

## BPD Answers to Vendor Questions re: CAD/RMS RFP

7/9/10

1. In order to accurately price our solution, how many total positions and licenses do you need to purchase?
  - a. **In a concurrent licensing model we would have as many as 35 workstations/computers active at one time**
2. Pg 6 The Chittenden County Law Enforcement Executives (CEOs of 13 local and county law enforcement agencies) has become a partner in this effort and is interested in implementing a single, multi-jurisdictional, system that will meet our needs. Are they going to be an agency that is also interested in purchasing a CAD-RMS solution? If so, how many positions of CAD-RMS do they need?
  - a. **Each agency, ranging in size from 5 employees to 150, could become a separate instance/installation of the system, with servers centrally located at one or two sites and remote access by each agency.**
3. Pg 7: Expand to allow for each of Vermont's 60+ law enforcement agencies to utilize computer aided dispatch and records management functions of the system from a central point or points of operation both collectively AND separated by individual agency data. Is Burlington going to dispatch for these agencies? How many licenses does this add?
  - a. **There are many dispatch centers (unknown number in total) and a total of about 2500 users – not all active simultaneously. Concurrent licenses would number approximately 400 or so.**
4. Pg 7: Expand to enable the creation of "modules" for prosecutors, defense counsel, Courts, community justice centers, and jails/Department of corrections to manage information relating to events and people as a single, scalable, integrated record- an integrated Justice Information System. How many licenses for those people?
  - a. **That number is not currently available**
5. Is Vermont Tax ID Number Required for a Vendor who operates outside the state of Vermont and will not have any one living in Vermont hired to work on the project?
  - a. **Federal ID will suffice.**
6. What is need to comply or respond to the liveable wage ordinance for agencies outside of Vermont and will not have anyone working on the project that lives in Vermont?
  - a. **If you work for City of Burlington, the Liveable Wage ordinance applies.**
7. Does the vendor application need to be sent in separately than the RFP or can it be included with RFP response?
  - a. **Please include with RFP response.**
8. Pg 11 What is BPD's goal for source code ownership? E.g., The ability to maintain and modify the software? Etc.,
  - a. **We are interested in proposals but, at a minimum, we must maintain ownership of a copy of the source code.**
9. Pg 13 What are the expected development and implementation delivery timeframes?

- a. Project to begin in October (approximately) and delivery window dependent on design strategy proposed by the selected vendor.**
10. Pg 10 Re “The system must have the capability to send data to the prosecutor’s cases system in the future.” – this requirement is not well defined at this time and so it will be impossible to provide a response to it.
  - a. Understood. A generic response about compatibility with other databases would be helpful.**
11. Pg 16 Does the “Total Cost of Ownership over 5 years” assume that the Proposer will be providing standard technical support for that 5-year period?
  - a. It does.**
12. Pg. 17 Which “financial institution” is referenced?
  - a. Vendor’s**
13. Pg. 17 Does “subletting” of the work refer to the Respondent’s ability to hire contractors to work under the direct supervision of key team members? Or outsourcing?
  - a. Both**
14. Pg. 18 What is the purpose for the Exemption of Records provision?
  - a. Security**
15. Pg. 20 (EXCEPTIONS TO THIS RFP...)Does this refer also to any negotiated changes to the contract?
  - a. Yes, in the final document**
16. Pg. 20 (Additional Considerations...Respondent’s failure to identify any such changes in their Proposal will preclude the Respondent from raising any such changes thereafter.) Does this refer also to any negotiated changes to the contract? Will this requirement preclude change orders or additional software specifications that may arise in the system design process?
  - a. Refers to vendor’s need to note any additional considerations that would be needed – note now.**
17. Pp. 20, 78 What is the difference between “Exceptions to RFP,(pg. 20)” “Modifications of terms and conditions, (pg. 20) ” and “OBJECTIONS TO RFP TERMS (pg 78)?” Terms and conditions are referring to the contract document that will follow the RFP response and be with selected vendor
  - a. These sections may be concurrent/overlapping depending on the circumstances.**
18. Pg 23 Given: a first name, last name, date of birth, alias, nickname, height, weight, gender, eye, hair, race, tattoos, scars, or any combination thereof Then: I should be able to enter any or all of the above fields and search to receive a list of exact matches; Is a “search field” a special text entry field or should the system search for all entries across all fields as they are entered?
  - a. Both exact match and soundex capability should be present**
19. Pg 23 Given: a first name, last name, date of birth, alias, nickname, height, weight, gender, eye, hair, race, tattoos, scars, or any combination thereof Then: I should be able to enter any or all of the above fields and search to receive a list of reasonable matches within a predetermined range; What is meant by “reasonable” match within “approximate range”
  - a. Within a few years**

