

**REQUEST FOR PROPOSAL FOR A  
COMPUTER-AIDED DISPATCH  
AND  
RECORDS MANAGEMENT SYSTEM  
FOR  
CITY OF UKIAH, CALIFORNIA**

**August 20th, 1997**



**TABLE OF CONTENTS**

**1 INTRODUCTION.....1**

1.1 Purpose and Objectives .....1

1.2 Background .....1

1.3 Bid Process.....2

1.4 License and Insurance Requirements .....3

1.5 Schedule of Events .....3

1.6 Contact .....3

1.7 Bid Submittal Instructions .....4

1.8 Year - 2000 Compliance .....4

**2 TERMS AND CONDITIONS .....5**

2.1 Proposal Format .....5

2.2 Evaluation Criteria .....6

2.2.1 Bidder Qualifications.....6

2.2.2 System Suitability .....6

2.2.3 Price.....6

2.3 System Installation.....7

2.4 Payment Terms .....7

**3 SYSTEM REQUIREMENTS .....8**

3.1 General System Requirements .....8

3.1.1 User Features.....8

3.1.2 Commands, Menus and Function Keys .....9

3.1.3 Multiple Screen Functionality .....9

3.1.4 Security Considerations .....10

3.1.5 Single Point Data Entry.....10

3.1.6 Call Taker/Dispatcher Functionality .....10

3.2 CAD System Functions.....10

3.2.1 Incident Entry .....11

3.2.2 Incident Handling .....13

3.2.3 Unit Recommendations and Dispatch.....13

3.2.4 Unit Handling Functions .....14

3.2.5 Rotation Towing.....14

3.2.6 Fire Station Printers .....14

3.3 Police Records Management Functions.....14

3.3.1	Master Name File.....	14
3.3.2	Officer Reports.....	16
3.3.3	Case Investigation Management.....	17
3.3.4	Citations .....	17
3.3.5	Vehicles .....	17
3.3.6	Property .....	18
3.3.7	Vehicle Maintenance.....	18
3.3.8	Field Interviews.....	18
3.3.9	Gang Tracking .....	19
3.4	Other Required Functions .....	19
3.4.1	Instant Access to Detailed Records .....	19
3.4.2	Electronic Mail .....	19
3.4.3	Ready Reference.....	20
3.4.4	Search Capabilities .....	20
3.4.5	Database Maintenance Functions.....	20
3.4.6	Help Screens .....	20
3.4.7	Reports.....	21
3.4.8	System Configuration .....	21
3.4.9	System Backup .....	22
3.4.10	System Archiving .....	22
3.5	Fire Records Management Functions .....	22
3.6	Mobile Computer Software.....	23
3.7	State/NCIC CLETS Interface.....	24
4	COMPUTER HARDWARE .....	25
5	INSTALLATION, TRAINING AND DATA CONVERSION .....	26
6	SUPPORT SERVICES.....	27
7	PRICING FORMS.....	28
7.1	Base System .....	28
7.2	Additional Proposal Items.....	28

## **1 INTRODUCTION**

### **1.1 Purpose and Objectives**

The City of Ukiah, California desires to acquire a Windows™ based computer system and software for the purpose of automating the dispatching and records functions of its communications center, law enforcement, and fire departments. The CAD system is required for the City-wide communications center which serves all public safety agencies in Ukiah. The records management system will be used by all law enforcement and fire agencies in the City.

### **1.2 Background**

The City of Ukiah is the largest city within Mendocino County, and the county seat. The city is a growing residential / commercial community, established in 1876. The city is located approximately 100 miles North of San Francisco on the U.S. Hwy 101 / Northern Pacific Railroad, Transportation Corridor.

The City of Ukiah is 4.5 square miles in size, with a residential population of over 15,500. An equally large unincorporated residential area surrounds the City of Ukiah within the greater Ukiah Valley Area.

Ukiah serves as the regional center for Mendocino County, supplying the community with governmental services, shopping, medical treatment, recreation, and a large portion of the county's commercial enterprises. In addition, Ukiah serves as an educational center for the greater Ukiah Valley. Ukiah attracts a daytime, commuting traffic, police, fire, and EMS population which more than doubles the current residential population.

The City of Ukiah government is of the City Council / City Manager type with Mrs. Candace Horsley serving as the City Manager. Both the Ukiah Police Department and the Ukiah Fire Department are under the command of Public Safety Director, Fred W. Keplinger.

The Ukiah Police Department has an authorized strength of 26 sworn officer positions, 6 dispatchers, 2 records clerks, 2 community service officers, and 1 evidence technician. The department is broken into divisions, Administration, Detectives and Operations. Both Administration and Detectives have a current sworn strength of 9, and the Operations Division has a current sworn strength of 17. Field Operations currently utilizes a 12 hour shift, with 4 sworn positions per shift.

