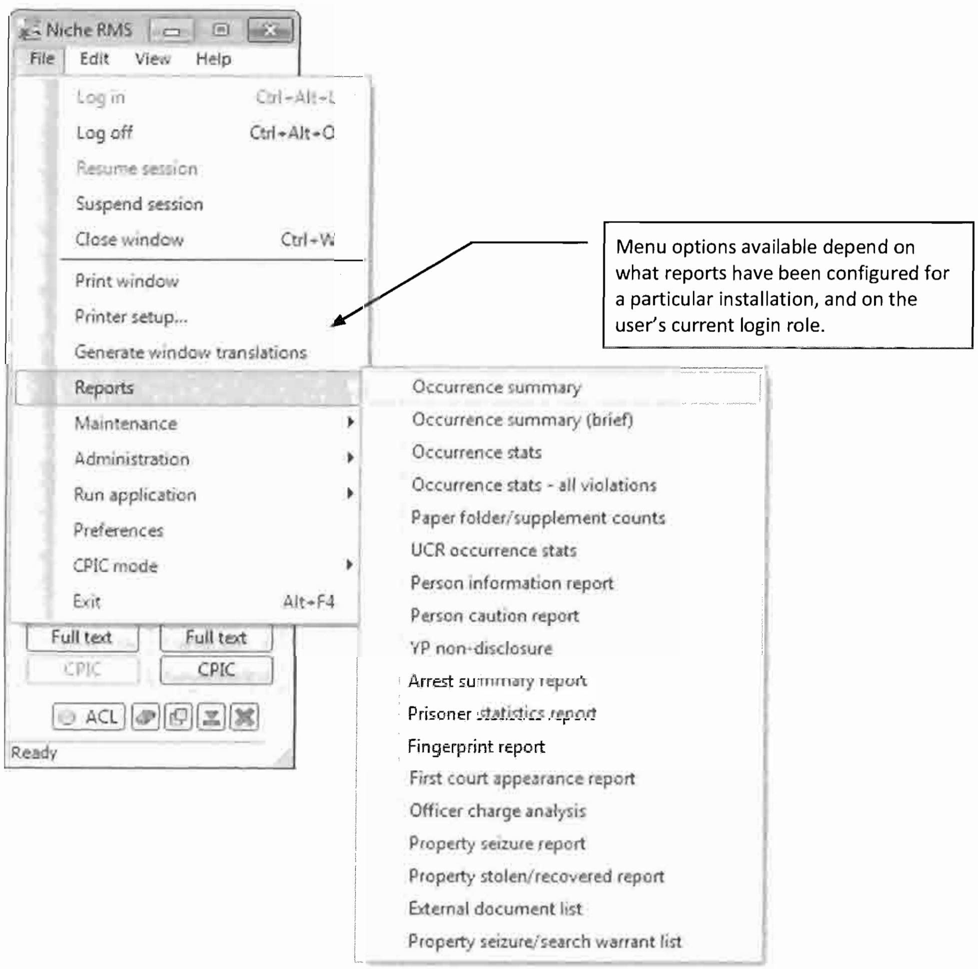
Individual Output Reports : These reports are generated from individual records and provide information regarding a single record or set of records, rather than information related to a whole department or police agency. They are meant to be generated and printed, or saved to a file outside the database. They are not saved or attached to the record in the RMS database. For example, a user can generate a Subject profile report for a given person. Niche provides a standard set of individual reports. Reports can be customized or added for a particular customer installation.



XSLT Output Reports: XSLT reports are a special type of output report. From an end-user point of view, they behave like output reports for an individual record or a summary output report. However, unlike the pre-built output reports that come with the system, agency administrators can define and add or update XSLT reports at any time. The report definition is stored in the Niche RMS database, and it defines a set of data to be generated from the database, using existing system data. For users, reports based on XSLT templates appear listed with the other output reports options in the system

Niche provides a number of XSLT reports that can be used as-is, or modified for your own purposes (*e.g.*, printed receipts for property check-out, check-in and disposal; specialty person reports). This allows police agencies to develop and use their own XSLT reports – they can extract whatever current data they need from the database, formatted in any way necessary, and make the report available for authorized end-users.

Summary Output Reports: These reports are generated from the main Application Control window. They are used to generate summary and statistical data (*e.g.*, statistical reports) for an entire unit or department, rather than for a single record or set of records. Niche provides a standard set of summary reports, which can be customized or added to for your installation. All reports display configuration information such as the name of the person creating the report, the department or unit from which the report was generated, and the date and time of printing, and so on.



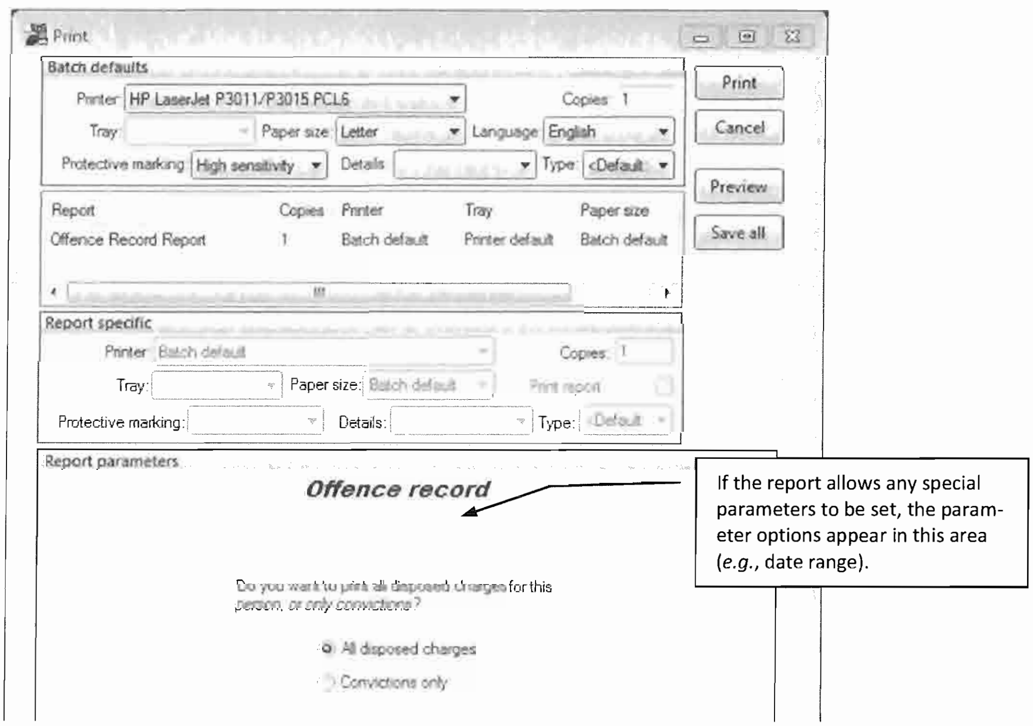
Mapping RMS Data: Niche RMS can be integrated with your chosen GIS/mapping software. The system can access external address validation sources, and also export RMS data to third-party mapping applications for display on a map (*e.g.*, ESRI ArcView). The application maintains location information suitable for mapping with all address information in the RMS. This coordinate data typically enters the RMS database via the CAD interface, or it is associated with the address as part of an address validation process.

What Reports are Available?

The available report options depend on what built-in reports have been configured for your installation, what custom reports have been added, and on the current user's login role. Some report options may only appear for users who are logged in with specific roles. Some records may not have any data entry reports available, and some users may not have access to all reports.

Report Printing Options

Niche RMS provides comprehensive print facilities such as: full print of a report, print lists, *etc.* The system can print both text and images, separately or combined (*i.e.*, both attached photos and text reports that include images). Niche RMS uses standard Microsoft printing, so printing works in the same way in Niche RMS as it does with other Microsoft applications such as Microsoft Word or Excel, *etc*. There is a Print options window that provides all of the standard Windows print options, in addition to some application-specific options such as Protective marking:



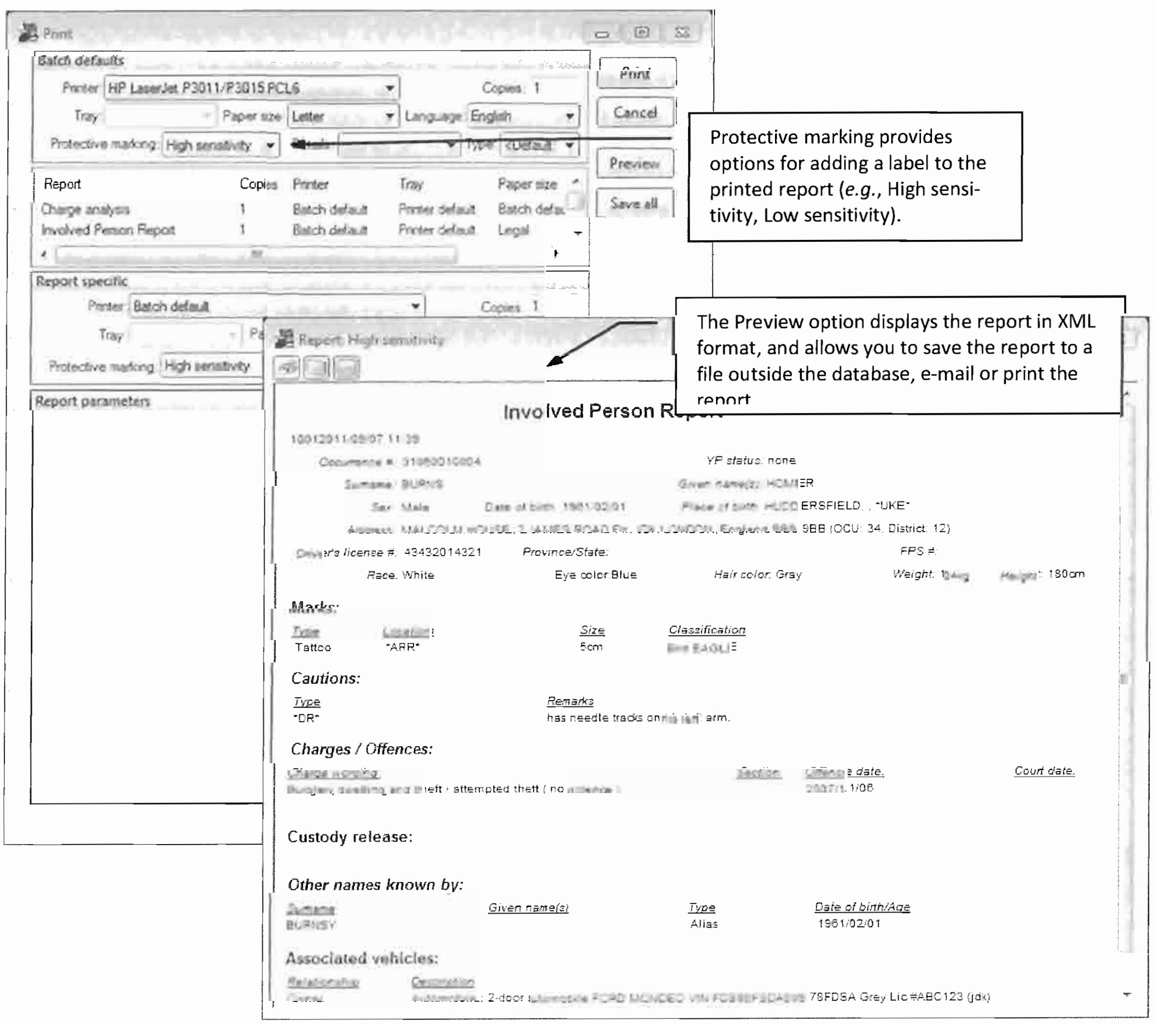
In addition, Niche RMS is integrated with most standard third-party office applications such as Microsoft Office, Excel, Adobe Acrobat, *etc*. If a user opens an incident-related report that is stored in one of these formats, it opens in an appropriate software package, such as Microsoft Word or Adobe Acrobat and the user can use the standard print and print preview functionality provided by the third-party software.

For selection of page ranges, if a user has opened an attached external document report that was created using a document template in Word or Excel, the user can use the standard options provided by the third-party application, including page ranges and numbers of copies. Text can be temporarily hidden or removed in these documents to prevent certain fields from being printed.

Niche RMS also has specific functionality that supports printing of batches of reports, each of which may have different print options. Niche RMS uses standard Microsoft printing technology and functions for both networked and locally connected printers. The Niche print dialogue includes options for print preview and for saving the report to a file. Background printing uses standard Windows print spooling.

Once a user has selected a report to print (output or data entry), the RMS displays a print options window, as shown below. The *Batch defaults* area allows users to set standard printer options. It also allows users to add or change any protective markings that have been configured for their installation.

From the Niche RMS print options window, users can specify certain pages to print within a particular report by clicking the **Preview** button – the Niche preview window provides right-click menu options that allow particular pages and page ranges to be specified. In addition, administrators can set up custom XSLT reports that allow users to select what data should be included in the report at the time of printing. Another option is to save a Niche report to a file. The user can then display or save the report in an XML format, so that it can be copied and pasted into different software for further manipulation.



Generating ad hoc Reports from Within Niche RMS

There are three options:

- Adding agency-defined external document reports
- Generating *ad hoc* output from Niche RMS detailed find searches
- Custom XSLT reports to produce output based on ad hoc parameters

Adding Agency-defined External Document Reports: As we have described previously, a police agency can create and format documents and reports in an external format such as HTML or Microsoft Word, and allow end-users to access them from a record within the RMS. This allows customers to continue to use any forms they may have already in use, in the formats required in their own jurisdictions.

Agency system administrators can set these document templates up to use fields that will be automatically filled with data from the RMS database. This is commonly done where there are official legal formats that must be used and filled in using RMS data.

System administrators define where the templates will appear as report options, and how the reports look and behave. Users can select an external document from the list of report options. Depending on how the external document has been defined, it will allow them to either generate a report based on existing system data, or open a data-entry report in HTML, Word, or another configured format. External document reports can be added and attached to Incident and other records either as generated reports such as letters, or specialized data entry reports such as warrants, charge sheets, permits, licenses, subpoenas, orders, form letters and so on. Data can be automatically filled into fields within the document, and the report can be saved, attached to a record in the RMS, and/or printed.

This feature also allows users to import and attach existing files in other formats, including bit-maps, audio/video files, TIFF files, and Excel and Word files.

Ad hoc Reporting with Searches & Queries: In addition to standard system output and data entry reports described in detail at the beginning of this section, users can generate *ad hoc* reports using the search results from a Niche RMS detailed find query.

Niche RMS provides search tools that allow both structured and un-structured searches. There are two types: a Fast find and a Detailed find. All Niche database search results are presented as clickable links to relevant records. For example, each result listed in an incident search provides a direct link to an Incident record. Each result listed in a person search provides a link to a Person record. Users can generate reports based on a set of search results.

For example, this can be used to generate a list of persons who meet a specific set of search criteria. The user can select one or more people from the list and generate an output report. A number of different types of output reports can be configured for direct use (*e.g.*, a Subject Profile report that provides names, photos, addresses and other identifying details, and criminal histories), or for export into other, third-party software. For more information on queries and searches, see page 323.

In relation to this requirement, Niche RMS queries and searches are often used for *ad hoc* reporting. Users can search for and report on the following record types:

- Incident/Field interview
- Business/Organization
- Property
- Person
- Address
- Vehicle/Watercraft/Aircraft

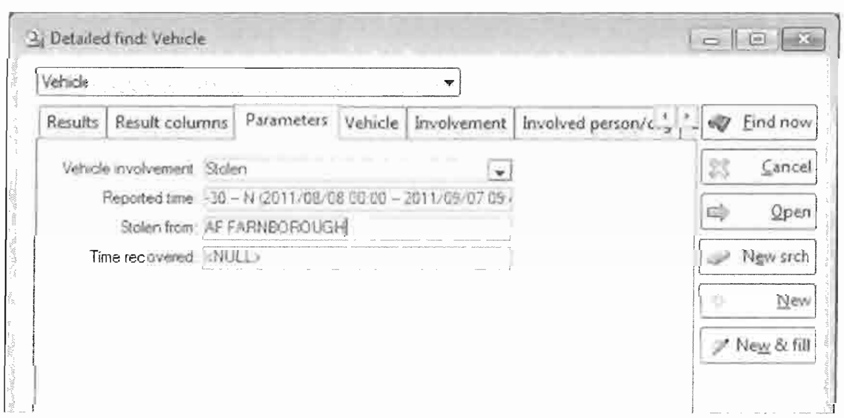
- Telephone
- Case file
- Tasks
- Officers/units

The results of these *ad hoc* searches are useful to both users and police management; they can also be exported to a file format suitable for import into a third-party analytical software package.

Saved custom searches: Using the standard user interface, users can set up and save searches for re-use. Individual users can set up and save their own searches. Administrative and other expert users can set up complex multi-field/multi-entity searches that can then be used repeatedly by users throughout the department. For general searches, most users will set up their own searches using the Detailed find windows, and they can save any detailed find search for re-use in the future.

Expert users and system administrators can create and save complex custom searches that would be time-consuming or difficult for regular users to set up. The resulting saved searches are easy for anyone to use: when end-users load a custom saved search, all of the relevant search fields for the custom search appear in a single *Parameters* tab, so that they can simply select the options they want and click the **Find now** button. This helps to prevent errors and omissions: after a search has been set up, tested and saved, no one needs to re-create it and risk missing any search criteria.

Once set up, a save custom search can be loaded and run by anyone who needs it, and it takes only seconds to complete. Saved searches can be set up to provide very specific information. For example, a user can set up a search for all vehicles reported stolen within the past 14 days from a particular neighborhood or district, and not recovered. The results can be set up to list the vehicle details (type, make, model, colors, license plate #), the Incident number, the date and time reported stolen, and the address it was stolen from. See below for an example of what the search window would look like to an end user. Note that the user can change some of the parameters to produce different related reports (*e.g.*, different time span, different neighborhood)



Intelligence analysis: Raw police data can be searched and accessed from the Niche RMS database in the same way as other information, *i.e.*, the application provides authorized users with a variety of tools that they can use to search for, display, and report on the information. Output reports can be defined to extract particular sets of data from the database in a format suitable for import into specialized reporting tools.

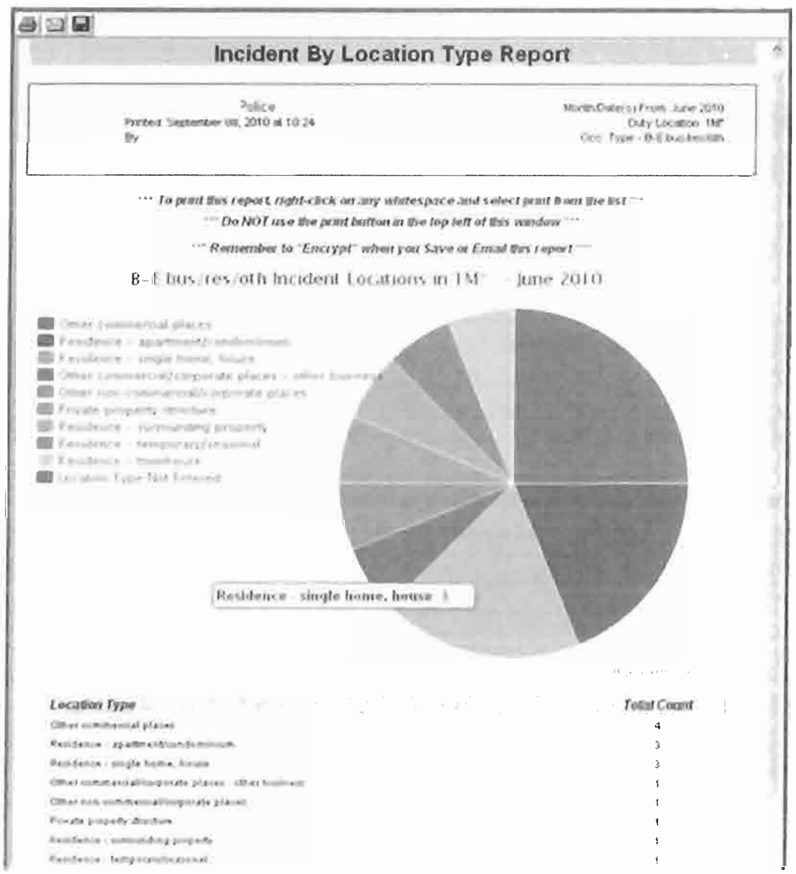
The combination of detailed find operations, custom saved searches and custom reports can be used to perform a substantial amount of day-to-day investigative analysis. For more complex analysis, including sophisticated visualization, trend analysis and other similar tasks, the rich content of the Niche RMS database can be efficiently used by third-party Business Intelligence and analysis and reporting tools. Niche assists third-party developers who want to create data extracts and analysis queries to properly understand the Niche RMS database.

Custom Output Reports (XSLT): XSLT reports behave like output reports for an individual record or a summary output report. However they are defined within the system as XSLT templates. The XSLT template defines a set of data to be generated from the database, using existing system data. XSLT template reports appear listed in the same print dialog as the output reports for a particular record.

Niche provides a standard set of XSLT reports that can be used as-is, or modified for your own purposes (*e.g.*, printed receipts for property check-out, check-in and disposal; specialty person reports). This feature is important because customer system administrators can create and add their own XSLT reports to the system.

From an end-user point of view, these custom XSLT reports behave exactly like the standard, built-in output reports. However, unlike the pre-built output reports that come with the system, XSLT reports can be defined and added or updated at any time by customer system administrators. The report definition is stored in the Niche RMS database, and it defines a set of data to be generated from the database, using existing system data.

