

CITY OF CASA GRANDE, ARIZONA

NOTICE OF REQUEST FOR PROPOSALS (RFP)

The City of Casa Grande will receive sealed Request for Proposals for the following:

COMPUTER AIDED DISPATCH/RECORDS MANAGEMENT SYSTEM (CAD/RMS)

The City of Casa Grande is seeking proposals from experienced, qualified, and motivated vendors to provide and implement a Computer Aided Dispatch/Records Management System (CAD/RMS) for use by public safety (police, fire, and dispatch) personnel.

Each proposal shall be in accordance with the specifications and instructions on file with the City Clerk at City Hall, 510 East Florence Boulevard, Casa Grande, Arizona, 85122, where copies can be obtained by calling the City Clerk's Office (520) 421-8600, or a complete packet is available to download on the City's website: www.casagrandeaz.gov. **All responses must be submitted to the City Clerk by 2:00 p.m. City time on May 14, 2014 at 510 E. Florence Blvd., Casa Grande, AZ.**

A pre-submittal conference will be conducted at **3:00 p.m. on Wednesday, April 23, 2014** at the Casa Grande Public Safety Building at 373 E. Val Vista Blvd., Casa Grande, Arizona 85122. Pre-submittal questions must be submitted by **April 4, 2014**. Responses to questions will be given during the pre-submittal conference.

Proposals must be in the actual possession of the City Clerk by 2:00 p.m., City time on May 14, 2014, 510 E. Florence Blvd., Casa Grande, AZ. Offers must be submitted in a sealed package with the Offeror's name, address, and title of the description clearly indicated. Late proposals and fax or email proposals will not be considered. Proposals should be in printed format and electronic format. A total of five (5) hard copies are required with at least one (1) of those copies unbound for easy duplication for reviewing purposes. Functional Requirements spreadsheet must be provided in electronic spreadsheet (Excel or compatible format).

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.

Any question related to the Request for Proposal shall be directed to Becky Curtis, City of Casa Grande at (520) 421-8725 or e-mail at Becky_Curtis@casagrandeaz.gov.

Proposals must be addressed to:

**Remilie S. Miller, City Clerk
City of Casa Grande
510 E. Florence Blvd.
Casa Grande, AZ 85122**

**THE ENVELOPE MUST BE BOLDLY
MARKDED:
PROPOSAL ON: CAD/RMS REPLACEMENT
PROPOSAL DUE: MAY 14, 2014 AT 2:00 PM**

The City of Casa Grande reserves the right to waive any informalities or irregularities in this Request for Proposals, or to reject any or all proposals; to be the sole judge of the suitability of the materials offered, and to award a contract or contracts for the furnishing of one or more items of the services it deems to be in the best interest of the City.

/s/James V. Thompson
City Manager

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SECTION I – PROJECT BACKGROUND

A. INTRODUCTION

The City of Casa Grande is seeking proposals from experienced, qualified, and motivated vendors to provide and implement a Computer Aided Dispatch/Records Management System (CAD/RMS) for use by public safety (police, fire, and dispatch) personnel. The selected firm will be responsible for providing a CAD/RMS system, providing comprehensive training on its use, and providing ongoing support. The system shall include:

- Computer Aided Dispatch (CAD) for both Police and Fire
- Law Enforcement Records Management System (RMS)
- Mobile Data Computing (MDC)
- Automated Field Reporting (AFR)
- AVL (Automated Vehicle Location)
- Interfaces to specific existing systems
- Data Conversion of existing records, where applicable

The City of Casa Grande is seeking an Offeror with a proven record of success in the Law Enforcement Services industry. The City will award one contract for a turnkey solution that fulfills the requirements with a “best of breed” solution that integrates these categories of system services.

The City will entertain proposals only from Offerors that have been providing CAD, RMS, MDC and AFR systems for public safety agencies for a minimum of five (5) years. The Offeror must also have a product currently which is successfully deployed in a law enforcement/fire department environment. Due to the critical nature of the systems, preference may be given to the Offeror who can provide “high availability” (99.999% up time) of the entire system.

B. EXECUTIVE SUMMARY/BACKGROUND

The CAD/RMS Replacement project updates and replaces the existing CAD (Computer Aided Dispatch) system that manages 911 and non-emergency calls for service sent to first responders in the Police Department, Fire Department and authorized stakeholders. This project also updates and replaces the existing RMS (Records Management System) which stores case records and creates statistical reports. The purpose of this project is to implement an updated CAD/RMS for use by Public Safety departments enabling all users to better analyze public safety trends, link crimes and events, identify suspects or patients, and improve the quality of field reporting and statistical reports.

C. PROJECT PURPOSE

The CAD/RMS project is created to replace the existing CAD/RMS solutions, which the City has used for more than fifteen years. The primary drivers of the project are the limited level of functionality offered by the existing system, aging hardware and software, technical support concerns, and to ensure the safety of department personnel. The objectives for this CAD/RMS replacement project are in direct support of our vision to embrace a progressive mindset that encourages one and all to seek innovative techniques and use emerging technologies in order to accomplish our mission. The City strives to provide the most effective possible response to law enforcement and fire emergencies. The objective of the CAD/RMS replacement project is to ensure that Casa Grande continues to be a safe and desirable place to live, raise a family, educate, recreate and do business.

The ultimate goal is to create a combined public safety Emergency Communications Center (ECC) that encompasses joint communications functions for police, fire and emergency medical resources, and includes an Emergency Operations Center (EOC). Casa Grande’s long-range vision includes becoming a regional ECC in support of the needs of neighboring jurisdictions.

D. SCHEDULE OF EVENTS *

| EVENT | Estimated Dates |
|--|---------------------------|
| Solicitation Issue Date: | March 19, 2014 |
| Written Inquiries Due: | April 4, 2014 |
| Mandatory Pre-Offer Conference | April 23, 2014 |
| Proposal Due Date and Time: | May 14, 2014 by 2:00 p.m. |
| Evaluation Panel Meets for Selection of Finalists: | June 4, 2014 |
| Tour/Discussion Opportunity for Finalist Vendors | June 18-19, 2014 |
| Vendor Presentations | July 14-18, 2014 |
| City Council Approval | September 2, 2014 |

Proposal Submittal Location:

City Clerk’s Office, City Hall
 City of Casa Grande
 510 E. Florence Blvd.
 Casa Grande, AZ 85122

Pre-Offer Conference Location:

Public Safety Building
 EOC Conference Room
 373 E. Val Vista Blvd.
 Casa Grande, AZ 85122

** The City reserves the right to change dates and/or locations as necessary.*

E. BACKGROUND AND DEMOGRAPHICS

The City of Casa Grande Arizona has a population of 50,296 spread across a land area of 110 square miles. Casa Grande is a dynamic, involved community, and a modern city with rural heritage and old-fashioned values. Its economic base is a mix of retail trade, manufacturing and agriculture. Midway between Phoenix and Tucson, the city has grown to be the largest community in western Pinal County since its incorporation in 1915.

Casa Grande is strategically located at the intersection of two interstate highways (I-8 and I-10) in an area known as Arizona's Golden Corridor. Once dependent on agriculture and mining, the community has evolved into a diversified full-service area with manufacturing, retail trade, government and tourist-related employment. All of Pinal County is a designated Enterprise Zone. Additional information about Casa Grande is available from its website at: www.casagrandeaz.gov.

1. KEY STAKEHOLDERS

Key stakeholders for this project include the following. Descriptions of each agency follow:

- Police Department
- Fire Department

a. Police Department

The Crime analysis component of this project is a critical function of the police department. The department recently entered an era of Strategic Planning and Crime Analysis. As the City of Casa Grande has grown, the Police Department has seen the need to expand services and capabilities in these practices and procedures.

Comparative Statistics or COMPSTAT is the process of timely review of data within public safety in order to identify trends, and take preventive or enforcement action rapidly. The Department has embraced this practice and through reports generated by the department's Crime Analyst, staff is able to address crime issues as they unfold, providing more efficient service to the Community.

The Department continues to be dedicated to the principles of Community Policing. Volunteerism, Community partnerships, and problem solving are the cornerstones of the Casa Grande Police Department. The department continues to work closely with the Community and see Crime Prevention and Public Safety as a group effort for Police and Citizens alike.

Casa Grande's police department has two police stations. During calendar year 2012, the police department documented 10,086 case reports, made 3,544 arrests, and issued 7,294

citations. Additional statistics are available in the Police Department's annual report available on-line at this link:

<http://www.casagrandeaz.gov/files/2013/06/2012AnnualReport-Crime.pdf>

The police department has a sworn strength of 78 including:

- 6 Command Staff
 - Chief
 - Patrol Division Captain
 - Criminal Investigation Captain
 - 3 Patrol Lieutenants
- 11 Sergeants
- 13 Detectives
- 1 Crime Prevention Officer
- 4 School Resource Officers
- 3 Traffic Officers
- 6 Patrol Teams consisting of 43 patrol officers working 4-10 shifts per week. Each team has between 6-10 officers and a civilian prisoner transport officer. There is an overlap in the evenings with as many as 8-12 patrol officers working at one time.

The civilian staff of 46 includes:

- 2 Secretaries
- 1 Crime analyst
- 1 Records Supervisor
- 3 Records Clerks
- 1 Evidence Custodian
- 2 Crime Scene Technicians
- 1 Volunteer Coordinator
- 1 Alarms/Graffiti Reduction Coordinator
- 6 Prisoner Transport Officers (mentioned above in patrol teams.)
- 1 Public Safety Technology Coordinator
- 1 Animal Control Supervisor
- 3 Animal Control Officers
- 1 Kennel Assistant
- 3 Park Rangers
- 1 Communications Manager
- 3 Communications Supervisors
- 15 Communications Dispatchers

Communications Division

The Public Safety Communications Division provides the personnel that link the public with the sworn officers and fire personnel in the field. The division has fifteen Public Safety Dispatcher positions whose functions include 9-1-1 operator, public safety

dispatcher, records clerk, receptionists, secretary, and supervisor duties. Public Safety Dispatchers (9-1-1 Telecommunicators) attend to incoming calls on eight administrative phone lines, ten 9-1-1 lines, four extensions and one silent witness line. They must also enter all calls for service into the computer to dispatch the calls.

Other duties required of this position include; fulfilling records requests, processing and filing incoming paperwork, criminal history inquiries in the State's crime computer, and numerous other tasks to keep the internal operation of the department organized and efficient.

Supervisors in the division perform as "working supervisors", performing one of the above job functions in addition to assisting with scheduling, completing employee evaluations, supervising employees, and completing projects assigned by the Communications Manager.

Telephone Call Volumes – Calendar Year 2013

- Total 9-1-1 Calls: 32,921
 - 9-1-1 Wireline: 6,994
 - 9-1-1 Wireless 25,927
- 9-1-1 Transfers: 2,356
- Telephone calls incoming: 92,330 (Does not include 9-1-1)
- Telephone calls outgoing: 46,045

CAD Transaction Volumes – Calendar Year 2013

- Activities entered into CAD: 131,126
- Police Dept. Activities: 122,505
- Fire Dept. Activities: 8,621

- Self-initiated calls CAD Police: 91,093
- Self-initiated calls CAD Fire: 657
- Police Calls-for-Service Received: 55,723
- Police CAD Calls Dispatched: 25,063
- Fire CAD Calls Dispatched: 7,351 (including EMS Responses)

Existing Technology

- The current CAD system was installed in 1996. The database is SQL proprietary to the current vendor.
- The current 9-1-1 telephone system is Vesta Pallas with Orion Mapstar mapping.

- Currently the City is using Motorola Gold Elite radio consoles located at each dispatch console. The radio system is for the City of Casa Grande and shared with other City departments.
- There are four dispatcher and one supervisor dispatch consoles that are all dual purpose, call taker or dispatcher.

b. Fire Department

The City of Casa Grande Fire Department proudly protects over 50,000 people living in an area of over 110 square miles and primarily residential areas. The department is a public department with an I.S.O. rating of 4 whose members are on a paid status. The Casa Grande Fire Department is one of the oldest in Pinal County, Arizona, dating back to the City's incorporation in 1915.

Casa Grande's fire department operates out of four fire stations and one training center. The department has 58 sworn fire fighters and 4 civilians. The deployment of services to the community is done with 4 front-line engine companies and 3 cross-staffed truck companies. There are 2 water tenders, 2 brush trucks, 1 air/light/rehab unit, 1 HazMat squad, technical rescue response trailer, and 1 command response vehicle. The department answered 6,899 calls in 2012 of which 5,031 were emergency medical responses. The expected annual average call volume growth rate is 9% per year.

Services provided include:

- Fire Prevention and Suppression
- Emergency Medical Services
- Hazardous Materials Response
- Technical Search and Rescue
- Extrication

2. MOBILE DATA COMPUTERS

The City is using CF30 and CF31 Panasonic ToughBooks, and Panasonic H2 Tablets. The Police Department uses approximately 50 mobile data computers, and the Fire Department is using approximately 20 mobile data computers.

F. PROJECT DRIVERS

Specific project objectives include:

- Re-engineer business processes to increase efficiency.

- Reduce handwritten forms and duplication of effort (e.g. entering same data into multiple systems).
- Eliminate non-enterprise level databases and spreadsheets used to track data.
- More accurately deploy resources. For example, dispatchers and supervisors in the field will be able to determine where units are located within the city, as these units respond to calls in real time. This will lower response times for all public safety units.
- Staff can compile and publish frequently used statistical reports without the assistance of technical staff and without the need to access multiple databases.
- Units can write and file incident reports in the field.
- The CAD/RMS will be available to their users at least 99.99% of the time, on a 24/7/365 basis, within 6 months of implementation.
- Increased safety to units as more information will be available directly within the vehicles.
- Accurate data conversion of selected data ranges and fields.
- Use mapping capabilities within CAD system.
- Technical architecture will comply with current Casa Grande standards.
- Provide ability to analyze public safety incidents for commonalities, trends, and patterns.

G. PROJECT TIMELINE

1. The level of complexity, resource constraints, and funding considerations for a CAD/RMS Replacement system all dictate a realistic timeline of activities. For planning purposes, the City Of Casa Grande has identified a total installation timeframe spanning up to 24 months from the date of City Council authorization and execution of the contract for successful completion of the system implementation activities, no later than October 31, 2016.
2. The Offeror must review and confirm this timeframe or suggest other optimum timelines that more readily support the Offeror's proposed solution and associated resource requirements.
3. Offeror will be required to provide a detailed outline and overview of a proposed implementation plan. This detail would be reflected in a Scope of Work (SOW).

H. PROJECT SCOPE

1. The project will include process analysis, configuration, data conversion, testing, training, implementation and post-implementation support of the selected systems. Selected systems

include Computer Aided Dispatch (CAD), Fire and Police Records Management System (RMS), Mobile Data Computing (MDC), Automated Field Reporting (AFR), Automatic Vehicle Location (AVL), Detention and Booking Records Management, Investigative Case Management, Crime Analysis and statistical reporting, Animal Control Field and Kennel Operations Management Records, Criminal Intelligence Files, K-9 tracking, Volunteer tracking, Alarm Permits and Billing, Master Personnel Index, Internal Affairs Case Management, Evidence and Property Records Management, and associated internal and external interfaces.

2. Measures of Success - In order to achieve success on the project, the following tasks must be met within the designated time and budget allocations:

- Spatial data will meet local GIS standards.
- Completion of process analysis.
- Data will be normalized (as required) for data conversion.
- Interfaces will send and receive accurate information.
- All end users of the system will receive comprehensive training to use system features applicable to their current position.
- Measurable key performance indicators (KPI) for each impacted area will be gathered prior to system implementation and will be compared against the new system between 6-9 months after implementation.
- Search results must be consistent and repeatable.
- One point of data entry and multiple points of access.

SECTION II - TERMS AND CONDITIONS

A. PREPARATION OF PROPOSALS

1. Proposals shall be signed by an individual authorized to bind the Offeror. The Proposal shall provide the name, title, address and telephone number of individuals with authority to contractually bind the company and who may be contacted during the period of the Contract.
2. Proposals shall be typewritten for ease of evaluation with at least one copy submitted in an 8½ x 11 inch loose leaf three-ring binder. In addition, proposals must be submitted in electronic format, on a USB drive; the Functional Requirements response must be provided in a spreadsheet format (Excel or compatible.)
3. All Proposals shall include the forms provided in Section IV, Submittal. Submittals must be complete and include all of the information required in the Solicitation Instructions. Erasures, interlineations, or other modifications of your proposal shall be initialed in original ink by the authorized person signing the proposal. No Proposal shall be altered, amended or withdrawn after the specified due time and date. The City is not responsible for Offeror's errors and/or omissions. All time periods stated as a number of days shall be calendar days.
4. The Offeror has the responsibility to examine the entire Solicitation, to seek clarification of any requirement that may not be clear, and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after the due date and time. Offerors are strongly encouraged to: Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services. Study and carefully correlate Offeror's knowledge and observations with this Solicitation document and other related data. Promptly notify the City of all conflicts, errors, ambiguities, or discrepancies which an Offeror has discovered in or between the RFP document and such other related documents. Offerors are responsible for clearly identifying any and all changes or modifications to any solicitation documents upon submission to the City.
5. The City does not reimburse the cost of developing, presenting or providing any response to this Solicitation. Proposals submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Offeror is responsible for all costs incurred in responding to this Solicitation. All materials and documents submitted in response to this Solicitation become the property of the City and will not be returned.

6. Offerors are reminded that the specifications stated in this Solicitation are the minimum level required and that proposals submitted must be for services that meet or exceed the minimum level of all features specifically listed in this Solicitation. Proposals offering less than the minimums specified should not be submitted and are subject to rejection as not responsive.
7. Prices shall be submitted on a per unit basis by line item, when applicable. In the event of a disparity between the unit price and extended price, the unit price shall prevail.
8. Prices offered shall not include applicable state and local taxes. The City will pay all applicable taxes. For the purposes of determining the lowest cost, the City will not take tax into consideration. Taxes must be listed as a separate item on all invoices.

B. REQUIREMENTS

1. The City Of Casa Grande is seeking a complete product solution to replace its current CAD/RMS system. The Offeror's solution must specify all required hardware, software, secondary software licensing, professional services and reliable post-installation support.
2. Offeror will provide detailed hardware specifications and will submit these as optional costs as part of the response. The information should include purpose and/or use of listed equipment, manufacturer, model number, cost and number of units required. The City of Casa Grande reserves the right to purchase Offeror-specified hardware necessary as part of this project in the manner that is most fiscally responsible.
3. The new CAD/RMS replacement must be composed of a set of integrated modules offered by the Contractor.
4. The selected CAD/RMS replacement software must be a commercial solution that has been successfully implemented and supported in several other organizations similar in size, requirements, and function.
5. The City of Casa Grande would prefer to limit the number of third-party modules as part of the Contractor's solution. The City of Casa Grande will prefer that the primary software vendor provide front-line maintenance support for third-party modules that are integrated into the core application.
6. The use of third-party and custom software components will be permitted only when features are not provided within the commercial, off-the-shelf solution. In this event, the Offeror must clearly articulate in writing, information about these components, along

with any potential costs (to include licensing, maintenance, software, etc.) that may be required.

7. The City of Casa Grande prefers to contract with the Contractor as the prime contractor and all integration partners should be subcontractor of the Offeror. The City Of Casa Grande will reserve the right to accept or reject any proposed integration partners, while retaining the software Offeror's solution.
8. The City of Casa Grande requires that the Offeror's solution run on the City's existing hardware, in a virtualized environment.