20. Pg 23 Given: a search for a name returns a match selected by the user Then: I should be able to attach that name to an incident, vehicle, property, alert or location; Assume this means create “association” with entity types?
- a. **Correct**
21. Pg 23 Given: a user selects a name from a search list Then: the user is prompted whether the address/phone need to be updated prior to continuing. What are the criteria for determining if the fields need updating?
- a. **Information known to the user at the time the data is displayed**
22. Pg 27 Given: The officer completes an incident in the field and marks the incident as ‘complete’ Then: Software automatically checks for entries in required fields as defined by agency, once completed by marking the incident as “pending” or “Ready for Approval” with option to mark incident as worth Roll Call attention, or as a false alarm or false report to bypass input requirements. Officer returns to Available status and change is reflected across all user screens.; Should the system automatically return officer status to “Available” once an incident is complete?
- a. **Possibly – could also require manual status change**
23. Pg 27 Given: a secondary officer arrives with a primary officer Then: the secondary officer has the same access to the data and incident as the primary officer simultaneously, with each officer’s actions and input logged individually with date/time/user; Is “access” defined as “read”/“write”? Will other officers, not directly involved with the incident, have “read” access to the incident?
- a. **Yes, especially for supervisors**
24. Pg 28 Given: a returned list of incidents based on user input and search request Then: the user can open an incident of their choice and update any of the data in that incident – all changes to those fields are logged by date/time user. What incident state precludes changes to the incident report?
- a. **Generally - A finalized incident, reviewed by supervisor with IBR data submitted. At that stage only Records staff should be able to over-ride and re-open the incident**
25. Pg 28 Given: an officer has completed work on an incident and is forwarding it for approval Then: the officer is able to check a box and the incident is automatically forwarded to the appropriate supervisor for review and approval. Does BPD want to use same supervisor selection method as is in FACTS, or do they prefer that reports be sent only to an officer’s direct supervisor – not giving the officer the ability to select reviewing supervisor
- a. **Preference for the direct supervisor to have it their queue with the possibility that another supervisor could manually close and review the incident if necessary**
26. Pg 29 Given: an officer enters height/weight/race/eye/hair/age brackets and a Known Subject Then: the system returns a list of images matching those definitions and the Known which can then be placed into a set of two rows of four images We are unclear as to what this means. Is this for a purpose of a “line-up”?
- a. **Lineup OR to attempt to leverage data to find suspects matching a given description**

27. Pg 29 Given: An officer is ready to enter a narrative Then: the officer has the option to speak into a microphone on the MCT and dictate the report What interface does the mike use? How is this accessed in a browser via javascript?
- a. **This does not exist yet – it is a possible add on to dictate a narrative instead of typing one – open for discussion**
28. Pg 29 Given: the officer is dictating the report to the MCT Then: the MCT uses voice recognition to convert the dictation to text in the narrative field Note – voice recognition in a noisy environment like a patrol car might not be very accurate unless the officer has a mic near their mouths. That is, a laptop mic may pick up too much ambient noise. What is BPD’s opinion on this issue?
- a. **Again, open for discussion and may not be a viable technology at this stage of deployment**
29. Pg 29 Given: the officer has information to check through DMV/NCIC/P&P/DOC/Court etc Then: the officer can enter this information into the MCT and get returns from those sources; the returns are automatically retained into the incident record What interface is provided by the state P&P system? What interfaces are provided by the local courts? What interfaces are provided by the DOC? Will the system have access to JLINK?
- a. **The Courts are in the process of deploying a new system and interfaces do not yet exist**
30. Pg 33 Given: that I decline an incident for transfer Then: an automatic dialog box should appear where I can document the reasons the transfer request is denied. When this dialog box is closed, the incident should be automatically sent back to the originating requesting USB super’s Queue as “ready for approval”. All actions should be automatically date and time & ID stamped. Shouldn’t the returned incident be tagged as “Declined”?
- a. **It could**
31. Pg 33 Given: that a detective works on an investigation Then: detectives need to be able to attach large amounts of digital media (recordings, photo’s scanned documents, video, etc). IT IS PARAMOUNT THAT THE INCIDENT HAS AN INTEGRATED WORD PROCESSOR THAT SAVES DIRECTLY TO THE INCIDENT (All BPD templates should be accessible from within this word processor). Does this requirement really call for an integrated word processor, or can an external word processor (e.g. MS Word) be started and the resulting doc attached to the incident?
- a. **That could be a viable approach**
32. Pg 34 Given: a piece of property/evidence is transferred to a new person or agency Then: I should be able to securely document the transfer via the system requiring a password from both the releasing and receiving party. (In the absence of a password, capturing a signature electronically like when you sign your credit card at a store). Can we use a smart phone with signature capture capability?
- a. **Possibly – we’re open to ideas**
33. Pg 48 Given a caller provides an address, I should be able to generate an incident, populate it with that information and dispatch it to the officer. Should incidents be dispatched to an

officer or a unit? Should there be an entity called 'call for service' that is different than an incident?

