



SEDGWICK COUNTY, KANSAS
FINANCE DEPARTMENT
DIVISION OF PURCHASING

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<http://www.sedgwickcounty.org/finance/purchasing.asp>

REQUEST FOR INFORMATION
Computer Aided Dispatch System, Jail Management and Records System
#18-2001

January 30, 2018

1.0 Description

1.1 Sedgwick County Emergency Communications (SGEC) and Sedgwick County Sheriff's Office are seeking technical and budgetary information for a combined Computer Aided Dispatch (CAD) and Jail and Records Management System (RMS) from interested vendors who can provide a system meeting the minimum requirements as defined in this document. It is the county's intent to familiarize vendors with the current CAD and RMS functionality and to provide statistical information of current and projected call and transaction volumes for the proposed system design. The objective of the RFI is to obtain information about current state-of-the art and fully integrated CAD/RMS Systems in operation for the purpose of the creation of a Request for Proposal (RFP) for tentative release in 2018. The county may or may not pursue a combined system, however the intent is to receive as much information as possible on combined systems in order to assist the county in financial and operational decisions.

1.2 THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the county to contract for any supply or service whatsoever. Further, the county is not at this time seeking proposals and will not accept unsolicited proposals. Responders are advised that the county will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be posted on the county's website <https://ssc.sedgwickcounty.org/RfbRfp/>.

Interested offerors may send an e-mail to Kimberly.Bush@sedgwick.gov including all contact information and list all products and services offered to be added to any future bid lists and receive an e-mail notification of the release of any related solicitations, however it is strongly advised to monitor the above site for additional information pertaining to this requirement.

2.0 Background

2.1 Emergency Communications Information

Sedgwick County Emergency Communications (SCEC) is the Public Safety Answering Point (PSAP) for all citizens and visitors in Sedgwick County. Additionally, SCEC is a consolidated agency providing dispatching services for thirty-one public safety agencies, including the Wichita Police and Fire Departments, and the Sedgwick County Sheriff, Fire and EMS Departments. SCEC handles

approximately 800,000 calls for service annually, of which approximately 600,000 are received through emergency phone calls.

The SCEC Communications Center has 26 full dispatch positions with 10 ancillary positions which also have full CAD workstations. Outside of the Communications Center, the SCEC Backup Site has 14 full dispatch positions, there are five full dispatch positions in the Emergency Operations Center, and there are 33 remote workstations with full CAD; one in Valley Center, two in Derby, and 30 in Wichita. In addition to the full CAD workstations, there are approximately 3,300 public safety users in the CAD system, all of whom have access to CAD either through a CAD Mobile application or a CAD Web application.

The SCEC CAD system must be able to handle large call volume and a large transaction load. During peak call volume periods, SCEC processes approximately 175 9-1-1 calls per hour in addition to self-initiated calls. There are approximately 400 MCT (mobile computer terminal) users on, during peak periods and 22 dispatchers. CAD transactional load would include the dispatch of emergency calls as well as subsequent call updates, administrative messages, remote queries, and a combination of manual automated notifications through SMS, email, and alphanumeric paging. With planned growth of the SCEC staffing table as well as planned growth of several public safety agencies in the SCEC system, the call volume and transaction load is anticipated to increase.

The public safety system in Sedgwick County covers 1,009 square miles. The CAD mapping system utilizes 1,457 atoms to help determine response plans for the 163 EMS and Fire response areas, the nine Sedgwick County Sheriff Beats, the 39 Wichita Police Department beats, and the 18 suburban communities within the Sedgwick County borders.