C. MINIMUM QUALIFICATION REQUIREMENTS OF THE OFFEROR

The following minimum qualifications must be met for the Offeror to be considered for this procurement:

1. Offeror must have CAD, RMS, MDC, and AFR systems in use by public safety (specifically law enforcement and fire agencies) for at least five (5) years prior to award.
2. The City Of Casa Grande will not entertain any proposal from an Offeror that includes a product not currently deployed in a public safety (law enforcement and fire) environment.
3. If the Offeror's solution has not been implemented and in live use for a minimum of twelve (12) months prior to the close of the RFP process, Offeror shall provide detailed explanation for this and an assurance plan. The City will evaluate on a case by case basis to determine if the solution warrants further consideration.
4. Preference will be given to Offeror who can provide "high availability" (99.999% up time) of the entire system.
5. Offeror must have the solution installed in at least five (5) public safety (law enforcement and fire agencies) in the United States of similar size, requirements and function to the City of Casa Grande.
6. The solution must be able to utilize a 64-bit Oracle 11G R2 Standard Edition One database or later, or a 64-bit Microsoft SQL Server 2008 R2 Standard database or later, or is an ACID-compliant, scalable, open-source database. Additionally, the Offeror's proposed solution must be compatible with VMWare Infrastructure, specifically virtualized servers running on ESXi hosts. Offeror must clearly describe database requirements.

7. Offer must specify the AVL solution or solutions that work best with the proposed system. As part of the Mobile Data Computing section, real-time mapping shall be available to the vehicle MDCs.
8. Offeror must propose an executive-level single point of contact with overall responsibility for the successful installation and continuing functional operation of the solution.

D. ITEMS TO BE PROVIDED BY THE CONTRACTOR

1. Software, to include:
 - a. Software Modules
 - b. Software Maintenance and Support
 - c. Software Upgrades
 - d. Software Licenses
 - e. Software Warranties
 - f. User Guides and other manuals
 - g. Data Dictionaries for all system components
 - h. Entity Relationship Diagrams
2. Computing Hardware Infrastructure
 - a. Server Specification/configuration to obtain optimal performance
 - b. Printer and other peripheral equipment specification/configuration
 - c. Network requirements
 - d. Other automation equipment
3. Professional Services – each of the items listed below needs to be addressed in the Offeror’s proposal. Failure to address all the items may result in the proposal being considered non-responsive and preclude the Offeror from further consideration by the City of Casa Grande.
 - a. Project management
 - b. Software installation and configuration
 - c. Hardware configuration support
 - d. Database optimization
 - e. Interface/integration design, development and implementation
 - f. Database conversions
 - g. Unit, system, and functional testing
 - h. Definition and implementation of new business practices
 - i. Forms design

- j. Change management services
- k. Design and development of customized reports
- l. Staff training
- m. Cut-over support
- n. Post-implementation support
- o. 24/7 on-line and phone technical assistance and support

E. FUNCTIONAL REQUIREMENTS

Exhibit A lists the functional requirements that the City of Casa Grande wishes to include in the scope of this procurement. These requirements must be included in the Offeror's response at a minimum and would also form a portion of the basis for the Scope of Work in a contract. These functional requirements are meant to determine how much of the required functionality each Offeror's product can provide. The requirements may be weighted and will be scored based on the Offeror's response. Offeror responses need to be accurate. Offerors who misrepresent their product capabilities may be disqualified and eliminated from further consideration. The entire operational requirements table is subject to verification at any time during the procurement process. If such verification determines that an Offeror misrepresented its product functionality it may be disqualified. It is therefore very important that Offerors complete their response accurately as it will affect their opportunity to be considered further in this procurement. Offeror's response to Exhibit A are required to be submitted electronically in spreadsheet format (Excel or compatible), along with a hard copy to be included in the RFP response.

F. SCOPE OF WORK

The Scope of Work will necessarily address all components of functional, operational, application, phases of implementation, deliverables, on-site and remote support.

1. SCOPE OVERVIEW

The City of Casa Grande intends to contract for technology and services necessary to implement a state-of-the-art, turnkey integrated records management system (RMS) and automated field reporting (AFR) solution, with internal and external system interfaces. Additionally, part of this Contract will include perpetual and non-exclusive software licenses, upgrades and annual service and maintenance to the proposed system. It is the City's intent to procure the best combination of software and services at the most reasonable cost. The products and services provided by the selected vendor should meet all of the requirements outlined in this RFP.

The technology Solution must be based on Global Justice Extensible Markup Language (GJXML) standards, as well as the nationally developed RMS standards published by the Law Enforcement Information Technology Standards Council (LEITSC) in 2008, and NIEM conformance.

2. REQUIRED FEATURES

All system components should be highly reliable and fully integrated, eliminating the need for redundant data entry. All interfaces to ancillary or external systems should also be designed and developed to eliminate redundant data entry. The following general system-wide features are expected to be included in the vendor's Solution:

- Use of Graphical User Interface (GUI)** - The system should be designed for ease of use, taking advantage of industry standard graphical interfaces. For example, use of "pull down" fields with automatic defaults and automatic fill (i.e., character matching).
- Flexible Search Capabilities** - The new system should provide for flexible search capabilities, e.g., phonetic/SOUNDEX, text, and field searches. Additionally, these systems should provide the ability to search by descriptors such as names/aliases; physical characteristics; vehicle information; geographic locations; and others.
- Ad-Hoc Reporting Capabilities** - Advanced and flexible query and search capabilities through user-friendly, ad-hoc reporting facility.
- "Super" Query Capabilities** - Ability to query multiple databases, e.g., local and state name databases, through use of a single transaction.
- Integration of Commercial and Departmental Electronic References** - Electronic access to reference materials such as maps, general orders, legal source book, penal codes, etc.
- Electronic Routing of Documents** - Ability to define document workflow/routing for review, approval, or informational purposes.
- Security** - Flexibility to secure data based on various parameters, e.g., user ID, database field, etc. Information regarding juveniles should be secured from the public.
- Data Entry Interface Flexibility** - Ability to accommodate either text-based or form-based entry. For example, "straight" data entry functions may be faster with text-based entry forms. Also, prompting for required data fields is desired.
- Streamline Data Entry** - Reduce, or eliminate, redundant data entry. Internal and external databases should be "linked" to the greatest extent possible to take advantage of common database elements such as names and locations, and to electronically transfer data from and to other systems as appropriate. For example, property records should be "linked" to appropriate case records.

- **Validation and Edits** - Accommodate multi-agency, multi-jurisdiction data edits. Standardize where feasible, e.g., use of crime codes, location abbreviations, addresses, etc.
- **Consolidated Workstation Access** - Access to pertinent applications/systems should be provided through a single end user device (i.e., PCs, laptops, SmartPhones, tablets, etc.). For example, access to Department of Justice (DOJ) law enforcement databases, RMS applications, office automation, etc., could all be performed from a single workstation.
- **Open System Architecture** - The system should be open, allowing for access to as many regional information sources as possible. The database should adhere to GJXML and open database connectivity (ODBC) standards and have a documented, accessible schema.
- **Loosely Coupled Interfaces** - Interfaces with other systems should be designed so that upgrades to one system do not significantly impact other systems. The interfaces should utilize standard data communications protocols and message formats.
- **Redundant Processing Systems** - To the greatest extent possible, and where practical, single points of potential failure in hardware and network components should be eliminated.
- **System Availability** - The CAD and RMS applications should be available at a 99.99% uptime rate.
- **Data Conversion** - To ensure that data is not lost, data conversion would be required (from archived sources, including the existing CAD/RMS).
- **Interfaces** - The City is interested in interfacing with or replacing:
 - Arizona Criminal Justice Information System (ACJIS)
 - Arizona Criminal Justice Information System (ACJIS) Masks
 - Arizona Disposition Reporting System (ADRS)
 - AZTraCS
 - AZTEC/AJACS AZ Court System
 - Automated Fingerprint Identification System (AFIS) & Live Scan
 - Command Central
 - COPLINK
 - Corona Solutions (Discover, Deploy)
 - Firehouse
 - GANGNet – State/DPS
 - GIS (GTG GeoBlade)

- Innoprise (Financial Database/Harris Inc.)
- JustWare
- LeadsOnline
- Lojack – Stolen Vehicle Tracking System
- Offender Watch
- OptiView Document Imaging (API, Inc.)
- Pinal County Adult & Probation
- Pinal County Attorney
- Public Crime Reporting (BAIR Analytics RAIDS Online & ATAC RAIDS)
- RTA Fleet Management Software
- System Master Clock
- Telestaff
- Vehicle Impounds (Recovered/Stolen/Impounded Vehicles)
- Victim Criminal Apprehension Program (ViCAP)
- WestNet
- Other Agency Systems – Social Services, crime and vehicle information databases
- Other Internal Databases
- Other Law Enforcement Data Sharing Efforts

G. RMS SOFTWARE FEATURES

Records Management System (RMS): The Records Management System (RMS) is to replace the current RMS with a complete Solution that provides integrated modules for law enforcement records functions, and standard technology as defined by the Law Enforcement Information Technology Standards Council (LEITSC), including:

□ **Master Name Index (MNI):** Incorporates subject records from various sources. Individuals identified in incident or crime reports (suspect, victim, witness, complainant, department names, etc.) would be permanently stored in GJXML and NIEM standards. Field interview records, warrants, missing person reports and all other name based data entry would be indexed to this file. The software would provide a menu for name search both by exact spelling and by phonetic (SOUNDEX) search capability.

□ **Master Vehicle Index (MVI):** Incorporates vehicle records from various sources. Vehicles identified in incident or crime reports would be stored. Additionally, vehicle attributes would be stored whenever ACIC inquiries are accessed that involve vehicles. The software would provide a menu for searching for vehicles by selected attributes including partial license plates and support ACIC/MVD entry from the application.

□ **Additional Master Indices:** In addition to MNI and MVI, RMS must provide basic master indices that correlate and aggregate information in the following areas: locations, property, and organizations (including businesses and gangs), as well as air and watercraft. Master index records link records to all of their associated system involvements (i.e., data entry related system transactions), regardless of whether the involvements resulted from manual or automatically generated data entry. Graphical display of master indices enabling the user to select a master record and request further associations with that object (both direct and indirect), and allow the user to reposition records in the display while maintaining network connectivity. In addition, the module also includes master event and activity indices. The Solution shall also include required gang functionality, enabling the City to enter and monitor gang-related data elements (both on an individual level in the MNI, as well as on the organizational level in the Master Organization Index).

□ **Calls for Service (CFS) Reporting:** A unidirectional transfer of calls for service (CFS) data elements from the CAD to RMS. Integrated CAD/RMS permits bidirectional exchange of CFS data, enabling RMS master indices to import direct or indirect matches to CAD.

□ **Incident Reporting:** Includes criminal and non-criminal activity reporting. Incident reports may be completed for any incident that requires documentation. Normally, incidents would originate from dispatched calls for service. The disposition of the incident from CAD would determine whether a report would accompany the officer's response to the event. An automatic and sequential report number would be obtained from the RMS automated system that would provide a single case number. The CAD-generated incident information would be transferred to the RMS for supplemental data entry and summary analysis. The software would provide the ability to obtain report numbers from agency-defined workstations (i.e., front desk officers, offsite personnel). Additional incident report data entry would supplement the basic transferred CAD incident record. The proposed Solution must be capable of supporting Uniform Crime Reporting (UCR) as well as the National Incident Based Reporting System (NIBRS), which would be captured automatically based on the information supplied by dispatch and the assigned officer. Incident and subject information would be purged according to State record retention schedules. The software would produce the required monthly UCR and/or NIBRS reports, meeting all federal and state requirements. Statistics would be reported for the specified month, year-to-date and the previous month; for the month specified during the previous year and the previous year-to-date, as well as the percentage change. Changes made to records in the past (beyond one month) would automatically result in supplemental records that are incorporated in the current month's tally.

□ **Investigative Case Management:** As a tool for investigators and supervisors, the case management tools provide for the efficient management of investigative caseload. The module will continuously monitor filed reports in RMS for any reports that require

investigative follow up. Based on the information entered by the officer and records, the RMS will automatically assign solvability factors to the report and make recommendations for assignment based on investigator workload. The module analyzes the UCR/NIBRS-related statistics contained in the crime report to make investigative assignment recommendations which consider existing workload and areas of specialization. Solvability factors are extracted from the report, and used to enhance the investigative recommendation. The RMS will allow detectives to enter investigative updates through a worksheet format and to keep track of their progress in solving crimes.

Property and Evidence: This module involves the receipt, tracking, storing, auction, disposal and disposition of all property received and secured by the Casa Grande Police Department. All property entering the department is associated with a written incident report describing how the property was obtained. As property and evidence are received, descriptive, storage and receipt information is recorded into the automated system. When applicable, serial numbers would automatically be entered into ACIC/NCIC. The system will enable bar code reading to automate property transactions. Assignment of serial numbered bar code labels would accompany initial processing of the property by the assigned personnel booking the item. Movement of the property would be tracked as the items are checked in, checked out, moved, disposed of, or released based upon the bar code.

□ **Warrants:** The Warrant module is designed to track warrants that the law enforcement agency will be serving and indicate the physical location of the warrant. It also tracks and records any warrant-related activity or status changes. The documentation of each activity includes the type of activity, contact with the subject (if any), the date of the activity, and the result of the activity. Warrant data is exchanged with the issuing court using the associated NIEM IEPD (likely between the court and the law enforcement agency). Abstracts are PDF renderings, stored as local images when executed.

□ **Arrest and Booking:** The arrest module captures arrestee data at the time an arrest is made (whether in the jail or in the field via portable devices). The module exports the data to the master indices, as well as external parties (via interface). RMS captures and validates booking data (against internal and external databases) and associates the booking to the subject. The booking module captures the agency's standardized booking data elements regarding the arrested subject (i.e., name, date of birth, physical descriptors, location information, identification data, etc.). Fingerprints and photographs are captured using peripheral devices and added to the subject's master name record. The booking module is capable of exporting arrestee booking data (including biometric data such as photographs and fingerprints) to local area receiving jail facilities without requiring the officer to reenter the data. The module also includes an interface with AFIS. The module supports the NIEM IEPD

associated with transferring booked prisoners (facilitating both the export of data to the jail, and the import of prisoner booking status information to the RMS).

□ **Juvenile Contact:** Juvenile contact data must be captured and stored separately from adult data. RMS facilitates the data entry and storage. RMS includes the capability to automatically archive juvenile contacts after a requisite period of time (as governed by state law) has passed since the entry or when the subject turns 18 years of age (whichever occurs first). Additionally, the RMS keeps juvenile information separate, physically, from adult data.

□ **Traffic Accident Reporting:** RMS stores the facts surrounding a traffic accident (i.e., vehicle data, passenger information, property/evidence data, DUI information, commercial enforcement data, etc.).

□ **Citations:** When citation data are entered (or uploaded) into RMS, links are established with the associated master indices (name and vehicle) and the module captures court data such as the: case number, date, court date (auto populated) and time, and the court's disposition of the citation.

□ **Field Interviews:** Field contact data is shared with the crime analysis module (available for searching by investigators). The module allows officers to collect data on the demographics of the people involved for statistical reporting in bias-based policing programs. The application would provide an electronic format for the entry of field contacts and the circumstances surrounding the contact. The information will be updated into RMS for access by investigators, dispatch and other authorized personnel. In addition, the module allows the system to automatically transmit field contact information to fusion centers and/or information sharing environments based on a Suspicious Activity Report (SAR).

□ **Pawn:** The RMS pawn module collects, stores, and tracks pawn data; compares it with lost or stolen property, and supports the investigative process for matches or patterns (including automated identification number checks against external regional, state, and federal systems). The module also exports pawn data to state pawn clearinghouses. In addition, the module provides the following features:

- Electronic import of transaction data from the pawnshops.
- Automated serial number checking against the NCIC stolen article files and smart matching so typographical errors can be identified.
- Automatic email/paging notification when flagged items are entered/claimed.
- Embedded processes to detect and warn of potential criminal activity.
- Web interface for easy, low-cost access (for pawn shops/second hand stores).

Lastly, the module supports the NIEM IEPD associated with exchanging pawn data (serial numbers, physical descriptors) between the agency and pawn shops.

□ **Civil Processing:** RMS modules enable civil paper processing (data entry, serving, tracking), and provide the ability to record the disposition of all actions required by the order including court-ordered eviction, the seizure of property, and collection of court-ordered fees. RMS provides a civil process module (not merely a derivation of the standard RMS) with a comprehensive forms generator and accounting features (to collect associated fees).

□ **Protection Orders and Restraints:** The module will store protection and restraint orders and their relationship to the entities within the RMS, as well as the conditions of the order itself (which include the issuing authority, effective time period, location, distance, restrictions, and type of contact prohibited). RMS provides an alert feature to notify designated users of specific activities to be performed. The alerts may be based on a selected date/time or a type of event or system action. The module supports the NIEM IEPD associated with exchanging protection order and restraint order information between the agency and the issuing court, resulting in a bidirectional interface.

□ **Permits and Licenses:** The Permits and Licenses module records and tracks the issuance of permits and licenses by the department. Examples of devices and activities that may require a license include but are not limited to electronic alarms, firearm ownership, and operating massage parlors. Examples of permits include parades, races, or demonstration permits.

□ **Equipment and Asset Inventory:** RMS captures the receipt and source of equipment and assets, as well as the name/date/time it is assigned to someone, checked in-out, broken, or repaired. The module often generates reports to support physical inventory and audits, which assist in managing the repair, disposal, and maintenance of agency equipment. The module provides automated barcoding to enable more efficient equipment/asset management. As an option, the module relies on passive radio frequency identification (RFID) tags which are affixed to equipment, assets and vehicles, enabling automated inventory management. When coupled with active RFID tags on employees, the module also provides automated inventory, maintenance, service, and replacement auditing.

□ **Personnel:** The Personnel module allows law enforcement managers to capture and maintain information on the individuals in their department, including volunteers and people outside the department who have received training (i.e., people attending a citizen's academy) including the person's basic information (emergency contacts, current and past assignments, education, training history, and certifications).

□ **Training:** For use by the training staff, the module provides for automated storage of training-related files and materials. Most modules are flexible and adapt to the organization's needs, including onetime training, special training, recurring training, reimbursements (including automatic reimbursement request printouts), firearms proficiency, etc. The module would include an automated weekly, monthly and annual training calendar to prepare the training staff for upcoming training events. The system would also have substantial ad hoc search capabilities.

□ **RMS Reporting:** The reports module documents officer and agency-wide activity or performance in a given area. Many reports are created over the course of conducting police business (e.g., arrest report and incident report). Aggregated reports are conducted by line and supervisory staff and reviewed by law enforcement executives. Role-based security should restrict access to some reports. Sworn personnel are able to generate standardized reports and aggregate reports, as well as query the RMS to produce ad hoc reports from the module. Examples of reports include the following report types: incidents, accident, property/evidence, citation, field interviews, Uniform Crime Reporting (UCR)/National Incident-Based Reporting System (NIBRS), case management, billing, and summary reports (for warrants, citations, CFS, traffic accidents, and employees).

The RMS is certified to exchange crime statistics with the state and federal government, and provides an extensive library of the most commonly used reports, as well as a shared library built by user-submitted reports.

□ **System Administration:** A module which permits dedicated, routine RMS maintenance (tables, configurations, security, geofile, data). RMS administration is not prescriptive (enabling the City of Casa Grande to configure/adapt the Solution to the local administrative procedures), and is fully integrated with the balance of the public safety Solution.

□ **Automated Field Reporting (AFR):** Utilizing dynamic forms, users will enter data into a single form that can share its data with all forms that are related. Dynamic forms will extract relevant data from the original dispatcher entry fields into a primary incident report. At the user's discretion, the data from the primary report may be accepted, amended or shared with any additional individual reports (supplements, arrest, etc.) automatically. The report writing module will include all the features commonly found in word processing software such as type ahead, spell check, word wrap, etc. The module will enable digital signature authorization for report approval. The AFR must preclude officers from submitting reports until required/mandatory fields have been populated. Upon completion, the AFR wirelessly submits the report to supervisors for electronic review and approval. Rejected reports may be returned electronically to the submitting officer, with notes. The AFR does not maintain

permanent records of draft reports. The module will be installed on networked devices, as well as on mobile devices (i.e., laptops, tablets, etc.) for consistency of training and use.

