

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. (local city time) on February 4, 2015, at 510 E. Florence Blvd., Casa Grande, AZ 85122.**

An optional pre-submittal conference and tour will be conducted at **3:00 p.m. on Wednesday, January 14, 2015** at the Casa Grande Public Safety Building at 373 E. Val Vista Blvd., Casa Grande, AZ 85122. Pre-submittal questions must be submitted by **January 5, 2015**. Responses to questions will be given during the pre-submittal conference and posted online.

Proposals must be in the actual possession of the City Clerk by **2:00 p.m., (local city time) on February 4, 2015**, at 510 E. Florence Blvd., Casa Grande, AZ 85122. 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. The Functional Requirements workbook (Submittal 4) must be submitted in Microsoft Excel, and provided in electronic media (CD, DVD, thumb-drive, etc.).

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 marked:
CAD/RMS REPLACEMENT PROPOSAL
DUE: FEBRUARY 4, 2015 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

Table of Contents

SECTION I - PROJECT BACKGROUND	1
A. INTRODUCTION.....	1
B. EXECUTIVE SUMMARY/BACKGROUND.....	1
C. PROJECT PURPOSE	1
D. SCHEDULE OF EVENTS	2
E. BACKGROUND AND DEMOGRAPHICS.....	2
F. PROJECT DRIVERS	6
G. PROJECT TIMELINE.....	7
H. PROJECT SCOPE.....	7
I. OUT OF SCOPE ITEMS	7
SECTION II - RULES OF PREPARATION	8
A. RESPONSE INSTRUCTIONS AND EVALUATION METHODOLOGY.....	8
B. PROPOSAL EVALUATION.....	9
Step 1: Minimal Responsiveness	9
Step 2: Initial Evaluation.....	9
Step 3: Finalist Offerors Provide Demonstrations.....	10
Step 4: Selection of Finalists.....	10
Step 5: Best and Final Offer (BAFO) and Finalist Identification.....	10
C. REQUIRED RESPONSE FORMAT	11
SUBMITTAL 1: OFFER FORM	12
SUBMITTAL 2: COVER LETTER	13
SUBMITTAL 3: STRONGLY DESIRED REQUIREMENTS	14
SUBMITTAL 4: FUNCTIONAL REQUIREMENTS	15
SUBMITTAL 5: VENDOR RESPONSE	16
A. GENERAL REQUIREMENTS	16
B. SOFTWARE	21
C. SYSTEM INTERFACES.....	24
D. HARDWARE	29
E. IMPLEMENTATION SERVICES.....	30
F. TRAINING	33
G. DOCUMENTATION	36
H. WARRANTY, SUPPORT AND MAINTENANCE	37

SUBMITTAL 6: VENDOR’S QUALIFICATIONS, EXPERIENCE, AND REFERENCES.....	41
A. QUALIFICATIONS AND EXPERIENCE	41
SUBMITTAL 7: COST PROPOSAL	43
A. TOTAL SOLUTION COST SUMMARIES.....	44
B. COMPUTER HARDWARE.....	45
C. COMPUTER SYSTEM SOFTWARE	46
D. APPLICATION SOFTWARE (BASED SOFTWARE AND OPTIONS)	47
E. OTHER IMPLEMENTATION COSTS	48
F. ADDITIONAL/RECOMMENDED SOFTWARE/SERVICES	49
SUBMITTAL 8: TERMS AND CONDITIONS.....	50
SUBMITTAL 9: CONFIDENTIAL INFORMATION	51
EXHIBIT A – NCIC FORMS AND ACJIS MASKS	A-1
NCIC FORMS.....	A-1
ACJIS MASKS	A-10
EXHIBIT B – SAMPLE CONTRACT	B-1

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 contemporary police and fire Computer Aided Dispatch (CAD) and Records Management System (RMS). The selected company will be responsible for providing the necessary technology, and providing comprehensive training on its use, as well as ongoing support. The system shall include:

- Police and Fire CAD
- Police 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 prefers to contract with a single company, serving as the prime contractor and all integration partners should be subcontractors (the city may accept or reject any proposed integration partners, while retaining the software Offeror’s solution).

B. EXECUTIVE SUMMARY/BACKGROUND

The CAD/RMS Replacement project updates and replaces the existing CAD 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 the 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 functionality for police, fire, emergency medical resources, and includes an Emergency Operations Center (EOC). Casa Grande’s long-range vision includes becoming a regional ECC in support of neighboring jurisdictions.

D. SCHEDULE OF EVENTS¹

Events	Estimated Dates
RFP Released	December 18, 2014
Written Inquiries Due	January 5, 2015
Optional Pre-Submittal Conference/Tour	January 14, 2015
Proposal Due Date and Time	February 4, 2015 at 2:00 p.m.
Evaluation and Selection of Semifinalists	March 2, 2015
Vendor Presentations	March 23 – 31, 2015
City Council Finalist Approval	June, 2015

Proposal Submittal Location:

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

Optional Pre-Submittal Conference/Tour Location:

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

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.

¹ The city reserves the right to change dates and/or locations as necessary

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.

1. KEYSTAKEHOLDERS

The key stakeholders are the police and fire departments.

- 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 has grown, the Police Department has seen the need to expand services and capabilities in these practices and procedures.