This allows customer agencies to extract whatever data they need from the database, formatted in any way necessary, and make the report available as a standard option for end-users. The following screen shot shows a customer created XSLT report sample (note the on-screen instructions provided). This report is interactive – it allows users to filter/sort/search/click on hyperlinks, and so on.



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.

Niche Technology comment
This section read and understood. We believe our solution can meet all of your concerns.

Requirements

	MANDATORY REQUIREMENT
RS 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.
Niche RMS fully supports this. Niche RMS can be integrated with the GIS/mapping software of your choice – where possible we use the same GIS/mapping software as the existing customer CAD application. For details of Niche's address geo-code and verification functionality, please see the Address entity record section on page 215.	
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				

Niche RMS fully supports this. For details of Niche's address geo-code and verification functionality, please see the Address entity record section on page 215.

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 denotating latitude and longitude coordinates.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:	X				

Niche RMS fully supports this. Addresses that have not been verified against the NSP's address source are clearly marked as non-standard. Niche address records include latitude and longitude data. For details of Niche's address geo-code and verification functionality, please see the Address entity record section on page 215.

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:				X	

Niche RMS can be integrated with the GIS/mapping software of your choice – where possible we use the same GIS/mapping software as the existing customer CAD application. Niche RMS can access external address validation sources or load map data into the internal address validation engine. Niche RMS can also export RMS data to third-party mapping applications for display on a map. The application maintains address location information suitable for mapping. This coordinate data typically enters the RMS database via CAD interface, or it is associated with the address as part of an address validation. For details of Niche's address geo-code and verification functionality, please see the Address entity record section on page 215.

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 therefor NSP expects the RMS system to allow for integration of a 3rd 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

Niche Technology comment
This section read and understood. We believe our solution can meet all of your concerns.

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 3rd Party**	**Not Available**

Indicate status:	X				

Development of interfaces to local systems is a standard part of every implementation project, and Niche has extensive experience in developing and assisting with the development of these types of interfaces. We have provided a detailed explanation of our interfacing capabilities below on page 359.

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 3rd Party	Not Available
Indicate status:	X				

Niche RMS includes a Niche-supplied API for making RMS data available to other systems and applications. We have provided a detailed explanation of our interfacing capabilities below on page 359.

INT-3. The RMS should support a Web Service interface to send and receive data.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS includes a Niche-supplied Web Service client. We have provided a detailed explanation of our interfacing capabilities below on page 359.

INT-4. The RMS should support SSL encryption as part of a Web Service Interface (128-AES or better, CJIS compliant cipher).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS complies with this. We have provided a detailed explanation of our interfacing capabilities below on page 359.

INT-5. When any general errors are encountered as part of the interface, the RMS system should log them and notify the system administrator.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:			X		

Notification of errors is dependent on the type of interface. We have provided a detailed explanation of our interfacing capabilities below on page 359.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports event driven interfaces both for sending and receiving data to/from external systems. Receiving interfaces (inbound to the RMS) can use any of the interface methods available in Niche RMS (e.g. Web service, API or data import interface). If the import process involves a manual validation *and/or masterfiling step, the data import interface is recommended. This interface is a generalization of the CAD interface and allows users to perform a semi-automatic import (no rekeying) of data from other systems while maintaining the data integrity of the Niche RMS database.*

There are also a number of choices for developing outgoing event-driven interfaces. The most common approach is to start with the RMS Publish interface. This incorporates the necessary database triggering and tracking mechanisms to trigger data export on events (typically data changes), track what has been sent, handle failures and retries, handle incremental updates and generate updates based on the progress of time (e.g. a non-disclosure date is reached and certain published data has to be deleted from the remote system) or configuration changes (e.g. legal changes that affect what is supposed to be published).

Note that while these existing mechanisms greatly simplify the development of event-driven interfaces, there is still substantial work to be done for each specific interface. If there are a large number of interfaces to be developed, it may be more efficient to develop one pair of RMS interfaces (ingoing and outgoing) to an enterprise service bus and use that to connect to the remote systems.

Existing CAD Interface

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

The Niche RMS CAD interface can be configured to import data from a variety of sources. A single installation can support one or more CAD systems (from the same or different vendors), a citizen reporting system (e.g., Coplogic's DORS), a third-party field reporting or ticketing system or any other external system that can supply XML files containing the data to be imported into Niche RMS.

If the system produces data in a format other than XML, it is relatively easy to add a small shim interface to translate its output into XML. Each CAD (or other system) requires configuration of the import process to deal with the XML that it is producing.

This process has been used with many commercial CAD systems, including Intergraph and Motorola. We have provided a detailed explanation of our interfacing capabilities below on page 359.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS fully complies with this requirement. The RMS and CAD will use the same address source. We have provided a detailed explanation of our interfacing capabilities below on page 359. Also see our address verification material provided with our Address master index description on page 215.

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	Expected Date	Custom	Supplied by 3rd	Not Available

	Capability	of Future Release	Development	Party	
Indicate status:	X				

The CAD interface validates information from the CAD as part of the loading process. Most CAD data is imported and a task created for a user to verify and/or correct any deficiencies and complete the master filing step. If CAD data contains errors that make it impossible to import, the incoming data file is moved to an error folder and appropriate notifications are sent.

Also see our Niche RMS Integration with CAD Systems *section on page 244.*

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 3rd Party	Not Available
Indicate status:	X				

The Niche RMS CAD interface can accept active CAD incidents. A typical configuration exports the data from CAD every five or ten minutes while the CAD incident remains open (usually after a reporting officer has been identified) and again when the incident closes. A transfer triggered by a command to the CAD (by a user) will also work. There is normally no way to trigger a transfer from the RMS side because this would require the CAD to support a remotely initiated trigger command. Normally automatic transfer every five or ten minutes works instead.

Also see our Niche RMS Integration with CAD Systems *section on page 244.*

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 3rd Party	Not Available
Indicate status:				X	

Query of the RMS from the CAD is a function of the CAD and must be supplied by the CAD vendor. Niche supplies the RMS features required for this integration in the form of a Web service or an API that can be used to develop the required interface.

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 3rd Party	Not Available
Indicate status:	X				

Niche RMS has been interfaced with the following CAD products:

- *Intergraph*
- *Motorola*
- *A number of proprietary ("home grown") systems*

Our system includes a CAD interface that can be configured for essentially any CAD. Most Niche RMS installations import data from CAD. The CAD (or multiple CADs) export their data as XML files. The RMS CAD import process is configured to transform the CAD XML into XML required by the RMS. Each ven-

dor's CAD, and each configuration of CAD in different police agencies, will typically require a different transformation based on the way the CAD works and how it is configured and used by the police agency. Multiple CADs with different configurations from different vendors can be handled simultaneously by a single RMS CAD interface. Niche performs this configuration work.

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 3rd Party	Not Available
Indicate status:				X	

Niche does not provide a CAD. Various third-party CAD systems have been interfaces to the RMS bi-directionally (i.e. CAD data is transferred to RMS, CAD users can query RMS through CAD).

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 3rd Party	Not Available
Indicate status:	X				

Our system includes a CAD interface that can be configured for essentially any CAD. Most Niche RMS installations import data from CAD. The CAD (or multiple CADs) export their data as XML files. The RMS CAD import process is configured to transform the CAD XML into XML required by the RMS. Each vendor's CAD, and each configuration of CAD in different police agencies, will typically require a different transformation based on the way the CAD works and how it is configured and used by the police agency. Multiple CADs with different configurations from different vendors can be handled simultaneously by a single RMS CAD interface. Niche performs this configuration work.

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 3rd Party	Not Available
Indicate status:				X	

Interface to mobile CAD is part of the CAD system. CAD vendors have used Niche RMS APIs to build interfaces that allow mobile CAD users to query Niche RMS.

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 3rd Party	Not Available
Indicate status:					

This is standard functionality in Niche RMS. CAD data is automatically imported into Niche RMS and used to generate appropriate incident records and tasks. The initial report and other details of the incident can be imported with no re-typing. *For more information, please see* Niche RMS Integration with CAD Systems *on page 244.*

e-Citation Interface

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 3rd Party**	**Not Available**
Indicate status:	X				

The Niche RMS data import interface can be used to import e-Citation data. Some custom development and configuration is required to support each specific e-Citation system.

Note that Niche RMS provides an integrated e-citation data entry form for use by officers in issuing e-citations. Officers can generate an e-citation using a data-entry form on the Niche RMS mobile application, enter citation data directly into the system and issue a printed citation, all as part of the same process. The data is automatically included in the main RMS database and can be viewed and opened by other authorized users.

e-Crash Interface

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 3rd Party**	**Not Available**
Indicate status:	X				

The Niche RMS data import interface can be used to import e-Crash data. Some custom development and configuration is required to support each specific e- Crash system.

Note that traffic collision reporting can be handled using the Niche RMS mobile application. Niche provides a traffic collision data entry form for use by officers. The data is included as an incident record in the main RMS database and can be viewed and opened for follow-up by other authorized users.

The Niche RMS Traffic collision data entry form is configured to prompt officers to record accident-specific details such as road conditions, weather conditions, locations, movement, victim details (deceased/injured) and vehicles. They can also generate traffic- and motor-vehicle-related reports. This form would be configured to match State of Nebraska standards as part of the implementation project.

RMS Incident Publish Interface

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 3rd Party**	**Not Available**
Indicate status:	X				

Niche RMS provides a triggered publish interface. This interface contains the necessary features to trigger on data changes, track what has been published, generate incremental publish transactions, handle failures and retries and publish (or unpublish) based on progression of time (e.g. data with non-disclosure dates) or changes in configuration.

Note that custom development and/or configuration is required to meet the needs of a particular publishing process.

RMS Switch Interface

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:

1. CIC
2. NDEX
3. LINX
4. Systems to be determined

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 3rd Party	Not Available
Indicate status:	X				

The Niche RMS client plug-in mechanism can be used to query external systems by sending the user's search criteria to the plug-in. The plug-in can then access the RMS or one or more external systems either through the client to RMS server session of by connecting directly to the external system.

Note that custom development will be required for each specific interface (if there isn't already an interface to the system in question).

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 3rd Party	Not Available
Indicate status:	X				

Niche Technology is supporting equivalent functionality in other jurisdictions, for example CPIC in Canada, PNC in the UK, and a number of similar systems in Australia. We can develop the necessary interface with the State Message Switch as part of the implementation project.

INT-22. The RMS should support data sharing via NDEx IEPDs.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche Technology has web services and the ability to publish, and we are willing to export data in NDEx format if someone requests it.

INT-23. The RMS should support data sharing via the Justice XML standards.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche Technology has web services and the ability to publish, and we can support the Justice XML standards as required.

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 3rd Party	Not Available
Indicate status:			X		

Niche RMS contains the necessary facilities to integrate with Filebound, but a custom interface will have to be developed to meet the specific needs of this project. For information on our interfacing capabilities and our approach to interface development, see below on page 359.

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 3rd Party	Not Available
Indicate status:			X		

Niche provides support for customer or third-party interface developers at no additional cost during the implementation project and afterwards as part of the standard maintenance agreement. For information on our interfacing capabilities and our approach to interface development, see below on page 359.

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 Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:			X		

This interface will have to be developed. For information on our interfacing capabilities and our approach to interface development, see below on page 359.

ESRI

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS fully complies with this requirement. Niche RMS can be integrated with your chosen GIS/mapping software. The system can access external address validation sources, and also export RMS *data to third-party mapping applications for display on a map (e.g., ESRI ArcView). The application maintains location information suitable for mapping with all address information in the RMS. This coordinate data typically enters the RMS database via the CAD interface, or it is associated with the address as part of an address validation process.*

Niche's Approach to Interface Development

Development of interfaces to local systems is a standard part of every implementation project, and Niche has extensive experience in developing and assisting with the development of these types of interfaces. Many interfaces in Niche RMS installations are implemented by configuring, enhancing or modifying existing interfaces. Some of the more common ones are described below:

- **CAD import**: Most Niche RMS installations import data from CAD. The CAD (or multiple CADs) export their data as XML files. The RMS CAD import process is configured to transform the CAD XML into XML required by the RMS. Each vendor's CAD, and each configuration of CAD in different police agencies, will typically require a different transformation based on the way the CAD works and how it is configured and used by the police agency. Multiple CADs with different configurations from different vendors can be handled simultaneously by a single RMS CAD interface. Niche performs this configuration work.
- **Coplogic and other offline capture processes**: All data captured by third-party applications that do not have access to RMS data directly (offline capture) is imported using the Niche data import process. This is actually part of the CAD interface and works in much the same way. The data to be imported is provided by the third-party system as an XML file and is transformed by the import process. Niche RMS provides a special user interface to verify, masterfile and import this data. Niche performs the configuration work.
- **LiveScan**: Niche RMS supports the generation of NIST fingerprint files (without the fingerprints) to transfer demographic, descriptive and charge information to LiveScan to avoid rekeying the information when capturing fingerprints. Some configuration may be required to generate the required NIST file based on how the RMS is configured, *etc.* Niche performs this work.
- **HR import**: Niche has a base HR interface that has been adapted by Niche and by customers to import data from an HR system and update the Niche employee and organizational structure information. Source code is available to customers wishing to undertake the customization of this interface.
- **UCR and NIBRS**: these interfaces are provided by Niche.
- **Web service**: Niche provides a Web service that can be used to query Niche RMS from external systems or, if additional methods are added, to update Niche RMS data. The Web service is a good approach to integration with an ESB.
- **Data publish interface**: Niche has a robust process (and base code) for detecting changes in RMS data and publishing the changes to one or more external systems. This is a good basis for any data publishing process, whether through the ESB or directly to an external system.

Interface Development in Niche RMS

When a standard set of interfaces does not meet the requirements of a project, we offer several options. Interfaces can be developed by Niche, by the customer, by third-party vendors or by consultants.

Niche provides consultancy services and support at no additional charge to assist customers and third-party developers working with customers with interface development. Niche will also enhance existing Niche RMS interface APIs as required to assist with this interface development. When necessary, Niche can develop custom interfaces for customers.

When Niche develops an interface to a third-party system, there will be additional costs involved, depending on the interface. It will also be necessary for the owner or developer of that system to provide a documented API, data exchange format, *etc.*

Interface Development Options. Niche RMS has a highly functional and flexible interfacing capability. Interfaces can perform any action that a desktop user can. Specifically, interfaces can be in any of these forms:

1. **A Web service client** that accesses Niche RMS through the Niche-supplied Web service. The Web service provides a set of commonly used methods that are suitable for most interfaces (particularly for queries of RMS data). The Web service is easily extensible by Niche, by the customer or by third-party developers to provide any additional services required.
2. **A Niche-supplied API** can be used to access the NDS application servers over a TCP/IP connection. This approach provides maximum flexibility and performance but results in more coupling between the interface and Niche RMS. Niche, customers and third parties have used this approach to build interfaces. API bindings for C/C++ and .NET are available.
3. **Client plug-ins** that interact locally with the desktop client application and have full access to Niche RMS facilities as well. Some customers have used client plug-in functionality to build interfaces that provide interactive simultaneous access to Niche RMS and other systems, include legacy systems as part of migration. The plug-ins are written in .NET.
4. **Direct backend database access** is used for some statistical reporting processes, ETL processes and other bulk data extracts. This access is always read-only and normally through database views that have been configured to provide some security (e.g. excluding data filtered out by ACLs). In larger installations, complex queries, ETL processes and bulk extracts are normally run against a replicated reporting database to avoid impacting interactive users.

Niche Interface Development Toolkit. Niche Technology has extensive experience working with customers and third parties to support them in developing interfaces to Niche RMS. Web presentations and telephone and e-mail support are used to educate interface developers and support them during development. Niche also provides an Internet-accessible test environment for the use of third-party developers who would not otherwise have access to a functioning Niche RMS system for testing.

Niche's interface toolkit provides the necessary DLLs, documentation and sample programs (in source code form) to build interfaces to both the application layer (NDS) and the client in any Windows language (using the "extern C" calling sequence) or in any .NET language (.NET-specific APIs). APIs to access the Niche metadata (data model) are also provided.

The Web service (described above) is also included in the toolkit.

Whenever the interfacing facilities are extended or there are customer or third-party questions regarding interfacing, the interface toolkit is extended so that the new features and enhanced documentation is available to all interface developers.

Interfaces Developed by Niche Technology. Niche has extensive experience developing interfaces to other systems and a rich toolkit of interface building blocks and technologies. To build an interface, Niche requires the following:

- A thorough interface specification, including any API calls, data formats, schemas, *etc.*
- Contact with technical personnel who understand the interface requirements.
- Access to a test system that can be accessed remotely from the Niche development office.
- Customer personnel to verify and test the interface to ensure that it conforms to customer requirements.

Niche charges separately for each interface our developers are required to build. Niche will only build the RMS side of any interface. We will only access other systems through supported, documented methods, APIs, Web services, *etc.*

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

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

Requirements

ASR-1. The RMS should support basic crime analysis, to address needs such as:

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.
2. Manual categorization or adjustment of automatically categorized incidents to improve accuracy of reporting or report on things that can't be automatically categorized?
3. Reporting on categorized statistics based on time and location parameters to support simple metric calculation and trend analysis.
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.
5. Other GIS or location-related analysis features.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports all of these requirements. For details, please see Analytical Support in Niche RMS *on page 364.*

ASR-2. The RMS should support the ability to aggregate data on the various indicators, such as:

1. Current period vs. previous period
2. Current period vs. historical average
3. Percentage of total crimes for period by:
   a. Troop areas
   b. Sergeant areas
   c. Counties
   d. Teams/shifts
4. Percentage change from prior periods (i.e., trend)

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:				X	

Niche RMS can supply the data but comparisons and other analytics must be done by exporting the data to 3rd party tools. For details, please see Analytical Support in Niche RMS *on page 364.*

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:				X	

Broadcasts and alerts to officers in the field should be performed through the CAD.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports this functionality using standard searches and queries. For more information, see Searches in Niche RMS *on page 323, and* Generating ad hoc Reports from Within Niche RMS *on page 345.*

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

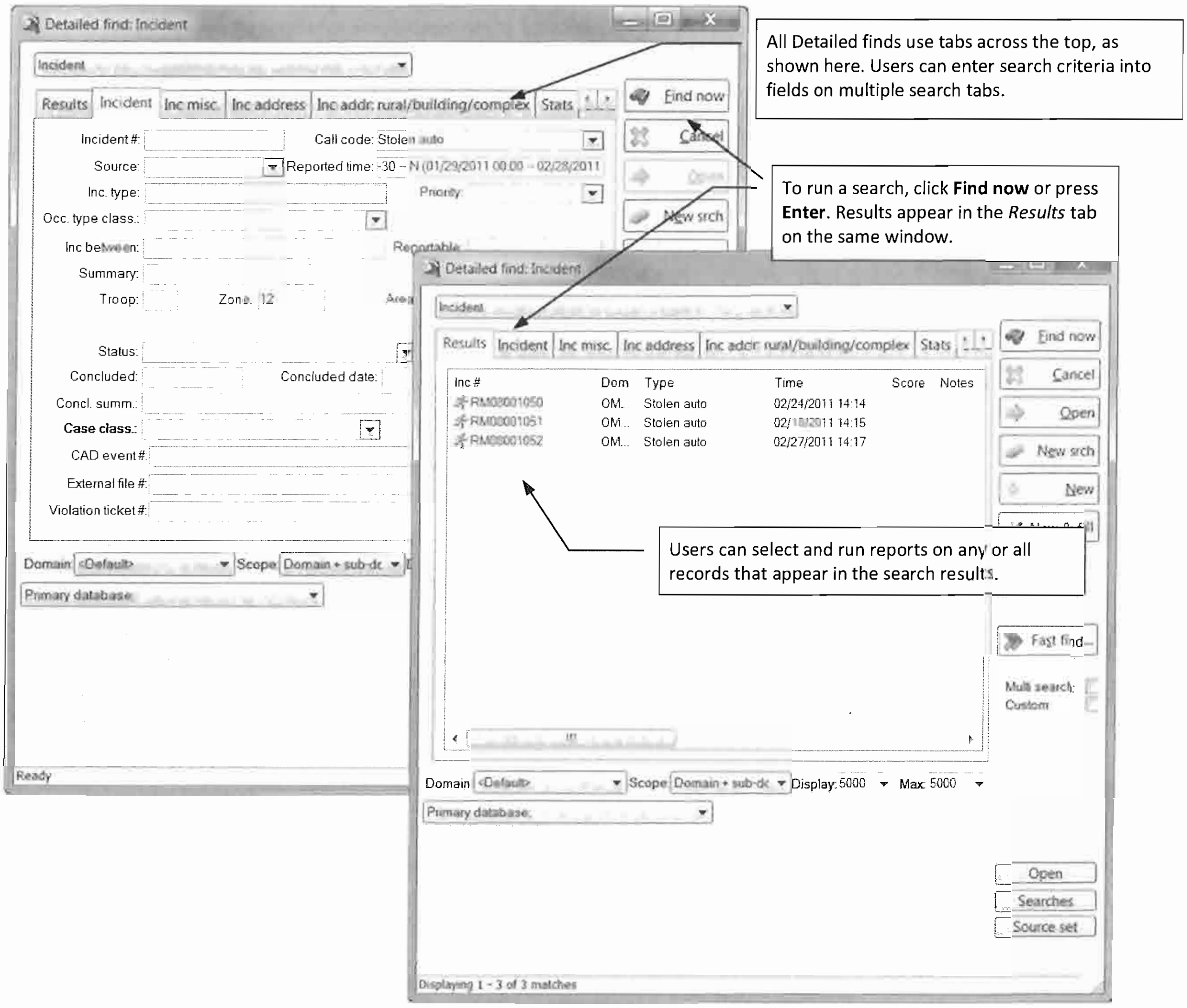
Niche RMS supports this functionality using standard searches, queries and reporting functionality. For more information, see Searches in Niche RMS *on page 323, and* Reports in Niche RMS *on page 331. Note that for any graphs or charts required, the Niche data would need to be exported to 3rd party products for production of these graphs and charts.*

Analytical Support in Niche RMS

Analytical Support (Crime Analysis): Niche RMS includes a number of built-in features useful for crime analysis and analytical support in general. In addition to Niche's built-in features, data can be exported into other file formats for use with third-party analytical tools.