The Ukiah Fire Department has a combination of career and volunteer staffing. The department

has an authorized strength of 18 career positions, 1 clerical, and 20 volunteer members. Staffing is broken into three 24 hour, five member shifts. The fire department responds to fire, rescue, and emergency medical situations. All operations are currently conducted out of one station, attached to the public safety office, and 2500 responses were made in 1996.

The Communications Center currently serves both the Ukiah Police and Fire Departments, and has an authorized staff of 6 dispatchers, working 10 hr shifts. Three call taker / dispatching positions are located within the communications center, and staffing fluctuates between one and two dispatchers on at any one given time.

Current CAD and Records Management software for the city, is processed through another department's AS400 computer system. This system currently does not support fire department records management functions, officer report writing functions, evidence tracking and inventory, mobile computer systems, and State CLETS and NCIC Interfaces.

The Department of Public Safety wishes to seek a Windows based system that will support each of the required functions, and a system that can be easily interconnected department wide. This system should have the ability to be easily upgraded with current technology innovations in the future, a system that will grow with the growing needs of our community and the increasing work load requirements of the members of the public safety division, a system that is easy to learn and easy to use, a system that is maintainable, and a system that will support other programs that the city may wish to run on it.

### 1.3 Bid Process

The City will conduct the selection and contract award process in the following manner:

- 1) This document will be distributed to all bidders who request it.
- 2) Bidders will prepare responses to the RFP. Bidders may visit and/or submit questions about the RFP to the City. Bids shall remain sealed until the opening date of October 1st.
- 3) The proposals will be received and evaluated as described in this RFP. If deemed necessary, the City will ask one or more selected bidders questions about their proposals, either in writing or by oral presentation. Demonstrations of the system at a City location may be requested.
- 4) A selected bidder will be chosen for contract negotiations.

**1.4 License and Insurance Requirements**

The selected contractor shall possess a current City of Ukiah business license, for information contact: Kay Snook, Finance Department at 707-463-6202. Contractors shall furnish to the City certificates of insurance on the City forms covering full liability under Worker's Compensation laws of the State of California, Comprehensive General Liability and Business Auto Insurance with policy limits of not less than 1,000,000 naming the City as additional insured.

Bidder's attention is directed to the insurance requirements (see attached five (5) forms). It is highly recommended that bidders confer with their respective insurance carriers or brokers to determine in advance of bid submission the availability of insurance certificates and endorsements as prescribed and provided herein. If an apparent awarded bidder fails to comply strictly with the insurance requirements, that bidder may be disqualified from award of the contract. If you have questions regarding the City's requirements, contact: Mike Harris, Risk Manager at 707-463-6287.

**1.5 Schedule of Events**

The following is the schedule of events listed in the order of occurrence, showing the major milestones from issuance of the RFP to the contract award:

Milestone Event	Date
1. RFP Issuance	August 20th, 1997
2. Proposal Due Date	October 1st, 1997
3. Proposal Evaluation Complete	October 24th, 1997
4. Staff Recommends contract awarded by City Council & signed by both parties	November 21st, 1997
5. Implementation Completed	90 Days From Contract Date

**1.6 Contact**

The City has designated Sgt. Chris Dewey to be the department contact person for questions related to this procurement. Sgt. Chris Dewey may be contacted at :

Ukiah Police Department, 300 Seminary Ave., Ukiah, Ca 95482  
707-463-6262 or Fax number 707-462-6068

**1.7 Bid Submittal Instructions**

Bidders are to submit 4 copies of their proposal on or before 2 P.M. on October 1st, 1997 to:

City Clerk Colleen B. Henderson  
300 Seminary Ave., Ukiah, Ca 95482

It will be the sole responsibility of the bidders to have their bids delivered to the City before the closing hour and date. Late bids will not be considered and will be returned unopened to the sender. All sealed bids will be opened after 2 P.M. October 1st, 1997.

All bids must be valid for a period of 90 days after bid opening date. Bids must address all RFP requirements. This RFP is for a complete system including software, installation, training, and warranty support. Partial or incomplete proposals will be rejected. Computer equipment required for the system is to be specified in detail by the bidder but *may* be procured directly by the City.

**1.8 Year-2000 Compliance**

It is the responsibility of the Bidders to address Yr-2000 compliance within their proposals, including the following information.

1) Is all software specified in the proposal Yr-2000 compliant?

2) If yes, written verification must be supplied with the proposal, including how the issue was addressed and the bidders solution for Yr-2000 compliance.

3) If no, will the bidder guarantee that their product will be Yr-2000 compliant, and software ready for installation by December 1998.

NOTE: Bidders that do not address the Yr-2000 compliance issue, including solutions, or guarantee software installation by December 1998, will not be considered as viable vendors.

**2 TERMS AND CONDITIONS**

**2.1 Proposal Format**

It is the intent of the City to solicit proposals that are complete yet concise, descriptive yet brief. To enable the evaluation committee to fairly evaluate each bid, proposers shall utilize the following proposal format:

**1.0 Introduction**

The bidder shall provide a brief background of the company, its approach to installation of systems of this kind, company references, and identify any unique or distinctive features of their system that the bidder wishes to be given particular attention by the evaluation committee.