Current Operational and Data Transfer Interfaces

- **Active911** is a digital messaging system that delivers alarms, maps, and other information to first responders and is utilized by multiple fire departments in the Sedgwick County area.
- **ASAP to PSAP** from The Monitoring Association is on the roadmap for utilization by SCEC.
- **Avtec Scout** is the radio console utilized by SCEC which interfaces with CAD to provide a push-to-talk radio marquee display.
- **CryWolf False Alarm Solutions** is utilized by the City of Wichita with CAD data transferred in an XML format via web service.
- **E-Justice** is utilized by the Wichita Police Department with CAD data transferred in an XML format.
- **Firehouse** Records Management System is utilized by the Sedgwick County, Wichita, and Derby Fire Departments with CAD data transferred in an XML format.
- **Firstwatch** is utilized by the Emergency Medical Services System with CAD data transferred in an XML format.
- **Kansas Criminal Justice Information System (KCJIS)** information is transferred in an XML format between the State of Kansas and public safety users via dispatch terminals, remote workstations, MCTs and CAD Web applications. This interface is used to query vehicles by VIN or license number, to query subjects, to query drivers' licenses, etc.
- **LexisNexis** is on the roadmap for utilization by the Wichita Police Department for crime analytics.
- **MARVLIS by Bradshaw Consulting** is utilized by SCEC and Sedgwick County EMS to deploy resources for reduced response times using historical data to analyze demand. The CAD system interfaces with MARVLIS for response recommendations.
- **Paramount ProQA by Priority Dispatch** is utilized by SCEC in the processing of emergency medical calls.

- **Vesta 9-1-1** phone system is utilized by SCEC with CAD integration of ANI/ALI information. Sedgwick County recently went live with text-to-911 and is interested in future integration options for that service.
- **Zetron Fire Station Alerting** is utilized by the Sedgwick County, Wichita, and Derby Fire departments for emergency call notifications.

Anticipated Project Requirements

- **CAD**
SCEC intends to replace the current CAD system with a system that provides, at the minimum, complete functionality for processing calls for service, delivery of dispatched calls to a mobile data application on in-vehicle computers, and subsequent event transfer to RMS.
- **Geographic Information System (GIS)/Mapping**
Respondents shall provide a system with integrated mapping for both CAD and mobile environments. The mapping system should be ESRI compliant and allow for multiple layers of GIS data. SCEC is interested in different GIS solutions, including web mapping services. The maps for the CAD and mobile environments must be configurable.
- **Mobile Computer Terminal (MCT) and Automatic Vehicle Location (AVL)**
SCEC utilizes AVL capabilities to most of its public safety units as a component of the CAD system. AVL data should be available system wide, allowing it to be viewed in CAD and in-vehicle, as controlled by system administrators. In addition to being used with the CAD system, AVL data may be shared with other applications. Each respondent shall provide details on how AVL data is depicted in its CAD and mobile mapping solutions, how this data is utilized by the CAD system to determine the nearest available units, what other capabilities exist within the solution to make use of AVL data (e.g. routing), and how the AVL data is archived and retrieved for playback. The Sedgwick County public safety system will be utilizing GPS enabled portable and mobile radios in the near future. Respondents should be able to provide information on how GPS enabled radios are able to be integrated into the AVL system.
- **Unit Recommendation**
SCEC requires that the proposed CAD system offers a method for dispatch recommendations that utilizes both AVL-based recommendations along with standard unit recommendations consistent with static response areas.
- **Web-Based CAD**
SCEC requires a web-based version of the CAD system for remote access and status monitoring. This web-based system must utilize commonly available web browsers and be accessible via the internet, local-area network (LAN), and wide-area network (WAN) connections. The system must be capable of restricting access by login, role, and internet protocol (IP) address range, only allowing users access to view data authorized by their assigned role. Most users will utilize a read-only version of CAD data but SCEC needs the ability to have a data-entry, web-based solution for remote operations when necessary.

2.2 Sheriff's Office Information

The SCSO uses Integrgraph ILEADS for its Records Management System (RMS) and an internally built Jail Management System (JMS). The databases are used by 535 SCSO employees and an additional 100 outside agency personnel. The current RMS has been in use since 2005 and is no longer supported by vendor. The current JMS was deployed in late 2012 and no interface exists with our RMS. SCSO did

attempt to build and RMS in house, but because of the time involved the project was abandoned. The Sheriff's Office, working through the Sedgwick County Purchasing Department and the Division of Information Technology and Support Services, will utilize the information provided in response to this Request for Information, with the intent to formulate an RFP to be released at a further date.