□ **Crime Analysis:** Analytical support (crime analysis) is the systematic process of collecting, collating, analyzing, and disseminating timely, accurate, and useful information that describes patterns, trends, problems, and potential suspects in criminal activity. The RMS supports the tools used by the analyst in this work, subdivided into four categories:

- 1) **Tactical** (pertaining to deployment and arrest tactics)
- 2) **Strategic Analysis** (long range problems)
- 3) **Administrative** (supports administrative decisions)
- 4) **Forecasting** (blend of tactical, strategic, and administrative analysis).

The module should provide the ability to bi-directionally exchange information with Arizona Counter Terrorism Information Center (ACTIC), the regional fusion center, using standards developed by the Department of Homeland Security (DHS). Using the standards set forth by DHS, the RMS provides the agency’s investigative and patrol staff with analytic resource management for capturing, recording and manipulating intelligence from a variety of data sources including but not limited to internal sources, external policing entities, civilian organizations, the Internet, and private information providers. Specifically, the RMS should be capable of serving as both a management and analysis resource for volumes of intelligence data in an “all hazards” capacity (meaning that the range of sources is not specific to one particular niche of intelligence collection, rather; the RMS should be able to accommodate intelligence pertaining to law enforcement, medical/hospitals, private institutions, etc.).

The RMS should be NIEM compliant, and produce analyzed data from disparate data sources, performs link analysis, identifies and categorizes information, and performs data mining functions. Additionally, it should provide “situational awareness” features (providing graphical representations of historic and current user-requested data to achieve situational awareness). Situational awareness is a human mental process that can be enhanced using technology to access, analyze, and present information to have a greater understanding of existing conditions and how they will change over time (in law enforcement, situational awareness is achieved by relying on CAD, RMS and GIS data to provide users with access to information based on their circumstances).

□ **Officer Notification:** Flag to denote that a person, property, or vehicle is being investigated. This would allow investigators to coordinate and field officers to be aware of potential safety issues. For example when a vehicle is “tagged” for investigative purposes, a warning could “flash” for the dispatcher or officer who queried the vehicle. Conversely,

detectives that have flagged individuals, vehicles, or locations will receive updates (by email or text messaging) when a person of interest has been contacted by another member of the department.

- Animal Control:** Ability to track appropriate information related to animal control issues.

H. HARDWARE AND SYSTEM SOFTWARE

The City expects the vendor to identify all hardware specifications and system software (e.g., operating system software and database management system software) required to implement the proposed Solution with optimum performance. All proposed hardware and system software should be non-proprietary, commercial off the shelf. The City seeks to use existing hardware to run the system, and requires the Offeror to provide minimum and recommended hardware specifications. Any secondary software licensing requirements must be clearly and completely specified.

I. PROJECT MANAGEMENT

The vendor will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, production control, configuration management, quality assurance, test plan, conversion plan, training plan, implementation methodology, post-implementation support, and documentation (e.g., work plan, configuration management, requirements, fit gap analysis, general and detailed system design, test plan, training plan, system and application manuals). Project management methodologies shall conform to the PMI standards.

The vendor shall provide a Project Manager who, along with the City's Project Manager, will be responsible for coordinating the following:

- Project plan development and implementation, project status reporting and any sub-contractor work.
- System changes and modifications requested to the project plan.
- All technical, educational, documentation and support services.

During the course of the project, until final system acceptance, the vendor's Project Manager will:

- Attend weekly and monthly status meetings.
- Submit weekly and monthly status reports, covering such items as:
 - o Progress of work being performed.
 - o Milestones attained.
 - o Resources expended.
 - o Problems encountered.

o Corrective action taken.

- Participate in weekly project status conference calls.

J. IMPLEMENTATION PLANNING

The vendor will develop a detailed implementation plan in conjunction with the City's project team that describes how the implementation will be completed and includes the following:

- Scope Statement for each phase (describing tasks that are "in" and "out" of scope).
- Approach (including methodologies and procedures, project team, their roles and responsibilities).
- Schedule and Milestones for each implementation phase (including tasks, deliverables, resources, duration, begin/end dates).
- Communication Plan (status reporting, problem escalation, quality assurance checkpoints and approvals).
- Assumptions/Constraints.
- Change Management Plan.
- Risk Management Plan (including risk identification, triggers, and mitigation plans).

K. TESTING

The implementation should include adequate provisions for functional, integration, interface, performance and reliability testing. This includes development of all test plans and parallel testing, if appropriate, to assure that the system delivers the expected results. Key tasks will include:

- Hardware and Software Installation:** The City will purchase all required hardware and will install the operating system and anti-virus software, configure and burn-in the servers. The vendor will install, configure and test the database management software, application software and third party software on the City's server equipment, located in City facilities.
- Software Configuration:** The vendor shall work in conjunction with the City's project team to configure the databases and enter agency specific information such as code tables, personnel, etc.
- Prototype and Test Software Tailoring and/or Customization Changes:** The vendor will create and test a prototype system reflecting the desired tailoring and/or customization changes.
- Develop and Test Interfaces:** The vendor will develop and test all internal and external interfaces, and complete all interface documentation.
- Workflow Testing:** Scripted end-to-end testing which duplicates specific workflows which are expected to be utilized by the end-user.

Develop and Test Data Conversion: The vendor will test the methodology of converting legacy data from the existing RMS into the new system, and validate the results. The vendor is expected to perform a knowledge transfer of the data conversion techniques used to the City project staff.

Prepare Test Materials: The vendor will work in conjunction with the City's project team to prepare test scenarios with expected results, test data sets, test operator instructions, evaluation forms, and other materials necessary to conduct acceptance testing.

L. DOCUMENTATION

The vendor shall provide system documentation that reflects any tailoring or configuring changes made for the City and include the following at a minimum:

- User documentation for all applications.
- System documentation including administration.
- Database setup and maintenance.
- Configuration documentation.
- Interface documentation.
- Data dictionaries.
- Entity relationship diagrams.
- Data flow diagrams.
- Report creation and maintenance.
- System topology.
- Contingency planning.
- Customer support help desk documentation.
- User acceptance documentation.
- Product performance documentation.
- Security documentation.
- Hardware documentation.
- Network capacity testing documentation.
- Integration workflow documentation.
- Load testing documentation.
- Failover testing documentation.
- Production cutover plan.

M. IMPLEMENTATION AND SUPPORT

The vendor, with appropriate involvement from the City employees, must perform all tasks required to implement the proposed system, including all configuration and construction of interfaces where required.

Key tasks will include:

- **Update Implementation Plan for this Phase:** The vendor will revise the implementation plan for this phase (including a revised schedule and detailed task plan) in conjunction with the City's project team.
- **Refine Database(s) Configuration:** The vendor shall work in conjunction with the City's project team to refine the database(s) configuration (e.g., code tables, workflow).
- **Prepare Operations Manual:** The vendor will load the manuals appropriately for on-line reference by system users. The vendor will document this process for the City, so the City personnel can load manuals for on-line reference on an ongoing basis.
- **Install Client Software:** The vendor will install, configure, test, and validate all applicable database and application software on all user workstations and mobile devices.
- **Perform Acceptance Testing:** Satisfactory completion of a mutually agreed-upon acceptance test for each stage of the implementation is required. This acceptance test will include a confirmation of each functional requirement identified in the RFP, in addition to standard acceptance procedures that the City may require.
- **Production Cutover:** Once functional, integration, conversion, performance and reliability testing is complete, the vendor will certify system is operational and ready for production operation and assist the City in placing the system into productive use. The vendor will also provide on-site support after production cutover, until no Priority I/Critical Issues remain.

N. TRAINING

The City recognizes that the involvement, understanding and commitment of its employees are critical to the successful implementation of the proposed system. The City employees will assist in all key process design and configuration issues. The vendor will prepare test equipment, training scenarios, training data files, manuals, visual aids, handouts, quick reference guides and other materials required for the training programs. Training will be provided during all department hours twenty-four (24) hours a day, seven (7) days a week, three-hundred and sixty-five (365) days a year (24/7/365) to accommodate all the City employees and agency personnel. The vendor is expected to provide the following types of training programs:

- A training program for the City's core project implementation team to include the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities, workflow configuration options, etc.

- A training program for application administrators to include the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system.
- Direct training for each records technician, and each dispatcher.
- Employing a “train-the-trainer” approach for RMS trainers, and all mobile users.
- Post-implementation training for on-going end-user training of the initial system, as well as for future version releases.
- On-site refresher training for system administrators, application administrators and end-user trainers.

O. OUT OF SCOPE ITEMS

The following are beyond the scope of this initiative:

- Radio technology
- Wireless infrastructure
- Desktop hardware upgrade or replacement
- Office and mobile printers

P. PROPOSAL EVALUATION

The Evaluation Committee shall recommend to the City Council that any contract resulting from this Solicitation be awarded to the responsive and responsible Offeror whose Proposal is determined in writing to be the most advantageous to the City based upon the evaluation criteria listed below (collectively, the “Evaluation Criteria”). The Evaluation Criteria are listed in the relative order of importance.

| | |
|---|------------------|
| Functional Requirements | 300 Points (30%) |
| Implementation and Support | 200 Points (20%) |
| Contractor’s Qualifications, Experience, and References | 200 Points (20%) |
| Cost Proposal | 200 Points (20%) |
| Compliance with Terms and Conditions | 100 Points (10%) |

The City shall evaluate Proposals as set forth below:

Step 1: Minimal Responsiveness

Upon receipt, the City shall review each Proposal to determine whether it meets the minimum requirements of this Solicitation to qualify for initial evaluation. Any Proposals that, in the City’s

determination, do not meet the minimum requirements, may be set aside and not considered further.

Step 2: Initial Evaluation

The Evaluation Committee shall evaluate all Proposals determined to meet the minimum requirements based on the Evaluation Criteria set forth in this Solicitation. As the result of this initial evaluation, the Evaluation Committee shall determine which of the most highly rated Proposals are within the competitive range and have a reasonable chance of being accepted. Any Proposals that, in the Evaluation Committee’s determination, are not within the competitive range may be set aside and not considered further.

Step 3: Discussions/Tour

The City shall invite Finalist Offerors to participate in a joint tour of public safety facilities and staff. Tour will occur approximately two (2) weeks prior to the Offeror’s product demonstrations, and is intended to help Offeror’s prepare for their demonstrations. All discussions will be conducted orally, with all Finalist Offerors together.

Step 4: Offeror Product Demonstrations

The Finalist Offerors will be provided with scheduled product demonstrations, to allow for the City’s core group of relevant staff, and the evaluation team to review the product. Multiple demonstrations over a two-day period may be required for certain functionality demonstrations, in order to accommodate City staff schedules.

Step 5: Final Selection

At the conclusion of Demonstrations, the City Evaluation Team will select one (1) Finalist. Prior to awarding a contract, the City may choose to make further reference checks of the Offeror, and/or make site visits to agencies which use the Offeror’s product.

Step 6: Proposal Revision and Best and Final Cost Proposal

The City may request a Proposal Revision from the Finalist Offeror, and prior to contract negotiation, provide the Offeror an opportunity to revise their proposal cost to a “Best and Final” offer.

SECTION III – SUBMITTAL FORMS

Proposals shall include the following submittals:

Submittal 1 – Offer Form. In accordance with the Solicitation Instructions, Preparation of Proposals, Offers shall include a signed Offer Submittal form.

Submittal 2 – Cover Letter. In accordance with the Solicitation Instructions, the Offeror must prepare a cover letter which addresses the requested topics.

Submittal 3 – Mandatory Requirements. Offerors must review and affirm their compliance with the mandatory requirements of this solicitation.

Submittal 4 – Functionality Requirements. In accordance with the Solicitation Instructions, Offerors must provide responses to the Functionality Requirements, located in Exhibit A. The responses must be filled in as instructed. Offerors must submit their responses in both printed, and electronic, formats.

Submittal 5 – Implementation and Support. In accordance with the Solicitation Instructions, Offerors must provide responses to the questions and requirements pertaining to the Offeror’s capacity to implement and support the CAD/RMS Solution. Offerors shall respond to questions in the attached Submittal form.

Submittal 6 – Contractor’s Qualifications, Experience, and References. In accordance with the Solicitation Instructions, Offerors must provide responses to the questions and requirements pertaining to the Offeror’s organizational qualifications, experience and prior clientele. Offerors shall respond to questions in the attached Submittal form.

Submittal 7 – Cost Proposal. Offerors must complete a cost proposal form. One copy of the completed spreadsheet must be printed and included in the proposal response. Proposals that contain improperly or incomplete cost proposal forms may be rejected as being nonresponsive.

Submittal 8 – Terms and Conditions. Offerors shall respond with their acceptance of the Terms and Conditions, and indicate any Exceptions to Terms and Conditions.

Submittal 9 – Confidential Information. Offerors shall list any and or all contents of their proposal they deem to be confidential.

SUBMITTAL 1: OFFER

OFFER TO THE CITY OF CASA GRANDE

The Undersigned hereby offers and agrees to furnish the material and or service(s) in compliance with all terms, conditions, specifications, and addenda issued as a result of this Request for Proposals and any written exceptions in the offer.

Arizona Sales Tax Number _____

Use Tax# for Out-of State Suppliers _____

City of Casa Grande Sales Tax# _____

Taxpayer's Federal Identification # _____

Proposer certifies that Proposer has read, understands, and will fully and faithfully comply with this Request for Proposals, any attachments and any referenced documents. Proposer also certifies that the prices offered were independently developed without consultation with any of the other proposers or potential proposers.

Authorized Signature

Date

Printed Name and Title

Company Name _____

Address _____

City, State and Zip Code _____

Telephone Number _____

Company's Fax Number _____

Company's Toll Free # _____

Email Address _____

Website _____

SUBMITTAL 2: COVER LETTER

The cover letter must contain the information below. Failure to provide such information may be grounds for finding the Offeror non-responsive, and may lead to the entire proposal being disqualified.

- a)** Contact information (i.e., name, title, mailing address, delivery address if different from the mailing address, facsimile number, telephone number, and email address) of the person authorized to represent the Offeror throughout the proposal evaluation process.
- b)** Contact information of the person authorized to represent the Offeror in negotiating the costs, terms, and conditions contained in the Offeror's proposal.
- c)** Identity of all subcontractors, if any, included in the proposal along with a summary of the work, products, and materials to be delivered by each subcontractor.
- d)** Disclosure of all parent or affiliate corporate relationships. For purposes of this requirement a corporate parent is a corporate entity that owns or controls the Offeror entity. For purposes of this requirement, a corporate affiliate is a corporate entity for which the Offeror entity is part of a corporate parent of, or along with the Offeror entity, is part of a group of affiliated corporations with a common corporate parent.

SUBMITTAL 3: MANDATORY REQUIREMENTS

The requirements within this Submittal are mandatory. Offerors that do not provide the requested information, or do not comply with all of the mandatory requirements, will be eliminated from further consideration. Please affirm all of the following along with providing the requested information:

- A. Vendor shall demonstrate capabilities and indicate past and current experiences with Arizona UCR including summary and NIBRS.
- B. Vendor shall demonstrate capabilities and indicate past and current experiences with Arizona ACJIS.
- C. Vendor shall demonstrate capabilities and indicate past and current experiences with NFIRS.
- D. Vendor shall be willing to escrow most current software code. The vendor may utilize its own escrow agent and name the City of Casa Grande as a beneficiary.
- E. The application suite shall utilize a 64-bit Oracle 11G R2 Standard Edition One database or later, or can utilize a 64-bit Microsoft SQL Server 2008 R2 Standard database or later, or is an ACID-compliant, scalable, open source database. Specify database requirements.
- F. All software must be compatible with VMWare Infrastructure, specifically virtualized servers running on ESXi hosts.
- G. Vendor shall be willing to obtain a performance bond in the amount of the contract.

SUBMITTAL 4: FUNCTIONAL REQUIREMENTS

This Submittal must contain the fully completed responses to the Functionality Requirements, located in Exhibit A. The responses must be filled in as instructed using the provided Microsoft Excel spreadsheet. Offerors must submit their responses to Exhibit A in both printed, and electronic spreadsheet (Excel or compatible) formats.

SUBMITTAL 5: IMPLEMENTATION AND SUPPORT

Offerors shall respond to each question in this Submittal, maintaining the Submittal's organization (including numbering, headings, etc.):

5.1. Proposed Project Tasks and Milestones: Offerors must list and describe the major project tasks proposed for the project including an overview of the work to be completed and the milestones achieved within each task.

5.2. Proposed Project Schedule: Offerors must provide a Microsoft Project schedule that relates the proposed tasks and milestones to the project's completion schedule. **Note that the City requires the CAD/RMS deployment to be complete no later than October 31, 2016.**

5.3. Proposed Training Approach: Offerors must provide a preliminary and final Training Plan that details the Offeror's strategy for training the City's system users and various system administrators.

5.3.1. Preliminary Training Plan: The Offeror must include a preliminary Training Plan that defines the approach employed in providing system, application and system administration training (taking into account the number and type of potential users, the Application Software, system administration requirements, and the wide range of functions and capabilities available in the system). The preliminary plan must:

- a. Specify the number and types of classes that are included in the Offeror's proposal.
- b. Identify the maximum number of participants for each class.
- c. Identify any required skills or knowledge for each class.
- d. Identify the length of each class in hours.
- e. Identify the total number of trainer hours proposed.
- f. Identify optional classes or training that is available from the Offeror but is not included (proposed) in the proposal, and include the cost of all optional training classes.
- g. Describe the level of participation of the Offeror's staff in the specified train-the-trainer classes and the eventual end-user training by the trained trainers.
- h. Describe the roles and associated tasks of the Offeror's staff as well as the tasks and responsibilities of the City in the development of, and execution of the final Training Plan.
- i. Include an approach to train "train-the-trainer" instructors in overall system functionality for the following points of view: (Law enforcement officer, Fire Department Staff, Records Clerk, Dispatcher)

- j. Include an approach to train system administrators in configuring and maintaining the system.
- k. Include an approach to train Geographic Information System (GIS) professionals in how to establish and maintain the system's geographic components.
- l. Include an approach to train crime analyst in utilizing the system's crime analysis capabilities.
- m. Include an approach to train database administrators in configuring and maintaining the system's databases.
- n. Include an approach to train information technology specialists on how to backup and restore the system's files and databases.
- o. Include an approach to train report writing specialists on how to maintain existing, and create new ad hoc and system reports.
- p. Identify any recommend additional or alternative training class configurations.

5.3.2. Final Training Plan: During implementation, the Offeror must enhance the preliminary Training Plan in cooperation with City project and training representatives. The Final Training Plan must:

- a. Include the training formats (e.g., train-the-trainer, end user training), locations, time frames, curriculum, etc. of each training class.
- b. Include refresher training for all training types.
- c. Be approved in writing by the City at least three (3) months prior to its execution.

5.3.3. Training Materials: The Offeror must provide the City with the training materials required for each training class a minimum of three (3) weeks prior to the start of the training. In addition, training materials must:

- a. Be customized for the version of the system that is being deployed including all City specific customizations and configurations and not reference any items that are specific to previous system versions or releases.
- b. Be provided to the City in electronic format, with the City possessing the right to duplicate the materials at their discretion.

5.3.4. Training Environment: The Offeror must commit to providing a training environment that enables the City to train its users on a system that simulates live operations while configuration and additional system components are installed on the production system prior to cutover on the live system.