Assembling sets of data for crime analysis. Niche RMS provides a set of easy-to-use search tools for assembling the data required for crime analysis. This functionality allows users to locate the records they want to report on and generate *ad hoc* reports based on the search results.

See below for an example of a detailed find window used for incident searches. These windows allow users to search for a particular set of records by selecting structured data in multiple fields across multiple entities. There is a separate detailed find window for each record type in the system – however, all detailed finds work in the same way. Each provides a set of search fields suitable for assembling data for a specific type of record.



Filtering and sorting search results. Database information is filtered in advance, as users select which fields to use for search criteria. Note that search criteria are retained in the search tabs. If necessary, once a user has seen the search results, they can go back, change the search criteria to broaden or narrow the search, and re-run the search. Users can click any column heading to sort the search results according to the data in that column.

Detailed finds are useful for generating a list of records (incidents or persons for example) that meet a specific set of search criteria. This can be directly useful with no further processing – for example a user can run a search to assemble a set of records that match a given set of search criteria such as "Vehicle theft incidents in the past 30 days in District 5."

- Users can open one or more records from a set of search results to view the data for those records and follow links to related reports and other information.
- Users can print and export the set of search results for use in MS Excel or other tools.
- Users can export search results (with linked reports and other data) to external reporting tools.

The user can select one or more results from the list and generate an output report. A number of different types of output reports can be configured for direct use (*e.g.*, a Subject Profile report that provides names, photos, addresses and other identifying details, and criminal histories). Search results can also be exported to a file format suitable for import into a third-party analytical software package.

Saved custom searches. Searches can be saved for re-use. For general searches, most users will set up their own searches using the detailed find windows, and they can save any detailed find search for re-use in the future. Expert users and system administrators can create and save complex multi-field/multi-entity custom searches that would be time-consuming or difficult for regular users to set up. The resulting saved searches are easy for anyone to use. Once set up, a save search can be loaded and run by anyone who needs it, and it takes only seconds to complete.

Analytical support using third-party tools. In additional to standard options for viewing and printing search results, search results can be exported into other file formats, for example for use with third-party analytical tools to generate charts and graphs from the assembled data.

Niche RMS provides an integrated database that spans operational police data management. The database simultaneously supports operational activities, including the management of major police work processes, and serves as a data repository that is used to support analysis, investigative and statistical processes. In many cases, data that is entered as part of an operational process (*e.g.*, crime management) becomes part of a police agency's integrated information repository held in the Niche RMS database without any additional user effort.

The Niche RMS database is a standard relational database that can be accessed by many business intelligence (BI) and crime analysis tools. Niche is compatible with all modern business intelligence products. Our existing customers are using a wide range of third-party tools to provide analytical and reporting outputs from RMS data: these include the i2, Watson, Business Objects and Cognos tools. Niche provides a standard interface toolkit that customers use to connect to these third-party tools.

In order to prevent the load created by BI/intelligence queries or ETL processes from affecting interactive performance, the installation can be set up to replicate data from the live RMS database to a Reporting Server. The BI and analysis tools should access the replicated copy of the RMS data on the Niche RMS reporting server.

Configurable reports (XSLT reports). Niche RMS allows output reports to be defined and added to the system as required. The report definitions, which consist mainly of XSLT transformations, can be created by Niche or by customers and added to the system at any time. XSLT reports can be configured to generate a variety of output formats, but they normally produce HTML, which is displayed to the user in a Web browser window for viewing or printing. The HTML can include hyperlinks that navigate back to data in the system, making these reports interactive.

Niche provides a number of XSLT reports that can be used as-is, or modified for your own purposes (*e.g.*, printed receipts for property check-out, check-in and disposal; specialty person reports). The following screen shot shows a customer created XSLT report sample (note the on-screen instructions provided). This report is interactive – it allows users to filter/sort/search/click on hyperlinks, and so on.

Incident By Location Type Report

Police
Printed: September 08, 2010 at 10:24
By:

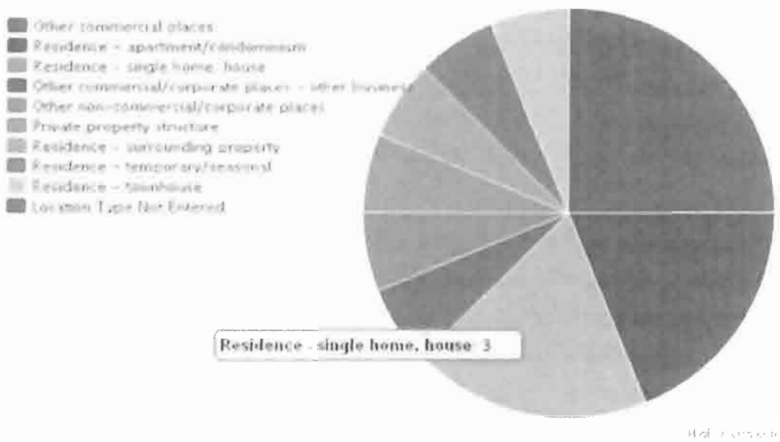
Month/Date(s) From: June 2010
Duty Location: 1M*
Occ. Type - B-E bus/res/oth

**** To print this report, right-click on any whitespace and select print from the list ****

**** Do NOT use the print button in the top left of this window ****

**** Remember to "Encrypt" when you Save or Email this report ****

B-E bus/res/oth Incident Locations in 1M* -- June 2010



Location Type	Total Count
Other commercial places	4
Residence - apartment/condominium	3
Residence - single home, house	3
Other commercial/corporate places - other business	1
Other non-commercial/corporate places	1
Private property structure	1
Residence - surrounding property	1
Residence - temporary/seasonal	1
Residence - townhouse	1
Location Type Not Entered	0

Hide Occurrence List

June 2010

Search:

Occurrence	Type	Date
OP10158728	Other commercial places	2010/06/01 09:04
OP10164220	Other commercial places	2010/06/08 07:49

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.

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Internal Affairs investigations function just as normal investigations, but the records for the investigation are generally secured using domain-based security, role-based security and access control lists. This allows a very fine degree of control over access to any and all data related to the Internal Affairs investigation. It also has the benefit of removing the need to maintain separate information systems. Data related to Internal Affairs investigations can be securely maintained within the same system as other police RMS data.

For details on Niche RMS security, please see page 175.

IA-2. Workflow & abilities: The IA module should have the following abilities/characteristics:

1. A set of common fields for all IA incidents, as well as fields specific for each allegation type.
2. Customizable templates should be available for producing letters, reports and notifications regarding incidents and cases.

3. To provide links to the NSP Standard Operating Procedures and Policies, to enhance workflow.
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.
5. A method to prevent multiple entries for a single event.
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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Internal Affairs investigations function just as normal investigations, but the records for the investigation are generally secured using domain-based security, role-based security and access control lists. This allows a very fine degree of control over access to any and all data related to the Internal Affairs investigation. It also has the benefit or removing the need to maintain separate information systems. Data related to Internal Affairs investigations can be securely maintained within the same system as other police RMS data.

Because IA functionality is the same as the rest of the RMS, all facilities for templates, documents, workflow, etc. can be used by IA.

For details on Niche RMS security, please see page 175.

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:

1. Case number
2. Name
3. Case status
4. Investigator
5. Disposition
6. Time Frame
7. Allegation Type
8. Discipline Action Type
9. Incident Type
10. Complaint Type

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Niche RMS supports these types of reports using our standard reporting functionality. For more information, see Reports in Niche RMS *on page 331.*

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.

Niche Technology comment

Niche is proposing an alternative implementation project methodology.

Niche has developed a standard Niche RMS implementation project methodology for configuring and delivering our Commercial off-the-shelf (COTS) RMS to customers. This approach is based on the lessons we have learned during the successful implementation of approximately 25 projects with a combined sworn officer strength of more than 65,000 in Canada, the U.K. and Australia over the past 8 years. We have never had a project fail.

COTS software projects differ from custom software development projects in ways that significantly affect the development and implementation process. The COTS process is not as complicated as designing a completely new system, but neither is it as easy as simply buying a product, plugging it in and flipping a switch. In custom software development, none of the software exists at the start of the project. A lot of time and effort goes into analyzing requirements and discussing what to develop, how to develop it and what business processes must change as a result. All functionality must be planned, developed, tested and implemented.

With a COTS product like Niche RMS, the majority of this work has already been done and the application is already in production. Most of the software already exists at the start of the project. A project methodology is required, but the methodologies commonly used for custom software development are not the most efficient or effective for a COTS software configuration and deployment project.

Changing the standard Niche RMS implementation project methodology to the model that Nebraska is requesting would add needless risk and complexity. As an alternative, we are requesting that we be permitted to propose the proven Niche RMS implementation project methodology to Nebraska.

The approach to division of roles between Niche and the customer is straightforward. Here is a summary of Niche's and customer's core roles:

1. Niche: deliver end-to-end functional and technical knowledge transfer of Niche RMS to the customer. This is an ongoing process over the lifetime of the project.
2. Customer: set up hardware/software for test, training and production Niche RMS environments.
3. Customer: perform business process analysis and Niche RMS business fit/gap analysis. Niche supports this process by providing system knowledge and experience from other projects.
4. Customer/Niche: perform functional configuration of Niche RMS system. The customer provides the business knowledge and Niche provides the Niche RMS system knowledge.
5. Customer/Niche: specification of COTS product enhancements required to meet the customer's business needs. The customer provides the business knowledge and Niche provides the Niche RMS system knowledge.
6. Niche: configuration/enhancement of Niche RMS application to incorporate changes defined through (4), (5).

7. Niche/Customer: perform data conversion. Typically the customer would provide an extract of the data and would work with Niche to develop a detailed mapping for where the data should go in the Niche RMS data model. Niche would create the conversion scripts and the customer would be involved in testing of the conversion.
8. Niche: interface development. The customer provides access to the systems on the other side of the interfaces for development and testing.
9. Customer/Niche: interface testing.
10. Niche: Testing of the customer's Niche RMS configuration and application enhancement changes
11. Customer: Testing of overall Niche RMS operation, including business-level testing against SPVM business processes.
12. Customer/Niche: planning for go-live, cutover strategy.
13. Customer: Training material development. Niche provides base/sample material.
14. Niche: Train-the-trainer training
15. Customer: End-user training

Although our project approach transfers some significant project roles to the customer, it will result in a lower cost, lower risk and better outcome. Our approach to implementation allows Niche to focus on its core function: the delivery of its COTS RMS product, configured and enhanced for the project, and Niche RMS knowledge transfer to the customer. It allows the customer to focus on implementation tasks for which they have existing expertise because of their understanding of their internal business processes and technical environment.

The net effect on the number and type of customer project personnel required to use the Niche project methodology is not large. We have had large police agencies implement Niche RMS with as few 15 project team members (peak number of full-time members, West Yorkshire Police with 5,600 officers).

The reason our approach is more cost efficient and effective is that the amount of knowledge transfer required to give the customer a very strong understanding of Niche RMS is far, far smaller than the knowledge transfer that would be required to allow Niche to fully understand SPVM business processes. Also, it is crucial that the customer has a very strong functional and technical understanding of Niche RMS at the end of the project anyway, and our process naturally achieves this critical objective over the course of the project.

We understand that the objective behind the customer's project approach is to ensure a successful implementation of a new RMS system. Nebraska's approach is to give the RMS vendor control over substantial parts of the project, because the RMS vendor is the expert with its own system and therefore the one that can assure that the project goes well. In proposing an alternate project methodology we've taken this idea one step further: Niche is also the expert in defining the project roles and responsibilities that will ensure a successful Niche RMS implementation because we have done it approximately 25 times.

For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93.

Niche Technology would like to discuss this area in more detail to ensure that areas of responsibility are well understood by both project teams.

Requirements

	MANDATORY REQUIREMENTS
______ Accept & Initial	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.
Niche Technology is proposing an alternative implementation project methodology. Please see our comments above, and also see the details of our Training section, below.	
RS ______ Accept & Initial	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.
Please see the details of our Training section, below.	
RS ______ Accept & Initial	IMP-3. The contractor SHALL provide a Project Work Plan schedule with milestones, task responsibilities, and time frames for: **1.** system development and/or customization **2.** installation **3.** data migration **4.** testing **5.** training **6.** full system cut-over 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.
This is part of Niche's standard project methodology. Please see the detailed information provided in our Project Methodology overview on page 93.	
RS ______ Accept & Initial	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. **1.** It SHALL include a Project Schedule providing a time phased representation of predicted tasks, milestones, dependencies, resource requirements, task

	duration and deadlines. **2.** The Plan SHALL also include a Project Status Report that helps to plan, coordinate, and track specific tasks in a project. Please summarize bidder's approach and experience in developing a realistic Project Scope Management Plan as described.
This is part of Niche's standard project methodology. Please see the detailed information provided in our Project Methodology overview on page 93.	
RS ______ Accept & Initial	IMP-5. The contractor SHALL provide sufficient staffing from project kickoff through final acceptance. NSP SHALL be provided with a list of all contractor 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.
This is part of Niche's standard project methodology. Please see the detailed information provided in our Project Methodology overview on page 93.	
RS ______ 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.
This is part of Niche's standard project methodology. Please see the detailed information provided in our Project Methodology overview on page 93.	
______ 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.
Niche Technology is proposing an alternative. *Niche Technology has a sample production move/cutover plan that can be used as a starting point for the agency's actual production move/cutover plan. Niche does not take ownership of the plan. The plan is the agency's responsibility with consultation from Niche.* *For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section provided on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects. Niche Technology would like to discuss this area in more detail to ensure that testing and areas of responsibility are well understood by both project teams.*	

RS ______ 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.

Customers can use any backup tool that works with Microsoft SQL Server. All backup is performed through facilities provided by SQL Server and enterprise backup solution SQL Server agents. Depending on storage hardware (e.g., SAN), backups can be made in a variety of ways, typically at times of low system use. SQL Server allows partial and incremental database backups to be performed if a full database backup does not fit into the backup window. Note that the backup window is not an outage – the system remains in operation – but the load introduced by the backup process will result in a decrease in system performance.

Please see the detailed information provided in our Project Methodology overview on page 93 and our Technical overview provided on page 154.

	Testing
______ 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. **1.** Functional Testing a. Form Input and Validation Testing b. Report Testing c. Work Flow Testing **2.** Integration Testing **3.** Security Testing **4.** User Acceptance Testing **5.** System Acceptance Testing **6.** Regression Testing **7.** Final Acceptance Testing Please describe the plan to meet this requirement.

Niche Technology is proposing an alternative.

For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section - Niche Technology – Sample Acceptance Procedures starting on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects. Niche Technology would like to discuss this area in more detail to ensure that testing and areas of responsibility are well understood by both project teams.

______ 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.

Niche Technology is proposing an alternative.

For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section - Niche Technology – Sample Acceptance Procedures starting on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects. Niche Technology would like to discuss this area in more detail to ensure that testing and areas of responsibility are well understood by both project teams.

RS 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.

For a complete and detailed overview of our standard Niche RMS implementation project methodology, please see our Project Methodology section - Niche Technology – Sample Acceptance Procedures starting on page 93. We have used this methodology in the successful implementation of more than 25 police RMS projects. Niche Technology would like to discuss this area in more detail to ensure that testing and areas of responsibility are well understood by both project teams.

RS 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.

Niche accepts and agrees to this requirement.

	Training
RS Accept & Initial	IMP-13. The contractor SHALL support ongoing user training by: **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. **2.** Supporting NSP training of new versions through the possibility of providing training based on consulting quotations provided in the Form D, Table D4. 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.

Please see the details of our Training section, below.

RS Accept & Initial	IMP-14. DB-3 The system SHALL provide a training environment that does not impact the live database.

Niche accepts and agrees to this requirement.

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.

Niche Technology and Training

Niche Technology's Approach to Training

Niche Technology's standard training methodology is designed to support the overall Niche RMS project, including the training of both project team members and trainers. Niche provides knowledge transfer for the police project team at the beginning of the project and as-needed over the life of the project.

Typically, Niche does not provide customized end user training material for police agencies and we do not provide end-user training. Instead, Niche supports customers in developing agency-specific end-user training materials. This is done as a follow-on from supporting the business process fit/gap process that resulted in the definition of the processes to be covered by training. We find that this is best done by police agency staff who are familiar with local agency business procedures.

Niche provides base material for training material development and sample training material from other Niche projects. Niche can also provide train-the-trainer training, although our experience has been that trainer-the-trainer provided by the police project team is more effective because it can include agency-specific business process information.

Explanation: Every police agency has its own processes and job functions, and, by the end of the configuration process, the application will be configured to use agency-specific terminology on screen labels and in choice lists. All of this needs to be reflected in the training materials. When police agency trainers are involved in developing the training material, it allows the training material to incorporate agency-specific business process information that defines how the agency intends its users to perform various functions within Niche RMS. One of the key benefits of Niche RMS for large police agencies is the ability to define work processes optimized for a particular job. This means that training material is created from business process material, and is not simply an explanation to end-users of system functions.

The Niche Training/Business Fit Analysis Manager will work closely with customer personnel to assist with the development of all training plans.

Approach to Training

Before beginning training activities, the customer must identify the project team members.

First stage: The first stage of training is *Initial System Training* and it happens very early in the project. The objective is to provide the project team with a thorough understanding of the existing functionality of the Niche RMS. This training will provide the system knowledge necessary for the project team to make business process and system configuration decisions. Customer trainers should also be involved in this training in order to involve them in the project early, so that they are well informed and able to commence training documentation. Training for trainers can also happen separately at a later stage (see "Third stage" below).

Second stage: The second stage provides follow-up training and support to the project team during business process analysis. This is scheduled as required and generally provides refresher training on particular areas of functionality. This training can be provided on site or remotely, in which case a high-speed remote connection to the customer site is required.

Third stage: The third stage provides "train the trainer" training for customer trainers. This training is optional, as the customer may decide that the project team can train the trainers. The purpose is to transfer system knowledge to the customer's trainers so that they can create agency-specific training courses and support material. The content of this training is the same as Initial System training.

After training, the project team can begin to visualize, understand and document how the Niche RMS will operate within their particular agency, including making changes to existing business processes. Once the project team has completed the business process analysis, the results should be well documented. This will become the foundation for creating your agency's training materials. The benefits of this approach are:

- Customers develop in-house RMS expertise
- Training material is agency specific, based on the project team's decisions
- Force trainers can deliver the training where and when it is needed, including providing yearly refresher training or training for new staff members.
- Customers can modify and supplement Niche training materials to suit their needs.

Training for new releases, enhancements or upgrades

After the application is in production use, new Niche RMS releases, enhancements and upgrades are accompanied by release notes and updates to the manuals. The Niche project manager can review the content of the release with the agency via telephone and online conference.

Summary of Courses Offered

Course	Summary
System Administrator training	System administration training provides users with a complete and in-depth understanding of the skills needed to support and maintain the system. System administration manuals are provided.
Initial system training/Train the trainer training	This training provides in-depth training on all functionality included in the Niche RMS application to the project team. This will allow the members to make informed process decisions. User documentation is provided in electronic format.
Database administration training	This training course covers the following: • Understanding the Niche RMS data model and structure • Understanding how to write queries against the application and physical data models. • How to update the database when application enhancements take place • Accessing Audit functionality • Further development of database administration training materials • Use of server performance monitoring tools

Course Outlines

System Administration

System administration training provides users with skills for supporting and maintaining the system. System administration manuals are provided.

Objectives:

- Add/delete/update lists (charges, incident types, etc.)
- Print management reports
- Manage Niche Access Control Lists and Access Control roles
- Add and manage users, assign roles, create logins and manage passwords
- Manage unit/sections
- Adding printer profiles to workstations

• Backup and maintenance • RMS server setup and maintenance • Security setup • Manage system parameters and other system administration specific to the installation	
Prerequisites	Thorough knowledge of Windows. Understanding of the agency's structure. Security clearance to access all records including those of other employees. Business Process Training is recommended for better understanding of how the data is being added and manipulated by end-users.
Method	Online sessions, as required
Designed for:	System administrators or those whose job functions may require some system administration tasks.
Project Phase:	Conducted over the duration of the project as the project team progresses through the business process analysis.
Student Capacity:	5 Students
Duration:	5 days, remotely as required

Initial System Training /Train the Trainer Training

This training course covers the specifics of the following topics:

Objectives: To provide an overall understanding of the existing RMS functionality, including: • Login with a username and password • General application navigation, navigation strategies, etc. • Searching for records • External system searches • Tour of data organization in RMS • Data entry • Task Management • Case preparation management • Identification/Booking/Custody Training • Intelligence • Managing property • Statistics Gathering • Managing confidential data/Access Control Lists • Report generation	
Prerequisites:	Basic knowledge of Microsoft windows navigation and use. Attendees must be a permanent part of the project team for the duration of the project.
Method:	Instructor-led classes, with in-class, hands-on examples and exercises.
Designed for:	Users that will be part of the agency's project team.
Project Phase:	Conducted when the base RMS product has been installed as part of Base Product Training.