- a. **Only one designation as an incident is the STRONG preference. A Unit is fine, though, for reference, our units are always assigned with one officer – that is what generates the confusion here.**

34. Pg 48 Capability of merging incidents within the incident The system will have the capability to open incident A and start a wizard that will merge another incident into it; does this satisfy the requirement?

- a. **YES**

35. Pg 48 Available field for call source (telephone, 911, front desk, officer, etc) +++Close an active incident by entering disposition, clearing incident, canceling incident+++ Note that cancelled incidents will not be deleted from the database, but will remain hidden unless specifically requested to be displayed. Does anyone at BPD believe this will be an issue?

- a. **Do not understand the question**

36. Pg 48 Given: An active incident that is determined to be not needed as it is a duplicate of another active incident Then: I should be able to merge it into the other active incident, removing the duplication, and transferring all narratives, times, logs and other data into the correct active incident. +++See and update officer status and information+++ What is the intention of the text delimited by '+++'? Are they part of the requirement or are they just notes/comments on the requirement?

- a. **It was chosen formatting for some reason...**

37. Pg 48 Given: A list of officers filtered to show only officers that are currently working Then: I should be able to sort that list by patrol area, cruiser number, radio number, badge number, primary and secondary locations, status at given incidents or other patrol status What is a 'secondary location'?

- a. **A location other than the original incident location, such as a house where an officer goes on follow-up while assigned to the original incident**

38. Pg 49 Given: I remove all officers from an active incident by reassigning them to other incidents or changing their status to Available Then: I am automatically queried for a disposition for the incident, and the incident becomes a closed incident when the disposition is entered +++View and update pending and active incidents+++ It is our opinion that the incident should revert to 'Pending', because it may still be open, but is of lower priority than other active incidents

- a. **Understood**

39. Pg 49 Given: A telephone call and a complaining party Then: I should be able to generate a new pending incident and po This requirement seems to be truncated.

- a. **We believe it should end by saying "populate incoming call information."**

40. Pg 50 Given a USB supervisor is requesting an incident be transferred to DSB then DSB Super should be able to view all incidents requesting a DSB transfer by clicking a button on The officer incident dashboard (Possible titled, "DSB Transfer request). The dashboard should show me the requesting USB super's identity, the original investigating officer identity, the date/time the request is made, the incident number as well as a "decline transfer" check box and an "Accept

transfer” check box. 10-3321 / OIC 184 / OFC 193 / 01-19-10 @ 1400 hrs / \_ Declined \_ Accepted Within the above described view, the DSB super should be able to click the specific transfer request to view the incident and its contents. Since the action of clicking on either checkbox causes further events to occur, the two should probably not be checkboxes, but clickable buttons

**a. Understood**

41. Pg 53 Search property: Given a property description, property code, property type, When I enter any of these queries Then any matching stolen or lost property within that timeframe should appear Should matching evidence also be on this list?
  - a. **Yes**
42. Pg 53 Edit property information including chain of custody Given a unique identifying number
43. When I enter this number The property information should appear And if there is no property an option to add should appear Does the unique identifying number come from the scanning system?
  - a. **No scanning system is in use at this time**
44. Pg 54 Messaging tags tied to an event IF assigned to an event while the message is sent Does an event mean an incident?
  - a. **Yes**
45. Pg 54 Given fields are empty officer is prompted to fill in or override required fields. Error check should be run on designated mandated fields in incident data input field, i.e. Complainant field, Victim field, Narrative field, others?????? If all required fields are completed notification is sent to dispatch screen, officer screen and supervisor screen as “completed”. Officer returns to available status. What does it mean for an officer to “override” a required field?
  - a. **We will have to do further research with the development on what they envisioned here.**
46. Pg 55 Given that the citizen information is already entered in the system, Matching appropriate file is located in database. File should be presented for review and updated by the officer. Role of citizen should be chosen as well (complainant, witness, victim, suspect). If new or updated information needs to be added or changed access input directly from same screen. Officer makes appropriate changes, additions or deletions. If multiple matching files are located in database, RMS should provide matching files for officer to review and choose the appropriate file. Hover over to determine right person. Click to open. File should be presented for review and update. If new or updated information needs to be added or changed access input directly from same screen. Officer makes appropriate changes, additions or deletions. Note – users are accustomed to click for autofill suggestions, not hover. See Google’s auto-suggestion implementation. Would autofill on click be preferable to autofill on hover?
  - a. **We are open to discussion of option**
47. Pg 57 Given that an Officer has been dispatched and completed call and is marking final status. On the final complete status prompt another prompt should be accessed asking if the current incident should be flagged as important to review during recall. i.e. “Incident to be Review during Roll Call” Yes or No Have the system flag an incident that requires attention (i.e.