**2.0 Response to Terms and Conditions**

The bidder shall indicate its agreement to the specified terms and conditions.

**3.0 System Description**

The bidder shall provide a clear and complete description of the proposed system sufficient for the evaluation committee to determine its satisfaction of the RFP requirements, reference Section 3 of this RFP.

**4.0 Hardware Requirements**

The bidder shall include in this section an itemized list and description of the computer hardware required, reference Section 4 of this RFP.

**5.0 Installation and Training Plan**

The bidder shall present a schedule for the installation of the system. The schedule duration shall not exceed 60 days from contract signing date. See RFP Section 5. (Installation and training requirements in excess of 60 days should be carefully outlined in the exceptions list of the proposal.)

**6.0 Support Services**

The bidder shall describe the support services, and relative costs of those services, available to the City after system installation and identify those included as part of the proposal.

**7.0 Price Proposal**

The bidder shall utilize the form provided in the RFP for this purpose.

**8.0 Exceptions List**

The bidder shall provide a list of exceptions taken to the bid specifications.

## 2.2 Evaluation Criteria

It is the intent of the City to acquire the best system available within its budgetary means. Thus, while preference will be given to the lowest compliant bidder, the City reserves the right to select the bidder of its choice.

The City also reserves the right to waive any irregularities and technicalities and to request rebids should it be deemed in its best interest to do so. In addition, the City reserves the right to make the selection of specific parts of multiple proposals that will best meet the needs of the City as defined in this RFP. In addition, the City reserves the right to reject any or all bids.

### 2.2.1 Bidder Qualifications

The City will satisfy itself that potential contractors are reputable firms with a proven track record and a proven product. Bidders shall provide at least three (3) references of similar size and functionality to the system being bid. References shall include the contact name and phone number and a brief description of the system.

### 2.2.2 System Suitability

Bidders will be evaluated on the suitability of their systems with respect to the following factors:

- 1) Does the system meet all the functional needs of the City?
- 2) Does it provide a system that will be easy to use?
- 3) Does it provide a system that will be easy to learn?
- 4) Is the specified computer hardware suitable and sufficient? Will it be expandable in the future? Will it be maintainable? Does it support other programs that the City may wish to run on it?

### 2.2.3 Price

Price evaluation will be based upon bidder's base price as given in the price schedule. Bidders are encouraged to offer system options that they believe will enhance the usability of the system for the City. These options are to be described and priced separately. The City reserves the right to consider or ignore these options in evaluating the overall fitness of a proposal.

**2.3 System Installation**

The successful bidder will be solely responsible for complete and timely installation of CAD and records software. The City will be responsible for procuring and installing all related computer equipment. The City will also be responsible for providing suitable paths for cabling and will make any electrical alterations necessary to support the equipment. The bidder shall describe in the proposal any special electrical requirements of required equipment.

**2.4 Payment Terms**

The City requests that vendors specify their desired payment preferences in their proposals, including alternate payment terms, and incentives for early payments. The actual payment terms of the contract will be open for negotiation during the contract phase.

### 3 SYSTEM REQUIREMENTS

This section delineates in detail the specific functions required of the system requested. It does not describe how a proposed system is to implement these functions as each bidder's system will be unique in that respect. It is important, however, that bidders describe in their proposals how their system implements the functions, i.e., how their system works.

Bidders shall also list all exceptions to the functions specified in this section. Failure to do so may be cause for disqualification or the City may direct the bidder, if selected, to implement the missing features at no cost to the City.

#### 3.1 General System Requirements

This section describes certain general requirements that define the system environment sought by the City, security features, and the user interface.

The desired system will be Windows™ based. Windows 95 or Windows NT are the preferred platforms, although other Windows systems will be considered.

##### 3.1.1 User Features

The public safety communications center is the scene of sometimes high pressure activity in which proper, expeditious handling of any call, request, or action can have life or death consequences. It is therefore absolutely crucial that the system provided be of maximum utility in providing its users with the tools to do their jobs in the most effective manner. Effectiveness in this context demands that the system possess the following qualities:

- 1) Recognition and provision for handling the variety of transactions that a dispatcher must handle almost simultaneously
- 2) Quick response to user actions
- 3) Minimization of the number of steps required to perform any action
- 4) Appropriate use of function keys for frequently used actions
- 5) Automatic checks of reference data files during incident processing

- 6) Utilization of "at a glance", well organized, easy to read screen formats
- 7) Help screens pertinent to the current task, available at a single keystroke or click of a mouse button
- 8) Automatic validation of entered data with automatic presentation of valid values when an invalid value is entered

### 3.1.2 Commands, Menus, Function Keys, and the Mouse

Four methods of initiating actions shall be provided: command entry, menu selection, function key, and mouse selection. The purpose of command entries is to provide a shorthand method of entering system commands with minimal keystrokes. Command entries shall consist of a command identifier and data parameters in conjunction with a function key (if necessary). Command entries shall be available for all commonly used functions where the number of data items to be entered makes this method of entry desirable (as opposed to displaying and filling in a form).