Student Capacity:	Twelve, with a maximum of one student per workstation.
Duration:	8 days

Database Administration

This course familiarizes database administrators with the underlying structure of the database. Database administrators also learn other necessary database functions.

Objectives: • Understanding the Niche RMS data model and structure • Understanding how to write queries against the application and physical data models. • How to update the database when application enhancements take place • Accessing Audit functionality • Further development of database administration training materials • Use of server performance monitoring tools	
Prerequisites:	RMS System Administrator Training User must be familiar with SQL Server database administration Initial System Training is recommended for understanding how data is added and manipulated by users.
Method:	Online sessions, as required
Designed for:	IT or other technical staff who will be administering the database.
Project Phase:	Conducted after Initial System Training and product enhancement has been completed.
Student Capacity:	3 Students
Duration:	Remotely, as required

Learner Evaluation Methods / Certification

Instructors will evaluate student knowledge and skill levels using:

- Student practical exercises run after each session to make sure students have understood and mastered the material just covered (Instructor monitored).
- End-of-course examination to assess student knowledge of and skill in using the RMS.

Student Selection Criteria

Before beginning the course, students must have these basic Windows skills:

• Using the Windows Start button • Using the task bar (understand that this identifies windows that are open) • Finding recently-used document • Starting an application and navigating through the menus • Adjusting window size	• Opening files • Creating files • Saving files • Using the right mouse button to see Option menus • Using the right mouse button in different areas of Windows to see other Option menus

• Maximizing and minimizing windows • Opening and closing windows • Finding and changing a window's location on-screen • Toggle between windows • Using window menus and controls (pull down menus, find commands, retrieving, saving and printing a file, etc.)	• Highlight, Cut, Copy and Paste functions • Working with Internet Explorer • Opening and working with Windows Explorer • How to find folders and files • Understand the "+" and "-" functions to expand and reduce folder contents

Classroom Requirements
The customer will to provide classroom space with networked workstations for each student. Each workstation will run the Niche RMS Client software. One of the workstations will run a stand-alone training version of the Niche Data Server (NDS) and RMS database. Workstations will also require Microsoft Office to be installed. The classroom should come equipped with a computer projector and screen as well as a network printer.

Student Evaluation
Instructors will evaluate students by monitoring their practical exercises, reviewing the topics, and by administering a final examination, where the students must demonstrate their knowledge and skill by completing an assigned incident using the RMS application.

Course Evaluation
On the last day of the course the Course Coordinator will ask the students to complete a Final Course Evaluation form. Instructors are asked to complete an evaluation form, where they can suggest changes or additions to the course.

Post Course Evaluation
Training & Development should initiate the Post Course Evaluation. The intent of this evaluation is to determine whether the learning from this course is being transferred to the job. The evaluation should be sent out between three to six months after the course.

Course Coordinator Information
A Course Coordinator at each agency manages the details surrounding a course. This includes scheduling, location details, student attendance and course evaluations.

Pre-Course

Ten weeks before the course
- Confirm dates and locations for the training courses.
- Confirm the training room requirements for hardware and support materials.

Eight weeks before the course
- Send notifications to students.
- Manage interaction with the instructor from Niche.

Six weeks before the course:
- Send all lesson plan material, student guides, schedules and review forms to the students for review prior to the start of the course.

One week before the course:
- Make sure there is a full complement of attendees for the course.

- Prepare course and handout material for distribution during the course.
- Make sure session evaluation forms are ready for each session.
- Set up the classroom.

During The Course

- Communicate with instructors and monitor course instruction to ensure objectives are achieved.
- Provide assistance where required.
- Monitor student attendance.
- Ensure course assignments are handed in and completed as required.
- Coordinate the use of audio and visual equipment.
- Verify the class list with the students and provide the instructor with an amended list by mid-course.
- Monitor sessions to ensure that the course lesson plans are being followed.
- Collect evaluation forms from the students.
- Coordinate the student evaluation and certification process.

Post-Course

- Ensure all evaluations have been completed.
- Forward any evaluation feedback to the Niche instructor

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:

         BQ–Incident – Customization: Extra Tab
         BV–Person – Customization: Extra Tab
         DU–Vehicle – Customization: Extra Tab
         R6–Person – Customization: Appearance Tab
         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.

      viii. 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:

ix. Organizations/Persons/Vehicles (PARTY)
Each party can have many of the following:
Scars/Marks/Tattoos (SMT)
Offenses/Dispositions (CITED)
Victims (VICTIM)
Status (PTYSTATS)
x. Offenses (OFFENSE)
xi. Evidence (PROPDRG)
xii. Case Review (CASEVIEW)
xiii. Call Back (CALLBACK)
xiv. Case Dissemination (DISSEMIN)
xv. 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

Niche Technology comment

This section read and understood. We believe our solution can meet all of your concerns.

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 3rd Party	Not Available
Indicate status:	X				

Niche RMS complies with these requirements. Please see Data Migration in Niche RMS *on page 387.*

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 3rd Party	Not Available
Indicate status:	X				

The data conversion can be partially done or done in stages. Note that all the work in data migration is the development of the migration configuration and scripts, and does not depend on the actual number of records converted. Therefore, if a "partial" or "subset" conversion is meant to cost less than a full conversion, it must involve a subset of the fields/tables of the source system, not s subset of the records.

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 3rd Party	Not Available
Indicate status:	X				

Niche does spot validation of data conversion to test the process. It is the customer's responsibility to verify the conversion, typically by spot checking specific records, usually selected by type or because they are particularly complex or unusual, against the corresponding records in the source system(s). The customer must do this verification work as the contractor does not have access to or knowledge of the source system(s) in the conversion process.

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 3rd Party	Not Available
Indicate status:	X				

Identifying the converted records is optional and is part of the development of the conversion scripts. It is common to migrate records into a different Niche RMS domain, which effectively isolates them from new records added to the RMS. This is particularly useful if the data in the source systems is of poor quality or the conversion fidelity is low (e.g. because it was decided only a partial conversion would be performed).

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 3rd Party	Not Available
Indicate status:	X				

The conversion process can report whatever is required. Note that spot checking is primarily the responsibility of the customer (see above).

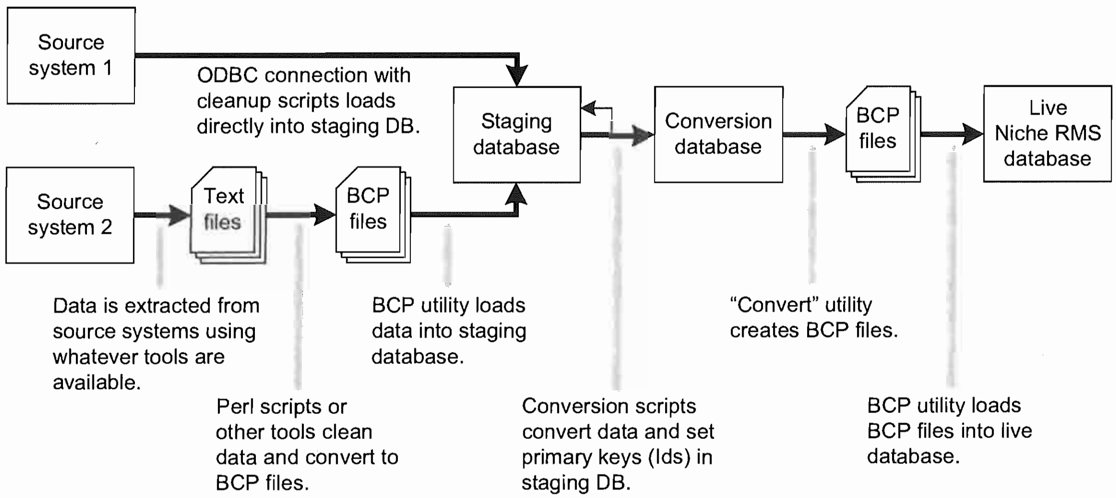
DM-6. The bidder should offer a mitigation plan for addressing how issues will be handled if they come up after the data migration has taken place.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

The Niche RMS data migration process begins with a copy of the source system's data loaded into a staging database (see below). When the conversion is complete, the staging database will have been augmented with the primary keys of the RMS data that was generated from the source system records. This allows scripts to be developed to fix any systematic errors that are detected after the system goes live.

Data Migration in Niche RMS

Niche has a well-defined process for data migration from one or from multiple source systems to Niche RMS. The process is diagrammed below. We can provide more detailed information on request.



Technical explanation. The first step in the data conversion process is to extract the data from the source system, or systems. If there are multiple source systems, the data can be converted one system at a time or multiple systems can be converted at once. Typically, if the systems all belong to a single police agency and are tightly related, it makes sense to convert them together. Systems from different agencies (for a multi-agency installation) would be converted at different times. If the source system is a multi-agency system (as in the OPP/OPTIC Niche RMS conversion) conversion of each police agency in the multi-agency system can be done separately as each police agency is migrated to the new system (particularly if a "domain by police agency" sharing model is used).

The converted data can be loaded into a live Niche RMS system. This provides additional options for conversion of a multi-agency system and also allows conversion to be delayed until sometime after go-live. New cases are entered in the new system while time-sensitive cases and investigations can be completed or brought to a less critical stage before the conversion is performed. This is often desirable because the data will not be available (or at least will not be editable) while conversion is underway (typically 6 to 24 hours, depending on the data volume).

The staging database in the above diagram is important to the Niche RMS conversion process. The database schema of the staging database is essentially the same as that source system(s). The conversion process adds the Niche RMS primary database keys to the staging database as part of the conversion process. Because this establishes a relationship between the essentially unconverted data in the staging database and the final converted data in the live Niche RMS database, it is possible to write SQL scripts to fix most systemic conversion errors that are discovered after the conversion is complete and the converted data is live. The staging database should be retained until everyone is satisfied that no conversion errors remain.

An important decision in the conversion process is whether to convert data into the "live" Niche RMS domain or into a separate "legacy" Niche RMS domain, or to convert part of the data into live and part into legacy. The decision is based primarily on the quality of the legacy data. If the legacy data is messy, inaccurate and contains a lot of duplicate data, it is usually better to convert it into a "legacy" domain where it can be searched, viewed and edited, but where it does not interfere with new data being entered into the system.

Division of responsibility. The division of responsibilities for the different parts of the migration process varies from project to project. For example, Niche can undertake all of the conversion except for extraction of data from the source system(s). In this case, the customer extracts the data and makes it available to Niche, along with documentation about the data model of the source system. Niche then develops the data mapping and conversion scripts and sets up the entire process. Niche charges for this service on a time and materials basis.

Alternatively, customers, or contractors hired by customers, can undertake most of the development and execution of the conversion process. In this case, Niche makes all the tools and techniques that are normally used available to the customer and provides consultation and support as required. Niche does not normally charge for this support.

There are also hybrid models, where the customer does part of the work and Niche does part of the work.

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.

Niche Technology comment
This section read and understood. We believe our solution can meet all of your concerns. Please refer to the Evergreening & Technological Currency section below for more details on our approach.

Requirements

	MANDATORY REQUIREMENT
________ 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.

Niche is proposing a slight alternative.

Please refer to the Evergreening & Technological Currency section below for more details on our approach.

Niche Technology provides documentation to the customer when an update is available. The content of these updates is typically issue fixes and new functionality. These updates typically include issue fixes and new functionality.

Niche tests the upgrade prior to its release to the customer. Once the upgrade is delivered to the customer, the customer is responsible for the release preparation, testing and staging into the production environment.

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 3rd Party	Not Available
Indicate status:	X				

For details, please see the sample of our standard warranty and maintenance agreement – see Niche Technology – Sample Service Level Agreement *on page 124.*

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 3rd Party	Not Available
Indicate status:	X				

Niche Technology complies with this requirement. For details, please see the Niche Technology Overview of Technical Architecture *section on page 154.*

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 3rd Party	Not Available
Indicate status:	X				

When a new release or upgrade is delivered, there may be some configuration items – either developed and delivered by Niche or developed by the customer – that require updating in order to work correctly with the updated version. Niche will provide notice to the customer of configuration that requires update when a new upgrade is provided.

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).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

For details of what we provide, please see Niche Technology – Sample Service Level Agreement on page 124. The Service level agreement outlines the support procedures for Niche RMS. Additionally, support for NSP staff is provided by the Niche RMS project management staff. They provide system use guidance and continued support during and after the project. This guidance and support is provided via telephone and using web-based support tools such as web video conferencing.

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:

1. Methodology for classifying and escalating support calls (including emergency situations)
2. Approach to issue management, tools employed, and past experience working with clients to resolve issues
3. The average response times by time of support call
4. The average service call resolution time
5. Tiers of service (levels)
6. Root cause analysis

7. When and how a request is escalated
8. Approach to workarounds

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

For details of what we provide, please see Niche Technology – Sample Service Level Agreement on page 124. ***Please note that Niche Technology provides only 3rd Tier support.***

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Development of interfaces to local systems is a standard part of every implementation project, and Niche has extensive experience in developing and assisting with the development of these types of interfaces. We have provided a detailed explanation of our interfacing capabilities on page 359.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

Our standard, ongoing warranty, support and maintenance includes:

- *Ongoing project manager support*
- *Configuration changes*
- *System enhancements (development requests)*
- *Upgrades (when generally re-leased - usually every 12 to 18 months)*
- *24/7 emergency telephone and remote support*
- *Remote system tuning*
- *Technical knowledge transfer as required*
- *Niche User Group membership*
- *Access to Niche SharePoint site for collaboration with Niche and with other Niche customers. e.g. sharing of input reports, management reports, interface specifications, training materials, project and support documentation.*

MSU-7. The RMS contractor should identify any third party roles in their proposed support (e.g., first level support is outsourced).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:	X				

For details of what we provide, please see Niche Technology – Sample Service Level Agreement on page 124. ***Please note that Niche Technology provides only 3rd Tier support. Niche does not outsource any support.***

Evergreening & Technological Currency

Niche Technology is committed to evergreening – keeping the Niche RMS product current both technically and functionally. We are continually developing Niche RMS in response to customer requests, changes in laws and regulations, and changes in hardware and software technology. Niche RMS application updates are made available to all customers, and can be installed without losing current functionality or features. However, in some instances, an update to existing configuration will be required in order for it to continue to work with the new update. This reduces the risk of Niche RMS becoming outdated and being relegated to legacy status.

Niche is acutely aware of the dangers of technological obsolescence. Many systems that we replace are being replaced because the hardware and software they were built with is obsolete and could no longer be supported. Niche is continually updating the RMS application to keep up with new versions of operating systems, new versions of database servers and new development environments and tools. Niche systems never become unsupportable, one-off orphans. For example, Ontario Police Technology Information Cooperative (OPTIC) based in the Province of Ontario went live with Niche RMS in 2001. They are currently upgrading to the same version that Oregon State Police just went live with in February 2013.

Note that all enhancements become part of the single, common COTS code base where they are made configurable and available to all Niche customers. Enhancements are provided as configurable options and customers can choose whether or not they want to use them. This means that customers can take advantage of new development work being done for other customers – these updates are provided as part of our standard support package.

Niche also provides technical assistance and development support at no extra charge to customers and third-party developers who are building interfaces, specialized clients and other tools for Niche RMS. For our customers, this means:

- Predictable costs with no surprises and the lowest overall RMS cost of ownership.
- Ongoing enhancements at no additional cost.
- Access to the mix of business processes that the customer needs to implement.
- Support for ongoing changes to business processes.

Flexible support for police business processes

Police agencies typically require flexible business processes rather than a pre-set business process that has been determined by the limitations of a particular software product design. Niche RMS is highly configurable, and Niche is willing to do its part to support different business processes in different installations. This flexibility is one of the reasons that the Niche RMS product has been so successful.

True commercial-off-the-shelf software (COTS)

Niche does not deliver any un-maintainable one-off customizations. Instead, we use the same underlying software source code for all customers and adjust the look and behavior of each installation by using a flexible configuration layer. Although Niche maintains a single version of the software code, this configuration layer allows fine-tuned control over most product features – everything from screen labels, choice-list options and report formats to business rules for enforcing quality control. This allows us to provide customers with a custom fit while using a common software code base.

If a customer has core operational requirements that cannot be met by configuring the existing product, Niche adds the required new features as functional enhancements – but not as a one-off change for a single customer. When we add new features, we add them to the common software base, and control them using configuration parameters (*i.e.*, features can be turned on or off and configured).

Niche does not charge separately for product enhancements. Product enhancements required to meet the requirements of your project are included as part of the standard Niche site license and ongoing annual maintenance. This means two things for our customers:

1) During the initial implementation project, Niche Technology will work with your team to configure our existing COTS product to meet your requirements. We have a well-established process for carrying this out, one that we have followed and perfected in delivering police RMS systems in multiple countries. The process for configuration and delivery will be faster and more reliable than new development, because the core application features have already been developed and thoroughly tested. The Arkansas State Police will end up with an implementation of our standard, reliable software that has been tailored to your needs.

2) As new releases become available, the NSP will be able to install them in a non-disruptive way, without losing any previous functionality or configuration. New releases include the code for product enhancements that have been added for you or for other Niche customers, but all current options, features and behavior will continue to be supported. As a customer, you can choose whether or not to use a new feature because it can be turned on or off using configuration parameters.

Optional Computer Aided Dispatch

Niche Technology is not bidding the CAD portion of this RFP.

Niche RMS does not replace CAD systems, which are designed for high-volume, time-critical deployment environments. However, much of the information collected in a CAD system has utility in Niche RMS for the further management of an incident after an immediate deployment has been concluded. Most Niche RMS installations include an interface to the police CAD system. This ensures that as incidents enter the RMS system, core information is imported from the CAD system and re-used, rather than being re-keyed.

Where a customer's CAD system is interfaced with Niche RMS, CAD data is automatically transferred to the RMS. Niche Technology has a number of existing CAD interfaces available. Niche RMS is typically configured to use incoming CAD data to automatically create incident records and officer reporting tasks.

The Niche RMS CAD interface (included in almost all Niche RMS installations) can be configured to import data from a variety of sources. A single installation can support one or more CAD systems (from the same or different vendors), a citizen reporting system (*e.g.*, Coplogic's DORS), a third-party field reporting or ticketing system or any other external system that can supply XML files containing the data to be imported into Niche RMS.

If the system produces data in a format other than XML, it is relatively easy to add a small shim interface to translate its output into XML. Each CAD (or other system) requires configuration of the import process to deal with the XML that it is producing.

This process has been used with many commercial CAD systems, including Intergraph and Motorola.

ORIGINAL

State of Nebraska
Law Enforcement Records Management System

Niche Technology RFP Response

B. Cost Proposal

Niche Technology
November 12, 2013

To	Michelle Musick/Nancy Storant State Purchasing Bureau 301 Centennial Mall South, Mall Level Lincoln, NE 68508
From	Niche Technology, Inc. 54 Balmoral Street, Winnipeg, MB Canada Contact person: Chris Bushell, Regional Business Development Manager Tel: + 1. (403) 249-3009 Mobile: +1 (403) 305-5199 E-mail: Chris.Bushell@NicheRMS.com

Pricing Note 3 – Police agency growth

If the total number of sworn officers being supported by the system under a current paid for license increases because of growth in the size of the police agencies using the system or in additional agencies joining the consortium, additional license fees are payable at $1400 per additional sworn officer. For administrative convenience, additional license fees are payable only if the number of sworn officers has increased by 100 or more compared to the number of licenses already purchased. A review of the number of licenses and the number of sworn officers is normally done once per year when the support and maintenance contract is due for renewal.

Pricing Note 4 – Purchase by non-NSP agencies through the contract

Niche would be willing to provide software licenses to other agencies in the event they wish to purchase Niche RMS through the NSP contract for their own standalone instances of Niche RMS. Depending on the circumstances of the installation, there is usually a minimum license count required for any new standalone installation.

Pricing Note 5 – Support and maintenance contract pricing

The standard Niche RMS support and maintenance contract cost is 20% of the cost of the licenses in an installation per year. The first year of support and maintenance is included in the site license, so the first support and maintenance payment is due on the first anniversary of go-live. The first paid year of support and maintenance can be prorated to align future support and maintenance renewal dates with calendar or fiscal years.

Pricing Note 6 – Additional items included in the license fee

The following are included in the site license fee:

1. Interface to CAD of your choice
2. Interface to State criminal history/NCIC
3. Conformance with state/national statistics reporting (NIBRS or UCR)
4. Support for the NIEM data model
5. Support for installation and testing
6. Niche project management
7. Configuration services and support
8. Required enhancements as agreed during the implementation project
9. Licensing for unlimited additional environments (Testing, Training, Development, Disaster recovery, Secret, *etc.*)
10. Standard maintenance and support for first year after go-live.
11. Niche Interface Toolkit, including consultancy and support
12. Consultancy on data migration/data conversion if undertaken by the customer or a third party
13. Technical knowledge transfer as required during the project
14. Business change management consulting/advisory
15. Training for the customer project team (business fit process training)

Pricing Note 7 – Items not included in the license fee

The following items are not included in the license fee:

1. Data migration/data conversion if undertaken by Niche
2. Training for administrators and end user trainers
3. Niche-developed interfaces not explicitly included in the license fee. Niche prefers to train the customer designated staff or contractors how to build their own interfaces. Niche support for customer-built interfaces is included in the site license and ongoing maintenance.
4. Hardware
5. Network infrastructure
6. System software (operating systems, backup software, *etc.*)
7. Database software
8. Desktop productivity software (*e.g.* Microsoft Office, Adobe Acrobat, *etc.*) or other third-party software that may be needed to support use of the system.
9. Licenses required for interfaces to external systems or for tools or software libraries required to access external systems.