RMS Requirements/Modules

- Accidents
 - o Ability to merge reports from several reporting deputies
 - o Digital diagram application
 - o Electronic reporting to KDOT
 - o Validation
 - o Ability to enter notes
 - o Track accident status.
 - o Detective or Deputy assigned
 - o Charging status
 - o Evidence status
- Date/Time/User tracking
- Arrests
- Case Processing
- KIBRS/IBR/KDOT electronic submission compliant
 - o KSOR
 - o KSAR
 - o Supplemental Reports
 - o Narratives
 - o Submit and share images through CAD
 - o Ability to attach images to cases in field
- GIS/GEO address verification
- Electronic In-car reporting and data capture (CAD interface)
- Vehicle Impounds
 - o Inventory
 - o Owner/Driver Info
 - o Tow Company/Tow Driver
 - o Location towed from/Location towed to
- Employee management
 - o Hire date
 - o Commission date
 - o Transfer date
 - o Promotion date
- Property and Evidence tracking
 - o Location collected
 - o Who submitted?
 - o Where stored
 - o Lab testing required/Status
- Citations
 - o Driver info
 - o Vehicle info
 - o Ability to scan Drivers Licenses
 - o Attach photo of driver
 - o Auto populate statutes

- o Auto populate locations with GPS
- Warrants
 - o Verify through Full Court
 - o Ability to view image of warrant (Full Court)
 - o Ability to add and read notes
 - o History/Activity for Washington Defense
- Protective Orders
 - o Civil Process when and where served or attempted.
 - o Ability to view image from Full Court
- Analytics and Dashboards
- Person/Vehicle Associations
- Bookings
 - o Arresting Officer
 - o Was Miranda read/Invoked? notes
- Mug Photos
- Registered Offenders
 - o Ability to interface with OffenderWatch, Appriss (VINE)
 - o Restrictions
- Case Management
- Inventory of Equipment and Tracking
 - o Date issued/Date transferred/condition
- Secure Narcotics Case Management
- Drug Tracking
- Online Accident Reports
- Report Validation
- Report Workflows
- Electronic Signatures
- Legacy data Import
- Form Templates
 - o Affidavits
 - o Search Warrant Applications
 - o Case Clearance
- Auto queries through NCIC/DMV/State/Local databases
- Accident Diagrams
- Voice to Text (Dragon) Compatible
- Mapping with Route Directions
- Ad Hoc Reports
- Multi-data field queries
- Name Merge and History
- Notifications
- Robust tiered security
- Expungements
- Ability to attach files to a record
- Bar Code, magnetic strip DL Capture
- Field Contact
- Pawn Shop
- E-Filing by Case Number
- GIS Crime Mapping Interface

- Platforms ease of use
- Compatibility/Integration/Migration
- Ability to update/modify system generated documents
- Statute Table updates
- Mortgages/Foreclosures
- Daily Activity Sheets
 - Auto populate from CAD
 - Match citation and or case with incident
 - Ability to retrieve statistical data by Beat Deputy/Shift /Time /Etc.

JMS Requirements/Modules

- Agency configurable tables
- Agency defined users and permission levels
- Agency defined workflows
- Audit log for tracking changes to all records
- Individual configurable Dashboard
- Agency defined forms
- Classifications – tree form
- Movements
- Ad Hoc Reports
 - Can be presented in graphical form
- Inventory/Supply control
 - Scanning for tracking and logs
- Bookings
 - All incomplete bookings, prebooking, quick booking
 - Screening forms
 - Sentence management
- Barcodes/QR for wrist bands and property stickers to be scanned
- Scanners included
- Clocking inmates in/out with bar/QR codes
 - Floor plan/digital board for tracking
- Property logs
- Scan in KSAR to auto populate booking
- Rounds tracking tool
- Ad hoc/crystal report function to pull from any data field
- Daily activity log, searchable
 - Beat assigned
 - Type of call
 - Action taken
- Webcam for inmate photos
- Digital signature ability with signature pad
- Driver's license ID reader with auto populate
- Interface with ERMA, Lockdown, and Securus
- Auto error check
- Mobile option with RFID tech
- Out of County Inmate Tracking
- Facial Recognition
 - Iris scanning?

- Mug Photos
- Mail tracking
- Staff training
- Disciplinary tools
- Behavior Logs
- Notifications of tasks
- Scheduling inmate activities

3.0 Sedgwick County Information Technology Standards

IF PRODUCT PROPOSED IS VENDOR/CLOUD HOSTED:

Preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Vendor should provide a list of client requirements.

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc). How does this impact costs and services?

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list any included backup and recovery capabilities, objectives and estimated timelines.

Vendor should provide secure connections to data and be compliant with any regulatory requirements such as HIPAA, CJIS, and PCI requirements.

Vendor should include interface diagram and security specifics.