Menu selection of a desired action from a list shall also be supported. Menu selection should extend to one or more sub-menus where appropriate. Menu selection is considered particularly appropriate for those functions that will be performed by occasional, casual users of the system.

Commonly used functions shall be implemented with function keys where possible. Function keys shall be used for single key retrieval of blank incident formats, status displays, help screens and other functions as determined by a particular bidder's system.

The City desires that most functions (where reasonable) be able to be initiated using the mouse. Where possible, keyboard commands shall be available to duplicate mouse functions.

### 3.1.3 Multiple Screen Functionality

Dispatchers and others in the public safety communications center operate in an interrupt-driven environment. For example, a dispatcher may be preparing to dispatch one event, be interrupted with updated information for another event, and have another unit report a status change. It is critical that the system proposed be able to support this environment. The user must be able to execute and keep track of these almost simultaneous events without losing place and must be also be able to do so without any special effort.

The bidder shall describe how the proposed system meets these requirements.

**Comment [COMMENT1]:**  
Status Screens

Dispatch positions shall be equipped with a separate screen (without keyboard) that will be dedicated to a real-time display of incident and unit status.

### 3.1.4 Security Considerations

All system users shall be required to sign onto the system before being given access to any system function. The sign on screen shall include fields for user ID and password. The password shall not be displayed when it is entered.

After password validation, the system shall automatically attach the user to a security group that shall determine which system functions he or she may access. The passwords and security group assignments shall be changeable by authorized personnel only at the highest security level. The security groups themselves shall be similarly configurable. The System Manager shall be able to create and modify security groups, defining system access down to the function level.

### 3.1.5 Single Point Data Entry

Data entered into the system either directly or indirectly shall be propagated to all relevant databases and shall be subsequently available to all relevant system functions. Once entered, there must be no requirement for re-entry to satisfy the needs of a different subsystem.

### 3.1.6 Call Taker/Dispatcher Functionality

The CAD system shall support a call taker/dispatcher methodology. Call takers will answer calls from the public and fill in incident forms. The system shall route the incident to the appropriate dispatch position (fire or police). The dispatcher shall receive an audible and/or visual indication when a new incident arrives for dispatch.

The system shall be flexible enough to allow any workstation to be easily used for any system function - dispatching, call taking, records. Changing a workstation's function shall not require reconfiguration of the system.

## 3.2 CAD System Functions

Key to the computer-aided dispatch portion of the system is incident handling. Since this a particularly critical function, it is important that its implementation be as complete and easy to use as possible.

### 3.2.1 Incident Entry

Two incident forms shall be provided for the entry of incident information, one for calls for service from the public and the other suitable for officer initiated activity.

The call for service form shall allow entry of the following information:

- incident location with apartment/suite number and city (validated against geographical database immediately after entry)
- incident type (must be validated when entered),
- response priority (a function of the incident type but enterable by the call taker as well),
- caller name, address and telephone number,
- incident details (a minimum of a 150 characters of text information must be enterable), and
- vehicle information (must be recorded as data items, not just text).

The officer form shall be designed to facilitate entry of traffic stops (unit, location, vehicle license) but shall support other officer initiated incidents as well. Upon entry of a vehicle license plate the CAD system shall immediately:

- search its database for the vehicle and retrieve available information directly into the form (make, model, year, colors);
- display a history of recent contacts with the vehicle;
- look up the person associated with the vehicle and display pertinent information about the person including recent contact history, officer safety notations, and arrest, warrants and suspect information.

After initial entry of information the system shall verify the incident location against a geographical database (geofile). The geographical database shall be capable of verifying locations entered as street addresses, street names, place names, and intersections without relying on exact matching of the entered location. (Partial street/place name entry and soundex-type matching shall be supported.) Multiple matches of the entered location shall result in a matches list from which the user can select the correct location. The geofile shall return the nearest cross street and the standard spelling of the location to facilitate historical retrieval.

After location verification the system shall assign a system-generated incident number to the incident and record the date, time and dispatcher handling the call. The system shall also automatically search its databases for the following reference information relevant to the incident:

- 1) **Previous incident history.** The system shall retrieve summaries of the most recent five incidents at the location.
- 2) **RP information.** The system shall retrieve summaries of the most recent five contacts with the reporting party (RP).
- 3) **Premise information.** The system shall retrieve a "premise" record unique to the location, if available, that may contain hazardous material information, fire fighting information, the names of emergency contacts (for businesses), or special handling information for residents who may be handicapped or elderly.
- 4) **Vehicle history.** The system shall retrieve summaries of the most recent five contacts with a vehicle whenever one is entered as part of an incident.
- 5) **Street information.** The system shall retrieve any available information about the street location from the geographical database.