5.4. Documentation: The Offeror is to confirm its company's compliance with the following documentation requirements, noting any exceptions:

5.4.1. As-Built Documentation:

- a. One set of site-specific As-Built documentation is provided.
- b. A minimum of three (3) copies of As-Built documentation is provided.
- c. The As-Built documentation for the system fully describes the installed system including site drawings where applicable.
- d. The As-Built documentation for the system includes detailed functional block diagrams for installed system hardware and software.
- e. The As-Built documentation for the system includes all site-specific acceptance test results for all installed system hardware and software.

5.4.2. General System and Online Help

- a. System documentation including support manuals are provided in both printed and electronic format and the City must be granted the right to make unlimited copies of the provided documentation for internal usage.
- b. The system includes all system documentation online in an interactively accessible format that enables any user to retrieve information on system operations, such as command syntax, field definitions, and mandatory fields.
- c. The system's online documentation must be searchable by topic and keywords.
- d. Information contained in the system's online documentation that references other sections of the documentation must be linked (i.e., contain hyperlinks, enabling users to jump to the related area without having to perform another search.
- e. Authorized system administrators are able to maintain the online system documentation including interactive reference links and key word searches by adding, changing, and deleting information without requiring any assistance from the system Offeror.
- f. The system provides the literal (e.g., common language, translation for codes used in the system).
- g. The system is able to maintain on-line user-defined, agency-specific documentation and procedures.
- h. The system's on-line help includes a searchable glossary of terms.
- i. The system's on-line help includes the ability to quickly determine (e.g., search for, the definitions of technical terms used in the system and/or associated documentation.
- j. The system's on-line help includes searchable policies and procedures and system reference documentation.
- k. The system's on-line help includes a "commonly asked questions" section tailored to the City.
- l. The system includes an on-line context-sensitive help module that enables users to easily access help information regarding their current operation (e.g., pressing F1

from any field must list code table, help definition, and/or other information for the current transaction.)

- m. The system's documentation and on-line help files reflect customized and tailored City functionality.
- n. System documentation may be upgraded to reflect the most recent release of the system and be compatible with the current revision being used by the City.
- o. The system Offeror provides a complete listing of all system software source code with embedded documentation that explains the logic employed within each section of code along with explaining the overall function of that section.

5.4.3. Maintenance Documentation

- a. Suitable maintenance manuals are included with the system to allow system administrators and technicians to maintain the software and hardware components of the system.
- b. The maintenance manuals included with the system contain a complete narrative description of the system with reference to functional block diagrams.
- c. The maintenance manuals included with the system contain complete test and maintenance instructions including trouble-shooting charts.
- d. The maintenance manuals included with the system contain schematic diagrams showing the as-built configuration.
- e. The maintenance manuals included with the system contain component location drawings or pictorials showing component reference designators.
- f. The maintenance manuals included with the system are plainly indexed and contain only the information applicable to the equipment and software delivered.
- g. Service bulletins and modifications, where appropriate, are provided for the life of the equipment (at least seven years).

5.4.4. System Administrator Documentation

- a. The system Offeror will supply the original manufacturers' documentation for all third-party software products supplied as a part of the system.
- b. The system Offeror will provide the operating system documentation associated with all operating systems provided as part of the system.
- c. The system Offeror will provide an application reference manual for the system.
- d. The system Offeror will provide any application system tutorials and associated documentation that is available for the system.
- e. The system Offeror will provide a system administration reference manual for all applications, servers, and workstations incorporated in the system.
- f. The system Offeror will provide a system database setup and maintenance manual for the databases provided with the system.

- g. The system Offeror will provide an interface design and maintenance manual for the interfaces included in the system.
- h. The system Offeror will provide an Application Programming Interface (API) design, use, and maintenance manual for all API's available in the system.
- i. The system Offeror will provide a database model, database schematics, and data dictionaries for all of the databases incorporated in the system.
- j. The system Offeror will ensure, as part of its maintenance responsibilities, that the City receives a copy of each documentation release or change, produced by third-party software and hardware used in the system.

5.4.5. User Documentation

- a. A user manual is included with each software module and device provided.
- b. User manuals describe in non-technical language the use of the equipment and software including the functioning of all user accessible controls and adjustments.
- c. User manuals include start, stop, power fail, and recovery procedures.
- d. User manuals include plain language descriptions of system malfunction/Error messages and appropriate user action for each malfunction/Error.
- e. User manuals describe all system commands and functions along with expected results and system impacts.
- f. The Offeror will supply documentation specifically designed to inform different user roles (e.g. end users, system and application administrators, database administrators, interface administrators, etc.).

5.5. System Installation Requirements: Offers must provide an explanation of how the proposed system meets the following requirements and/or how the Offeror will provide the required services and system functionality and capabilities during the project, along with any specific information requested in this paragraph. Explanations should be at a sufficient level of detail to enable the City to determine whether the proposed system installation approach will provide the requisite functionality.

5.5.1. Case Numbering: Please describe how the system can issue an appropriate case number if the Computer Aided Dispatch System (CAD) cannot issue case numbers or if an Automated Field Reporting (AFR) report requires one without an associated CAD incident.

5.5.2. AFR Report Contents and Layout: During system implementation, the City plans on collaboratively working with the system contractor on determining the content and layout of the set of data elements that will be collected in the field by officers, investigators, and other sworn personnel. Please:

- a. Describe the process that will be employed to collaboratively develop the required set of AFR data entry forms,

- b. Describe any available tools that will enable the City to modify these data entry forms during system implementation without requiring extensive support from the system contractor, and
- c. Describe any available tools that will enable the City to modify these data entry forms in the future and the level of involvement required by the system contractor's staff in implementing any required changes.

5.5.3. Internet-Based RMS Functionality: Describe the system's ability to display data to, and collect information from the public through the Internet. For example, explain whether and how the system is able to enable permit renewals through the Internet, display neighborhood crime maps to the public, allow citizens to access reports online, etc.

5.5.4. User Setup: With system users and the many record types, data fields, data entry screens, and transactions available within the system, an efficient process should be available for initially setting up system users and their privileges along with all of the required security information, as well as maintaining it in the future. Please explain the procedures required to initially set up system users (e.g., enter them into the system, define their roles, define their security privileges, etc.) and to maintain their database and security profiles in the future.

5.5.5. Role and Group Based Security: System administrators should be able to assign and track access privileges for individual users and user groups at a system database field level (i.e., establish which users can access which system database fields). Please describe the steps and procedures required to implement this requirement for system users initially and the procedures and tools available for system administrators to maintain it in the future.

5.5.6. Security Record Audits: System administrators need to audit security records for individuals and user groups. Please describe how this can be accomplished in the system.

5.5.7. System's Geographic Files (Geofile): Please describe the Geofile conversion, loading and testing tools and services included in the proposal. Explain whether the following Geofile related tools and services have been included in the proposal, along with explaining the following:

- a. All of the services required to complete an initial conversion of the available ESRI GIS data to the format required by the system,
- b. All of the utilities and procedures required to complete an initial conversion of the available ESRI GIS data to the format required by the system,
- c. All of the services required to load the converted data into the system's Geofile,
- d. All of the services required to test the converted data to make sure it operates as specified in the RFP, and

- e. All of the utilities and procedures required to test the converted data to make sure it operates as specified in the RFP.

5.6. System Configuration Requirements: This section of the RFP contains system configuration requirements. Provide an explanation of how the proposed system meets the requirements and/or how the Offeror will provide the required services and system functionality and capabilities during the Project, along with any specific information requested in the paragraphs.

5.6.1. AFR in Standalone Mode: Please identify and explain any reduced functionality resulting from the AFR client module being in standalone mode (i.e., not connected to the system's servers). Can data that was entered during standalone mode be uploaded to the system at a later time when the MDC is connected to the system's servers? How is this accomplished?

5.6.2. AFR Font Sizing: Please explain how an AFR form's/report's font size can be changed (increased or decreased) to make the report or form more legible. Please explain any limitations in the font sizes that can be used in AFR reports and forms.

5.6.3. System Configuration Parameters: The system should be configurable via configuration parameters that are stored in user-accessible system databases and tables. Please identify any configuration parameters that are not stored in user-accessible system databases or tables (e.g., .ini configuration files, etc.).

5.6.4. System Changes: Please explain how the system can be modified and extended in the future in order to support the evolving business processes of the City without extensive involvement of the system contractor in at least the following scenarios:

- a. A new vehicle or property type needs to be added to the system along with all the data elements required to support it.
- b. An AFR report needs to be modified to contain additional data elements or to remove existing data elements currently included in the report.
- c. The validation logic or data elements tracked by NIBRS is modified by Federal or State governments.
- d. The City switches from UCR reporting to NIBRS reporting.
- e. The City switches reporting districts and all of the report workflows, geographic boundaries, and underlying existing data (e.g., which cases and reports belong to which precincts) need to be updated.
- f. The City divides one or more reporting district to create a new reporting district and all of the report workflows, geographic boundaries, and underlying existing data

- (e.g., which cases and reports belong to which reporting districts) need to be updated.
- g. The City decides to use a system module (e.g., false alarm tracking, property and evidence, etc.) that it is not currently being used and all the configuration parameters, user access privileges, and workflows need to be established.
 - h. An application needs to be developed outside of the system that requires an ODBC or equivalent connection to system data.
 - i. Employees are reassigned from one division to another making it necessary to modify the assignments and workflows of affected individuals. For example, ten (10) officers and two (2) detectives are reassigned from the Traffic Division to Patrol. Explain how the assignments and workflows in the system are modified to account for this change.

5.6.5. Transaction Auditing: Please describe the impact on the system's response time and availability resulting from turning the system's audit function on or off for all user transactions, a subset of user transactions, and for a subset of user actions. Describe the steps necessary for turning the system's audit function on and off for typical transactions and user actions.

5.6.6. Security Testing: Describe the methodologies and tools used for security testing the products. Explain whether your organization hires external staff to test its security features by trying to 'hack into' its software products.

5.6.7. Languages and Development Tools: Describe all programming languages and development tools used in the development of the proposed system.

5.6.8. Online Data Storage: Define how many years of data the system can maintain online and still support performance requirements as outlined in the RFP.

5.7. System Management Requirements: This section of the RFP contains system management requirements. Provide an explanation of how the proposed system meets the requirements and/or how the Offeror will provide the required services and system functionality and capabilities during the Project, along with any specific information requested in the paragraphs.

5.7.1. Associated System Files and Images: Many of the system's record types (e.g., MNI records, MVI records, case records, report records, etc.) can have associated files and images linked to them. Explain the process for loading an associated file (diagram, image, scanned document) into the system and linking it with a system record or specific report.

- a. Explain how users are informed that images and files are associated with database records and how they can display and print them.

- b. Identify file size limitations, and how users would be informed of excessive file sizes.

5.7.2. Confidential Information Management: Please explain how confidential information is managed in the system including, at a minimum:

- a. How users indicate that a specific data element or system record contains confidential information.
- b. How confidential information can be assigned differential access (i.e., different groups of users are allowed to view different types of confidential information) by agency (i.e., other agencies or cities, which may have access to RMS through an intergovernmental agreement), by specific user, and by user groups.
- c. The system tools available for managing confidential information (e.g., creating, establishing system administrators of, and adding and deleting users from confidentiality user groups or equivalents).

5.7.3. Data Validation: With the exception of free format text fields (e.g., narratives, description, comments, etc.), each data entry field within the system should be validated against a pre-defined set of acceptable validation values and the system should reject any values entered by system users that are not contained within the set of acceptable validation values associated with system's data entry fields. Please identify any data fields or field types that are not validated in the system and all other exceptions to this requirement.

5.7.4. Non Database Driven Values: The system should use database tables to store acceptable validation values that are associated with the system's data entry fields. Please identify any validation values that are not database table driven, and the manner in which such a scenario could occur. How will the City manage/change non-database driven values (i.e. does the City require vendor support or is this something that system administrators will have the capability to do?).

5.7.5. Drawing and Diagramming Tools: If the system supports tools for drawing and diagramming crime scenes and traffic accidents, and they are included in the proposal, please fully describe their capabilities for creating, storing, editing, and displaying traffic accident and crime scene diagrams and how the diagrams and drawings are seamlessly integrated with the system and associated reports. Also describe whether these are third-party products, and indicate the version supported.

5.7.7. System Environments: Please explain how system administrators can refresh the testing, training and production environments to known or desired states including:

- a. Updates of the production environment to contain a new system version release that was fully tested in the testing environment.
- b. Updates of the production environment to contain a new Geofile that was fully tested in the testing environment.
- c. Refresh of the training environment to a desired state after trainees have modified it through their data entry and other activities.
- d. Moving a set of production environment databases and configuration parameters to the testing environment in order to enable modification and testing of changes to those configuration parameters and databases.

5.7.8. System Geographic File (Geofile) Maintenance and Update: The City will have to update the system's Geofile (from the ESRI formatted GIS data) in order to account for new construction, and street and boundary changes. Please describe the steps and processes required to accomplish a Geofile update and indicate the estimated time required to accomplish the update for the geographic area and number of streets and structures included in the system.

5.7.9. System Notifications: A number of system requirements specify that one or more users are notified of system transactions, errors, and other conditions including: exceeding the limit of unsuccessful login attempts, searches of confidential information, selective notifications on an individual's new involvement with the system, certification expiration, etc. Please explain how these notifications are accomplished in the system (e.g., system messaging, e-mail, etc.). In addition, describe how users are notified of the following:

- a. New reports have been routed to them or to their user group.
- b. Completed reports have been submitted for approval.
- c. Reviewed reports have been rejected and contain explanations on what needs to be corrected.
- d. Ability to display a message of "record contents locked for security reasons - contact <name, case agent, etc.> for more information" to users without appropriate security access when searching for a locked/confidential item.

5.7.10. Report Notifications: Please describe how notification parameters are established by agency and investigative divisions that, for example, notify appropriate users and user groups when a report exceeds its assigned:

- a. Completion time.
- b. Supervisor review time.
- c. Correction time.
- d. Investigator status updates time.

5.7.11. System Reports: Identify (list) the pre-defined reports that are included in the system, including:

- a. Each report's title.
- b. A brief description of each report's purpose and/or typical usage.
- c. Provide samples of each for the City to review.

5.7.12. Report Creation: Please explain how ad hoc reports can be created by system users along with how advanced ad hoc reports can be created by Information Technology (IT) professional for use by normal system users. In addition, describe:

- a. How users select a system report, modify or enter search parameters for the report, execute the report, and display or print the results.
- b. Please explain how users, after being informed that an AFR report is ready to be reviewed or was returned for error correction by them, can be selected, retrieved, and displayed.
- c. Please explain how report font sizes can be changed (increased or decreased) to make report results more legible. Are there any limitations in the font sizes that can be used in system reports?
- d. Does the proposed system architecture have a separate reporting database optimized for reporting (e.g. Does your Solution have an integrated data warehouse/data mart Solution or does it integrate with a third-party Solution?) Please describe.
- e. If the proposed system does have an integrated data warehouse/data mart Solution, what kind of data warehouse tools are used? Please describe.
- f. Does the proposed Solution have the ability to create and edit reports from a business view (i.e., a semantic layer)?
- g. Does your Solution provide a web-based reporting tool that is available to all authorized users, eliminating the need to install software on individual workstations? If so, describe.
- h. Is the proposed reporting and analysis tool developed internally or is it part of an OEM agreement with a third-party vendor? If a third-party vendor then please list the vendor.
- i. Does the proposed Solution provide a print-friendly report format? Please provide examples.
- j. Does the proposed Solution provide the ability to schedule standard and user-defined reports? If so, describe.
- k. Does the proposed Solution provide the ability for reports to be e-mailed to recipients or placed in a file directory for retrieval? If so, describe.

- l. What kind of canned reports does the proposed Solution provide? Please provide examples.
- m. Does the proposed Solution allow canned reports to be modified?
- n. Does the proposed Solution's query and reporting tool(s) allow ease of use for end-users? If so, describe.

5.7.13. Report Narrative Templates: The system should be able to use narrative templates (e.g., outlines, questions, formatted sections, etc.) that help guide system users in the completion of their narratives. Please explain how system administrators can create and modify these narrative templates without requiring any assistance from the system contractor.

5.7.14. Crime Analysis: Crime analysts and other users should be able to complete complex data searches such as combining call for service incident information with method of operations data with incidents occurring over a user specified time range that could include the reported date and time, occurred start date and time, and occurred end date and time. Describe the system steps necessary, along with some sample results, to complete complex system searches such as these.

5.7.15. Predictive Analysis: Please explain how predictive analytic reports that, for example; predict the likelihood of a particular crime occurring in conjunction with factors such as: (a) defined events, (b) geographical areas, (c) dates, (d) times, (e) additional data (e.g., weather), and (f) the presence of prolific criminals who may be likely to repeat specific crimes can be created. Also please define how quickly this type of analysis can be completed (given the large and variable datasets).

5.8. Data Conversion: The City's CAD/RMS system contains data that has been collected for more than fifteen (15) years, and the City is exploring the feasibility of converting data in this system into the new CAD/RMS.

5.8.1. Data Elements: The City wants data files to be converted and loaded into the CAD/RMS, but it is unknown how many records exist in the current system. Assistance will be required from the Offeror in order to create a suitable data conversion plan. Possible datasets for conversion are listed below:

- a. Name and Business Records
 - i. Person
 - ii. Business
 - iii. Address
 - iv. ID
 - v. Warrants
 - vi. Arrest

- vii. FI
- viii. Departmental Reports
- ix. File Stops
- x. Miscellaneous

b. Vehicles:

- i. Vehicle File
- ii. Impound Vehicles

c. Case Management Information:

- i. Cases
- ii. Case History

d. Arrest/Custody:

- i. Adult Arrest
- ii. Adult Charges
- iii. Juvenile Arrest
- iv. Juvenile Charges

e. Field Interrogations:

- i. Location
- ii. Person
- iii. Property

f. Impounded Property:

- i. Property Invoices
- ii. Person
- iii. Item Records
- iv. Chain of Custody

g. Stolen Property

h. Departmental Report System: header information, narratives, subject details, workflow information, and other similar data.

i. UCR System:

- i. Departmental Reports Log
- ii. Departmental Reports Victim/Properties
- iii. Arrest Log
- iv. Arrest Charges

5.8.2. Conversion Support: Please review the data elements contained in the preceding paragraphs and confirm that the system is able to support all of them so that they can be loaded into system databases and can be readily accessed as required during productive use of the system. If exceptions are not taken in the response to the RFP, the City assumes that all of the identified data elements are supported by the system (i.e., have equivalent data elements already defined in the system’s databases). During implementation, the Contractor will be solely responsible (technically and financially) for any system customization that is required to support legacy data elements that were not identified as not being supported by the system in the Contractor’s Proposal.

5.8.3. Data Conversion Plan: The proposal must contain a preliminary Data Conversion Plan that addresses the requirements contained in this section of the RFP, documents the procedures and methodology that will be used to convert the specified data and load it into the system, and addresses the training of relevant City personnel in how to convert and load additional legacy data in the future. The Data Conversion Plan will be collaboratively adjusted, as necessary, during contract negotiations with the selected Offeror and during the Project. The City will be responsible for preparing the data to be converted as required by the Contractor and correct any errors in the data that are identified during the conversion process. However, please identify in the proposed Data Conversion Plan the work that needs to be completed by the City in order to prepare the data for conversion and to fix any identified errors prior to loading the converted data into the System. In addition:

- a. The Contractor will be responsible for refining the proposed Data Conversion Plan and developing a detailed Final Data Conversion Plan during system implementation in collaboration with the City.
- b. The Contractor will only initiate implementation of the final Data Conversion Plan after it has been approved in writing by the City. Please describe how the proposed Data Conversion Plan conforms to the requirements of this section of the RFP.