If not answered in previous question please list authentication and security methods for access to the system and system data:

If a hosted solution, Sedgwick County should retain access to data should contracts terminate, the data remains the property of Sedgwick County.

IF ON PREMISE (COUNTY SERVERS):

The software needs to be able to be supported on current technology standards and future / modern OS releases. The system shall stay up to date with modern software updates -- such as Windows OS or SQL versioning to the latest versions.

Preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Environment and Platforms for on-Premise:

- o Install on latest version of Windows -- Windows 2012R2 or newer, 64 bit.
- o If web based, browser compatible with Internet Explorer 11+, or other modern browsers.
- o If not proprietary or internal database - Latest version of SQL Server Supported (minimum 64bit 2012)
- o VMWare 5.5+ compatible and supported.
- o Application can be centrally managed:
 - Updates to app
 - Patches to operating system it is on
 - Microsoft Active Directory member
 - Ability to manage through Group Policy
 - If thick client, client can be deployed with minimal configuration needs, fully packaged in .MSI or other sustainable deployable method.

Vendor should list Server and Client resource requirements (CPU, Memory, and Disk Space)

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc).

Vendor should indicate server and application update practices (Include the answers to how to patch the application on the client and server).

Vendor should list network connection requirements.

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list System External Interface requirements (Please include an interface diagram) – Is there any remote connection into the on Premise system needed for support?

If not addressed in previous response, vendor should list authentication and security methods for access to the system and system data.

Vendor should indicate backup methods recommended - any incompatibilities with backup systems on the market?

Software should be compatible with modern antivirus clients (list any needed exceptions or known problems)?

Vendor should list any firewall and security considerations or exceptions needed?

Vendor should list any database or software license needs, purchased outside of this request.

4.0 Responses

Interested vendors shall submit (1) electronic copy in Microsoft Word or Adobe PDF format submitted via e-mail with all supporting documentation to:

Kimberly Bush, CPPB
Kimberly.Bush@sedgwick.gov
Sedgwick County Purchasing Department
525 N Main Street, Ste. 823
Wichita, KS 67203

Responses are **due no later than March 9, 2018 by 5:00pm CST.**

Proprietary information, if any, should be minimized and **MUST BE CLEARLY MARKED**. Please be advised that all submissions become county property and will not be returned.

Requested Information

Section I – Biography

The Vendor's response shall include a company history including number of years in business, number of organizations with Vendor's current CAD software in production, number of full time employees, existence and size of a User Group, and a copy of the Vendor's latest certified or audited financial statement.

Section II – References

The Vendor shall provide references and contact information for their three largest customers including the customer's total annual calls for service, number of 9-1-1 and dispatch positions, total number of active police units, and number and type of interfaces. References for public sector organizations are preferred.

Section III – Customization

The response shall address the Vendor's current policies and procedures regarding modifications and customizations of their current CAD product.

Section IV – Functionality

The Vendor shall provide a brief description of their ability to provide functionality as listed in sections 2.0 of this RFI indicating whether the feature or function is supported in the Vendor's existing CAD product or could be accomplished with modification and/or customization.

Section V – Presentation

The Vendor shall indicate a desire to present a functional demonstration of their CAD/RMS System. The county may or may not pursue any presentations with any vendor and is at the county's sole option.

The county shall limit vendor presentations to a time period not to exceed three (3) hours.

Presentations shall be immediately followed by question and answer sessions that are not restricted as to time.

The vendor shall be responsible for all costs incurred in preparing or responding to this RFI. All materials and documents submitted in response to this RFI become the property of the county and will not be returned.

5.0 Industry Discussions

County representatives may or may not choose to meet with potential offerors. Such discussions would only be intended to get further clarification of potential capability to meet the requirements.

6.0 Questions

Questions regarding this announcement shall be submitted in writing by e-mail to the Purchasing Agent as listed above in Section 4.0. Verbal questions will NOT be accepted. Questions will be answered to the best of the ability of county staff. The county does not guarantee that questions received after Monday February 26, 2018 will be answered.

7.0 Summary

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify capabilities and budgetary estimates for a turnkey data management system. The information provided in the RFI is subject to change and is not binding on the county. The county has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become county property and will not be returned.

A handwritten signature in black ink that reads "Kimberly Bush". The script is cursive and fluid, with the first letters of each name being capitalized and prominent.

Kimberly Bush, CPPB