The most important available information shall be automatically displayed for the dispatcher. Indicators shall be displayed to alert the dispatcher to the availability of each piece of information. The dispatcher shall be able to selectively display this information via a short key sequence or function key.

The City plans to install an Enhanced 9-1-1 telephone system shortly after the CAD system is installed. The bidder's system shall interface with the E9-1-1 controller to receive caller location and telephone number information when a 9-1-1 call is received. Receipt of this E9-1-1 information shall cause the CAD system to automatically present the information in a complaint entry form at the answering call taker position. The system shall also automatically check for and display a list of previous incidents at the E9-1-1 supplied location. Available premise and/or hazard information for the location shall also be automatically displayed.

### **3.2.2 Incident Handling**

The dispatcher shall be able to perform the following functions for the incident once it has been created.

- 1) Update the existing incident information.
- 2) Add additional comments (no limit) to the incident.
- 3) Assign additional units to the incident.
- 4) Record all status changes from assigned units.
- 5) Clear units and close the incident.

At any time it shall be possible to display the incident history as part of the incident display. The incident history shall consist of time-stamped entries for each of the above incident-related actions. The most recent entries shall always be displayed first, with an option to page through the earlier entries.

### **3.2.3 Unit Recommendations and Dispatch**

The system shall be able to recommend units to respond for both police and fire incidents. Response algorithms shall be based on incident location, incident type, and unit availability. For police responses, the recommendation shall show the beat unit if available or an available unit from an adjoining beat if the beat unit is not available.

For fire responses, the recommended units shall be based on a fire "run card" for the location as well as the type of incident.

The dispatcher shall be able to accept the recommended dispatch with a single key or edit the recommendation as needed.

For officer initiated incidents the unit dispatched will be the unit calling; the unit will be entered on the initial incident form and dispatch shall be automatic.

### 3.2.4 Unit Handling Functions

The following unit handling commands shall be available:

- 1) **Free a unit.** Returns a unit to a clear status but does not close the incident.
- 2) **Reassign a unit.** Reassigns a unit from one incident to another, returning the first incident to a pending status (rather than closing it).
- 3) **Exchange units.** Dispatch a unit to an incident while simultaneously clearing a unit it is replacing.

### 3.2.5 Rotation Towing

The system shall be capable of recommending a vehicle tow company upon request. The tow company recommended shall be the next company on a rotating list. The City shall be able to specify the frequency of rotation, i.e., each call, daily, weekly, etc. The selected tow company shall be recorded in the incident record.

### 3.2.6 Fire Station Printers

The system shall support printing incident records at remote fire station printers as fire and EMS units are dispatched. These printers may be connected by telephone modems or by radio modems. The bidder's system shall support both.

## 3.3 Police Records Management Functions

### 3.3.1 Master Name File

The second key subsystem is the Master Name file, which maintains the database of persons encountered by the Police Department. Master Name information will usually be entered as part of other data entry: incident, officer reports and citations for example. This information must be seamlessly incorporated into the Master Name database with care taken to ensure new information is matched with existing persons on file when appropriate.

Provision must also be made to allow direct entry of Master Name information.

There are two parts to Master Name for each person: personal information (name, address, height, weight, etc.) and the history of the contacts with the person. When a Master Name record is displayed it shall include both parts. The personal information may be a subset of the total if not all can be accommodated on the screen but the rest shall be retrievable via a single keystroke. The history display shall include the most recent encounters with the person.

Master Name functions shall include:

- 1) Paging through the Master Name file
- 2) Paging through the Master Name history for one person
- 3) Updating a Master Name record
- 4) Adding a history entry
- 5) Updating a history entry
- 6) Deleting a Master Name record
- 7) Deleting a Master Name history entry
- 8) Printing a Master Name record

The process used to look up a person in the Master Name file must be flexible enough to aid in locating the proper person when only a partial name or misspelled name is available. To that end the lookup logic shall include:

- 1) Searching on the name as entered
- 2) Matching on any aliases used by the person
- 3) Searching on the last name only
- 4) Searching for sound-alike of the entered name

When multiple matches are found the user shall be given the opportunity to page back and forth through the list of matching names, looking at individual records as desired.

### 3.3.2 Officer Reports

The system shall support direct entry of officer reports from information collected in the field by officers. Key to this officer reports system shall be the reports log. A function shall be provided to permit easy viewing of this reports log, which contains the officer report number and basic information about the report. A reports log and reports file must be separately maintained for each law enforcement agency in the City.

Officer report numbers will most commonly be generated while the officer is on scene at an incident. A command shall be provided to permit easy generation of an officer report number. Pertinent incident information shall be transferred to the officer report record when it is created. A second method shall be provided to generate officer reports not initiated by incidents.