Pricing Note 8 – Payment schedule

See Form E at the end of this document.

RMS SYSTEM		NOTES (include any needed explanation):	REQUIRED ONE-TIME COSTS
Application Software for RMS		Niche site license: The cost of Niche RMS for NSP is calculated at $1,400 x the number of sworn members with a minimum of 500 sworn. NSP would be licensed for up to 500 sworn officers. Any extra licenses may be used for other partner agencies or to account for future growth, *e.g.*, water patrol, conservation officers, local agencies. All non-sworn staff are licensed under the Niche site license. Licensing is also included for justice partners such as prosecution and task-force operations, for example with the FBI.	700,000
(Itemize and specify applications and their pricing)			
	Development System		Included
	(please itemize cost by module or component)		
	Test System		Included
	(please itemize cost by module or component)		
	Production System		Included
	(please itemize cost by		

	module or component)		
	Interfaces (Interfaces not listed here to be covered under CONSULTING QUOTATION rates in Other Costs table)	Interface to CAD of your choice Interface to State criminal history/NCIC Conformance with state/national statistics reporting (NIBRS or UCR)	Included
	Other items included: Training environment licensing Disaster recovery environment licensing Other environment licensing Licensing for justice partners (e.g. prosecution) Licensing for task forces Niche licensing for interfacing to external systems		Included
	(please itemize cost by module or component)	Not Applicable – Niche is a single integrated application	
	Subtotal		700,000
Planning Services Costs			
	Initial Planning/Project Management	As per Niche's standard Niche RMS implementation project methodology.	Included
	Functional Design	Assume this refers to configuration options as defined by customer and performed by Niche	Included
	Core Implementation Services	In partnership with NSP implementation team, as per Niche's standard Niche RMS implementation project methodology.	Included
	Interfaces	Interface to CAD of your choice Interface to State criminal history/NCIC Conformance with state/national statistics reporting (NIBRS or UCR)	Included
	Testing Services	Niche COTS testing, as per Niche's standard Niche RMS implementation project methodology.	Included
	Training Services for end-user trainers	Two classes of 4 days each including travel costs	12,000
	Training Services for project / business fit team	Typically, this is a 7 day training course that can accommodate up to 20 people	Included
	Documentation	Standard Niche documentation	Included

	Production Move/Cutover		Included
	Other Niche Services: Support for installation and project team testing of specific configurations Required enhancements to the product Technical knowledge transfer for customers to build their own forms, reports, interfaces, data migrations Knowledge transfer from Niche to customer on administrative management of the system		Included
	Subtotal		12,000
GRAND TOTAL			712,000

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)*.

Niche Response:

Support for customer or third-party data conversion is included with the site license during the implementation project and with the standard maintenance and support after the project. If Niche is required to do the data conversion work, the cost is $1,800 per day. It is not possible to accurately price this work without examining the data to be converted.

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	Niche prefers to work with the customer's technical staff in partnership to perform data migration. This keeps costs down and also has work done by experts in both the source (customer) and target (Niche) system data. **NOTE:** We recently assisted with a successful migration from Tiburon RMS to Niche RMS for the Springfield, Missouri police and have scripts that should be close to what would work for NSP. Migration costs are not possible to estimate until all the source systems can be jointly analyzed, and who-is-to-do-what is agreed to. Hence, we provide a cost range based on our history with agency's having an average of 2,800 sworn officers. The most Niche has charged for data conversion was approximately 80,000.	20,000-80,000
Data Migration Plan	SEE NOTE ABOVE	

Data Migration Services	**NOTES (include any needed explanation):**	**REQUIRED ONE-TIME COSTS**
Data Migration Code	SEE NOTE ABOVE	
Testing Services	SEE NOTE ABOVE	
Migration Test	SEE NOTE ABOVE	
Migration Execution	SEE NOTE ABOVE	
Optional Data Migration of Legacy Internal Affairs	SEE NOTE ABOVE	
Subtotal		20,000-80,000
GRAND TOTAL		20,000-80,000

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).

Niche Response:

Annual standard support and maintenance becomes payable one year after go-live (when the warranty expires). Standard support and maintenance includes:

- Ongoing project manager support
- Configuration changes
- System enhancements (development requests)
- Upgrades (when generally released. (Usually every 12 to 18 months)
- 24/7 emergency telephone and remote support
- Remote system tuning
- Technical knowledge transfer as required
- Niche User Group membership

Access to Niche SharePoint site for collaboration with Niche and with other Niche customers, *e.g.,* sharing of input reports, management reports, interface specifications, training materials, project and support documentation. The cost of standard support and maintenance is 20% of the total license fees per year, payable in advance.

RMS MAINTENANCE	UNIT OF MEASURE	COST
Application Software Maintenance (twelve (12) month period following the expiration of the warranty period)	Annually	140,000
		PERCENTAGE INCREASE FROM PREVIOUS YEAR COST
2ND Year following expiration of the warranty period (twelve (12) month period following the 1st year of maintenance)		0.0%
3rd Year following expiration of the warranty period (twelve (12) month period following the 2nd year of maintenance)		0.0%
4th Year following expiration of the warranty period (twelve (12) month period following the 3rd year of maintenance)		0.0%

RMS MAINTENANCE	UNIT OF MEASURE	COST
5th Year following expiration of the warranty period (twelve (12) month period following the 4th year of maintenance)		0.0%
6th Year following expiration of the warranty period (twelve (12) month period following the 5th year of maintenance)		2.5%
7th Year following expiration of the warranty period (twelve (12) month period following the 6th year of maintenance)		2.5%
8th Year following expiration of the warranty period (twelve (12) month period following the 7th year of maintenance)		2.5%
9th Year following expiration of the warranty period (twelve (12) month period following the 8th year of maintenance)		2.5%
10th Year following expiration of the warranty period (twelve (12) month period following the 9th year of maintenance)		2.5%
11th Year following expiration of the warranty period (twelve (12) month period following the 10th year of maintenance)		2.5%
12th Year following expiration of the warranty period (twelve (12) month period following the 11th year of maintenance)		2.5%
13th Year following expiration of the warranty period (twelve (12) month period following the 12th year of maintenance)		2.5%
14th Year following expiration of the warranty period (twelve (12) month period following the 13th year of maintenance)		2.5%

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	
Additional Training If Required. Note: Additional training is not typically required.	per day	$1,500
Interface Development	per day	$1,800
OTHER COSTS (Specify below if any)	UNIT OF MEASURE	Unit Price
Cost of performance bond. Note: we suggest that a performance bond is not essential because 60% of project milestone payments are only due upon system production go-live.	each	15,000.00

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).

Niche Response:

Niche RMS software never needs to be re-purchased because upgrades are included with annual maintenance. The following amounts reflect increases in services amounts only as requested for D4 and D5

RENEWAL PERIOD	MAXIMUM INCREASE
1st renewal period The two year period following 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) + 5.0%
2nd renewal period: The two year period following the 1st two (2) year renewal period	Pricing from 1st renewal period + 5.0%
3rd renewal period: The two year period following the 2nd two (2) year renewal period	Pricing from 2nd renewal period + 5.0%

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.

Niche Response:

Niche does not provide a CAD system and has left the CAD pricing section blank.

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		
GRAND TOTAL		

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	20%
Bidder Identified Tasks:	
2. Licensing and Installation of Test Environment	20%
Bidder Identified Tasks:	
3. Licensing and Installation of Production Environment	0%
Bidder Identified Tasks:	
4. Functional Definition Document and Design Specifications	0%
Bidder Identified Tasks:	
5. Successful Completion of Data Migration	Due if/when services completed and accepted
Bidder Identified Tasks:	
6. Successful Completion of User Acceptance Test and Production Set-up of Product and Related Services	0%
Bidder Identified Tasks:	
7. Training and Documentation	0%
Bidder Identified Tasks:	
8. Production Cut-over	50%
Bidder Identified Tasks:	
9. Final Acceptance Payment	10%
Bidder Identified Tasks:	
TOTAL	100%

Deliverables for CAD:

N/A – Niche Technology is not bidding the CAD portion of this RFP.

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:	
TOTAL	100%

ADDENDUM SIX

DATE: February 20, 2014

TO: All Vendors

FROM: Michelle Thompson/Nancy Storant, Buyers
State Purchasing Bureau

RE: RFP Number 4479Z1

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
10.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing/rfp.htm	~~January 17, 2014~~ ~~**February 14, 2014**~~ **February 20, 2014**
11.	Performance bond submission	~~January 27, 2014~~ ~~**February 25, 2014**~~ **March 3, 2014**
12.	Contract award	~~February 21, 2014~~ ~~**March 21, 2014**~~ **March 27, 2014**
13.	Contractor start date	~~March 3, 2014~~ ~~**April 8, 2014**~~ **April 14, 2014**

This addendum will become part of the proposal and should be acknowledged with the RFP.

ADDENDUM FIVE

DATE: January 2, 2014

TO: All Vendors

FROM: Michelle Thompson/Nancy Storant, Buyers
State Purchasing Bureau

RE: RFP Number 4479Z1

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
9.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	~~January 6 – January 10, 2014~~ **January 28 – January 30, 2014**
10.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing/rfp.htm	~~January 17, 2014~~ **February 14, 2014**
11.	Performance bond submission	~~January 27, 2014~~ **February 25, 2014**
12.	Contract award	~~February 21, 2014~~ **March 21, 2014**
13.	Contractor start date	~~March 3, 2014~~ **April 8, 2014**

This addendum will become part of the proposal and should be acknowledged with the RFP.

ADDENDUM FOUR

DATE: October 24, 2013

TO: All Vendors

FROM: Michelle Musick/Nancy Storant, Buyers
State Purchasing Bureau

RE: Amended Sections for RFP Number 4479Z1 to be opened November 12, 2013 2:00 P.M. Central Time

---

Glossary Terms is hereby amended to include,

"Nebraska Incident Based Reporting System (NIBRS or NebraskaIBRS): This is based upon the FBI's National Incident Based Reporting System. As with many states, there some state specific aspects. These are described in the Computer Submission Specifications. Additionally, Nebraska has expanded the reporting process to include more details about incidents and refers to this as NIBRS+. These elements are reported as a component of the regular monthly NIBRS file submitted to the Crime Commission. The elements are described in the Nebraska NIBRS+ Specification. There is no expectation for a vendor to modify the RMS to add elements to meet NIBRS+ reporting. Rather, if elements are available (such as NAME) then they are to be reported. Links to the NIBRS (NebraskaIBRS) are the NCC website http://www.ncc.ne.gov/documents/manuals.htm , the NIBRS computers specs http://www.ncc.ne.gov/pdf/manuals/nibrs/nibrs_computerspecs.pdf , and the NIBRS+ specs http://www.ncc.ne.gov/pdf/manuals/nibrs/nibrs+.pdf .

AND

"Nebraska Uniform Crime Report (Nebraska UCR): Nebraska's Uniform Crime Report is paper based with reports submitted monthly to the Nebraska Crime Commission. It is based upon the FBI's system but has two components.

The monthly summary report is the standard FBI UCR Summary Forms (including monthly summary, human trafficking and cargo theft) http://www.fbi.gov/about-us/cjis/ucr/reporting-forms

Also, a basic report on domestic violence is collected per statute. The format can be determined by the vendor but should be plain and clear as it will be used for data entry. The report is to include Agency Name, Agency ORI, Reporting Month, Reporting Year, the number of domestic violence related aggravated assault incidents, and the number of domestic violence related simple assault incidents. (DOMESTIC VIOLENCE is per Nebraska statutory definition.
http://www.nebraskalegislature.gov/laws/statutes.php?statute=42-930)"

Search and Reports (Search and Reports Vision page 123) is hereby amended as follows, "The RMS must be capable of automated reporting of UCR and NIBRS configuration (both per Nebraska specifications, extensions of the FBI requirements) to allow timely and accurate reporting.

Search and Reports (Search and Reports Vision page 123) is hereby amended as follows, "Ideally, NSP would like to report in the NIBRS format (per Nebraska specifications, extensions of the FBI requirements) and this should be done in the background requiring minimal user intervention.

Search and Reports (Search and Reports Vision – MANDATORY REQUIRMENT page 124) is hereby amended as follows, "The RMS SHALL generate automated NIBRS or UCR compliant reports (both per Nebraska specifications, extensions of the FBI requirements).

ADDENDUM THREE

DATE: October 23, 2013

TO: All Vendors

FROM: Michelle Musick/Nancy Storant, Buyers
State Purchasing Bureau

RE: Second Round Questions and Answers for RFP Number 4479Z1
to be opened November 12, 2013 2:00 P.M. Central Time

Notice to Bidders: Department of Administrative Services, Materiel Division, State Purchasing is moving November 4 through 15. Effective Monday, November 18, 2013, all bid/proposal openings will be held at our new location, 1526 K Street, Suite 130, Lincoln, NE.

Form C, Calls for Service, CS-1 (page 98) is hereby amended to read, “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 within RMS.”

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

	QUESTIONS	ANSWERS
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). Question: Nebraska State Patrol is only requesting Software and Services; no hardware is to be proposed by vendors?	Hardware should be included in the proposal if it is a necessary component of the proposed solution, outside of a virtual environment.

QUESTIONS	ANSWERS
2. DATA ENVIRONMENT NSP currently maintains RMS-related data in four (4) systems: Question: Can sample data be provided for each of the four systems being considered for data migration?	No, NSP does not maintain sample data for each system.
3. The RFP calls for Bidder's responses to be initialized. Does the State Purchasing Bureau require initializing by ink or would typed initials be OK for each one of the required responses?	The State will accept either initializing by ink or typed initials for each of the items under Section III. Terms and Conditions.
4. The first part of Form C, Requirements and Bidder Technical Response, allows for three response choices. The third choice states: "______Reject (Initial), describe alternative in Row #____ of RFP Response Tables." Would the State Purchasing Bureau provide "RFP Response Tables" templates for these explanations or are the vendors responsible for creating such list?	Form C, Requirements and Bidder Technical Response, A through G is hereby amended to read the following: "______ Accept (Initial) ______ Reject (Initial) _______ Reject and Provide Alternative within RFP Response (Initial)" Bidders should respond using the amended format above.
5. For this project is there is a fixed budget? If so, can the agency state what that amount is?	There is not a fixed budget for this project.
6. The project overview states that the RMS is expected to occur on or before Q1 2015 and the CAD system no earlier than Q4 2015. Is there an implementation deadline or grant funding deadline that must be met for this project or are these implementation dates that are simply preferred by NSP?	These implementation dates are preferred by NSP.
7. There are several forms that bidders are required to submit in their RFP Response, including a functional requirements list. Can the State Purchasing Bureau provide copies of these forms or documents in Microsoft Word format for ease of completion, as well as to adhere to the State's response format?	RFP 4479Z1 is available both as a PDF and in Word format which are posted on the DAS Purchasing website. For those lists required for a response that a template has not been provided, vendors are responsible for creating such lists and providing them with the RFP response.
8. The RFP solicitation requests 1 original and 12 copies of the proposal, but does not state whether electronic versions are necessary. Can the SPB indicate whether an electronic version is required, and if so, what file format this version should be?	No, electronic versions are required.

QUESTIONS		ANSWERS
9.	The functional requirements list includes sections for each desired task or function the proposed solution should address (Investigative Case Management, Property & Evidence Management, etc.). Within each of these sections, there is a Key Concern list. Does the bidder need to respond to these items, or are they provided by NSP to assist the bidder in understanding the business needs (numbered functional requirements) within each section?	Key concerns are provided to assist the bidder in understanding the business needs. The uniquely numbered functional requirements each require an individual response.
10.	NSP has indicated on page 124 of the RFP solicitation that the RMS shall generate automated NIBRS or UCR compliant reports. Does NSP currently report to either system, and if not, is there a preferred reporting standard for the proposed solution (NIBRS vs. UCR)?	NSP currently reports UCR. Vendors should clearly identify how their application supports each reporting standard. NSP currently has the option of reporting either UCR or NIBRS. Vendors should clearly identify how their application supports each reporting standard. NSP desires the option to choose the reporting standard based on the application’s functionality regarding the standards.

ADDENDUM TWO

DATE: September 30, 2013

TO: All Vendors

FROM: Michelle Musick/Nancy Storant, Buyers
State Purchasing Bureau

RE: Questions and Answers for RFP Number 4479Z1
to be opened November 12, 2013 2:00 p.m. Central Time

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

	QUESTIONS	ANSWERS
1.	Will the state be open to considering a cloud-based hosted RMS solution?	No.
2.	Will the State consider an Irrevocable Letter of Credit from a national bank in place of the Performance Bond?	No.
3.	Will Nebraska accept a US-based Escrow agent that will provide the same quality of service and reliability as the National Computing Center in the UK?	Yes.
4.	Is a narrative response required for every requirement in the matrix (beginning on page 78) or only those requiring additional information?	No, they are not required, but will be scored. The more information provided, the better opportunity for scoring.
5.	Section II.G, Proposal Opening, appears to indicate that proposals may be viewed by Vendors during the same period of time that the Nebraska Evaluation Committee is performing their evaluation of proposals (subject, generally to provisions of II.TT, Proprietary Information). Is this correct?	Proposals will be available for viewing by those present at the proposal opening. After the public opening, proposals will no longer be available for viewing or for Records Requests until an Intent to Award has been posted.

QUESTIONS		ANSWERS
6.	Concerning the use of TRACS for eCitation and eCrash data collection: will the NSP consider a fully intrinsic citation and crash data solution? We provide a 100% MMUCC compliant crash solution, completely and seamlessly woven together with citation, DUI, and Tow capabilities.	NSP is embedded in use of TRACS and desires to continue using but will consider other options.
7.	With regards to interface with Tiburon CAD, will the NSP purchase Tiburon's Universal Data Stream or TiburonCONNECT functionality, and facilitate the cooperation needed between Tiburon and the selected RMS vendor?	There are no plans to purchase these products; however, if these products are necessary for the continued functionality, all costs including maintenance fees should be included in vendor's proposal response as an optional interface cost.
8.	With regards to interface with Tiburon CAD, what are Tiburon capabilities to accept and process AVL/GPS information from the selected mobile vendor's MDC?	The current version of CAD that NSP is using does not have the capability to accept and process AVL/GPS information from the selected vendor's MDC.
9.	The RFP notes in IV.B.5.d. that the "AVL system is not currently integrated with CAD…" What are the NSP's current AVL capabilities, and how/by whom are they provided?	The NSP currently uses MACH for the AVL solution. This application is provided by TEG.
10.	Can an example of the desired Juvenile Contact form be provided?	The form may be found at the following link: http://supremecourt.ne.gov/sites/supremecourt.ne.gov/files/rules/forms/NE_Juv_Civil_Citation.pdf
11.	Requirement ARCH-5 indicates that the NSP will *only* consider a fully browser-based RMS solution. Other requirements seem to indicate the NSP will accept a more traditional Client/Server or Thin Client model (for example, IR-17). Please clarify the NSP's position.	NSP will consider all options that will operate efficiently within NSP's mobile environment. ARCH-5 states, "The system should be a web based solution utilizing a service-oriented architecture…" where "should" indicates an expectation, which is not a mandatory requirement. The request may be "preferred", but not required.
12.	We understand the NSP's desire for a "device agnostic" (ARCH-7) solution. What are the mandatory (minimum) device and OS requirements for client device support?	Please refer back to Section IV, B and ARCH-7. Any solution will have to operate in the current environment and be adaptable to future technologies.

QUESTIONS	ANSWERS
13. A number of references are made to using information from a variety of tools, databases and resources. Please describe the NSP's vision for Timesheet data, citing if necessary the Timesheet collection method/system to be interfaced?	Please disregard any reference to interfaces with timesheet data. Section IV "Calls for Service", "Incident Reporting", and "Investigative Case Management" on pages 97 – 109; is hereby amended to all references to "(NFIN, Timesheets, CAD, SOR, PCH)", will be changed to "(NFIN, ~~Timesheets~~, CAD, SOR, PCH)".
14. Requirement CS-2 indicates the NSP's desire for self-dispatch or silent-dispatch capabilities. Does the existing Tiburon CAD support this type of bi-directional data exchange?	No.
15. Requirement CS-2. The RMS should allow users to create incidents and their associated incident numbers in CAD, with minimal associated details. What is the intended functionality for the RMS to create for service in the CAD? Is it NSP's intent to also replace the MDC/MACH capabilities currently in place?	The intended functionality is for the investigator to log into RMS and create his/her own case number. NSP does not intend to replace the MACH application at this time.
16. For Requirement CS-3, please describe the vision for number 22: "*All radio traffic entries for units attached to the call*".	Section IV "Calls for Service" CS-3, page 98; the intent of NSP is to populate RMS with as much of the accompanying CAD call information as possible.
17. Is there currently a State standard for the "Probable Cause Affidavit report form that can be printed and/or sent electronically to the local jail facility" (Arrest: Key Concern 2)?	There is no state standard or form. Please see response to question #31 for additional information.
18. FM-1.6. indicates the Fleet Management solution should provide information regarding parts inventory and warranties. "Parts inventory" seems to imply a full inventory management solution for all vehicle service and repairs. Please elaborate on the "parts inventory" requirement, including any interface to a broader Fleet Service application.	An interface will not be required as there is no Fleet Service application. Equipment/items assigned to the vehicle and their associated serial number will need to be tracked in the RMS. (radio, repeater, portable radio, scanner, in car video radar, lidar, etc.) The Fleet Management solution should also capture information related to unit service and repairs (date, description of service/repair, associated cost, and unit #).