10 day old missing person case) Should the criteria for incident flagging be settable by the supervisor (e.g. 5 days for missing person, 30 days for burglary?)

**a. It should be defined by the system preferably but open for discussion of options**

48. Pg 57 Upon dispatch of certain calls (False Alarm, 911 etc..) system will still have “en-route” “on scene” prompts but upon bypass the officer data input link and automatic prompt and ask “no report required” yes or no. If “yes” entered the screen will prompt the **This requirement seems to be missing the end of a sentence.**

**a. DISREGARD this prompt request**

49. Pg 61 Query all existing data sources from one query form and return Driver License Status, Warrant Status, Conditions of Release, threats, last five incident involvements (Date/Location/Role/Type), conditions of release, most recent existing mug shot Aid in investigations What are included in the list of existing data sources?

**a. If possible - National and Vermont Criminal Information Center, Vermont DMV, Vermont Courts Online, VT Justice Information Sharing System**

50. Pg 61 3. A partial map of the incident location to appear When “en route” to an incident and while “on scene”, a partial map of the street and surrounding area of where I am responding to (not necessarily the incident location) should appear. The officer should be able to zoom in or zoom out as needed. The map should be visible for other officers to see in case a perimeter is needed. How is the officer informed of the area to which he/she is responding? Is this attached to the incident somehow?

**a. The goal is to create a way to display a map when an incident location is available. The location would come via the incident being sent to the MDT and a map display could be selected**

51. Pg 61 4. Type in an address and see all prior activity that can be sorted by date/time, person, incident #, etc When typing in an address or address range, the user should be able to start typing in the street address or street name, causing CAD to prompt a drop down box with a list of street names to choose from. Once an address is chosen, the user can search for all prior activity at that address. It should also include people who currently or used to live there. The activity should be able to be sorted by date/time, person’s name, incident #, investigating officer, or incident type. What is the source of the history displayed in the dropdown box? Is it a list of addresses associated with incidents in the area, or a list of associated addresses obtained from a geolocation db?

**a. Source of history will be this new system. The address list will exist from the City master geo map/ geolocation DB.**

52. Pg 62 5. Dictate narratives for low level incidents When an officer has completed their call but still looking at the “on scene” screen, the officer has the option of recording their narrative with a mic through the laptop. As the officer dictates the narrative, the words are typed onto the screen and in the incident narrative. This should allow officers to complete their reports timely and efficiently without having to twist their body to type in the cruiser and to keep officers from having to come back to the PD. **Note – voice recognition in a noisy environment like a**

**patrol car might not be very accurate unless the officer has a mic near their mouths. That is, a laptop mic may pick up too much ambient noise. What is BPD’s opinion on this issue?**