Officer report functions shall include:

- 1) Paging through the officer report log
- 2) Paging through the officer reports
- 3) Screen formats to enter officer reports
- 4) Printing officer reports

Officer reports shall containing the following information and the system proposed must support the entry, retention and access to all information:

- 1) Cover Sheet - who, what, where, when
- 2) Persons involved - personal information, connection to incident, and information specific to their connection (for victims, suspects, etc.)
- 3) Vehicles involved
- 4) Property - stolen, lost, and recovered
- 5) Method of entry - burglaries, for UC reports
- 6) Narrative and subsequent supplements
- 7) Accident information

8) Officer/reviewer sign off and report routing

All information necessary to generate UC reports must be provided for in the officer reports. The system must support the new incident based reporting standards for UC.

**3.3.3 Case Investigation Management**

The purpose of case investigation management is to assist detectives and supervisory personnel in keeping track of the status of active case investigations, from the time they are assigned to a detective to final disposition.

The proposed system shall provide the following features to automate case management:

- 1) a case investigation log by detective, officer or all cases under investigation with features similar to the officer report log,
- 2) a case investigation status detail display, and
- 3) appropriate status and progress reports.

Information kept for each case in the investigation file shall include detective, date assigned, follow up date, victims, suspects, investigation, and court dispositions and date closed.

**3.3.4 Citations**

The system shall provide means to track traffic and parking citations and associate persons and vehicles with them. The system must be able to generate warning letters to persons who have not paid citation fines in a timely manner.

**3.3.5 Vehicles**

The system shall maintain a database of vehicles. This database shall be built by entries generated by incidents, officer reports and citations.

Vehicle lookup shall be possible by entering either a vehicle license plate or a vehicle make and model. Since the make and model will almost always generate multiple matches, provision must be made to allow perusal and selection from a list of matches.

A vehicle display shall include information about the vehicle (make, model, color, etc.) plus a history of encounters with the vehicle. The most recent history entries shall always be displayed.

Vehicle functions shall include:

- 1) Updating the vehicle information
- 2) Adding history entries
- 3) Updating history entries
- 4) Deleting history entries
- 5) Deleting a vehicle
- 6) Paging through the vehicle file

### 3.3.6 Property

The proposed system shall include a property subsystem that will enable the department to keep track of all property associated with cases and incidents and particularly to keep track of property that is in its property room. Additionally, the system shall include a property log that shall record each property transaction including property checked in and out of the property room.

It shall be possible to access property records via a serial number, brand, model, or item name (VCR, radio, etc.). Multiple matches shall generate a selection list.

The property system shall include the usual capabilities to add, delete and modify property and page through property records.

### 3.3.7 Vehicle Maintenance

A vehicle maintenance system is desired to assist in tracking the maintenance and other history of the vehicle fleet, keep track of "service due" dates and vehicle physical status.

### 3.3.8 Field Interviews

Police officers regularly record information about persons they come in contact with in the field. The proposed system shall include the facility to enter this field contact information into the database as a "Field Interview" with the person information automatically being recorded in the Master Name file.

### 3.3.9 Gang Tracking

The system shall allow associating persons with gangs, provide gang members lists, and maintain a file of gang information.

## 3.4 Other Required Functions

### 3.4.1 Instant Access to Detail Records

Dispatchers and others constantly need quick access to related information. For example, when looking at contact history for a person, various officer report numbers, CAD incident numbers, citation numbers, etc., will be shown on the screen. The user will often look at a related officer report, incident, or citation. The system shall support display of these detail records via a short key sequence or a mouse selection without leaving the current display.

The display shall be shown as an overlay to the current display. No updating of the information in the overlay shall be permitted. Items on the overlay shall also be available for display in a subsequent overlay.

### 3.4.2 Electronic Mail

As a necessary tool in department automation, the bidder shall provide an electronic mail system. The electronic mail system shall include the following features:

- On-line terminal message transmission
- On screen message composition with word processing capabilities
- Unlimited length messages
- Ability to print messages
- Ability to edit/add notes to received messages and forward them
- Ability to direct mail to persons or terminals
- Multiple destinations
- Automatic advising of mail in your "mailbox" when signing on
- Automatic real-time notification when messages are received
- Ability to save or delete received messages
- Command line or forms message entry

The electronic mail system must be integrated into the CAD and records system rather than being a separate software package.

### 3.4.3 Ready Reference

The ready reference file shall provide an electronic means to store various pieces of reference information. This may include telephone lists, training bulletins, lost dog lists, house watch lists. It may also include department procedures and directives.

The bidder's ready reference file shall provide an easy means to enter, organize and retrieve this reference information. Retrieval shall be allowed by selection from a ready reference index display or directly via a brief identifier associated with each entry.

Entries shall consist of text information. It is desired that there be no limit on the length of each entry.

### 3.4.4 Search Capabilities

Besides the means provided to directly access information in the system, the bidder shall provide database search capabilities that will allow the user to freely specify search criteria and search any database in the system. A list of matching entries shall be created that shall be able to be reviewed on screen or printed.

Because personnel using the system will not be generally familiar with computer databases it is important that the search capability not rely on any knowledge of databases or database structures. The bidder shall describe how this is accomplished in the proposed system.