QUESTIONS	ANSWERS
19. The Implementation Approach section indicates the go live for RMS to be not later than 1Q-2015, and the optional CAD, if selected, not scheduled for go live prior to 4Q-2015. Given the expense and effort required of the NSP, Tiburon, and the selected CAD/RMS vendor on integration tasks, would the NSP consider pulling the optional CAD go live forward to coincide with RMS go live?	No.
20. For Requirement CAD-4.31, please elaborate on the desire for the RMS to "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." Is there a common adapter for all of the user-defined information databases? Or would a custom interface be required for each of these user-defined information databases? Please also approximate the number and type (RDBMS) of each of the user-defined information databases.	No, there is no common adapter for all of the user-defined information databases. Yes, a custom interface may be required for each of these user-defined information databases. Approximately three (3) user-defined information databases are used to include: SOR, TraCS and RMS.
21. Regarding Requirement CAD-4.41, does the NSP currently employ a method to "provide the call taker with a list of structured questions to ask the caller" such as Priority Dispatch, APCO 9-1-1 Adviser or similar electronic product? Please elaborate.	No, the Nebraska State Patrol does not currently use this type of product.
22. If a Communications Specialist transfers units from their primary geographic area to another (CAD-36), is responsibility for the CFS also transferred to the corresponding Communications Specialist for the "new" area? Or must the original Communications Specialist continue to manage the CFS to completion?	Yes, if a Communications Specialist transfers units from their primary geographic area to another, the responsibility for the CFS is also transferred to the corresponding Communications Specialist for the new area. No, the original Communications Specialist does not need to continue to manage the CFS to completion.
23. Requirement SR-9 – please provide examples of report types indicated.	Please see response to Question 31.
24. GIS Mandatory Requirement (page 129) – Please further define the requirement "multiple geo-code service simultaneously"	The ability to connect to more than one geo-code service (of NSP's choosing) occurring at the same time.

<table>
<tr><th>QUESTIONS</th><th>ANSWERS</th></tr>
<tr><td>25. Requirement INT-24 Filebound – RMS requirements indicate a linking to information stored in Filebound, but the Interfaces section indicate a requirement to send images and documents and files. Please further define the requirement with the Filebound document management system. If a send function is truly required, please provide interface specifications.</td><td>“Interfaces - Filebound”, INT-23 (not INT-24), page 163 states “The RMS should be able to send images, documents and supporting files directly….” where “should” indicates an expectation, which is not a mandatory requirement. The request may be “preferred”, but not required.

The user should be able to store a link within the RMS to a record within Filebound.

Since “send function” is not required, specifications will not be provided at this time.</td></tr>
<tr><td>26. Requirement INT-25 BEAST – please provide additional description, capabilities and specifications for interfacing to the BEAST system</td><td>The vendor of this application is Porter Lee (http://www.porterlee.com/). No API currently exists; however, this vendor has interfaced with RMS solutions to varying degrees. Data is stored in Oracle.</td></tr>
<tr><td>27. Can you please providing the following information regarding your existing RMS system so we can accurately size your system?

<table>
<tr><td>Item</td><td>Annual Number Created</td></tr>
<tr><td>CAD Calls for Service Per year</td><td></td></tr>
<tr><td>Records Case Reports Per Year</td><td></td></tr>
<tr><td>Field Interviews Per Year</td><td></td></tr>
<tr><td>Bookings Per Year</td><td></td></tr>
<tr><td>Warrants Per Year</td><td></td></tr>
<tr><td>Citations Per Year</td><td></td></tr>
<tr><td>Pawns Per Year</td><td></td></tr>
</table></td><td>The number of CAD Calls for Service is represented in the table on page 35 as “CAD Events per year”. The Records Case Reports is represented in the table on page 35 as “Incident / Cases per year”.

All remaining categories will not be collected through this system.</td></tr>
<tr><td>28. What network connectivity is available from the primary site and the disaster recovery site to the various workstation locations?</td><td>Primary site is 1G. DR site is 200M shared. Outlying connectivity varies – including 3G modems, 4G modems, 1-10M DSL, 10M Ethernet.</td></tr>
<tr><td>29. What is the distance between the primary site and the disaster recovery site?</td><td>Between 50-100 miles.</td></tr>
</table>

QUESTIONS	ANSWERS
30. 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. Will NSP only consider a virtualized solution? Is Hyper-V the only software to be used for a virtualized solution? Will other solutions or software be considered?	NSP prefers a virtualized solution. Hyper-V is the preferred software to be used for a virtualized solution. NSP's databases currently run in a Hyper-V environment. If an alternative solution is proposed, the vendor's database will be expected to operate within that environment. Other solutions or software may be considered.
31. 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: **1.** Case Reports **2.** Use of Force **3.** Pursuit Critique **4.** Search Warrant **5.** Standardized Field Sobriety Test **6.** Evidence Inventory **7.** Missing Persons Report Do the following reports need to be created by the vendors? If so, can you provide a sample of these reports?	Yes. If the proposed RMS solution has a pre-formatted report, it must be customizable to NSP's needs. Please provide any report building application functionality. Please see report samples attached which include the following: Evidence Inventory (Attachment 1), Pursuit Critique (Attachment 2), Use of Force Report (Attachment 3), and Case Report (Attachment 4).

QUESTIONS		ANSWERS
32.	CAD-39. The CAD system should allow for held status codes for monitoring and granting of outstanding requests. Can NPS explain “monitoring and granting of outstanding requests”?	Monitoring and granting of outstanding requests specifically relates to situations where a lower priority call has come in and is put on hold until the nearest unit becomes available for assignment. An example would be holding a CFS for a specific unit. When that unit becomes available, it would be recommended for assignment to that call.
33.	Interfaces 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. Do you need to be able to print e-citations migrated to the RMS system in a specific state or NSP format? If so, can you provide an example?	No printing is required.
34.	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. Do you need to be able to print e-Crash reports migrated to the RMS system in a specific state or NSP format? If so, can you provide an example?	No printing is required.

QUESTIONS	ANSWERS
35. 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 Do we need to provide interfaces to these systems as part of the base solution? Or should these be considered optional interfaces?	Yes. The proposals should include costs for each interface solution.

QUESTIONS	ANSWERS
36. Training Vision 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.). Could NSP please identify how many users need to be trained for Law Records Managements System training? Depending upon the number of users that would need to be trained, it may be necessary to conduct multiple training sessions that may affect project duration and cost. Would the County consider a Train-the-Trainer training approach rather than end-user training? If CAD system is optionally bid, how many users would need to be trained for the CAD system? Depending upon the number of users that would need to be trained, it may be necessary to conduct multiple training sessions that may affect project duration and cost. Would the County consider a Train-the-Trainer training approach rather than end-user training?	Approximately 600 users need to be trained for Law Records Management System. The State will not consider Train-the-Trainer training. Please refer back to Page 36 in the RFP for the number of CAD users. The State will not consider Train-the-Trainer training.

QUESTIONS		ANSWERS
37.	Training – (Requirement IMP-1). In IMP-1, you state “The RMS contractor SHALL provide onsite, hands-on end user training directly to all system users” and you also state “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).” We prefer a Train-the-Trainer approach, which we have used successfully in all of our implementations, and our project staff have a great deal of expertise and experience with guiding customer training staff through the necessary processes. A train-the-trainer approach allows customers to (1) build up their own in-house expertise, and (2) to customize training materials to reflect police business procedures. QUESTION: Will NSP consider a train-the-trainer approach?	No. The State will not consider Train-the Trainer training approach.
38.	99.999% uptime Form C, section E specifies 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. Our company will not agree to this number as a mandatory requirement. We typically contract for 99.5% availability, although in practice availability is usually much higher. QUESTION: Is 99.5% operational uptime acceptable?	Yes. Form C, Section E is hereby amended to read as follows: “~~99.999%~~ 99.5% or greater”
39.	Equipment & Asset Management and Fleet Management QUESTION: Are these requirements mandatory?	No.

QUESTIONS		ANSWERS
40.	Project Methodology (Requirements IMP-1, IMP-4, IMP-7, IMP-8, IMP-9) We would like to propose an alternate approach to implementation that differs from the one proposed on pages 143 – 146 of your bid. We have our own project methodology that we have used to successfully implement more than 20 large RMS replacement projects. QUESTION: Can we answer these questions within the context of our own (proven) project methodology? QUESTION: For the requested test plans: we are willing to provide these but at this stage we can only provide examples. Actual test plans for NSP would be developed in conjunction with the NSP team as part of the project. The reason for this is that the test plans incorporate agency-defined configuration parameters based on specific business needs. The actual test plans are agency specific. Is this sufficient?	Yes. Please state how your solution meets or exceeds the RFP requirements. Yes. Please state how your solution meets or exceeds the RFP requirements.
41.	Optional CAD system QUESTION: This is presented as an optional unit of functionality but there is an extensive set of requirements. How will the scoring be weighted? Will preference be given to vendors who provide both RMS and CAD?	There will be no preference given to vendors who provide both RMS and CAD as the State may or may not purchase the optional CAD.

QUESTIONS	ANSWERS
42. Mandatory requirements In the Section V Proposal Instructions that begin on page 49, you state "This section documents the mandatory requirements that must be met by bidders in preparing the Technical and Cost Proposal." QUESTION: Does this statement mean that all of the requirements in Section V are mandatory, or only the ones specifically marked as mandatory and requiring initials?	Mandatory Requirements for the RFP is listed on page 5, Section II, L. 1-5. 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 Proposals not meeting Mandatory Requirements will be excluded from further evaluation. Form C, page 64, states that the bidder's initials signify guaranteed compliance with the project requirements; which is the Technical Approach, item #4 of the Mandatory Requirements. A bidder may indicate any exceptions to project requirements including an explanation for the bidder's inability to comply with such requirements 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. Form D, page 182, the Cost Proposal Templates; is the Cost Proposal, item 5 of the Mandatory Requirements. The Mandatory Cost Proposals include Tables D1 through D6; forms which **must** be completed and returned with the Bidder's response. Table D7 through D9 **must** be included if responding to the Optional CAD Project.

QUESTIONS		ANSWERS
43.	Technical Support (Item 1.a.i on page 75) This item states: “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.” QUESTION – Regarding the “user support” portion of this requirement, our support model typically features the contractor providing third-level end user support to customer-appointed points of contact. The customer’s help desk and RMS specialists provide level 1 and 2 end user support. Is this an acceptable model for NSP?	Yes. This is an acceptable model for NSP.
44.	With reference to page 1: It is not clear what Round 1 means and what Round 2 means. i.e. If we miss the round 1 deadline can we still submit all of our questions in round 2?	Missing Round 1 Questions will not eliminate a bidder from submitting questions for Round 2.

Carlos Castillo, Jr.
Director

ADDENDUM ONE

DATE: September 27, 2013

TO: All Vendors

FROM: Michelle Musick/Nancy Storant, Buyers
State Purchasing Bureau

RE: RFP Number 4479Z1

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
5.	State responds to written questions through Request for Proposal “Addendum” and/or “Amendment” to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing/rfp.htm	~~September 27, 2013~~ **September 30, 2013**
6.	Last day to submit second round written questions	October 9, 2013
7.	State responds to second round written questions through Request for Proposal “Addendum” and/or “Amendment” to be posted to the internet at: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	October 23, 2013
8.	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
9.	Review for conformance of mandatory requirements	November 12, 2013
10.	Evaluation period	November 13 – December 13, 2013
11.	“Oral Interviews/Presentations and/or Demonstrations” (if required)	January 6 – January 10, 2014
12.	Post “Letter of Intent to Contract” to Internet at: http://das.nebraska.gov/materiel/purchasing/rfp.htm	January 17, 2014
13.	Performance bond submission	January 27, 2014
14.	Contract award	February 21, 2014
15.	Contractor start date	March 3, 2014

This addendum will become part of the proposal and should be acknowledged with the RFP.

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

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. 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: ______________________________

TABLE OF CONTENTS

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM i

TABLE OF CONTENTS ii

GLOSSARY OF TERMS v

I. SCOPE OF THE REQUEST FOR PROPOSAL 1

A. SCHEDULE OF EVENTS 1

II. PROCUREMENT PROCEDURES 2

A. PROCURING OFFICE AND CONTACT PERSON 2
B. GENERAL INFORMATION 2
C. COMMUNICATION WITH STATE STAFF 2
D. WRITTEN QUESTIONS AND ANSWERS 3
E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS 3
F. SUBMISSION OF PROPOSALS 4
G. PROPOSAL OPENING 4
H. LATE PROPOSALS 4
I. REJECTION OF PROPOSALS 5
J. EVALUATION OF PROPOSALS 5
K. EVALUATION COMMITTEE 5
L. MANDATORY REQUIREMENTS 5
M. REFERENCE CHECKS 6
N. SECRETARY OF STATE/TAX COMMISSIONER REGISTRATION REQUIREMENTS 6
O. VIOLATION OF TERMS AND CONDITIONS 6

III. TERMS AND CONDITIONS 7

A. GENERAL 7
B. AWARD 7
C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION 8
D. PERMITS, REGULATIONS, LAWS 8
E. OWNERSHIP OF INFORMATION AND DATA 8
F. INSURANCE REQUIREMENTS 9
G. COOPERATION WITH OTHER CONTRACTORS 10
H. INDEPENDENT CONTRACTOR 11
I. CONTRACTOR RESPONSIBILITY 11
J. CONTRACTOR PERSONNEL 11
K. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION 12
L. CONFLICT OF INTEREST 12
M. PROPOSAL PREPARATION COSTS 12
N. ERRORS AND OMISSIONS 12
O. BEGINNING OF WORK 13
P. ASSIGNMENT BY THE STATE 13
Q. ASSIGNMENT BY THE CONTRACTOR 13
R. DEVIATIONS FROM THE REQUEST FOR PROPOSAL 13
S. GOVERNING LAW 13

T. ATTORNEY'S FEES 13
U. ADVERTISING 14
V. STATE PROPERTY 14
W. SITE RULES AND REGULATIONS 14
X. DATA SECURITY 14
Y. PRODUCT LICENSING 14
Z. PRESERVING RIGHTS TO SYSTEM FUNCTIONALITY 15
AA. ILLICIT CODE 15
BB. SOURCE CODE ESCROW 16
CC. NOTIFICATION 16
DD. EARLY TERMINATION 17
EE. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS 17
FF. BREACH BY CONTRACTOR 18
GG. ASSURANCES BEFORE BREACH 18
HH. RETAINAGE 18
II. PERFORMANCE BOND 18
JJ. FORCE MAJEURE 19
KK. PROHIBITION AGAINST ADVANCE PAYMENT 19
LL. PAYMENT 19
MM. INVOICES 19
NN. AUDIT REQUIREMENTS 20
OO. TAXES 20
PP. INSPECTION AND APPROVAL 20
QQ. CHANGES IN SCOPE/CHANGE ORDERS 20
RR. SEVERABILITY 21
SS. CONFIDENTIALITY 21
TT. PROPRIETARY INFORMATION 21
UU. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING 22
VV. PRICES 22
WW. BEST AND FINAL OFFER 23
XX. ETHICS IN PUBLIC CONTRACTING 23
YY. INDEMNIFICATION 23
ZZ. NEBRASKA TECHNOLOGY ACCESS STANDARDS 24
AAA. ANTITRUST 24
BBB. DISASTER RECOVERY/BACK UP PLAN 24
CCC. TIME IS OF THE ESSENCE 25
DDD. RECYCLING 25
EEE. DRUG POLICY 25
FFF. NEW EMPLOYEE WORK ELIGIBILITY STATUS 25
GGG. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY 26

IV. PROJECT DESCRIPTION AND SCOPE OF WORK 27

A. PROJECT OVERVIEW 27
B. PROJECT ENVIRONMENT 28
C. PROJECT REQUIREMENTS/SCOPE OF WORK/BUSINESS REQUIREMENTS 36
D. PROJECT PLANNING AND MANAGEMENT 37
E. PERFORM IMPLEMENTATION 40
F. WARRANTIES 43

G. PROVIDE MAINTENANCE 45
H. TECHNICAL SUPPORT 47
I. END OF CONTRACT 48

V. PROPOSAL INSTRUCTIONS 49

A. TECHNICAL PROPOSAL 49
B. COST PROPOSAL REQUIREMENTS 56
C. PAYMENT SCHEDULE 59
D. FORMS AND ATTACHMENTS 60
E. FORM E. Deliverables 60

Form A Bidder Contact Sheet 61

Form B Bidder References Form 62

Form C Requirements and Bidder Technical Response 64

Form D Cost Proposal Templates 182

Form E Deliverables 191

Attachment 1 Source Code Escrow Agreement 193

Attachment 2 Map of NSP Troop Areas 195

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: http://das.nebraska.gov/materiel/purchasing/rfp.htm	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: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	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: http://das.nebraska.gov/materiel/purchasing/rfp.htm	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

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 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/agencyservicesprocurementmanual/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 contactors' 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

d. UMBRELLA/EXCESS LIABILITY

Over Primary Insurance	$1,000,000 per occurrence

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, 1st 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 choses 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.

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 confidentialities 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 though 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 though 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 iPatrolection data and post-crash iPatrolection 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.

Category	Size
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/compliant 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.

AVAILABILITY
Current Capability The bidder should provide a detailed explanation of how the specification is met.
Expected Date of Future Release The bidder should provide an expected date and explanation of when and how the specification will be met within one (1) year of installation.
Custom Development 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. escription.
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/compliant 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

Architecture					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder Response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder Response)					
ARCH-4. Describe bidder's recommended approach for establishment of environments and considerations around production, testing, training and reporting environments to support the system.					
	Current Capability	**Expected Date of Future**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**

		Release			
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-6. The system should provide diagnostic notifications including information regarding error detection and correction.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-7. The system should be device agnostic and incorporate responsive design techniques; working on desktops, laptops, phones, tablets, and so on.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-10. The RMS should support information retrieval of driver’s license and registration via card swipe/scan readers.					
	Current Capability	**Expected Date of**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**

		Future Release			
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-12. The RMS should provide feedback to the user about the network connection status. Give explicit examples of how this is accomplished.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-15. The system should meet delivery and transmittal requirements for NCIC and NLETS.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-20. The product should provide dual layer authentication. If not, explain the plans to do so.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-21. The RMS system should support multiple state agencies using the same application. Explain how the application simultaneously shares and secures data.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					

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 3rd Party**	**Not Available**
Indicate Status:					
(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 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-24. All web based components shall operate using SSL.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(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 3rd Party**	**Not Available**
Indicate Status:					
(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 3rd Party**	**Not Available**
Indicate Status:					
(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**

	Capability	Date of Future Release	Development	3rd Party	
Indicate Status:					
(Bidder response)					
ARCH-28. The RMS shall comply with the Federal Bureau of Investigation Criminal Justice Information Services Division Security Standards. Describe the degree of compliance.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
Audit					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-30. The system should provide access to audit trails for only the users with proper security.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-31. Authorized users should be able to print incident information or the incident audit trail upon demand.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
Sealing/Redaction					
ARCH-32. The RMS should support the sealing and unsealing of records. It should mark records as sealed, but not delete information.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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 3rd Party	Not Available
Indicate Status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
Release of Information					
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 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**

		Release			
Indicate Status:					

(Bidder response)

System Administration

ARCH-40. The RMS should provide user-defined data fields. Identify the number, size and type of user defined fields.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:					

(Bidder response)

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:					

(Bidder response)

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:

1. Total number of users
2. Active users
3. Total number of cases/incidents
4. Total number of reports
5. Case or incident approval status’s
6. System drive/server capacity and status
7. System/network errors and critical issues
8. Frequency of use
9. Concurrent users
10. Utilization over time
11. Machine utilization
12. Features to characterize use and adoption of system
13. Configurable to include other features based on available system information.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:					

(Bidder response)

ARCH-43. The RMS system's display screen should be user configurable to accommodate the visually impaired, colorblind, day mode, night mode etc.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Status:					

(Bidder response)

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
ARCH-46. The NSP system administrator should have the ability to set required fields based on agency determination.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					

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.					
	Current	**Expected**	**Custom**	**Supplied by**	**Not Available**

	Capability	Date of Future Release	Development	3rd party	
Indicate Status:					
(Bidder response)					
MI-4. The RMS should provide field level versioning / history of changes to records when merges are performed.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
MI-6. The RMS should support duplicate detection and quality management of master indexes for end users and administrators.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
MI-7. The RMS should be able to report different versions of master records, e.g. detailed versions, public dissemination versions, etc.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
MI-8. The RMS should support a confidential master name index for Internal Affairs. Describe how this could be accomplished.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
MI-9. The RMS system should be able to search any field or combination of fields within the master each of the master indexes.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
MI-10. **All master index** 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 3rd party	Not Available
Indicate Status:					

(Bidder response)

MI-11. The RMS should provide a variety of ways at point of link to find and validate **people** against the master person index. The following are examples of the kinds of ways users should be able to search and verify identity:

1. Name
2. Gender
3. Date of birth (multiple)
4. Driver's license number
5. Address
6. Social Security Number (multiple)
7. FBI number
8. Department of Corrections number
9. AFIS number
10. State Identification number
11. Local arrest number
12. Users should be able to include additional information to narrow search (e.g. date of birth, gender, etc)

Describe ways users can search at point of link and describe the search experience.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:					

(Bidder response)

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 **vehicles** against the master vehicle index. The following are examples of the kinds of ways users should be able to search and verify identity:

1. Make
2. Model
3. Color
4. Year
5. VIN
6. License plate number
7. Partial plate numbers
8. Associated persons

Describe ways users can search at point of link and describe the search experience.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
Indicate Status:					

(Bidder response)

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 **locations** against the master location index. The following are examples of the kinds of ways users should be able to search and verify identity:

1. Address, highway milepost, P.O. Box, Intersection, etc
2. Common place name

3. Business name **4.** Latitude/Longitude Describe ways users can search at point of link and describe the search experience.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
MI-14. The RMS should provide a variety of ways at point of link to find and validate **property** against the master property index. The following are examples of the kinds of ways users should be able to search and verify identity: **1.** Serial numbers **2.** Owner applied numbers **3.** Type **4.** Make **5.** Model Describe ways users can search at point of link and describe the search experience.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
MI-15. The RMS should provide a variety of ways at point of link to find and validate **organizations** against the master organization index. The following are examples of the kinds of ways users should be able to search and verify identity: **1.** Name **2.** Location **3.** Logo **4.** Associated persons Describe ways users can search at point of link and describe the search experience.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd party**	**Not Available**
Indicate Status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future**	**Custom Development**	**Supplied by 3rd party**	**Not Available**

		Release			
Indicate Status:					

(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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd party	Not Available
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 3rd party	Not Available
Indicate Status:					

(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 3rd party	Not Available
Indicate Status:					

(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, ½, 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 3rd party	Not Available
Indicate Status:					

(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 3rd party	Not Available
Indicate Status:					

(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 3rd party	Not Available
Indicate Status:					

(Bidder response)

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 3rd party	Not Available
Indicate Status:					

(Bidder response)

Location

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 3rd party	Not Available
Indicate Status:					

(Bidder response)

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 3rd party	Not Available
Indicate Status:					

(Bidder response)

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 3rd party	Not Available
Indicate Status:					

(Bidder response)

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

	MANDATORY REQUIREMENT
________ Accept & Initial	The RMS MUST 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.
(Bidder response)	
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).					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					

CS-3. The RMS should store extensive details pertaining to Calls for Service. This is expected to include the following at a minimum:

1. Call Number
2. Incident Number (to generate an Incident Report based on Offense Code/Disposition Code)
3. Incident Date/Time
4. Call Type
5. Location (In multiple forms such as address street, milepost, common place name, etc. which can be entered and edited by NSP)
6. Location as an X/Y coordinate (such as Latitude/Longitude, Universal Transverse Mercator)
7. Location subset such as apartment or building number, City, State, County, Zip Code
8. Call source (e.g. 9-1-1 PSAP, public, etc.)
9. Troop Area/Sergeant Area/County
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:
    - **a.** Primary unit assigned ID (badge number)
    - **b.** All units involved by ID's (badge number)
11. Disposition code when call cleared
12. Disposition clearance narrative remarks
13. Combination of Disposition Code, Offense Code(s) more than 4 NIBRS complaints, Call Summary Narrative to close a CAD Call.
14. Report required indicator (based on coding of the call type)
15. Report received indicator (Based on workflow from RMS) for supervisor notification
16. Calling party identifying information (e.g. Name, Address, Phone1, Phone 2)
17. Related incident number information (e.g. Sheriff, Police, EMS, internal related incident)
18. Incident times and primary unit history (e.g. E911 Time, Call Received time, En route, Arrived, Transporting, Booking, Cleared)
19. Unit summary
20. Timestamp and activity code information for primary and all secondary units
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

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 3rd Party**	**Not Available**
Indicate Response:					

(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 3rd Party**	**Not Available**
Indicate Response:					

(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 3rd Party**	**Not Available**
Indicate Response:					

(Bidder response)

Incident Reporting; Usability; Field Reporting; andMobile, & 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 3rd Party	Not Available
Indicate Response:					

(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 3rd Party	Not Available
Indicate Response:					

(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 3rd Party	Not Available
Indicate Response:					

(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.5.5.1system 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 3rd Party	Not Available
Indicate Response:					

(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 3rd Party	Not Available
Indicate Response:					

(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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					
IR-7. The RMS should allow association of multiple incidents, cases or other associated records with a case.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					
IR-8. The RMS should provide some flexibility in controlling how Incident unique identifiers are formatted. Describe RMS capabilities and features of this nature.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					
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 3rd Party	Not Available
Indicate Response:					
(Bidder response)					

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:

1. Support multi-level approval process of Incidents. State the numbers of levels supported and describe how the approval process works.
2. Support alerts to notify users when supplements are available
3. Be capable of, but not require, using digital signatures or digital approval
4. Track reports by offense code that have not been started and/or completed
5. Track deadlines
6. Enable email or mobile device notifications between the RMS and Mobile client
7. Lock the original report for changes after approval.

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:					
(Bidder response)					

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:					
(Bidder response)					

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:					
(Bidder response)					

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).

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate Response:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate Response:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**

Indicate status:					
(Bidder response)					
ICM-6. The system should allow for adding customized user defined fields to case management. Customize with NSP code table.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

Reporting

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:

1. Cases assigned by report number
2. Cases assigned by investigator/trooper
3. Cases forwarded to Prosecuting Attorney
4. Closed and suspended cases
5. Juvenile vs. adult
6. Juvenile petitions
7. Declinations by prosecutor
8. Case activity
9. Cases assigned by crime type
10. Cases cleared
11. Percent cleared
12. Reports by crime type
13. Percent cleared by crime type, by clearance type
14. Unassigned cases
15. Case aging analyses, with supervisor attention after periods of inactivity
16. Investigator workload
17. Case counts by division or section - summary of all cases assigned, broken down by investigator with individual totals and division totals
18. Case Activity Summary - list of cases and corresponding status whether assigned or not assigned
19. Follow-Up Due Report - summary of all assigned cases based upon a user-specified due date
20. Active arrest warrants by case

Examples of caseload statistics reports include:

1. Total number of cases reviewed
2. Total number of arrests by Patrol
3. Total number of arrest by Investigations
4. Total number of warrant requests
5. Total number of cases closed and reason for closure by disposition

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

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

General					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
Security					
PEM-2. The RMS should support detection of tampering with evidence records (e.g., via a strong audit log).					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
Entry					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**

Indicate status:					
(Bidder response)					

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:

1. Easily grouping and ungrouping items of evidence (e.g. treating a bag of assorted items together, removing a sample for testing)
2. Batch processing many items together (e.g. releasing, disposing, changing the owner of all evidence belonging to a person or case together)
3. Changing the incident report number on groups of items with single entry or command
4. Updating the next review date for all items associated with a case using one transaction
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
6. The ability for the system to select various items at random for inspections and log inspection dates, times and individuals
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.
8. True batch entry capabilities supporting large volumes of property/evidence

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					
(Bidder response)					

Information

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					
(Bidder response)					

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:

1. Incident number
2. Crime type/classification
3. State or federal forfeiture
4. Item number (consecutive number for control purposes and per federal guidelines)
5. Asset identification description (one entry per item)
6. Adopting federal agency (e.g., FBI, DEA, HSI, IRS)
7. Federal case number
8. Federal asset identification number
9. Seizure type (e.g., property, currency)
10. If cash:

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

h. Location Transfers

29. Notes on property items (Should have the ability to make property notes on multiple items or cases at the same time.)

30. Notes on property transactions

31. 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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 *Temporary* as a location option.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

Workflow

PEM-10. The RMS should allow the ability to close a homicide case with items remaining in evidence (e.g., sexual assault)

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(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 3rd Party	Not Available
Indicate status:					

(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 3rd Party	Not Available
Indicate status:					

(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 3rd Party	Not Available
Indicate status:					

(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 3rd Party	Not Available
Indicate status:					

(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

General					
ARR-1. The RMS should have a process to document the arrest of an individual.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
ARR-2. The RMS should allow for multiple counts, multiple charges and if needed multiple jurisdictions.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
JC-2. The RMS should clearly designate "juvenile" on all forms and reports within the system.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
JC-4. The RMS should seal juvenile records within the system when ordered to by the court in compliance with state statute.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

EAM-2. The RMS should enable reports and printing based on search criteria (e.g., category, age, unit, and location), such as:

1. Location
2. Individual/vehicle assignment
3. Serial numbers
4. Physical inventory exception report
5. Check-in/checkout log
6. Equipment history
7. Bar Code Labels
8. Receipts
9. Certification dates

10. Purchase order number **11.** Versions of firmware/software					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
EAM-3. Officers and their supervisors should have the ability to view a list of all items assigned to them or their subordinate.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
EAM-4. Tracking of certifications such as date completed, when certification is due and issuing of certificate of completion.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
EAM-5. The RMS solution should: **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) **6.** Allow user defined fields. Store photographs					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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 3rd Party	Not Available

Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
FM-3. Equipment assigned to vehicles may be associated with the identifiers issued by the Equipment and Asset Management module.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
FM-4. The Fleet Management module may include functions to track vendors and the services they provide.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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

	MANDATORY REQUIREMENT
________ Accept & Initial	The RMS SHALL generate automated NIBRS or UCR compliant reports.
(Bidder response)	
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.	

Search					
SR-1. The RMS should support comprehensive metadata search as well as any other field collected in the RMS system.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

Reporting

SR-8. The RMS should support a variety of report management and printing features. Examples of features of this kind might include: **1.** Scheduled batch reporting **2.** Remote printing **3.** Email delivery of reports **4.** PDF reports **5.** Option to print off confirmation lists prior to purging records **6.** Option to preview reports or search results prior to printing **7.** Having multiple reports open at once					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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: **1.** Case Reports **2.** Use of Force **3.** Pursuit Critique **4.** Search Warrant **5.** Standardized Field Sobriety Test **6.** Evidence Inventory **7.** Missing Persons Report					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
SR-10. The RMS should support ad hoc reporting capabilities in addition to formal reports.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 *draft* on the report.					

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(Bidder response)

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:

1. Graphics and logos
2. Incorporating crime scene pictures, crash photos or other files attached to records or cases
3. Font formatting
4. Features to standardize look and feel across authored reports
5. Watermarks
6. Templates for reuse
7. Creation of new reports based on existing ones
8. Use of field data and metadata across all functional areas and indexes in reports
9. Combining results from complex queries that span many record types and indexes
10. Working with multiple open reports at once
11. Standard content reports that accept definable parameters at report run time.
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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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

	MANDATORY REQUIREMENT
________ 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.
(Bidder response)	
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 denotating latitude and longitude coordinates.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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 therefor NSP expects the RMS system to allow for integration of a 3rd 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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**

Indicate status:					
(Bidder response)					
INT-3. The RMS should support a Web Service interface to send and receive data.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
INT-4. The RMS should support SSL encryption as part of a Web Service Interface (128-AES or better, CJIS compliant cipher).					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
INT-5. When any general errors are encountered as part of the interface, the RMS system should log them and notify the system administrator.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
Existing CAD Interface					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party	Not Available
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party	Not Available
Indicate status:					
(Bidder response)					
e-Citation Interface					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
e-Crash Interface					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
RMS Incident Publish Interface					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
RMS Switch Interface					
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: **1.** CIC **2.** NDEX **3.** LINX **4.** Systems to be determined 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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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 3rd Party	Not Available
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 3rd Party	Not Available
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 3rd Party	Not Available
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 3rd Party	Not Available
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 3rd Party	Not Available
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 3rd Party	Not Available

		Future Release			
Indicate status:					
(Bidder response)					
ESRI					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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

ASR-1. The RMS should support basic crime analysis, to address needs such as: **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. **2.** Manual categorization or adjustment of automatically categorized incidents to improve accuracy of reporting or report on things that can't be automatically categorized? **3.** Reporting on categorized statistics based on time and location parameters to support simple metric calculation and trend analysis. **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. **5.** Other GIS or location-related analysis features.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
ASR-2. The RMS should support the ability to aggregate data on the various indicators, such as: **1.** Current period vs. previous period **2.** Current period vs. historical average **3.** Percentage of total crimes for period by: **a.** Troop areas **b.** Sergeant areas **c.** Counties **d.** Teams/shifts **4.** Percentage change from prior periods (i.e., trend)					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**

		Future Release			
Indicate status:					
(Bidder response)					

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.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
IA-2. Workflow & abilities: The IA module should have the following abilities/characteristics: **1.** A set of common fields for all IA incidents, as well as fields specific for each allegation type. **2.** Customizable templates should be available for producing letters, reports and notifications regarding incidents and cases. **3.** To provide links to the NSP Standard Operating Procedures and Policies, to enhance workflow. **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. **5.** A method to prevent multiple entries for a single event. **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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**

Indicate status:					
(Bidder response)					

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:

1. Case number
2. Name
3. Case status
4. Investigator
5. Disposition
6. Time Frame
7. Allegation Type
8. Discipline Action Type
9. Incident Type
10. Complaint Type

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					
(Bidder response)					

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

	MANDATORY REQUIREMENTS
__________ Accept & Initial	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.
(Bidder response)	
__________ Accept & Initial	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.
(Bidder response)	
__________ Accept & Initial	IMP-3. The contractor SHALL provide a Project Work Plan schedule with milestones, task responsibilities, and time frames for: **1.** system development and/or customization **2.** installation **3.** data migration **4.** testing **5.** training **6.** full system cut-over 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.
(Bidder response)	
__________ Accept & Initial	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. **1.** It SHALL include a Project Schedule providing a time phased representation of predicted tasks, milestones, dependencies, resource requirements, task duration and deadlines. **2.** The Plan SHALL also include a Project Status Report that helps to plan, coordinate, and track specific tasks in a project. Please summarize bidder's approach and experience in developing a realistic Project Scope Management Plan as described.
(Bidder response)	
__________	IMP-5. The contractor SHALL provide sufficient staffing from project kickoff through final acceptance. NSP SHALL be provided with a list of all contractor

Accept
& Initial

	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.
(Bidder response)	
_________ 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.
(Bidder response)	
_________ 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.
(Bidder response)	
_________ 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.
(Bidder response)	
	Testing
_________ 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. **1.** Functional Testing **a.** Form Input and Validation Testing **b.** Report Testing **c.** Work Flow Testing **2.** Integration Testing **3.** Security Testing **4.** User Acceptance Testing **5.** System Acceptance Testing **6.** Regression Testing **7.** Final Acceptance Testing Please describe the plan to meet this requirement.
(Bidder response)	
_________ 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.
(Bidder response)	

__________ 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.
(Bidder response)	
__________ 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.
(Bidder response)	
	Training
__________ Accept & Initial	IMP-13. The contractor SHALL support ongoing user training by: **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. **2.** Supporting NSP training of new versions through the possibility of providing training based on consulting quotations provided in the Form D, Table D4. 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.
(Bidder response)	
__________ Accept & Initial	IMP-14. DB-3 The system SHALL provide a training environment that does not impact the live database.
(Bidder response)	
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 3rd Party	Not Available
Indicate status:					

(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 3rd Party	Not Available
Indicate status:					

(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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(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

	MANDATORY REQUIREMENT
________ 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.
(Bidder response)	
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
MSU-2. The RMS contractor should provide ongoing support for system performance tuning. Describe theapproach 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 3rd Party**	**Not Available**
Indicate status:					
(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 3rd Party**	**Not Available**
Indicate status:					
(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).					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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: **1.** Methodology for classifying and escalating support calls (including emergency situations) **2.** Approach to issue management, tools employed, and past experience working with clients to resolve issues **3.** The average response times by time of support call **4.** The average service call resolution time **5.** Tiers of service (levels) **6.** Root cause analysis **7.** When and how a request is escalated **8.** Approach to workarounds					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
MSU-7. The RMS contractor should identify any third party roles in their proposed support (e.g., first level support is outsourced).					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.

Incidents					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party	Not Available
Indicate status:					
(Bidder response)					

CAD-4. Incident initiation data should be configurable and include the following (if available):

1. Caller's name.
2. Caller's location.
3. Caller's telephone number.
4. Response location.
5. Free form text.

When working with incidents, the CAD system should:

1. Record the information about a request for service as an Incident that can be initiated, dispatched, displayed, updated, dispositioned and closed.
2. Support:
   a. Combined call taker/Communications Specialist functions at a single workstation.
   b. Separate call taker/Communications Specialist functions at separate workstations.
3. Have a free-form location description field (non-system verifiable location).
4. Indicate, as part of the incident, whether the default priority was overridden by the operator at initiation.
5. Should provide the option to initiate and close the call with a single function.
6. Support the ability to add unlimited dispositions per incident.
7. Allow for the addition of narrative/comments, multiple offense codes and a closing disposition in the same string of information.
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.
9. Allow an operator to enter a date and time and schedule the incident for a future date/time.
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.
11. Allow incidents to be initiated without entry of the incident location and type.
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.
13. Assign a unique incident number to each incident. The incident number should have the ability to be generated in whatever format NSP choses.
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).
15. Support field-initiated incidents from both a Communications Specialist and mobile data entry.
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.
17. Afford the user the ability to select an incident type from a drop-down with auto-complete available from the incident entry form.
18. Validate the user-entered incident type against the incident type database.
19. Automatically enter the user-defined priority for the incident type. Operator can override the defined priority.

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

on the incident type, and prompt the call taker if all required information has not been received.

42. 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.

43. CAD would support updated location information and replot on the map, with the option of changing the incident to the new location.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					

(Bidder response)

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.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					

(Bidder response)

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.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					

(Bidder response)

CAD-7. The CAD system should automatically generate:

1. A unique CAD call number.
2. A unique agency incident number, upon unit assignment.
3. Geographic location information (e.g., reporting area, zone, city, county).
4. Date and time the incident was initiated.
5. ID or Badge Number of the operator who initiated the incident.
6. ID of the workstation on which the incident was initiated.
7. Geofile coordinates (if the address was validated).
8. Incident priority based on user definitions.
9. Allow operator to assign additional unique incident report (IR) numbers.

	Current	**Expected**	**Custom**	**Supplied by**	**Not Available**

	Capability	Date of Future Release	Development	3rd Party	
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(Bidder response)

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.

1. Cloning should allow all audit records for an event to be optionally cloned to the new incident.
2. Cloning should take place from the command line or from a new form.
3. The system should allow the user to clone incidents that have a pending, new, active, or closed status.
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.
5. Each cloned incident should have its own incident number.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

Dispatch

CAD-10. The CAD system should respond to the initial dispatch by:

1. Recommending response based on unit type and location of the unit and response requirements based on call type.
2. Dispatcher has the ability to assign units by use of a quick key or command line.
3. Automatically removing the incident from the pending queue.
4. Automatically updating the incident in the incident status display.
5. Automatically starting the status timers for the dispatched units.
6. Automatically logging the dispatcher in the incident history.
7. Automatically stamping time, operator, and position for all actions.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 3rd Party	Not Available

		Future Release			
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-18. For traffic stops, entering the NSP officer's badge or Identifying number should auto-populate other relevant fields (officer name, etc.)					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-20. The dispatcher should have the ability to assign stacked or pending calls to an officer.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party	Not Available
Indicate status:					
(Bidder response)					

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 3rd Party	Not Available
Indicate status:					
(Bidder response)					

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 3rd Party	Not Available
Indicate status:					
(Bidder response)					

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 3rd Party	Not Available
Indicate status:					
(Bidder response)					

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 3rd Party	Not Available
Indicate status:					
(Bidder response)					

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 3rd Party	Not Available
Indicate status:					
(Bidder response)					

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	Custom Development	Supplied by 3rd Party	Not Available

		Release			
Indicate status:					
(Bidder response)					
Units					
CAD-28. The CAD system should support units being a minimum of one character to be defined and assigned by the system administrator.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-29. The CAD system should have the ability to allow dispatchers to assign units to troop areas.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-30. The CAD system should have the ability to track units through status changes.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-31. The CAD system should have the ability to assign multiple capabilities to units for dispatch recommendation purposes.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-32. Users should have the ability to update a unit's functionality in real time by either adding or removing capabilities.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.)					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-37. The CAD system should allow dispatching and tracking of multiple units or changing multiple unit statuses at the same time.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-38. The CAD system should allow the user agency to define the following types of unit status parameters: **1.** Special status colors and special characters. **2.** Allowing a unit to be available for dispatch while in a defined status. **3.** Allowing a unit to be available for recommendation while in a defined status. **4.** Time allowed in a status. **5.** Differentiating between officer and supervisor on the map.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-39. The CAD system should allow for held status codes for monitoring and granting of outstanding requests.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-42. When a unit is put into a status, the CAD system should assign a default timer as defined by status and situation.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-43. The CAD system should support a function to reset timers for units that have timed out.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-44. The CAD system should support a function that allows unit timers to be reset to a default value for a given status.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-45. The CAD system operators should be alerted when an officer is on duty longer than 8 hours.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-50. When an assignment is closed, the CAD system should maintain the trooper ID number(s) associated with the assignment for audit purposes.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-52. The CAD system should have the ability to assign a supervisor to an incident for the purposes of notifying a supervisor:					

- In high-priority incidents and notifying a supervisor of unit emergencies.
- Of hot-hit query returns.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

CAD-53. The CAD system should allow the user agency to define unit status by special status colors and characters.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

CAD-54. The system should display troop-specific units separately from statewide (or HQ) units.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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.)

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

Status Monitors

CAD-57. The CAD system should support user-defined windows for dynamically updated views of ongoing incident and unit activities.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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.