5.8.4. Staging Tables: Shortly after the final Data Conversion Plan is completed, the City will extract and load the data files described above into a series of SQL Server “staging tables.” The Contractor will then be responsible for analyzing the data to identify any inconsistency, integrity and other errors using a data analysis tool. City staff will assist with this analysis in order to learn the required types of analysis and the methodologies employed. The goals of the analysis are to:

- a. Prepare (clean up) the data as much as possible prior to proceeding with the remaining data conversion steps; and

- b. Educate the City staff regarding the types of analysis that need to be completed in order for the City staff to be able to successfully apply the analysis methodology to other legacy data, either during implementation or in the future, without requiring any (or minimal) levels of assistance from the Contractor.

5.9. Proposed External System Interfaces

5.9.1. General Interface Requirements: The City wishes to collaboratively develop a single data exchange schema for each of the data exchanges (interfaces) required for the successful implementation of a CAD/RMS. XML-based, NIST, National Information Exchange Model (NIEM) conformant exchanges are preferred. Although not all of the data elements agreed upon for a specific data exchange (interface) will contain data in each exchange instance, the City will strive, with the system Contractor's assistance, to maintain a set of consistent and valid data exchanges across all of the system's interfaces. The intent is to keep the interfaces and data exchanges as simple and as standardized as possible. Please explain how you will participate in this process.

5.9.2. General Standards Conformance: The City prefers that proposals conform to criminal justice standards including but not limited to Department of Justice's (DOJ) National Information Exchange Model (NIEM)², Global Justice Reference Architecture (JRA)³, and standards developed by the National Institute of Standards and Technology (NIST)⁴. In particular, the JRA provides a framework for decision making about information sharing solutions by defining highly adaptive justice system service oriented architecture (SOA). Please describe how the proposed system will conform to these standards.

5.9.3. Bandwidth Requirements: The City will be responsible for providing adequate network connectivity between the system and the external systems and databases interfaced to the system as described herein. Please identify in your response to this Paragraph the bandwidth requirements between the system and externally interfaced systems and databases necessary to effectively accomplish the interfaces. Where the network requirements for a specific interface differ from the requirements identified in the response to this Paragraph, the specific network requirements for the interface should be described in the response/explanation for that interface.

5.9.4. Data Formatting and Transformation: The City prefers a system that performs any required data formatting and transformation for exchanging information (e.g., discrete data, data streams, files, images, etc.) between system databases and external systems and databases. Please describe how the proposed system will provide this functionality.

- a. Describe any vendor supported Extract, Transform and Load (ETL) tool or metadata integrations.
- b. Describe how the proposed data analysis tool provides for online analytical processing (OLAP) style analysis (i.e. slicing and dicing).

5.9.5. Single Log-In: The City prefers a system in which the users are able to access all system interface capabilities with a single, one time login and authentication without having to either exit the system application/module and/or requiring a second login process to access interface functions. Please describe how the proposed system will provide this functionality.

5.9.6. Traffic: The City prefers a system that is able to store and queue transactions if the external network is unavailable or busy. Please describe how the proposed system will conform to this preference.

5.9.7. Asynchronous Exchanges: The City prefers a system that is able to properly accommodate, retrieve, and display asynchronous responses/data exchanges with externally interfaced systems and databases. Asynchronous responses/data exchanges are responses and data exchanges that do not arrive immediately after a request for an exchange with an external interface or database is made or that arrive in multiple, discrete packages. For example, an exchange with, or query to the Arizona Crime Information Center (ACIC), may result in additional queries to state crime databases and the response from each state, as routed back to the system, may arrive in discrete instances and at different times as opposed to a single response. Please describe how the proposed system will provide this functionality.

5.9.8. Notifications: The City desires a system that is able to notify users if access to an interface or interface network is unavailable. Please describe how the proposed system will provide this notification functionality.

5.9.13. Arizona Criminal Justice Information System (ACJIS): The Arizona Criminal Justice Information System (ACJIS) is a network maintained by the Arizona Department of Public Safety, and made available to authorized local, state, and federal criminal justice agencies. ACJIS is administered by the Arizona Department of Public Safety (DPS) and is the law enforcement portal to the National Crime Information Center (NCIC), the National Law Enforcement Telecommunications System (NLETS), and other national and international crime and public safety databases. The functionality supported by the ACJIS interface falls into the following categories:

- a. **Queries:** The City desires the ability to query and use returned information from ACJIS to pre-fill appropriate data entry screens within the system. Upon user command, the system should:

- i. Validate that the user was authorized/certified to execute the requested query.
- ii. Use information previously entered into a system data entry screen to compose an NCIC transaction in the proper format.
- iii. Validate that a proper transaction can be completed with the composed transaction.
- iv. Report an error to the user if the transaction is not valid.
- v. Transmit the transaction to ACJIS if the transaction is valid.
- vi. Display the response to the user.
- vii. Upon user command, use information contained in the response to pre-fill appropriate system data entry screen fields.

b. AFR: For Automated Field Reporting (AFR) module data entry screens, this functionality should be provided either by enabling the queries directly or by “mining” (re-using) the results of equivalent queries completed by the CAD client resident on the user’s mobile workstation. Please describe how the proposed system will provide this functionality.

c. ACJIS Entry and Update Transactions: Authorized users should be able to automatically upload appropriate information previously entered into system data entry screens into ACJIS and other databases available through ACJIS. This functionality eliminates redundant data entry while minimizing potential errors. Upon user command, the system should:

- i. Validate that the user was authorized/certified to execute the requested entry/Update transaction.
- ii. Use information previously entered into a system data entry screen to compose an NCIC transaction in the proper format.
- iii. Validate that a proper transaction can be completed with the composed transaction.
- iv. Report an error to the user if the transaction is not valid.
- v. Transmit the transaction to ACJIS if the transaction is valid.
- vi. Store the ACJIS transaction ID in the data field of the system’s data entry screen.
- vii. For NCIC based transactions, store the NCIC transaction ID in the data field of the system’s data entry screen.
- viii. Display any returned messages from ACJIS to the user.

d. NCIC Transactions: Describe the system’s ability to support the following entry and update NCIC transactions (see Exhibit B for requirements).

e) ACJIS/NCIC Administration: The City desires a system in which system administrators are able to establish and maintain the minimum data entry and update criteria for supported

ACJIS and NCIC transactions without requiring any assistance from the Contractor. Please describe how the proposed system will provide this functionality.

f) Additional Administration: The City desires a system in which system administrators are able to establish and maintain the criteria that determine whether an automatic query will be created and sent to ACJIS, and NCIC. For example, entry of a suspect name with a date of birth will generate a query. However, if the date of birth is missing, the query will not be generated. Please describe how the proposed system will provide this functionality.

g) Unique User ID: The City requires that unique IDs are assigned to users that are eligible to access ACJIS and all of their ACJIS oriented system transactions are logged in the system's audit files/databases at a level of detail that complies with CJIS auditing requirements. Please describe how the proposed system complies with these auditing requirements.

5.10. System Acceptance Testing: In your response, provide an explanation of how the Offeror will provide the Acceptance Testing during the Project, along with any specific information requested. Explanations should be at a sufficient level of detail to enable the City to determine whether the proposed Acceptance Testing will meet the requirements specified below.

5.10.1. General System Acceptance Requirements: All Acceptance Tests will be completed on site at City designated facilities, using system components including system software, infrastructure, and data.

5.10.2. System Response Times: The term "System Response Times" means the time between the depression of the last keystroke or activation of a pointing device that initiates a system transaction and the initial appearance of the system response resulting from the completed transaction (e.g., first page, pop-up window, etc.). Response time is measured at the initial completion of the resulting transaction, not when the transaction begins or during system processing of the transaction as may be reflected by one or more system status messages. Excluding large reports or database searches that cover a time span of a week or more, or require multiple passes through the system's databases, and excluding network communication times and other delays beyond the Contractor's control, **the system must complete all activities with a transaction response time of three (3) seconds or less.** Data entry operations (i.e., manual entry of information into data entry fields) and option selections (e.g., selecting one or more alternatives from drop down menu, selecting tools off a tool bar, activating a menu option, etc. with a pointing device or keyboard command) must be completed nearly instantaneously with a response time of one (1) second or less. The system must experience the specified response time in all system components and modules

including Automated Field Reporting (AFR). The Offeror must identify any transactions that exceed these specifications.

- a) Describe the proposed methodology that will be used for measuring system response times as described above.
- b) The system must not experience degradation in response time during normal operations and during the performance of routine maintenance, such as system backups and restores. The Offeror must explicitly identify any operations or functions that may degrade system performance and/or response times.

5.10.3. City/Contractor Collaboration: The City prefers that the Contractor assist the City in the completion of the Acceptance Tests specified by providing the following services, equipment, and software on site, at City facilities at the location where the Acceptance Tests are being completed:

- a) Sufficient training for the City to accomplish the testing on its own, and/or,
- b) Qualified staff to perform and/or assist City staff to complete the required Acceptance Testing, and/or,
- c) Non-system equipment and software required to complete the required Acceptance Testing, and/or,
- d) Appropriate combination of these services, equipment, and software sufficient to complete the required Acceptance Testing.

Please describe how you will provide these services and how the proposed system will comply with these requirements.

5.10.4. Installation Acceptance Test: The Installation Acceptance Test includes installing and configuring any/all system equipment procured by the Contractor for the City at its final/permanent locations along with verifying basic functionality of all system components. System equipment and equipment components must perform within Original Equipment Manufacturer (OEM) specifications for the Installation Testing to be considered successfully completed. The Installation Acceptance Tests may be divided into separate tests, with each test coinciding with the installation of the associated operational environments (below). Please describe how these Installation Acceptance Test services will be provided and how the proposed system will support these requirements:

- a) **Implementation/Configuration Environment:** Interim environment setup to enable system configuration, interface testing, customization testing, integration testing, etc., and any equipment that is re-purposed in one of the environments below will have to be re-tested to ensure proper operation in the new environment.
- b) **Testing/Quality Assurance Environment:** Used to test new releases, configurations, etc.,
- c) **Training Environment,** and
- d) **Production Environment.**

5.10.5. Functional Acceptance Test: The Functional Acceptance Test demonstrates the correct operation of the system's functionality as specified within the RFP including all of the interfaces, system security, and data confidentiality components. Functional Testing must also demonstrate the ability of the system to recover from various fault scenarios, as well as the expected operational capabilities during these faults (e.g., CPU failure, hard drive failure, network connection failures, etc.). System functions must perform as specified in the Contractor's RFP response for the Functional Testing to be considered successfully completed. Please describe how these Functional Acceptance Test services will be provided and how the proposed system will support this Acceptance Test.

5.10.6. Data Configuration Acceptance Test: The Data Configuration Acceptance Test includes demonstrating that the system operates as specified in the RFP after configuration data specific to the City (e.g., Geofile loaded, user definitions created, validation tables loaded, approval processes implemented, historical data converted, etc.) have been configured, converted, or created as appropriate. System functions must perform as specified in the RFP after City specific data is loaded into the system, historical data converted, components integrated, and the system customized and configured as required for operation in a production environment for the Data Configuration Testing to be considered successfully completed. Please describe how these Data Configuration Acceptance Test services will be provided and how the proposed system will support this Acceptance Test.

5.10.7. Load Acceptance Test: A Throughput and Projected Load Acceptance Test includes placing a load on the installed system comparable to the maximum anticipated system load and demonstrating over a specified time period that the response times users would experience are compliant with the requirements of the RFP. System response times must be as specified in the RFP during the peak system loads experienced during the Throughput and Projected Load Acceptance Test for the test to be considered successfully completed. Please describe how these Throughput and Projected Load Acceptance Test services will be provided and how the proposed system will support this Acceptance Test.

5.10.8. Reliability Acceptance Test: The Reliability Acceptance Test entails operating and monitoring the complete system in a live production mode for a period of ninety (90) consecutive calendar days during which the system meets the performance and response requirements of the RFP while providing the functions and capabilities specified in the RFP. The City desires to utilize the system for its intended purposes (in-service use) in a production environment to test all operational modes and equipment configurations, with the system fully loaded to peak activity to ensure that all operational modes function properly and that all system Errors have been corrected. The City's use of the system during the Reliability Testing period shall not be interpreted as Acceptance of the system by the City.

The system repair and maintenance procedures in effect during the Reliability Testing must be the same repair and maintenance procedures that will be in effect during normal system operation after Final system Acceptance. Because the system will be in production mode during the Reliability Testing period, the Contractor will not be afforded full access to the system in order to fix any encountered problems. Forced shutdowns of the system in order to replace or gain access to failed components must only occur with the express written permission of City representatives, which may not be granted until proper arrangements have been made to secure system databases and work in progress and to ensure that production is not adversely affected. Failures that are not attributable to the system as provided by the Contractor are not charged against the Acceptance Testing period. If such failures occur, the Acceptance Test will be suspended until the problems are corrected. The Acceptance Test will then be re-started from the time it was suspended. The period of suspension will not count as part of the Reliability Testing period. The system must operate for ninety (90) successive calendar days without any major failures of equipment (provided by Contractor), software, and/or system functions and capabilities for the Reliability Testing to be considered successfully completed. Major failures are defined as system failures that result in a Level 1 or Level 2 Severity System Error as defined Paragraph 5.11.2, of this Contract. After the condition that caused a major failure is remedied, the Reliability Testing period is restarted from the beginning and the system must operate for another ninety (90) successive calendar days without any major failures for the Reliability Testing to be considered successfully completed. The City will issue Final System Acceptance only after the successful completion of all of these individual Acceptance Tests and the Reliability Acceptance Test. Please describe how these Reliability Acceptance Test services will provided and how the proposed system will meet this Acceptance Test.

5.11. Post Implementation Support: This section of the RFP contains the post implementation requirements. Following the City's acceptance of the system, the one year (365 day) warranty period shall begin.

5.11.1. Warranty Provisions: During the warranty period, the following conditions apply:

- a) Service is provided by the Offeror on a 24-hour per day, 365-days per year basis.
- b) All software and firmware upgrades and updates must be provided to the City at no additional cost.
- c) All repairs made under warranty must be at the sole expense of the Offeror, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair.
- d) The Offeror must provide all of the instructions, procedures, and software tools necessary to maintain the system in good operating condition without any additional costs to the City.
- e) The Offeror must provide all system corrections necessary to keep the system in conformance with the specifications of this RFP and product documentation without any additional costs to the City.

- f) The Offeror must provide all system version upgrades, enhancements to purchased capabilities, and interim releases that become available without any additional costs to the City.
- g) The Offeror must provide all of the services, supplemental training, and documentation necessary to support system version upgrades, enhancements to purchased capabilities, and interim releases that become available without any additional costs to the City.
- h) The Offeror must describe the process for incorporating user group requests into subsequent software releases.
- i) The Offeror must supply information, materials, and labor necessary to complete any revisions determined to be necessary by any third party manufacturer of equipment and software included in the system for the duration of the warranty period at no additional costs to the City.
- j) The Offeror must describe whether two versions of the product can coexist together at a given time? Must all servers be running the same version of the software? Do you support phased (incremental) upgrades (i.e. upgrade part-by-part versus all-at-once)?
- k) How is upgrade support controlled in terms of minimizing rework on future releases (i.e. rewriting business rules, data model modifications?) How are customization limits defined so vendor support is not negated?

5.11.2. Error/Defect Triage and Response During Warranty: The following describes the manner in which errors and/or defects will be classified, and corrected, during the warranty period:

- a) A Level 1 Severity System Error or Defect must be defined as one that causes significant impact to City operations, and no work-around is available, or errors or defects that cause significant amount of data to be lost.
 - i. The Offeror's response time for a Level 1 Severity System Error or Defect must not exceed one hour and the Offeror must submit progress reports outlining the status of resolution, at least once every two hours thereafter, unless the City and the Offeror agree to written progress reports at some other time interval. The resolution time for a Level 1 Severity Error or Defect must not exceed eight (8) consecutive hours.
- b) A Level 2 Severity System Error or Defect must be defined as a noncritical function where overall performance is materially impaired, or a critical function is impaired but temporary work-around is available. i. During the Warranty Period the Offeror's response time for a Level 2 Severity System Error or Defect must not exceed two hours and the Offeror must submit progress reports outlining the status of resolution, at least once every two hours thereafter, unless the City and the Offeror agree to written progress reports at some other interval. The resolution time for a Level 2 Severity Error or Defect must not exceed three (3) calendar days.

c) A Level 3 Severity System Error or Defect must be defined as one that does not materially impair the City's essential operations.

i. During the Warranty Period the Offeror's response time for a Level 3 Severity System Error or Defect must not exceed one (1) calendar day. The resolution time for a Level 3 Severity Error or Defect must not exceed fifteen (15) calendar days; or if the problem is software, the next Upgrade is scheduled to be released within thirty (30) days of the problem report, then at the subsequently scheduled release.

d) A Level 4 Severity System Error or Defect must be defined as one where the City requires information or assistance about the system's capabilities or installation configuration.

i. During the Warranty Period the Offeror's response time for a Level 4 Severity System Error or Defect must not exceed one (1) business day. Resolution is not necessary as no defect exists.

e) The City must have the right to decide whether a System Error or Defect is classified as a Level 1, Level 2, Level 3 or Level 4 Severity.

5.11.3. Telephone Support: Telephone support is defined as remotely responding to a notice of a system malfunction (problem) and the actual start of diagnostics to correct the reported malfunction (problem) rather than merely recording the problem. Procedures and processes to correct reported malfunctions (problems) must be initiated within fifteen (15) minutes of the completion of the telephone based problem report.

5.11.4. Alternative Repair Terms: During the Warranty Period the Offeror's response time for a Level 3 Severity System Error or Defect must not exceed one (1) calendar day. The resolution time for a Level 3 Severity Error or Defect must not exceed fifteen (15) calendar days; or if the problem is software, the next Upgrade is scheduled to be released within thirty (30) days of the problem report, then at the subsequently scheduled release.

5.11.5. Repetitive Errors/Defects: During the warranty period, the Offeror must replace and/or redesign and replace any repeatedly failing system components (repeatedly failing is defined as a component failing more than three times in a row for the same or similar reason), at no cost to the City.

5.11.6. Maintenance Provisions. The Offeror must identify the costs of supplying the City with one (1), two (2), three (3), four (4), and five (5) additional years of support and maintenance, along with the annual costs of each additional year and a lump sum cost if the support and maintenance are pre-paid at the end of the warranty period. During the system maintenance and support period (following the warranty), the Offeror must:

a) Provide all of the instructions, procedures, and software tools necessary to maintain the system in good operating condition without any additional costs to the City.

- b) Provide all system corrections necessary to keep the system in conformance with the specifications of this RFP without any additional costs to the City.
- c) Provide all system version upgrades, enhancements to purchased capabilities, and interim releases that become available without any additional costs to the City.
- d) Provide all of the services, supplemental training, and documentation necessary to support system version upgrades, enhancements to purchased capabilities, and interim releases that become available without any additional costs to the City.
- e) Be responsible for the supply of information, materials, and labor necessary to complete any revisions determined to be necessary by any third party manufacturer of equipment and software included in the system for the duration of the maintenance and support period at no additional costs to the City.
- f) Provide a toll free number to access the technical support operations for the system.

5.11.7. Software Release Schedule: The Offeror must describe the current software release schedule for the system.

5.11.8. Historic Software Release Schedule: The Offeror must describe the historical release schedule of the system during the previous five (5) years that includes the version release number along with a short synopsis of what it included.

5.11.9. System Version Upgrades: The Offeror must describe if system version upgrades must be installed upon their release and how long previous system releases are supported.

5.11.10. Support for Older Versions: New system releases (i.e., version upgrades) must be backwards compatible for at least one version. The Offeror must describe how many old releases are typically supported.