### 3.4.5 Database Maintenance Functions

Most system databases are added to, updated and otherwise maintained in the normal course of everyday operation of the system. However, there are some exceptions and means shall be provide to maintain these databases as well.

### 3.4.6 Help Screens

On line help screens shall be available to aid the user in operation of the system. Help screens should be context sensitive in presenting information relevant to the function at hand. Displaying a help screen should only require pressing a dedicated help function key or by some other equally short, direct method.

The system should allow the City to customize provided help screens without reprogramming.

### 3.4.7 Reports

Below is a list of required reports. Bidders are encouraged to submit a list of additional reports provided by their system.

- 1) UCR
- 2) Single Incident Report
- 3) Shift Bulletin
- 4) 24 Hour Incident Summary
- 5) Incident Summary by arbitrary date period
- 6) Incident Summaries by time of day and day of week by department
- 7) Incident Response Times by time of day and day of week by department
- 8) Officer Activity Reports
- 9) Monthly Patrol Statistics
- 10) Unverified Locations
- 11) Major Crimes Reports
- 12) Accident Reports
- 13) Case Investigation Summary
- 14) Case Investigation Activity by Officer
- 15) Officer Log
- 16) Response Time and Incident Distribution
- 17) Press Log - 24 hour incident summary

It is desirable that these reports be viewable on screen before they are printed. *In addition, it is extremely desirable that this information has the ability to be saved in an exportable file format for use in other software packages such as graphic presentation programs, ect.*

Screen print capability is also required.

### 3.4.8 System Configuration

It is desirable that the supplied system be able to be customized as much as possible to the operation of the City. While it is understood there are practical limitations to this idea, certain things must be customized and may change after the system is installed. Provision must be made to allow such changes without reprogramming. Examples of this are the sets of allowed unit status codes and incident dispositions.

The bidder shall describe to what extent and how this is accomplished with the proposed system.

### **3.4.9 System Backup**

Procedures must be provided to enable non-computer oriented personnel to perform regular backups of the system database. In addition, the system shall remain functional during these scheduled backups. The bidder shall describe how this is accomplished. Specifically, the bidder shall describe their back-up approaches to saving information.

### **3.4.10 System Archiving**

Procedures must also be provided to enable the same personnel to archive data to diskettes or some other media to free space on the system disc(s). Archiving shall be understood to mean the removal of old data from the main disc for long term storage elsewhere.

## **3.5 Fire Records Management Functions**

The system shall support direct entry of firefighter incident reports from information collected in the field. Key to this reports system shall be the reports log. A function shall be provided to permit easy viewing of this reports log, which contains the report number and basic information about the report.

Report numbers will most commonly be generated while the firefighter is on scene at an incident. A command shall be provided to permit easy generation of a report number. Pertinent incident information shall be transferred to the report record when it is created. A second method shall be provided to generate reports not initiated by incidents.

Firefighter report functions shall include:

- 1) Paging through the incident report log
- 2) Paging through the incident reports
- 3) Screen formats to enter incident reports
- 4) Printing incident reports

**Incident reports shall contain the following information and the system proposed must support the entry, retention and access to all information:**

- 1) Cover Sheet - who, what, where, when**
- 2) Personnel involved**
- 3) Vehicles involved**
- 4) Narrative and subsequent supplements**
- 5) Firefighter/reviewer sign off and report routing**

**All information necessary to generate CFIRS reports must be provided for in the incident reports. The system must support the new incident based reporting standards for CFIRS, and reports must be able to be submitted electronically to the State of California.**

**In addition, the system should have the additional capabilities, or modular expansion capabilities for Training Logs, Fire Pre-plans, Vehicle Maintenance, Hydrant, Apparatus and Equipment Management, Inspections, and other functions commonly associated with Fire Records Management Systems.**

**The Fire Records Management System should import relevant information directly to the incident report writing format.**

### **3.6 Mobile Computer Software**

**The City is planning to implement a mobile computer system (MCS) some time after the CAD system is implemented. The purpose of the MCS will be to combine traditional mobile data terminal capabilities with enhanced functionality available with a "laptop" computer in the vehicle rather than a simple terminal.**

**The bidder shall propose mobile computer system software with the following capabilities:**

- 1) Secure, digital communications between vehicles, and between vehicle and dispatcher for message exchange**
- 2) Automatic transmission of relevant incident information to a unit when it is dispatched**

- 3) Access to state and national vehicle and person information databases
- 4) One-button digital unit status reporting
- 5) Officer field access to CAD and records information including:
  - Incident information
  - Current active incident summary
  - Current unit status summary
  - Obtaining officer report numbers
  - Officer report log review
  - Local vehicle information
  - Local person information
  - Incident history of local addresses
- 6) Field entry of officer reports with immediate transmission of the reports back to the central computer. Filed report information shall be immediately available to all system users.

The MCS software is to be priced in Section 7.2. MCS computer and radio system components will be procured separately.