	Current Capability	Expected Date of Future	Custom Development	Supplied by 3rd Party	Not Available

		Release			
Indicate status:					
(Bidder response)					
CAD-59. The CAD system should have the ability to display 80-100 units on a one-half screen.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

CAD-65. The unit status monitor should display the type of incident or administrative status to which the unit is currently assigned.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

CAD-66. The unit status monitor should be configurable to display such things as:

1. Incident number (if unit is currently assigned).
2. Unit location information.
3. Address of the unit location.
4. Area(s) in which the unit is currently working.
5. Estimated time of arrival.
6. Unit timers.
7. Active incidents.
8. Incident number.
9. Time initiated.
10. Incident type.
11. Incident location.
12. All vehicles dispatched to the incident (by dispatch level with the dispatch time for each).
13. Other location information.
14. Agency ID of the incident.
15. Apartment number.
16. Caller's location.
17. Priority.
18. Incident status.
19. Troop area.
20. Console ID that initiated the incident.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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:

1. Unit ID/call sign, shift, and status.
2. Incident type, number, and address.
3. Amount of time unit has been in the current status.
4. Number of calls stacked against the unit.
5. Incidents stacked against the unit (selection of incident information is the same as an incident status monitor.)

	Current	**Expected**	**Custom**	**Supplied by**	**Not Available**

	Capability	Date of Future Release	Development	3rd Party	
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(Bidder response)

CAD-71. The CAD system should allow the system administrator to:

1. Set status changes to a pre-determined alarm time.
2. Assign different audio files for low, medium and high priority incident and alarms.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

Geomapping

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 3rd Party	Not Available
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-81. The CAD system should provide the ability to: **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. **2.** Create links to the Web via points on the map.					
	Current Capability	**Future Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					
CAD-82. Intersections should be capable of being entered in any order (i.e., Main/1st or 1st/Main). The order of the entry should not be altered. For example, if the user entered Main/1st, the CAD system should not convert the entry to 1st/Main.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

CAD-83. The CAD system should provide a tightly integrated mapping application that shows incident and unit location.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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: **1.** Online. **2.** Various electronic media (CD-ROMs, etc.).					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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).					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

CAD-87. The maps should be created using different layers that contain specific information. These layers should be combined to create user-defined views.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Future Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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).					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

CAD-95. Mapping should support the integration of AVL.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
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 3rd Party**	**Not Available**
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 3rd Party**	**Not Available**
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 3rd Party	Not Available
Indicate status:					

(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 3rd Party	Not Available
Indicate status:					

(Bidder response)

CAD-100. The CAD system should support:

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.
2. The ability to configure the polling frequency of AVL equipped vehicles.
3. Configuration of labels for user-definable geographic areas.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(Bidder response)

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 3rd Party	Not Available
Indicate status:					

(Bidder response)

Messaging

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:

1. Personnel (to either individuals or specific devices).
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.).
3. Workstations.
4. MDCs.
5. Any system printer.
6. Predefined groups (all Communications Specialists, all personnel in zone, etc.).
7. Any combination of user-defined groups, such as personnel, workstations, etc.

	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					

(Bidder response)

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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

CAD-105. The CAD system messaging should support the ability for users to:

1. Create free-form messages.
2. Display messages via a single function key.
3. Have audible and visual signaling of received messages.
4. Forward, reply to, and delete messages.
5. Send certified mail (i.e., sends an automatic message back to the sender when the mail is opened).
6. Send acknowledgement required (i.e., requires the recipient to reply to the message before it can be deleted).
7. Send priority messages.
8. View messages.
9. Add messages to an incident as a comment.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

CAD-107. CAD messaging should differentiate between CAD messages and:

1. Messages returning from the message switch/NCIC.
2. Queries to internal systems.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

Closing

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.

	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
Indicate status:					
(Bidder response)					

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**
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 form 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**
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**
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 3rd Party	Not Available
Indicate status:					

(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

		Future Release			
Indicate status:					
(Bidder response)					
CAD-117. The CAD system should allow supervisors to view all pending incidents statewide.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
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.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
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.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
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.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
Indicate status:					
(Bidder response)					
CAD-121. Reports, “canned” or user-designed, should have the ability to be scheduled to run at specific intervals.					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
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).					
	Current Capability	Expected Date of Future Release	Custom Development	Supplied by 3rd Party	Not Available
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.					
	Current Capability	**Expected Date of Future Release**	**Custom Development**	**Supplied by 3rd Party**	**Not Available**
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		
Planning Services Costs		
Initial Planning/Project Management		
Functional Design		
Core Implementation Services		
Interfaces		
Testing Services		
Training Services		
Documentation		
Production Move/Cutover		
Subtotal		
GRAND TOTAL		

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
1st renewal period The two year period following 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) + %
2nd renewal period: The two year period following the 1st two (2) year renewal period	Pricing from 1st renewal period + %
3rd renewal period: The two year period following the 2nd two (2) year renewal period	Pricing from 2nd 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		
GRAND TOTAL			

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:	
TOTAL	100%

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:	
TOTAL	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:

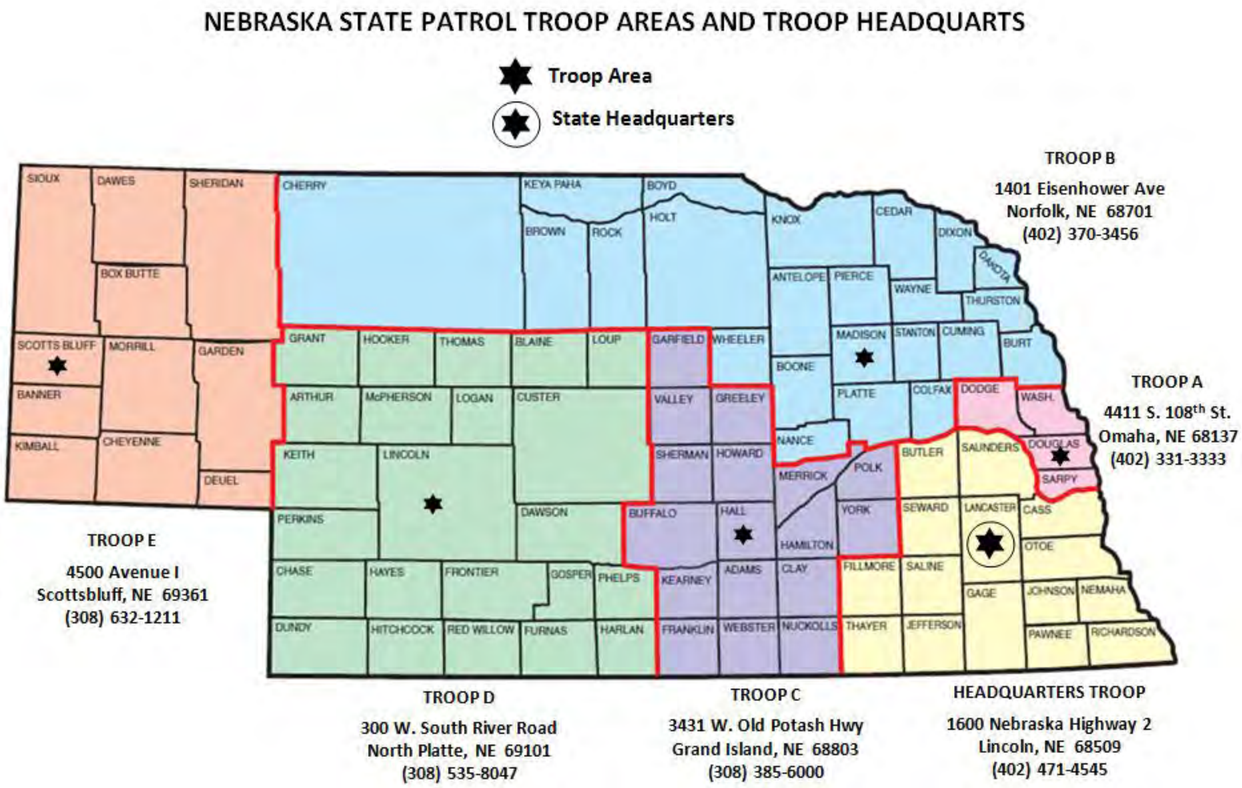
Nebraska State Patrol ("NSP")

By: ___________________________________	By: ___________________________________
Name (printed): _________________________	Name (printed):_________________________
Title: __________________________________	Title: _________________________________
Date Signed: ___________________________	Date Signed:___________________________

Attachment 2

Map of NSP Troop Areas

Request for Proposal Number 4479Z1



NEBRASKA STATE PATROL

Inventory of Vehicles, Dwellings or Buildings

Date________________ Charge/Reason____ Time________________

Location Inventory Made____

Vehicle: Make____________________ Color________________ Year___________ Body Style________________

License: State____________________ Number_______________________ VIN___________________________

Owner:____ Address____

Driver:____ Address____

No.	Item	No.	Item

☐ As provided in Nebraska Statute 60-4,110, this vehicle has been impounded for ten (10) days because the driver's license has been suspended, revoked, or impounded. The driver or an innocent interested person may obtain an administrative review of this impound by calling NSP Troop Area Office at ____.

Copy received by ____________________________________

Witnesses:

____

____

____

Signature of Officer

NEBRASKA STATE PATROL

PURSUIT CRITIQUE

Officer's Name: **Badge Number:** **I.R. Number:**
Troop Area: **Troop Area/Division Commander:**

Pursuit Began or Entered Nebraska:
Time: **Month:** **Day:** **Year:** **County:** **Highway #:**
Pursuit Ended or Left Nebraska:
Time: **Total Miles:** **Total Time:** **County:** **Highway #:**

Reason for Initiating Pursuit: *(Check all that apply)*
☐ Reported Possible DWI ☐ DWI ☐ Speeding ☐ No Motorcycle Helmet ☐ Traffic Violation ☐ Auto Theft
☐ Driving Left of Center ☐ Evading Police ☐ Headlight/Taillight Out ☐ Weaving Out of Lane ☐ Theft of Services
☐ Flight to Avoid Arrest ☐ No License Plates ☐ Reckless Driving ☐ Other:

Fleeing Vehicle Type:
Year: **Make:** **Model:** **License Plate #:** **State:**

Number of NSP Involved: **Agency Status in Pursuit:**
Aircraft Called Out: **Aircraft Actively Involved:** **Aircraft Provided Significant Aid:**
Other Agency Involved: **Number of Other Agencies:** **Name(s) of Other Agencies:**

Show the approximate portion of pursuit under the following conditions:

Type of Road		Type of Area		Light		Traffic		Conditions	
	Interstate		Open/Rural		Day		Heavy		Dry/Normal
	Highway		Commercial		Dawn/Dusk		Medium		Wet/Rain
	City		Residential		Night		Light		Snow/Ice
100		100		100		100		100	

Number of Passengers: **Maximum Speed of Fleeing Vehicle:** mph **Custodial Arrest:**
Driver Has Active Warrant Before Pursuit Began: **Passenger(s)** Has Active Warrant Before Pursuit Began:
Vehicles Damaged in Pursuit: **Force Used to Stop Fleeing Vehicle:** **If Yes, What Type:**
Estimate of Vehicle Damage Cost Patrol Vehicle: /Violator Vehicle:
Third Party or Other Damage Costs:
Foot Chase: **Manhunt Resulted:** **Suspect I.D. Known During Pursuit:**
Number of Suspects Sought: **Number of Suspects Apprehended:** **Any Weapons on Suspect:**
Force Used to Apprehend Suspect(s) During Foot Pursuit: **If Yes, What Kind:**

Driver/Suspect: Name: **DOB:** **Age:**
Address:
Passenger/Suspect: Name: **DOB:** **Age:**
Address:
Passenger/Suspect: Name: **DOB:** **Age:**
Address:
Passenger/Suspect: Name: **DOB:** **Age:**
Address:

Describe How the Pursuit Ended *(Check all that apply)*		
☐ Subject Apprehended		
☐ Driver Voluntarily Stopped	☐ Pursuit Terminated – Subject Apprehended Later	☐ Vehicle Became Disabled or Stuck
☐ Roadblock Used to Stop Subject	☐ Vehicle Wrecked and/or Abandoned	☐ Rolling Roadblock Used to Stop Subject
☐ Tire Deflator	☐ Officer Discharged Weapon	☐ Driver Injured/Unable to Continue
☐ Other:		

Tire Deflation	
Was an Attempt Made to Use Tire Deflation Devices:	**Type of Device Used:**
Did Pursued Vehicle Make Contact With Device:	**Brief Description of Deployment Area:**

☐ **Subject Not Apprehended**		
☐ Officer Terminated Pursuit	☐ Supervisor Ordered Termination	
☐ Patrol Vehicle Became Disabled or Stuck	☐ Patrol Vehicle Wrecked	
☐ Lost Sight of Fleeing Vehicle	☐ Suspect Abandoned Vehicle and Fled	☐ Suspect Wrecked Vehicle and Fled
☐ Patrol Officer Injured/Discontinued	☐ Other:	

Other Charges Filed: *(indicate Misdemeanor (M), Felony (F), or Traffic Infraction (TI))*

Injuries:	
NSP:	**If Yes, Extent of Injuries and Where Officer was Taken:**
Suspect:	**If Yes, Extent of Injuries and Where Suspect was Taken:**
Passenger(s):	**If Yes, Extent of Injuries and Where Passenger was Taken:**
Other(s):	**If Yes, Extent of Injuries and Where Taken:**

Pursuit Narrative:				
*****Do not forget to attach Pursuit Letter with Critique to Training Academy*****				
Attach Reports:				
☐ Pursuit Letter	☐ First Report of Alleged Injuries	☐ Use of Force	☐ Accident Report	☐ In-Car Camera
If camera was used: Officer Name:		**Badge #:**	**Agency:**	
Was video reviewed prior to completing Pursuit Critique:		**Were Policy & Procedures Followed:**		
If No please explain:				

-- --

Immediate Supervisor Signature ***Date***

-- --

Troop Commander Signature ***Date***

xc: Field Services Major
Training Academy

NSP400 (04/08)

Nebraska State Patrol

Use of Force Report

Incident Number

1. Nature of Call:	2. Date of Incident: 3. Time of Incident:
4. *Subjects Name: (Last, First, Middle)*	5. Date of Birth: 6. Sex: ☐ Male ☐ Female
7. Subject's Address: *(Street, City, State Zip)*	8. Home Phone #: 9. Work Phone #:

10. Physical Description:	Height:	Weight:	Eyes:	Hair:	Race:

11. Reason for use of force: (Check all that apply)

Necessary to effect arrest: ☐ Yes ☐ No	Necessary to defend another: ☐ Yes ☐ No	To restrain for subject's safety: ☐ Yes ☐ No
Necessary to defend reporting officer: ☐ Yes ☐ No	To prevent a violent, forcible felony: ☐ Yes ☐ No	TVI Maneuver Used: ☐ Yes ☐ No
Other: ☐ Yes ☐ No	**12**. Subject injured: ☐ Yes ☐ No	**13.** Subject rendered unconscious: ☐ Yes ☐ No

14. Hospital/Clinic & Name of Physician:

15. Nature of subject's injury:

16. At time of arrest was subject: (Check all that apply)

Under influence of chemical drug: ☐ Yes ☐ No	If yes, please list:	
Suspected under the influence of chemical drug: ☐ Yes ☐ No	Under the influence of alcohol: Yes ☐ No ☐	%:
Suspected mental illness: ☐ Yes ☐ No	17. Number of officers present at time of arrest:	Number of subjects that resisted:

18. Level of Resistance: (Check all that apply)

A. Psychological Intimidation:	☐	Explain:
B. Verbal Non Compliance/Threats:	☐	Explain:
C. Passive Resistance:	☐	Explain:
D. Defensive Resistance:	☐	Explain:
E. Active Aggression:	☐	Explain:
F. Deadly Force Assaults:	Type of Weapon:	Explain:

19. Level of Control Effected: (Check all that apply)

A. Officer Presence: ☐ Yes ☐ No		
B. Verbal Direction: ☐ Yes ☐ No	Commands Given:	

C. Types of Empty Hand Control: (Check all that apply)

Muscling Techniques:	☐	Location:		
Hand Strike:	☐	Number of Strikes		Location:
Straight Armbar:	☐	Location:		
Shoulder Pin:	☐	Type/Level:		
Pressure Points:	☐	Location:		
Leg/Foot Strike:	☐	Number of Strikes		Location:
Transport Wristlock:	☐	Location:		
Other:	☐	Explain:		

D. Intermediate Weapons: (Check all that apply)

Chemical Agents: Yes ☐ No ☐	Type/Amount:	Location of Use:		
Impact Weapon: Yes ☐ No ☐	Type/Amount:	Location of Use:	Number of strikes needed to affect arrest:	
Taser Deployed: Yes ☐ No ☐	Cartridge Serial #	Number of times		Visual Compliance Yes ☐ No ☐

E. Lethal Force: Explain
F. If Canine Use please check:

Physical Apprehension: ☐	Detainment: ☐	Compliance During/After Verbal Announcement ☐

Officer Protection (See Canine Report)
G. Was officer injured? Yes ☐ No ☐ If Yes, extent of officer's injuries:
20. SUPPLEMENTAL NARRATIVE:
SEE ADDITIONAL CONTINUANCE REPORT ATTACHED: ☐
Did the technique work as intended? Yes ☐ No ☐ If No, explain:
Witnesses Present (Sworn and Civilian):

Name:	Address:	Phone:
Name:	Address:	Phone:
Name:	Address:	Phone:
Name:	Address:	Phone:
Name:	Address:	Phone:
Name:	Address:	Phone:

Reporting Officer's Assignment:

Traffic ☐	Executive Protection ☐	Criminal ☐	SWAT ☐	Drug ☐	Carrier ☐

Other (Explain):

Reporting Officer ______________________ ________
Signature Badge #

Supervisor ______________________ ________
Signature Badge #

Commander ______________________ ________
Signature Badge #

xc: Troop Area Defensive Tactics Coordinator
Troop/Division Commander
State Defensive Tactics Coordinator
Internal Affairs

Reported Date
03/18/2009
Case Type
ASSAULT
Officer

Nebraska State Patrol

S09-1

Supplement No
ORIG

Administrative Information

Agency	IR #	Supplement No	Reported Date	Reported Time
Nebraska State Patrol	S09-1	ORIG	03/18/2009	09:00

Location	City	Work Area	TRP Area
	Lincoln	H002	H

From Date	From Time	Officer
03/18/2009	09:00	

Evidence	Statements
Yes	Yes

# Offenses	Offense	Description	Fel/Oth
1	1300	Aggravated Assault	

Person Summary

Invl	Name	MNI	Race	Sex	DOB
ARR		6	W	M	01/10/1950
VIC		3	W	F	01/01/1959

Vehicle Summary

Invl	License No	State	Lic Year	Year	Make	Model	Color
TOW	123ABC	NB	2010	2009	CHEV	CAV	BLK

Property Summary

Invl	Tag No	Item No	Description
EVD	09000001	1	Article: Equipment/tools KNIFE blk handled knife
EVD	09000001	2	Article: Personal accessories (incl serial jewelry) GLOVE pair of blk gloves

Summary Narrative

TIBURON TEST

Nebraska State Patrol

S09-1

Supplement No
ORIG

Arrestee 1:

Name	MNI	Race	Sex	DOB	Age	Juvenile?
	6	White	Male	01/10/1950	59	No

Height	Weight	Hair Color	Eye Color
6'00"	180#	Brown	Brown

Type	Address	City	State
Home	1	(	

Date
03/18/2009

Alias Name	Race	Sex	DOB	Height	Weight	Hair Color
	White	Male	01/10/1950	6'00"	180#	Brown

Eye Color

Mark Type	Mark Code
Arm, nonspecific - scar	Scars

Description
scar on arm

Employer/School
SEARS

Arrest Type	Arrest Date	Arrest Time
On-view Arrest	03/18/2009	09:00:00

Arrest Location	City	Work Area
		H002

Charge	Level	Charge Literal
28-308	X	First Degree Assault

Subject witnessed stabbing wife in arm with knife. TIBURON TEST

Victim - Person 1:

Name	MNI	Race	Sex	DOB	Age	Juvenile?
	3	White	Female	01/01/1959	50	No

Height	Weight	Hair Color	Eye Color
5'10"	150#	Blond or Strawberry	Blue

Type	Address	City	State
Home			

Date
03/18/2009

Type	ID No	OLS
Operator License		Nebraska

Alias Name	Race	Sex	DOB	Height	Weight
	White	Female	01/01/1959	5'10"	150#

Hair Color	Eye Color
Blond or Strawberry	Blue

Mark Type	Mark Code
Back - tattoo	Tattoo

Description

Employer/School
WALMART

Vehicle: 123ABC

Involvement	Type	State	Lic Year	Year	Make	Model	Style	Color
Towed	Auto	Nebraska	2010	2009	Chevrolet	Cavalier	2-door Automobile	Black

Link	Name	Race	Sex	DOB
SUS		W	M	

Property

Item	Agency	Involvement	Invl Date	Tag No	# Pieces
1	Nebraska State Patrol	Evidence	03/18/2009	09000001	1

Description
blk handled knife

Link	Name	Race	Sex	DOB
SUS		W	M	01/10/1950

Item	Agency	Involvement	Invl Date	Tag No	# Pieces
2	Nebraska State Patrol	Evidence	03/18/2009	09000001	2

Description
pair of blk gloves

Nebraska State Patrol

S09-1

Supplement No
ORIG

Link	Name	Race	Sex	DOB
SUS		W	M	

Modus Operandi

Physical Evidence
Photos/Weapon

Narrative

Subject witnessed stabbing wife in arm with knife. TIBURON TEST

Taken to hospital for evaluation.

Report Officer	Printed At	
	09/20/2013 15:53	

Images

Date	Time	Officer	Description
03/18/2009	11:35	[illegible]	BGImage.jpg