5.12. System Architecture and Technical Design: Please provide a detailed system architecture description with diagrams including physical and logical network connectivity, bandwidth requirements and open ports needed between components, servers with specifications, HVAC and power requirements, databases with specifications, storage including sizing and throughput requirements, application components, and data flow between components.

5.12.1. Conformance with City Technology Standards: The Offeror is instructed to review the City's technology standards (located in Exhibit D), and identify any exceptions associated with enabling the system to efficiently and effectively operate according to design within the response time parameters identified in this Solicitation.

5.12.2. Network Requirements: Identify any specific network topology and other network requirements for enabling the system to efficiently and effectively communicate with remote

workstations. The Contractor will be responsible for resolving any system network issues that are not specifically identified.

5.12.3. Storage Requirements: Provide detailed specifications of the quantity and throughput requirements for storage that needs to be allocated to each server.

5.12.4. System Alerts and Messaging: Please explain whether the system is capable of sending messages regarding the status of operations and any errors that may have occurred (i.e., supports Simple Network Management Protocol and WMI type monitoring and problem alerting on Windows servers) to system applications and to designated system users, how this messaging is implemented, whether it is system application-driven, operating system-driven or both, and how the messages can be delivered (e.g., via email, text messaging, alphanumeric pagers, etc.).

a) Does your Solution provide central administration and monitoring for reporting? If so, describe.

5.12.5. Licensing Requirements: Please provide detailed license specifications (including version and module information) for all equipment, software, operating system, database, and other components required for the system.

5.12.6. Entity Relationship Diagrams: The City requires the Offeror to provide Entity Relationship Diagrams (ERDs), data dictionaries, and other data documentation/schematics for the system. Identify whether this information will be provided with the system and summarize the contents that will be provided.

5.12.7. CJIS Standards: Describe how the proposed system is in compliance with current CJIS and standard security practices, including a description of how the Solution encrypts data transmissions (particularly NCIC).

5.12.8. City Security Standards: The City prefers that the Offeror comply with the City's security procedures when accessing the system, which include the use of individual user accounts instead of generic role accounts, obtaining access authorization for each access instance, using Virtual Private Networking (VPN) where applicable, and not sharing passwords or other access information. The vendor shall install a secure remote management capability to permit vendor access to the servers for troubleshooting in cases where on-site personnel require assistance, and stand ready to be activated when needed. The City will authorize remote access as needed. Please explain how you plan on supporting and maintaining the system while meeting these preferences.

5.12.9. Environmental Requirements: The City will designate a location for the system's servers, interface gateways, and associated equipment in City facilities which contain appropriate environmental, power, HVAC, and communications equipment. Please identify the amount of anticipated square footage required along with the environmental, power, and HVAC requirements of proposed system equipment.

5.12.10. Temporary Development Environment: The City prefers that a temporary system development environment is implemented for the system that can be used to configure, load data, and test the system during implementation. Please describe when this system environment will be implemented, how the equipment in this temporary environment can be re-purposed to the permanent system environments, how it will be accessed by users, authorized subject matter experts, and administrators along with listing and describing the equipment and software that it will contain.

5.12.11. System Environments: The City prefers that three system environments be established prior to cutover to live production: testing, training, and production. The testing environment will be used to test new versions, new data, and alternative configurations of the system both during implementation (e.g., for Functional Acceptance Tests) and post cutover to live operations. The system's training environment will also be used both during implementation (e.g., to train system users) and post cutover to live operations. The system's production environment must be fully tested and ready prior to cutover to live operations of the system and will be used as the main operational environment for the system. The three environments should be independent of each other meaning that transactions occurring in one environment will not impact or modify data contained in the other environments nor impact their performance (i.e., system response times and system availability). Please fully describe the equipment and software contained in each environment, when each environment will be fully operational, and how system users and administrators will be able to access each of these environments.

5.12.12. Leveraging Existing Wireless Infrastructure: Please describe in detail how mobile-based system applications (e.g., AFR, FI's, etc.) are able to use existing wireless infrastructure (See Exhibit D) for communicating between the system's mobile devices (e.g., MDCs, personal data assistants, etc.) and system servers. Please fully describe (a) the equipment and software contained in each environment, (b) when each environment will be fully operational, and (c) how system users and administrators will be able to access each of these environments.

5.12.13. Client-Based Interface: The City prefers that the system employ a client-based interface that is compatible with Intel-based workstations running Windows 7 environments.

Please describe how the system will comply with this preference and any limitations of the proposed interface for performing system functions.

5.12.14. Internet Browser Standards: The City prefers that the system employ a web-based interface that is compatible with current and supported versions of Microsoft Internet Explorer. Please describe the capabilities and limitations of the system's proposed interface for performing system functions.

a) Describe the system's capability to permit authorized external agencies to access the system without installing and supporting workstations and/or applications in/on external agency's workstations.

5.12.15. Mobile Software: The City prefers that the system provide a mobile-based application or interface that is compatible with current versions of Microsoft Windows 7. Please describe the capabilities and limitations of the proposed mobile system applications to comply with this preference.

5.12.16. Bandwidth Requirements: Please identify the minimum and recommended network bandwidth between the system's client applications and the system's servers necessary to enable effective system operations, for client-based and web-based applications.

5.12.17. PC Installation Procedures: Please describe in detail the process of initially installing the system's client applications on PC-based workstations, including all manually performed procedures (i.e., staff having to install or configure system components manually on each PC hosting the client applications).

5.12.18. Mobile Installation Procedures: Please describe the process necessary to initially install the system's client application on MDC-based workstations; specifically identifying all manual based procedures (i.e., staff having to install or configure system components manually on each MDC hosting the client applications).

5.12.19. Use of Existing User Information: Please describe how existing user information (such as IBM's CICS, AD, etc.) can be used to initially populate the system's user ID and password module/database without having to manually enter all of the information.

5.12.20. Minimum Configuration Requirements: Please identify the minimum and recommended MDC and PC workstation configurations necessary to effectively host the clients of the system. Offerors should note that the City will provide all required MDC-based and PC-based workstations along with all other required end user devices (e.g., printers, modems, docking stations, etc.).

5.12.21. Uptime Requirements: The system must be designed to be available for use ninety-nine point ninety-nine percent (99.99%) of the time as measured on an 24 hour per day, 365 days per year basis (i.e., less than 52.56 minutes of downtime per year of unplanned system downtime). Please describe and provide detailed information regarding how the system is designed to achieve this along with typical planned downtimes and their duration.

5.12.22. Business Continuity: The City requires that the system include the capability for a Business Continuity site that offers failover in real time and provide NLB resources (between the IO Data Center and the ITOC Data Center). Please provide an architecture description with diagrams including physical and logical network connectivity of the preferred continuity schematic, the minimum and recommended network bandwidth required, and a detailed explanation of how this continuity is prepared for use.

5.12.23. System Performance: The system should complete all activities with a system response time of three (3) seconds or less. Please identify which system functions cannot meet this preference (such as very large reports, complex queries, etc.).

a) The system should complete all data entry operations and option selections (e.g. menu selections, tool bar selections, etc.) within one (1) second. Please identify any of these types of transactions that are known to exceed this specification.

b) Please detail any system operations or processes that may prevent the system from meeting its response time objectives.

c) Please describe the methodology that will be used for measuring system response time. The City reserves the right to review and approve the methods used to measure system response time.

5.12.24. Standards: Offeror shall describe their standards, policies, and procedures for the following:

a) System software upgrades and updates,

b) Change control,

c) Configuration management,

d) System testing and release of new system software versions and major patches.

e) Define the time frame between software update notices and the time of software releases, and

f) The speed with which the Offeror notifies customers of known bugs and/or fixes.

g) Customer-based modifications/customizations

5.12.25. Turnkey Configuration: With the exception of end user workstations, MDC workstations, other mobile devices, printers, and network/communication infrastructure, the City requires that Offerors include in their response to this RFP a "turnkey" system server configuration consisting of all computer equipment, interface equipment, server-related

communications equipment, server-related cabling, server-related terminals, server-related workstations, server-related printers, files, operating system software, application software, database management systems, databases, etc., necessary to meet the functional and operational requirements of this RFP. Please explain how the proposed system complies with the specified “turnkey” requirements and identify any exceptions.

5.12.26. City’s Option to Acquire Hardware: Although a complete "turnkey" system server configuration is required, the City retains the right (i.e., option) to purchase any of the equipment, operating system software, databases, and third party software included in the Offeror’s response to this RFP directly from City sources. Should the City exercise its option to purchase any of the equipment, operating system software, databases, and third party software included in the Offeror’s response, it will purchase only equipment and software meeting the Offeror’s specifications. Please identify and describe any impacts in terms of support or costs stemming from the City exercising this option.

5.12.27. Assessing Configuration: The City will be responsible for the installation, testing, ongoing support, defect correction, and management of any of the proposed system server configuration or any components thereof that the City elects to purchase from its own sources. However, the City expects that the Offeror will be responsible for installing and testing the application software and interfaces on equipment procured by the City and for any shortcomings of the system server configuration (specified by the Offeror) in meeting the availability and response time requirements specified in this RFP. Please explain how conformance to these expectations will be achieved.

5.12.28. Required Access: Provide a detailed explanation of the types of access, and any expected use of administrative access, required by the Offeror for ongoing support and maintenance of the system.

5.12.29. System Interfaces: Please fill in the requested information in the columns next to the interfaces that Offeror has successfully implemented between the proposed system and the listed system:

5.12.31. Does the proposed Solution integrate with Microsoft Office? If so, describe.

5.12.32. Dashboard Solution: Does the Solution provide an integrated Management Information System (i.e., Dashboard Solution)? How can these dashboards be rendered (e.g. portal, email, etc.)? Are these static dashboards or can they be connected for real-time data access? Can they be modified without assistance from vendor?

5.12.33. Score Carding: Does your Solution provide Score carding capabilities for CAD and RMS? Please describe and provide examples.

5.12.34. Cloud Technology: Is the RMS solution capable of being cloud-based? If so, is the cloud-based version: CJIS-compliant? On-premise solution? Service bureau approach?

SUBMITTAL 6: CONTRACTOR'S QUALIFICATIONS, EXPERIENCE, AND REFERENCES

Offerors shall respond to each question in this Submittal, maintaining the Submittal's organization (including numbering, headings, etc.):

6.1. Organization Overview and Qualification Summary: The proposal must fully describe the ability of the Offeror to complete the project on time, within the proposed cost budget, while maintaining the specified quality and scope.

- a. **6.1.1. Experience with Similar Sized Initiatives:** The proposal must fully describe the Offeror's corporate qualifications and experience in completing projects of similar type, size, scope, and complexity as specified in this RFP. Please describe all similar projects completed within the last eight (8) years, including a brief description of the type of system installed, system sizing (i.e., the number of users, the number of sworn personnel, the number of mobile data devices, and the number of agencies), the proposed system cutover date, the actual system cutover date, the proposed project budget, and the actual project budget.
- b. **6.1.2. Financial Statements:** Provide two (2) complete copies of your last three (3) years of audited financial statements or annual reports, or equivalent, in a separately sealed, clearly marked envelope. **a)** Be certain to identify company ownership (including fractional ownerships), investors, any information pertaining to the potential sale of the company, and any/all lawsuits.

6.2. Corporate Organization: The Offeror must provide the following information regarding the corporate organization of the Offeror's organization:

- 6.2.1.** Official corporate or agency name
- 6.2.2.** Business address (street address, city, county, state, zip code)
- 6.2.3.** Mailing address if different than the business address
- 6.2.4.** Facsimile number
- 6.2.5.** Telephone number

6.2.6. Contact name, title, telephone, and email address (include mailing address information if different from the Corporate Headquarter address) of the Offeror's main contact for the proposal evaluation process

6.2.7. Name, title, and contact information (telephone number, email address, mailing address, and facsimile number) of the individual authorized to bind the Offeror's organization to the terms and conditions of the proposal

6.2.8. Date established

6.2.9. The proposal must identify the Offeror's organizational structure by indicating which one of the following best describes the Offeror's organizational type:

- a) Private, for-profit corporation identifying the state of incorporation, Certificate of Authorization to Conduct Business, and the State authorization number.
- b) Partnership, general partnership, limited partnership, or limited liability partnership.
- c) Sole proprietorship or individual.

6.2.10. The proposal must describe the level of corporate resources and availability, including depth of experienced personnel and technical resources that are available for the project (distinguish employees from independent contractors).

6.2.11. The proposal must identify the number of individuals employed by the Offeror and each subcontractor either directly or under contract.

6.2.12. The proposal must provide evidence that the Offeror has been in business for at least ten (10) years, performing business functions directly relevant to the project.

6.2.13. If any part of the project work is to be subcontracted, the information above must be provided for each proposed subcontractor. The proposal must provide binding letters of commitment from all subcontractors. Failure to provide these binding letters of commitment may lead to elimination of the Offeror from further consideration or considered a Breach of Contract if discovered after Contract signing.

- a) Describe the makeup of the company's development tools and support staff. Provide resumes and disclose whether the developers and support staff are full time employees, students or contractors.

6.2.14. Divulge what percentage of license revenue is set aside for product development, lifecycle and migration strategy.

6.3. Project Team Organization: The proposal must include an organizational chart of the proposed project team.

6.3.1. Offeror's Executive Project Sponsor: The Offeror must designate an Executive Sponsor for the project that is ultimately responsible for the project and has sufficient corporate authority to obligate the Offeror's organization to commit the necessary resources to complete the project on time, within budget, and in conformance with the requirements specified in the RFP. The proposal must include the Offeror's Executive Sponsor's full resume.

6.3.2. Designated Project Manager: The proposal must identify the designated Project Manager's qualifications including detailed information regarding the designated Project Manager's experience with projects of similar size and complexity as the City's proposed Project. Please provide the following information for the designated Project Manager:

- a) Detailed resume including name and title.
- b) Current employer.
- c) Percent of time dedicated to the project during the project's duration.
- d) Summaries of specific, relevant project experience.
- e) Education/Training, including degrees earned and year.
- f) Three (3) business references capable of attesting to the individual's ability to provide the type of services defined in the RFP.
- g) Identity and description of work performed by the designated Project Manager during the previous eight (8) years, which is related to the work of the project.
- h) It is highly desirable that the designated Project Manager is certified as a Project Management Professional (PMP) by the Project Management Institute (PMI). Please provide information about the Project Manager's PMP certification, if applicable.
- i) If the Project Manager is not directly employed (i.e. is an independent contractor) by the Offeror, a binding offer letter, contingent only on the selection of the Offeror, must be included in the proposal.

6.3.3. Project Manager Duties: During the Project, the designated Project Manager must:

- a) Be responsible for managing and updating the Project's Schedule to reflect the current status of each Project task and Deliverable including all City, Offeror, and subcontractor tasks and deliverables.
- b) Be responsible for ensuring that all System Contractor staff, subcontractors, and the City Project Manager are aware of scheduling and authorized Project work plan changes.

c) Meet on a weekly basis onsite during the Project's implementation with the City's Project Manager and core project team to discuss any encountered problems, any mitigation action proposed or taken for encountered problems, and any Project work plan and schedule updates.

6.3.4. Qualification of Key Project Personnel: The proposal must describe the qualifications and experience of all Key Project Personnel that are relevant to the Project's requirements by providing the following information for each designated Key Project Personnel:

- a) Detailed resume including name and title.
- b) Current employer.
- c) Proposed project role (including hours or percent of time dedicated to the project).
- d) Summaries of specific, relevant project experience.
- e) Education/Training, degrees earned and year.
- f) Three (3) business references capable of attesting to the individual's ability to provide the type of services requested in the RFP.
- g) If the Key Project Personnel are not directly employed (i.e. is an independent contractor) by the Offeror, a binding offer letter, contingent only on the selection of the Offeror, must be included in the proposal.

6.4. Offeror's Current Client List: The proposal includes a complete, current client list of the Offeror that includes the following information for each public safety client:

6.4.1. Required Client List Data: The following information must be provided for each client:

- a) Government agency name.
- b) Current principal contact name, title, phone number, and e-mail address.
- c) Types of agencies served by the system (e.g., police, sheriff, jail, etc.).
- d) Contract number, and signature date and/or cutover (go-live) date to operational use.

6.5. Offeror References: The proposal must include at least three (3) reference sites that are using law enforcement records management systems previously installed by the Offeror that are similar in nature and complexity to the proposed System.

6.5.1. Required Reference Data: The following information must be provided for each reference:

- a) Government agency name.
- b) Principal contact name, title, mailing address, telephone number, and email address.
- c) Names of the agencies, jurisdictions, and departments supported by the system.
- d) Types of agencies served by the system (e.g., police, sheriff, jail, etc.).

- e)** Contract number and signature date.
- f)** Original dollar value of contract and final or current contract value.
- g)** System cutover (i.e., go-live) date to operational use.
- h)** Scope of products and services provided.
- i)** Software version, server / host operating system, and database management system and version installed.

SUBMITTAL 7: COST PROPOSAL

Offerors must complete the Cost proposal forms using the provided Microsoft Excel workbook as instructed herein and in Exhibit C. One copy of the completed spreadsheet must be printed and included in the proposal response. The completed cost proposal workbook must also be included in its native format as part of the required complete electronic copy of the proposal. Proposals that contain improperly or incomplete cost proposal forms may be rejected as being non-compliant.

SUBMITTAL 8: COMPLIANCE WITH TERMS AND CONDITIONS

Offerors shall read the Terms and Conditions and respond with their acceptance of these terms and conditions, and clearly indicate any exceptions to Terms and Conditions.