### 3.7 State/NCIC CLETS Interface

In Section 7.2 the bidder shall price the cost of establishing a direct, computer-to-computer interface between the CAD system and the State of California's CLETS system for the purpose of making inquiries on persons, vehicles and property on the State system and through NLETS to NCIC and other states. Screens shall be provided to allow system users to perform all common CLETS transactions.

#### **4 COMPUTER HARDWARE**

It is the intent of the City to procure a computer system that can be used to operate the system requested and also other common computer applications (word processing, spreadsheets, etc.) This desire will be weighed in the evaluation of the bidder's required computer hardware.

The bidder shall specify hardware required to support the proposed system. It is the City's intent to procure all computer hardware directly through available City channels. The bidder's price shall therefore not include the cost of the hardware in their software costs, but may list costs of hardware in the optional area of the pricing forms.

The hardware specification shall be in the form of a materials list. If proprietary vendor hardware is required, that shall be so stated. Communications hardware elements (for example, modems) shall be excluded from the materials list.

The proposed system is to be configured for 22+ users ( 3 dispatcher/call taker positions plus 3 records / transcription services positions, and 16+ report writing , detective, firefighter, supervisor or administrator stations). No dispatch positions shall be equipped with separate status screens. The bidder shall also describe the expansion capabilities of the proposed system.

All workstation screens shall be high resolution color (VGA or better if an IBM PC-compatible system is proposed). The bidder shall propose sufficient disc capacity to support storage of two years of CAD data plus five years of records data.

The bidder shall recommend the number of printers required. Exclude fire station printers, which will be determined by the City.

The bidder is responsible for proposing and pricing any system software required to support running the bidder's CAD and records application software. This includes, for example, network and communications software.

**5 INSTALLATION, TRAINING AND DATA CONVERSION**

Before contract signing the selected bidder shall submit to the City a system users manual that shall describe in detail each system function. This manual shall become the System Specification, defining the system to be provided. Upon acceptance of the manual, the contract will be signed and installation will begin.

The bidder shall provide a project manager, assigned as a single point of contact to the City, to coordinate and direct all the vendor's activities and communications between the City and the vendor.

The bidder shall install all software and test it to assure proper running order. The bidder shall then conduct training sessions to familiarize all department personnel in operation of the system. The bidder shall describe the training program proposed, and options in their training approach, including training selected "trainers" for the City, training the entire staff, levels of training that may differ depending upon job description, and additional tutorials, including available software and video options.

At the conclusion of system installation and training, the vendor shall demonstrate to the City's satisfaction that the system's proposed functions are operational.

The City accepts all responsibility for initial data entry. The bidder's system shall provide all functions and screen formats necessary to perform data entry, as well as necessary verbal support from the vendor.

The City requests optional pricing for capturing and using our existing data in the proposed formats. Conversion costs should include anticipated time frames for completion, software preparation costs, and/or complete costs to the City. Bidders are encouraged to contact us for complete details about our current operating systems, and/or visit our site for details to include with their data conversion costs.

**6 SUPPORT SERVICES**

The proposed system shall include a software warranty, to begin the day the system is installed and personnel are trained. This warranty period must be described in full by the vendor, including the support, assistance and time frame of the warranty. During this period the vendor shall be obligated to respond to and correct any reported problems with the CAD/RMS software.

The bidder shall describe in detail software maintenance and support programs available after expiration of the warranty. This shall include how software problems will be resolved, terms of the support and maintenance, and hours of coverage.

As part of software support, the bidder's system shall have the capability to dial in to the City's system to investigate problems. If special software is required on the CAD/RMS system to support this capability it shall be included in the system price. The City will be responsible for providing the necessary modem on the City system; the bidder shall specify the requirements for the modem. Dial in access to the system will be enabled only when necessary and prearranged with communications center personnel.

The bidder shall describe its CAD/RMS software update or upgrade policy. Specifically, the bidder shall describe what updates or upgrades are provided with the maintenance plan and how many updates are provided annually. The bidder shall also describe its approach to migration support from one release to another, and the historical costs information associated with the migration.

**7 PRICING FORMS**

**7.1 Base System**

The bidder shall present the cost proposal using the following format:

ITEM	PRICE
Vendor CAD and Records Management Software for Police, and Fire Departments (Break down costs for each item)	
System Software (Section 4)	
System Installation and Training	
One Year Software Support Contract	
<b>TOTAL</b>	

**7.2 Addition Proposal Items**

The following form shall be used to price additional optional items requested by the City as well as additional items the bidder may care to propose:

ITEM	PRICE
Enhanced 9-1-1 Interface Software	
Mobile Computer Software	
Fire Station Printer Software	
State/NCIC Interface	
Data Conversion Costs	
Hardware Costs (broken down by unit)	

**City of Ukiah Computer-Aided Dispatch and Records Management Request for Proposal**

**Include tax with each of the above items. Also state any additional support cost that will be incurred with these items.**