- a. **This may well be a future add on**
- 53. Pg 62 7. Download photos all at once and name them directly from the camera When an officer is done taking photos on the digital camera, they should be able to download the photos directly from the camera as a batch into the incident. The officer should then be able to name each photo Does “directly from the camera as a batch into the incident” mean that the system has to interface directly with the camera? This will not be feasible, as each camera has a different interface.
  - a. **We are open to ideas on how best to accomplish this direct upload**
- 54. Pg 63 13. Information entered into AFIS (tattoos, employers, etc.) to populate in the new system After a citizen goes through the AFIS process and all biographical information has been entered, the bio info should tie into CAD and automatically update. For example, sometimes officers will forget to ask about employer information, but is prompted to ask a citizen when using AFIS. What is the unique join field between AFIS and the system’s citizen record that can be used to match a single record in AFIS with one in the system’s database? Without one, this is not feasible without human intervention, which precludes “automatic”.
  - a. **May not be a viable idea**
- 55. Pg 66 See fewer people have the ability to edit incident content Employees not supervisors Cannot approve their own or others incidents So the system can be more secure and there is enhanced accountability This requirement needs a more precise definition of access rights. We will be happy to propose a set for various objects in the database (e.g. incidents, citizen records, etc.)
  - a. **For vendor ideas on accomplishing access controls**
- 56. Pg 66 Flag or see flagged hot spot locations Any different parameters i.e. citywide, area, radius I should be able to query the database and view or print a graphical depiction of events Direct resources appropriately Is a flag associated with a location on/off or should there be different flag types?
  - a. **Preferably different types of flag BUT at a minimum, flags associated with definable incident volumes would be useful.**
- 57. Pg 67 Search for or see displayed reports submitted for approval Redundant Approve reports by officers How is a ‘report’ different from an incident?
  - a. **Same**
- 58. Pg 70 Property Status (Stolen/Recovered/Vandalized/Evidence/Damaged); Quantity / Unit of Meas / Type (Stolen, Recovered, Counterfeit, Forged, etc = pull down); Make / Model / Desc / Ser #; Distinguishing Marks; Tag # (if applicable) / Date&Time Tagged / Tag By; Current Disposition (Found / Evid / Destroy / Inmate = also track hx of dispo and who changed); Location Found / Owner; Chain of Custody = From – To – Date – Time – Location stored = (keeps hx as changed = auto date & time stamp); Lab request (type requested); Lab report received Y-N (attachment allowed for rpt); NCIC NIC # / MRI # / Date for teletype tracking What is “hx” (“Destroy / Inmate = also track hx of dispo and who changed”)
  - a. **Track the history of an item each time a change is made**
- 59. Pg 71 Incident/Case – SEE ATTACHMENT
- 60. Reviewed by, Review level (or lock) To which ATTACHMENT is this referring?

- a. **The multi-incident reporting template which is a first draft of a “go-by” for key incident information**
61. Pg 71 ALL events must be GEO-verified Is an “event” an incident?
- a. **Yes**
62. Pg. 79 (“PUBLIC RECORDS”)If we were awarded this contract, would our financial data be made public?
- a. **Financial data would not become public if awarded the contract – only financial information regarding this transaction would be a public record accessible through a public records request to the Department.**
63. Will BPD continue to use any software associated with "Aegis" from New World Systems Inc?
- a. **Possibly to maintain old data**
64. Can you please provide the number of
- a. Call-taker/dispatcher positions?
    - i. **4**
  - b. Mobile Data Computers?
    - i. **22**
  - c. RMS users during "peak and non-peak" hours?
    - i. **30 / 10**
  - d. Emergency calls per year?
    - i. **48,000 total calls including Police/Fire/EMS in Burlington**
    - ii. **40,000 law enforcement calls**
  - e. 9-1-1 trunk lines from the ILEC (type of interface and number of trunks)?
    - i. **We are not a PSAP – 911 calls are transferred from a PSAP – 4 lines enter the building**
65. Are your Mobile Data Computers equipped with GPS?
- a. **Not yet – we’d like to explore that with this system eventually**
66. Are your Call-taker and dispatchers "universal? Example; call takers are cross trained and can process police, fire and ems calls
- a. **Yes**
67. Can you please provide if you have a back-up PSAP, if so, how many positions are located there?
- a. **We are not a PSAP – we have the ability to operate the comm. Center from a remote location at another police department**
68. Can you please provide if Fire and EMS units will be on the same systems?
- a. **Possibly depending on design**
69. Can you please provide if the respondents will have to interface with any existing software/equipment?
- a. **Need more information to answer?**
70. Can you please provide the method of dispatch for both Police and Fire and EMS units?
- a. **Radio (UHF) and mobile data terminal using this system**
71. Can you please complete the following sentence on Page 49? Given: A telephone call and a complaining party Then: I should be able to generate a new pending incident and po?
- a. **See above**

72. Can you please provide the following interface specification for verification if this requirement is met or if adaptation needs to be offered: paging interface, NCIC, AVL, EMD, EPD and radio interface? The more information that can be provided will allow potential vendors to more accurately calculate pricing for the features and thus minimize cost.

**a. We will have to arrange a conference call with applicable parties in the future.**

73. Most companies consider hardware and software design to be proprietary and confidential. Our intent is to provide a redacted copy of our proposal, (along with explanations) for the purpose of inspection. Does this satisfy the inspection requirement? If so do only the unredacted pages go in the "confidential" envelope?

**a. Yes**

74. Where can we find the standard contract provisions?

**a. Attachment 1 contains those available at this point.**