Exhibit A – Functional Requirements (**located in an additional file in Excel format.**)

Exhibit B – NCIC Forms / ACJIS MASKS (separate attachment)

Exhibit C – Cost Worksheet (**located in an additional file in Excel format.**)

EXHIBIT B – NCIC FORMS AND ACJIS MASKS

NCIC FORMS

| Form | Type | Permissions |
|---|---------------|-------------|
| *OL CAD - Article Query | On-Line Query | |
| *OL CAD - Gun Inquiry | On-Line Query | |
| *OL CAD - VIN Inquiry | On-Line Query | |
| *OL CAD -- ACVR InState LIC INQ | On-Line Query | |
| *OL CAD -- ACVR OutState LIC INQ | On-Line Query | |
| *OL CAD -- ACWL InState DL by NAME | On-Line Query | |
| *OL CAD -- ACWL OutState DL by NAME | On-Line Query | |
| *OL CAD -- DQ Instate DL INQ | On-Line Query | |
| *OL CAD -- DQ OutState DL INQ | On-Line Query | |
| IV - IMPOUND VEHICLE MODIFY (NUI) | On-Line Query | Level A |
| IV - IMPOUND VEHICLE CANCEL (NCI) | On-Line Query | Level A |
| IV - IMPOUND VEHICLE ENTRY (NEI) | On-Line Query | Level A |
| IV - IMPOUND VEHICLE INQUIRY (NIQ) | On-Line Query | |
| OLGS - ACQI Identity Theft Inquiry | On-Line Query | |
| OLGS - ACQW Wanted Person Inquiry | On-Line Query | |
| OLGS - ALDR Arizona Driver License Info | On-Line Query | |
| OLGS - APOQ Protection Order Inquiry | On-Line Query | |
| OLGS - CCH ACQH Inquiry | On-Line Query | |
| OLGS - CCH AHSR Inquiry | On-Line Query | |
| OLGS - CCH DCQI OBSCIS Inquiry | On-Line Query | |
| OLGS - CCH FQ NLETS Full Record Inquiry | On-Line Query | |
| OLGS - CCH IQ NLETS Inquiry | On-Line Query | |
| OLGS - Concealed Weapon Permit Inquiry | On-Line Query | |
| OLGS - Corrections/Parole/Probation Inquiry | On-Line Query | |
| OLGS - Criminal History Inquiry QH | On-Line Query | |
| OLGS - DQ Driver History Inquiry | On-Line Query | |
| OLGS - DQ/KQ Arizona Only | On-Line Query | |
| OLGS - FQ NLETS Full Record Inquiry | On-Line Query | |
| OLGS - IQ NLETS Criminal History Inquiry | On-Line Query | |
| OLGS - KQ MVD Driver History | On-Line Query | |
| OLGS - Mexico Commercial DL Inq | On-Line Query | |
| OLGS - Missing Person Cancel | On-Line Query | Level A |
| OLGS - Missing Person Clear | On-Line Query | Level A |
| OLGS - Missing Person Entry | On-Line Query | Level A |
| OLGS - Missing Person Inquiry | On-Line Query | |
| OLGS - Missing Person Locate | On-Line Query | Level A |

| | | |
|---|---------------|---------|
| OLGS - Missing Person Modify | On-Line Query | Level A |
| OLGS - OBQI Offender Based Tracking System | On-Line Query | |
| OLGS - RNQ Veh Reg by NAM/DOB | On-Line Query | |
| OLGS - SOQ Sex Offender NLETS Inquiry | On-Line Query | |
| OLGS - SORN Sex Offender Inquiry | On-Line Query | |
| OLGS - VEH/DL/Wanted Inquiry | On-Line Query | |
| OLGS - VGQM Violent Gang Membership Inquiry | On-Line Query | |
| OLP - Article Cancel by NIC/OCA | On-Line Query | Level A |
| OLP - Article Cancel by NIC/SER or OAN | On-Line Query | Level A |
| OLP - Article Clear by NIC/OCA | On-Line Query | Level A |
| OLP - Article Clear by NIC/SER or OAN | On-Line Query | Level A |
| OLP - Article Entry | On-Line Query | Level A |
| OLP - Article Inquiry by NIC | On-Line Query | |
| OLP - Article Inquiry by OAN/TYP | On-Line Query | |
| OLP - Article Inquiry by SER/TYP | On-Line Query | |
| OLP - Article Locate by NIC/OCA | On-Line Query | Level A |
| OLP - Article Locate by NIC/SER or OAN | On-Line Query | Level A |
| OLP - Article Modify by NIC/OCA | On-Line Query | Level A |
| OLP - Article Modify by NIC/SER or OAN | On-Line Query | Level A |
| OLP - Bicycle Cancel by NIC/OCA | On-Line Query | Level A |
| OLP - Bicycle Cancel by NIC/VIN or OAN | On-Line Query | Level A |
| OLP - Bicycle Clear by NIC/OCA | On-Line Query | Level A |
| OLP - Bicycle Clear by NIC/VIN or OAN | On-Line Query | Level A |
| OLP - Bicycle Entry | On-Line Query | Level A |
| OLP - Bicycle Inquiry by NIC | On-Line Query | |
| OLP - Bicycle Inquiry by OAN | On-Line Query | |
| OLP - Bicycle Inquiry by VIN | On-Line Query | |
| OLP - Bicycle Locate by NIC/OCA | On-Line Query | Level A |
| OLP - Bicycle Locate by NIC/VIN or OAN | On-Line Query | Level A |
| OLP - Bicycle Modify by NIC/OCA | On-Line Query | Level A |
| OLP - Bicycle Modify by OCA/VIN or OAN | On-Line Query | Level A |
| OLP - Boat Cancel by OCA/BHN or REG | On-Line Query | Level A |
| OLP - Boat Cancel by OCA/NIC | On-Line Query | Level A |
| OLP - Boat Clear by OCA/BHN or REG | On-Line Query | Level A |
| OLP - Boat Clear by OCA/NIC | On-Line Query | Level A |
| OLP - Boat Entry | On-Line Query | Level A |
| OLP - Boat Inquiry by BHN | On-Line Query | |
| OLP - Boat Inquiry by NIC | On-Line Query | |
| OLP - Boat Inquiry by REG | On-Line Query | |
| OLP - Boat Locate by OCA/BHN or REG | On-Line Query | Level A |
| OLP - Boat Locate by OCA/NIC | On-Line Query | Level A |
| OLP - Boat Modify by OCA/BHN or REG | On-Line Query | Level A |
| OLP - Boat Modify by OCA/NIC | On-Line Query | Level A |
| OLP - Gun Cancel by OCA/NIC | On-Line Query | Level A |
| OLP - Gun Cancel by OCA/SER | On-Line Query | Level A |

| | | |
|---------------------------------------|---------------|---------|
| OLP - Gun Clear by OCA/NIC | On-Line Query | Level A |
| OLP - Gun Clear by OCA/SER | On-Line Query | Level A |
| OLP - Gun Entry | On-Line Query | Level A |
| OLP - Gun Inquiry by NIC | On-Line Query | |
| OLP - Gun Inquiry by SER | On-Line Query | |
| OLP - Gun Locate by OCA/NIC | On-Line Query | Level A |
| OLP - Gun Locate by OCA/SER | On-Line Query | Level A |
| OLP - Gun Modify by OCA/NIC | On-Line Query | Level A |
| OLP - Gun Modify by OCA/SER | On-Line Query | Level A |
| OLP - Security Cancel by OCA/NIC | On-Line Query | Level A |
| OLP - Security Cancel by OCA/SER | On-Line Query | Level A |
| OLP - Security Clear by OCA/NIC | On-Line Query | Level A |
| OLP - Security Clear by OCA/SER | On-Line Query | Level A |
| OLP - Security Entry | On-Line Query | Level A |
| OLP - Security Inquiry by SER/TYP | On-Line Query | |
| OLP - Security Inquiry by NIC | On-Line Query | |
| OLP - Security Locate by OCA/NIC | On-Line Query | Level A |
| OLP - Security Locate by OCA/SER | On-Line Query | Level A |
| OLP - Security Modify by OCA/NIC | On-Line Query | Level A |
| OLP - Security Modify by OCA/SER | On-Line Query | Level A |
| OLP - Vehicle Cancel by OCA/LIC | On-Line Query | Level A |
| OLP - Vehicle Cancel by OCA/NIC | On-Line Query | Level A |
| OLP - Vehicle Cancel by OCA/VIN | On-Line Query | Level A |
| OLP - Vehicle Clear by OCA/LIC | On-Line Query | Level A |
| OLP - Vehicle Clear by OCA/NIC | On-Line Query | Level A |
| OLP - Vehicle Clear by OCA/VIN | On-Line Query | Level A |
| OLP - Vehicle Entry | On-Line Query | Level A |
| OLP - Vehicle Inquiry by LIC | On-Line Query | |
| OLP - Vehicle Inquiry by NIC | On-Line Query | |
| OLP - Vehicle Inquiry by VIN | On-Line Query | |
| OLP - Vehicle Locate by OCA/LIC | On-Line Query | Level A |
| OLP - Vehicle Locate by OCA/NIC | On-Line Query | Level A |
| OLP - Vehicle Locate by OCA/VIN | On-Line Query | Level A |
| OLP - Vehicle Modify by OCA/LIC | On-Line Query | Level A |
| OLP - Vehicle Modify by OCA/NIC | On-Line Query | Level A |
| OLP - Vehicle Modify by OCA/VIN | On-Line Query | Level A |
| OLP - Vehicle Part Cancel | On-Line Query | Level A |
| OLP - Vehicle Part Clear | On-Line Query | Level A |
| OLP - Vehicle Part Entry | On-Line Query | Level A |
| OLP - Vehicle Part Inquiry by NIC | On-Line Query | |
| OLP - Vehicle Part Inquiry by VIN/SER | On-Line Query | |
| OLP - Vehicle Part Locate | On-Line Query | Level A |
| OLP - Vehicle Part Modify | On-Line Query | Level A |
| OLPW - Article Inquiry | On-Line Query | |
| OLPW - Bicycle Inquiry by VIN/SER | On-Line Query | |

| | | |
|--|----------------|----------------|
| OLPW - Boat Inquiry by BHN | On-Line Query | |
| OLPW - Boat Inquiry by REG | On-Line Query | |
| OLPW - Gun Inquiry by SER | On-Line Query | |
| OLPW - Security Inquiry by SER/TYP | On-Line Query | |
| OLPW - Vehicle Inquiry by LIC | On-Line Query | |
| OLPW - Vehicle Inquiry by VIN | On-Line Query | |
| OLPW - Vehicle Part Inquiry by VIN/SER | On-Line Query | |
| OLW - Criminal History Inquiry QH | On-Line Query | |
| OLW - DL/VEH Supplemental Cancel | On-Line Query | Level A |
| OLW - DL/Vehicle Info Supplemental Entry | On-Line Query | Level A |
| OLW - Physical Descriptor Suppl Cancel | On-Line Query | Level A |
| OLW - Physical Descriptor Supp Entry | On-Line Query | Level A |
| OLW - Quashed Warrant Inquiry | On-Line Query | |
| OLW - Stolen/Fraudulent identifier Entry | On-Line Query | Level A |
| OLW - Stolen/Fraudulent Identifiers Cancel | On-Line Query | Level A |
| OLW - Wanted Person Active Warrant Quash | On-Line Query | Level A |
| OLW - Wanted Person Cancel | On-Line Query | Level A |
| OLW - Wanted Person Clear | On-Line Query | Level A |
| OLW - Wanted Person Detainer Cancel | On-Line Query | Level A |
| OLW - Wanted Person Detainer Entry | On-Line Query | Level A |
| OLW - Wanted Person Entry | On-Line Query | Level A |
| OLW - Wanted Person Inquiry by NAM/DOB | On-Line Query | |
| OLW - Wanted Person Inquiry by NIC | On-Line Query | |
| OLW - Wanted Person Inquiry by OCA | On-Line Query | |
| OLW - Wanted Person Locate | On-Line Query | Level A |
| OLW - Wanted Person Modify | On-Line Query | Level A |
| *TEST - AR | Standard Query | **TEST |
| *TEST - TB | Standard Query | **TEST |
| *Test - TB2 | Standard Query | **TEST |
| ACMO -- Modify NCIC ORI Data | Standard Query | Administration |
| ACZO -- Agency Location Inquiry | Standard Query | Administration |
| Admin Message - Arizona State | Standard Query | Level A |
| Admin Message - NLETS Out of State | Standard Query | Level A |
| Free Form * | Standard Query | Level A |
| TQ -- NLETS ORION ORI Inquiry | Standard Query | |
| ADAQ -- ADOT Aircraft Registration Inquiry | Standard Query | |
| GQ -- NLETS FAA Inquiry | Standard Query | |
| JQ -- NLETS Aircraft Tracking Search | Standard Query | Level A |
| ACCA -- Stolen Article Clear | Standard Query | Level A |
| ACEA -- Stolen Article Entry | Standard Query | Level A |
| ACLA -- Stolen Article Locate | Standard Query | Level A |
| ACMA -- Stolen Article Modify | Standard Query | Level A |
| ACQA -- Stolen Article Inquiry | Standard Query | |
| ACXA -- Stolen Article Cancel | Standard Query | Level A |
| AXZA -- Stolen Article Inquiry Admin | Standard Query | |

| | | |
|---|----------------|---------|
| ACCB - Stolen Boat Clear | Standard Query | Level A |
| ACEB - Stolen Boat Entry | Standard Query | Level A |
| ACLB - Stolen Boat Locate | Standard Query | Level A |
| ACMB - Stolen Boat Modify | Standard Query | Level A |
| ACQB - Stolen Boat Inquiry | Standard Query | |
| ACXB - Stolen Boat Cancel | Standard Query | Level A |
| ACZB - Stolen Boat Inquiry Admin | Standard Query | |
| BQ - NLET Boat Registration Query | Standard Query | |
| CAQ -- Canadian Article Query | Standard Query | |
| CBQ -- Canadian Boat Query | Standard Query | |
| CGQ -- Canadian Gun Query | Standard Query | |
| CSQ -- Canadian Security Query | Standard Query | |
| FQ -- Canadian Criminal History Query | Standard Query | |
| UQ -- Canadian DL Query | Standard Query | |
| VQ -- Canadian Vehicle Query | Standard Query | |
| WQ -- Canadian Wanted Person Query | Standard Query | |
| XQ -- Canadian Registration Query | Standard Query | |
| AHDR - Display Rap Sheet* | Standard Query | |
| AHPR -- Print Rap Sheet | Standard Query | |
| AHQH -- NCIC III Identifier Inquiry * | Standard Query | |
| AHQR -- NCIC III Record/RAP Sheet Request * | Standard Query | |
| AHSR - CCH Inquiry* | Standard Query | |
| AQ - NLETS Additional CHRI Data Inquiry Narrative | Standard Query | |
| AR - NLETS Additional CHRI Data Reply | Standard Query | Level A |
| DCQI - OBSCIS Inquiry* | Standard Query | |
| FQ - NLETS Full Record Request | Standard Query | |
| IAQ - NLETS Immigration Identification Query | Standard Query | |
| IQ - NLETS Identity Information Request | Standard Query | |
| JOLQ - Juvenile Online Tracking Inquiry | Standard Query | |
| OBQI -- Query Offender Based Tracking System * | Standard Query | |
| VGQG - VGTO Group Reference Inquiry | Standard Query | |
| VGQM - VGTO Group Member Inquiry | Standard Query | |
| ACCG -- Stolen/Recovered/Lost/Felony Gun Clear | Standard Query | Level A |
| ACEG -- Stolen/Recovered/Lost/Felony Gun Entry | Standard Query | Level A |
| ACLG -- Stolen/Recovered/Lost/Felony Gun Locate | Standard Query | Level A |
| ACMG -- Stolen/Recovered/Lost/Felony Gun Modify | Standard Query | Level A |
| ACQG -- Stolen Gun Inquiry | Standard Query | |
| ACWI -- Query Concealed Weapon Permit | Standard Query | |
| ACXG -- Stolen/Recovered/Lost/Felony Gun Cancel | Standard Query | Level A |
| ACZG - Stolen Gun Inquiry Admin | Standard Query | |
| NLYQ - Hit Confirmation Request | Standard Query | Level A |
| NLYR - Hit Confirmation Response | Standard Query | Level A |
| ACEI - Identity Theft Entry | Standard Query | Level A |
| ACMI - Identity Theft Modify | Standard Query | Level A |
| ACQI - Identity Theft Inquiry | Standard Query | |

| | | |
|--|----------------|---------|
| ACS1 - Identity Theft Supplemental Entry | Standard Query | Level A |
| ACSX - Identity Theft Supplemental Cancel | Standard Query | Level A |
| ACXI - Identity Theft Cancel | Standard Query | Level A |
| LJBH - LEJIS Booking History Information | Standard Query | |
| LJBK - LEJIS Booking Number Details | Standard Query | |
| LJDA - LEJIS Court Appointment Inquiry | Standard Query | |
| LJDV - LEJIS Visitation | Standard Query | Level A |
| LJNB - LEJIS Name Inquiry | Standard Query | |
| LJNU - LEJIS Booking/Person Information | Standard Query | |
| LJSM - LEJIS Identification | Standard Query | Level A |
| ACCL -- Stolen License Plate Clear | Standard Query | Level A |
| ACEL -- Stolen License Plate Entry | Standard Query | Level A |
| ACLL -- Stolen License Plate Locate | Standard Query | Level A |
| ACML -- Stolen License Plate Modify | Standard Query | Level A |
| ACXL -- Stolen License Plate Cancel | Standard Query | Level A |
| ACQO - Translation of ORI | Standard Query | Level A |
| HQ - Weather Inquiry | Standard Query | |
| MQ - HAZMAT Inquiry (Info Only) | Standard Query | |
| NX - NLETS Road/Weather Help Files | Standard Query | |
| VINA - VIN Decoder | Standard Query | |
| ALDR -- Arizona Driver's License Information | Standard Query | |
| ALNA -- Vehicle Name Search | Standard Query | |
| ALVH -- Vehicle Record/Title History | Standard Query | |
| DEX - NDPIX Entry | Standard Query | Level A |
| DRX - NDPIX - Renewal | Standard Query | Level A |
| DTX - NDPIX On-Line Request | Standard Query | Level A |
| DUX - NDPIX Update | Standard Query | Level A |
| NAQ - NICB All Files Inquiry | Standard Query | |
| NCI - Cancel Impound/Stored Vehicle | Standard Query | Level A |
| NEI - Enter Impound/Stored Vehicle | Standard Query | Level A |
| NIQ - Impound/Stored/Export Inquiry | Standard Query | |
| NUI - Modify Impound/Stored Vehicle | Standard Query | Level A |
| PSCF - Pawnshop FileStop Inquiry | Standard Query | |
| PSNM - Pawnshop Inquiry by Name | Standard Query | |
| PSPA - Pawnshop Activity Inquiry | Standard Query | |
| PSPR - Pawnshop Property Inquiry | Standard Query | |
| PSPS - Pawnshop Dealer Inquiry | Standard Query | |
| ACWL - Multiple | Standard Query | |
| ACWL -- VEH/DL/Wanted Inquiry* | Standard Query | |
| ADQA - ADAMS Inquiry | Standard Query | |
| Corrections/Parole/Probation Inquiry PCQ,PPQ,PAQ,PBQ | Standard Query | |
| DNQ - Driver Out of State Name Search without DOB | Standard Query | |
| DQ - InState/OutState INQ | Standard Query | |
| DQ -- Mexico Commercial DL INQ | Standard Query | |
| KQ -- AZ MVD InState Driver History * | Standard Query | |

| | | |
|---|----------------|---------|
| NFQI - Non Fingerprint Based Arrest Inquiry | Standard Query | |
| NLLQ - INS Criminal Alien Inquiry | Standard Query | |
| PCQ -- Corrections/Parole/Probation Inquiry PPQ,PAQ,PBQ | Standard Query | |
| TCS -- Traffic Complaint Suspension * | Standard Query | |
| ACCM -- Missing Person Clear | Standard Query | Level A |
| ACEM - Missing Person Entry | Standard Query | Level A |
| ACLM -- Missing Person Locate | Standard Query | Level A |
| ACM1 -- Physical Descriptors Supplemental Entry | Standard Query | Level A |
| ACM2 -- DL/Vehicle Info. Supplemental Entry | Standard Query | Level A |
| ACMM - Missing Person Modify | Standard Query | Level A |
| ACMX - DL/Vehicle Info. Supplemental Cancel | Standard Query | Level A |
| ACMX - Physical Descriptor Suppl Cancel | Standard Query | Level A |
| ACQM -- Missing Person Inquiry | Standard Query | |
| ACXM -- Missing Person Cancel | Standard Query | Level A |
| ACCU -- Unidentified Person Clear | Standard Query | Level A |
| ACED -- Unidentified Person Dental Suppl. Entry | Standard Query | Level A |
| ACEU -- Unidentified Person Entry | Standard Query | Level A |
| ACMD -- Unidentified Person Dental Suppl. Modify | Standard Query | Level A |
| ACMU -- Unidentified Person Modify | Standard Query | Level A |
| ACQU -- Unidentified Person Inquiry | Standard Query | |
| ACUN -- Unidentified Person Suppl. Entry | Standard Query | Level A |
| ACUX -- Unidentified Person Suppl. Cancel | Standard Query | Level A |
| ACXD -- Unidentified Person Dental Suppl. Cancel | Standard Query | Level A |
| ACXU -- Unidentified Person Cancel | Standard Query | Level A |
| ACCW -- Wanted Person Clear | Standard Query | Level A |
| ACDE -- Wanted Person Detainer Entry | Standard Query | Level A |
| ACDX -- Wanted Person Detainer Cancel | Standard Query | Level A |
| ACEW -- Wanted Person Entry | Standard Query | Level A |
| ACLW -- Wanted Person Locate | Standard Query | Level A |
| ACMW -- Wanted Person Modify | Standard Query | Level A |
| ACQW -- Wanted Person Inquiry | Standard Query | |
| ACW1 -- Physical Descriptors Supplemental Entry | Standard Query | Level A |
| ACW2 -- DL/Vehicle Info. Supplemental Entry | Standard Query | Level A |
| ACW3 -- Stolen/Fraudulent Identifiers Entry | Standard Query | Level A |
| ACW4 -- Stolen/Fraudulent Identifiers Cancel | Standard Query | Level A |
| ACW5 -- Wanted Person Active Warrant Quash | Standard Query | Level A |
| ACWQ -- Quashed Warrant Inquiry | Standard Query | |
| ACWX -- Physical Descriptors Suppl. Cancel | Standard Query | Level A |
| ACWX -- Wanted Person DL/VEH Suppl. Cancel | Standard Query | Level A |
| ACXW -- Wanted Person Cancel | Standard Query | Level A |
| ACZW -- Wanted Person Inquiry Admin | Standard Query | |
| ACIE - Investigative Interest Entry | Standard Query | Level A |
| ACIX - Investigative Interest Supp Record Cancel | Standard Query | Level A |
| APAC - Protection Order Acceptance | Standard Query | Level A |
| APN1 - Protection Order Supp Entry | Standard Query | Level A |

| | | |
|---|----------------|---------|
| APN2 - DL/Vehicle Info Supplemental Entry | Standard Query | Level A |
| APN3 - Supplemental Person Entry | Standard Query | Level A |
| APNX1 - Protection Order Supp Cancel | Standard Query | Level A |
| APNX2 - DL/Vehicle Supp Cancel | Standard Query | Level A |
| APOC - Protection Order Clear | Standard Query | Level A |
| APOE - Protection Order Entry | Standard Query | Level A |
| APOM - Protection Order Modify | Standard Query | Level A |
| APOQ - Protection Order Inquiry | Standard Query | |
| APOX - Protection Order Cancel | Standard Query | Level A |
| APXA - Protection Order Cancel Acceptance | Standard Query | Level A |
| *DQ - Multiple DQ | Standard Query | |
| *Multipurpose Inquiry | Standard Query | |
| *RQ -- Multiple Vehicle Registration Inquiry | Standard Query | |
| ACCS -- Stolen Security Clear | Standard Query | Level A |
| ACES -- Stolen Security Entry | Standard Query | Level A |
| ACLS -- Stolen Security Locate | Standard Query | Level A |
| ACMS -- Stolen Security Modify | Standard Query | Level A |
| ACQS -- Stolen Security Inquiry | Standard Query | |
| ACXS -- Stolen Security Cancel | Standard Query | Level A |
| ACZS -- Stolen Security Admin Inquiry | Standard Query | |
| NQXS - NCIC Sex Offender Inquiry | Standard Query | |
| SOQ - Sex Offender Registry Inquiry | Standard Query | |
| SORN -- Query Sex Offender Registration | Standard Query | |
| SQ - NLETS Snowmobile Inquiry | Standard Query | |
| ACC1 - Supervised Release Supplemental Entry | Standard Query | Level A |
| ACC2 - Supervised Release Veh Suppl Entry | Standard Query | Level A |
| ACC3 - Supervised Release Case Management | Standard Query | Level A |
| ACC4 - Supervised Release Email Entry/Modify | Standard Query | Level A |
| ACCC - Supervised Release Clear | Standard Query | Level A |
| ACCX1 - Supervised Release Supp Cancel | Standard Query | Level A |
| ACCX2 - Supervised Release Veh Supp Cancel | Standard Query | Level A |
| ACDN - Person Record DNS Entry/Modify | Standard Query | Level A |
| ACEC - Supervised Release Entry | Standard Query | Level A |
| ACXC - Supervised Release Cancel | Standard Query | Level A |
| TEST | Standard Query | |
| ACQ - Commercial Carrier Status Request | Standard Query | |
| ACVR -- InState REG/Wanted Check by LIC or VIN | Standard Query | |
| ACVR -- OutState REG/Wanted Check by LIC or VIN | Standard Query | |
| AVQ -- Commercial Vehicle Status Request | Standard Query | |
| DQ/KQ Arizona Only | Standard Query | |
| NLJK - LoJack | Standard Query | |
| RNQ -- Query VEH REG by NAM/DOB | Standard Query | |
| RQ -- Arizona Vehicle Registration Inquiry | Standard Query | |
| ACCP -- Vehicle Part Clear | Standard Query | Level A |
| ACEP -- Vehicle Part Entry | Standard Query | Level A |

| | | |
|--------------------------------------|----------------|---------|
| ACLP -- Vehicle Part Locate | Standard Query | Level A |
| ACMP -- Vehicle Part Modify | Standard Query | Level A |
| ACXP -- Vehicle Part Cancel | Standard Query | Level A |
| ACCF -- Stolen Felony Vehicle Clear | Standard Query | Level A |
| ACCV -- Stolen Vehicle Clear | Standard Query | Level A |
| ACEV -- Stolen Vehicle Entry | Standard Query | Level A |
| ACLF -- Stolen Felony Vehicle Locate | Standard Query | Level A |
| ACLV -- Stolen Vehicle Locate | Standard Query | Level A |
| ACMV -- Stolen Vehicle Modify | Standard Query | Level A |
| ACQV -- Stolen Vehicle Inquiry | Standard Query | |
| ACXF -- Stolen Felony Vehicle Cancel | Standard Query | Level A |
| ACXV -- Stolen Vehicle Cancel | Standard Query | Level A |
| ACZV -- Stolen Vehicle Inquiry Admin | Standard Query | |

ACJIS MASKS

| STANDARD QUERY | ON-LINE QUERY |
|---|---|
| ACC1 - Supervised Release Supplemental Entry | *OL CAD - ACVR InState LIC INQ |
| ACC2 - Supervised Release Veh Suppl Entry | *OL CAD - ACVR OutState LIC INQ |
| ACC3 - Supervised Release Case Management | *OL CAD - ACWL InState DL by NAME |
| ACC4 - Supervised Release Email Entry/Modify | *OL CAD - ACWL OutState DL by NAME |
| ACCA - Stolen Article Clear | *OL CAD - Article Query |
| ACCB - Stolen Boat Clear | *OL CAD - DQ Instate DL INQ |
| ACCC - Supervised Release Clear | *OL CAD - DQ OutState DL INQ |
| ACCF - Stolen Felony Vehicle Clear | *OL CAD - Gun Inquiry |
| ACCG - Stolen/Recovered/Lost/Felony Gun Clear | *OL CAD - VIN Inquiry |
| ACCL - Stolen License Plate Clear | OLGS - ACQI Identity Theft Inquiry |
| ACCM - Missing Person Clear | OLGS - ACQM Missing Person Inquiry |
| ACCP - Vehicle Part Clear | OLGS - ACQW Wanted Person Inquiry |
| ACCS - Stolen Security Clear | OLGS - ALDR Arizona Driver License Info |
| ACCU - Unidentified Person Clear | OLGS - APOQ Protection Order Inquiry |
| ACCV - Stolen Vehicle Clear | OLGS - Concealed Weapon Permit Inquiry |
| ACCW - Wanted Person Clear | OLGS - Corrections/Parole/Probation Inquiry |
| ACCX1 - Supervised Release Supp Cancel | OLGS - Criminal History Inquiry QH |
| ACCX2 - Supervised Release Veh Supp Cancel | OLGS - DCQI OBSCIS Inquiry |
| ACDE - Wanted Person Detainer Entry | OLGS - DQ Driver History Inquiry |
| ACDN - Person Record DNS Entry/Modify | OLGS - DQ/KQ Arizona Only |
| ACDX - Wanted Person Detainer Cancel | OLGS - FQ NLETS Full Record Inquiry |
| ACEA - Stolen Article Entry | OLGS - KQ MVD Driver History |
| ACEB - Stolen Boat Entry | OLGS - OBQI Offender Based Tracking System |
| ACEC - Supervised Release Entry | OLGS - RNQ Veh Reg by NAM/DOB |
| ACED - Unidentified Person Dental Suppl. Entry | OLGS - SOQ Sex Offender NLETS Inquiry |
| ACEG - Stolen/Recovered/Lost/Felony Gun Entry | OLGS - SORN Sex Offender Inquiry |
| ACEI - Identity Theft Entry | OLGS - VEH/DL/Wanted Inquiry |
| ACEL - Stolen License Plate Entry | OLGS - VGQM Violent Gang Membership Inquiry |
| ACEM - Missing Person Entry | OLP - Article Cancel by NIC/OCA |
| ACEP - Vehicle Part Entry | OLP - Article Cancel by NIC/SER or OAN |
| ACES - Stolen Security Entry | OLP - Article Clear by NIC/OCA |
| ACEU - Unidentified Person Entry | OLP - Article Clear by NIC/SER or OAN |
| ACEV - Stolen Vehicle Entry | OLP - Article Entry |
| ACEW - Wanted Person Entry | OLP - Article Inquiry by NIC |
| ACIE - Investigative Interest Entry | OLP - Article Inquiry by OAN/TYP |
| ACIX - Investigative Interest Supp Record Cancel | OLP - Article Inquiry by SER/TYP |
| ACLA - Stolen Article Locate | OLP - Article Locate by NIC/OCA |
| ACLB - Stolen Boat Locate | OLP - Article Locate by NIC/SER or OAN |
| ACLF - Stolen Felony Vehicle Locate | OLP - Article Modify by NIC/OCA |
| ACLG - Stolen/Recovered/Lost/Felony Gun Locate | OLP - Article Modify by NIC/SER or OAN |
| ACLL - Stolen License Plate Locate | OLP - Boat Cancel by OCA/BHN or REG |

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| ACLM - Missing Person Locate | OLP - Boat Cancel by OCA/NIC |
| ACLP - Vehicle Part Locate | OLP - Boat Clear by OCA/BHN or REG |
| ACLS - Stolen Security Locate | OLP - Boat Clear by OCA/NIC |
| ACLV - Stolen Vehicle Locate | OLP - Boat Entry |
| ACLW - Wanted Person Locate | OLP - Boat Inquiry by BHN |
| ACM1 - Physical Descriptors Supplemental Entry | OLP - Boat Inquiry by NIC |
| ACM2 - DL/Vehicle Info. Supplemental Entry | OLP - Boat Inquiry by REG |
| ACMA - Stolen Article Modify | OLP - Boat Locate by OCA/BHN or REG |
| ACMB - Stolen Boat Modify | OLP - Boat Locate by OCA/NIC |
| ACMD - Unidentified Person Dental Suppl. Modify | OLP - Boat Modify by OCA/BHN or REG |
| ACMG - Stolen/Recovered/Lost/Felony Gun Modify | OLP - Boat Modify by OCA/NIC |
| ACMI - Identity Theft Modify | OLP - Gun Cancel by OCA/NIC |
| ACML - Stolen License Plate Modify | OLP - Gun Cancel by OCA/SER |
| ACMM - Missing Person Modify | OLP - Gun Clear by OCA/NIC |
| ACMO - Modify NCIC ORI Data | OLP - Gun Clear by OCA/SER |
| ACMP - Vehicle Part Modify | OLP - Gun Entry |
| ACMS - Stolen Security Modify | OLP - Gun Inquiry by NIC |
| ACMU - Unidentified Person Modify | OLP - Gun Inquiry by SER |
| ACMV - Stolen Vehicle Modify | OLP - Gun Locate by OCA/NIC |
| ACMW - Wanted Person Modify | OLP - Gun Locate by OCA/SER |
| ACMX - DL/Vehicle Info. Supplemental Cancel | OLP - Gun Modify by OCA/NIC |
| ACMX - Physical Descriptor Suppl Cancel | OLP - Gun Modify by OCA/SER |
| ACQ - Commercial Carrier Status Request | OLW - Criminal History Inquiry QH |
| ACQA - Stolen Article Inquiry | OLW - DL/VEH Supplemental Cancel |
| ACQB - Stolen Boat Inquiry | OLW - DL/Vehicle Info Supplemental Entry |
| ACQG - Stolen Gun Inquiry | OLW - Physical Descriptor Suppl Cancel |
| ACQI - Identity Theft Inquiry | OLW - Physical Descriptor Suppl Entry |
| ACQM - Missing Person Inquiry | OLW - Quashed Warrant Inquiry |
| ACQO - Translation of ORI | OLW - Stolen/Fraudulent identifier Entry |
| ACQQ - Multipurpose Inquiry | OLW - Stolen/Fraudulent Identifiers Cancel |
| ACQS - Stolen Security Inquiry | OLW - Wanted Person Active Warrant Quash |
| ACQU - Unidentified Person Inquiry | OLW - Wanted Person Cancel |
| ACQV - Stolen Vehicle Inquiry | OLW - Wanted Person Clear |
| ACQW - Wanted Person Inquiry | OLW - Wanted Person Detainer Cancel |
| ACS1 - Identity Theft Supplemental Entry | OLW - Wanted Person Detainer Entry |
| ACSX - Identity Theft Supplemental Cancel | OLW - Wanted Person Entry |
| ACUN - Unidentified Person Suppl. Entry | OLW - Wanted Person Inquiry by NAM/DOB |
| ACUX - Unidentified Person Suppl. Cancel | OLW - Wanted Person Inquiry by NIC |
| ACVR - InState REG/Wanted Check by LIC or VIN | OLW - Wanted Person Inquiry by OCA |
| ACVR - OutState REG/Wanted Check by LIC or VIN | OLW - Wanted Person Locate |
| ACW1 - Physical Descriptors Supplemental Entry | OLW - Wanted Person Modify |
| ACW2 - DL/Vehicle Info. Supplemental Entry | ONGS - IQ NLETS Criminal History Inquiry |
| ACW3 - Stolen/Fraudulent Identifiers Entry | |
| ACW4 - Stolen/Fraudulent Identifiers Cancel | |
| ACW5 - Wanted Person Active Warrant Quash | |

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| ACWI - Query Concealed Weapon Permit |
| ACWL - Multiple |
| ACWL - VEH/DL/Wanted Inquiry* |
| ACWQ - Quashed Warrant Inquiry |
| ACWX - Physical Descriptors Suppl. Cancel |
| ACWX - Wanted Person DL/VEH Suppl. Cancel |
| ACXA - Stolen Article Cancel |
| ACXB - Stolen Boat Cancel |
| ACXC - Supervised Release Cancel |
| ACXD - Unidentified Person Dental Suppl. Cancel |
| ACXF - Stolen Felony Vehicle Cancel |
| ACXG - Stolen/Recovered/Lost/Felony Gun Cancel |
| ACXI - Identity Theft Cancel |
| ACXL - Stolen License Plate Cancel |
| ACXM - Missing Person Cancel |
| ACXP - Vehicle Part Cancel |
| ACXS - Stolen Security Cancel |
| ACXU - Unidentified Person Cancel |
| ACXV - Stolen Vehicle Cancel |
| ACXW - Wanted Person Cancel |
| ACZB - Stolen Boat Inquiry Admin |
| ACZG - Stolen Gun Inquiry Admin |
| ACZO - Agency Location Inquiry |
| ACZS - Stolen Security Inquiry |
| ACZV - Stolen Vehicle Inquiry Admin |
| ACZW - Wanted Person Inquiry Admin |
| ADAQ - ADOT Aircraft Registration Inquiry |
| Admin MSG - Arizona State |
| Admin MSG - Out of State |
| ADQA - ADAMS Inquiry |
| AHDR - Display Rap Sheet* |
| AHPR - Print Rap Sheet |
| AHQH - NCIC III Identifier Inquiry * |
| AHQR - NCIC III Record/RAP Sheet Request * |
| AHSR - CCH Inquiry* |
| ALDR - Arizona Driver's License Information |
| ALNA - Vehicle Name Search |
| ALVH - Vehicle Record/Title History |
| APAC - Protection Order Acceptance |
| APN1 - Protection Order Supp Entry |
| APN2 - DL/Vehicle Info Supplemental Entry |
| APN3 - Supplemental Person Entry |
| APNX1 - Protection Order Supp Cancel |
| APNX2 - DL/Vehicle Supp Cancel |
| APOC - Protection Order Clear |

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| APOE - Protection Order Entry |
| APOM - Protection Order Modify |
| APOQ - Protection Order Inquiry |
| APOX - Protection Order Cancel |
| APXA - Protection Order Cancel Acceptance |
| AQ - NLETS Additional CHRI Data Inquiry Narrative |
| AR - NLETS Additional CHRI Data Reply |
| AVQ - Commercial Vehicle Status Request |
| AXZA - Stolen Article Inquiry Admin |
| BQ - NLET Boat Registration Query |
| CAQ - Canadian Article Query |
| CBQ - Canadian Boat Query |
| CGQ - Canadian Gun Query |
| CSQ - Canadian Security Query |
| DCQI - OBSCIS Inquiry* |
| DEX - NDPIX Entry |
| DNQ - Driver Out of State Name Search without DOB |
| DQ - InState/OutState INQ |
| DQ - Mexico Commercial DL INQ |
| DQ - Multiple DQ |
| DQ/KQ - Arizona Only |
| DRX - NDPIX - Renewal |
| DTX - NDPIX On-Line Request |
| DUX - NDPIX Update |
| FQ - Canadian Criminal History Query |
| FQ - NLETS Full Record Request |
| GQ - NLETS FAA Inquiry |
| HQ - Weather Inquiry |
| IAQ - NLETS Immigration Identification Query |
| IQ - NLETS Identity Information Request |
| JOLQ - Juvenile Online Tracking Inquiry |
| JQ - NLETS Aircraft Tracking Search |
| KQ - AZ MVD InState Driver History * |
| LJBH - LEJIS Booking History Information |
| LJBK - LEJIS Booking Number Details |
| LJDA - LEJIS Court Appointment Inquiry |
| LJDV - LEJIS Visitation |
| LJNB - LEJIS Name Inquiry |
| LJNU - LEJIS Booking/Person Information |
| LJSM - LEJIS Identification |
| MQ - HAZMAT Inquiry (Info Only) |
| NAQ - NICB All Files Inquiry |
| NCI - Cancel Impound/Stored Vehicle |
| NEI - Enter Impound/Stored Vehicle |
| NFQI - Non Fingerprint Based Arrest Inquiry |

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| NIQ - Impound/Stored/Export Inquiry |
| NLJK - LoJack |
| NLLQ - INS Criminal Alien Inquiry |
| NLYQ - Hit Confirmation Request |
| NLYR - Hit Confirmation Response |
| NQXS - NCIC Sex Offender Inquiry |
| NUI - Modify Impound/Stored Vehicle |
| NX - NLETS Road/Weather Help Files |
| OBQI - Query Offender Based Tracking System * |
| PCQ,PPQ,PAQ,PBQ - Corrections/Parole/Probation Inquiry |
| PSCF - Pawnshop FileStop Inquiry |
| PSNM - Pawnshop Inquiry by Name |
| PSPA - Pawnshop Activity Inquiry |
| PSPR - Pawnshop Property Inquiry |
| PSPS - Pawnshop Dealer Inquiry |
| RNQ - Query VEH REG by NAM/DOB |
| RQ - Arizona Vehicle Registration Inquiry |
| RQ - Multiple Vehicle Registration Inquiry |
| SOQ - Sex Offender Registry Inquiry |
| SORN - Query Sex Offender Registration |
| SQ - NLETS Snowmobile Inquiry |
| TCS - Traffic Complaint Suspension * |
| TQ - NLETS ORION ORI Inquiry |
| UQ - Canadian DL Query |
| VGQG - VGTO Group Reference Inquiry |
| VGQM - VGTO Group Member Inquiry |
| VINA - VIN DECODER |
| VQ - Canadian Vehicle Query |
| WQ - Canadian Wanted Person Query |
| XQ - Canadian Registration Query |
| YQ - Hit Confirmation Request |
| YR - Hit Confirmation Response |
| Free Form * |