CompStat (defined as computer or comparative statistics) 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 is dedicated to the principles of Community Policing. Volunteerism, Community partnerships, and problem solving are the cornerstones of the Casa Grande Police Department. The department works closely with the Community and embraces 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 is comprised of the following personnel:

- 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 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 Technician
- 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 911 Calls: 32,921
 - 911 Wireline: 6,994
 - 911 Wireless 25,927
- 911 Transfers: 2,356
- Non 911 telephone calls incoming: 92,330
- 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 and EMS Calls Dispatched: 7,351

Existing Technology

- The current CAD system was installed in 1996.
- The database is SQL proprietary to the current vendor.
- The current 911 telephone system is Vesta Pallas with Orion Mapstar mapping.
- The City uses 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 department).
- 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 Insurance Service Office (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. Wireless devices connect via commercial wireless providers.

F. PROJECT DRIVERS

Specific project drivers 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 users at least 99.99% of the time, on a 24/7/365 basis.
- 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 operate under current Casa Grande standards or provide specific changes needed.
- Provide ability to analyze public safety incidents for commonalities, trends, and patterns in exportable or printable format.

G. PROJECT TIMELINE

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 May 31, 2017.

H. PROJECT SCOPE

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

I. 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

SECTION II - RULES OF PREPARATION

A. RESPONSE INSTRUCTIONS AND EVALUATION METHODOLOGY

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. At least one copy submitted in an 8½ x 11inch loose leaf three-ring binder. In addition, proposals must be submitted in electronic format, preferably on a USB drive; the Functional Requirements response must be provided in Microsoft Excel, using the spreadsheet provided.
3. All Proposals shall include the vendor's response to the questions presented in this RFP, using the forms provided. 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.
4. The City is not responsible for Offeror's errors and/or omissions.
5. All time periods stated as a number of days shall be calendar days.
6. The Offeror has the responsibility to examine the entire RFP, 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.
7. 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 RFP 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.
8. The City does not reimburse the cost of developing, presenting or providing any response to this RFP.
9. Proposals submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.
10. All materials and documents submitted in response to this RFP become the property of the City and will not be returned.

11. Offerors are reminded that the specifications stated in this RFP 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 RFP. Proposals offering less than the minimums specified should not be submitted and are subject to rejection as non-responsive.
12. 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.
13. 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 whenever requested on the pricing forms.

B. PROPOSAL EVALUATION

The City will use an Evaluation and Selection Committee to evaluate submitted proposals, using the following approach:

Step 1: Minimal Responsiveness

Upon receipt, the City shall review each Proposal to determine whether it meets the requirements of this RFP to qualify for initial evaluation. Any proposals that, in the City’s determination, do not meet the requirements, may be set aside and not considered further.

Step 2: Initial Evaluation

The Evaluation and Selection Committee shall review each minimally-responsive proposal, based on the following evaluation criteria:

Evaluation Criteria	Assigned Weight
1. Adherence of the proposal to the format specified herein; all required information must be provided as indicated herein	2
2. Completeness of the proposal	5
3. Quality and depth of references	5
4. Level of service and responsiveness that the vendor commits to providing to the city after implementation	5
5. Financial stability and resources of the vendor	5
6. Experience and technical expertise of staff	5
7. Design, capability, and functionality of system and application software as determined by the evaluation team	15

Evaluation Criteria	Assigned Weight
8. Current availability and ability to demonstrate installation of the proposed software applications required by the city	5
9. Level of integration between applications and demonstrated interfaces with external systems/devices	10
10. Capability, design, reliability, warranty and expandability of proposed hardware	5
11. Economic feasibility and justification of all costs	10
12. Vendor willingness and ability to negotiate a contract	5
13. Feasibility, timeliness and quality of software implementation schedule and conversion plans	10
14. Level of assistance to be provided to the city by the vendor during the implementation process as part of the contract	6
15. The number of hours and extent of user training	5
16. Quality and extent of the documentation to be provided	2
Total Score	100

Step 3: Finalist Offerors Provide Demonstrations

The Evaluation and Selection Committee will invite Offerors with the highest scored proposals (up to a maximum of three) to provide an onsite demonstration. The semifinalist Offerors will provide 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 4: Selection of Finalists

At the conclusion of demonstrations, the Evaluation and Selection Committee will select two (2) Finalist vendors. The City may conduct additional reference checks of the Finalists, and/or make site visits.

Step 5: Best and Final Offer (BAFO) and Finalist Identification

The City will request a Best and Final Offer (BAFO) from the Finalist Offeror. If acceptable, contract development will begin.

C. REQUIRED RESPONSE FORMAT

Proposals shall include the following submittals, in the following order:

Submittal 1: Offer Form (Form must be signed)

Submittal 2: Cover Letter

Submittal 3: Strongly Desired Requirements

Submittal 4: Functional Requirements

Submittal 5: Vendor Response

Submittal 6: Vendor's Qualifications, Experience, and References

Submittal 7: Cost Proposal

Submittal 8: Terms and Conditions (Located in Exhibit B)

Submittal 9: Confidential Information (Identify confidential materials)

SUBMITTAL 1: OFFER FORM

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

Cover letter should include:

- 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: STRONGLY DESIRED REQUIREMENTS

The requirements within this Submittal are Strongly Desired. Offerors that cannot comply with the requirements (below) or are unable to provide a reasonably acceptable alternative, may be subject to elimination.

- a) Vendor has prior and current experience with Arizona UCR, including summary and NIBRS. Describe how your organization complies with this requirement.
- b) Vendor has prior and current experience with Arizona ACJIS. Describe how your organization complies with this requirement.
- c) Vendor has prior and current experience with NFIRS. Describe how your organization complies with this requirement.
- d) The vendor has installed a comparable police and fire solution (to that proposed for Casa Grande) in at least five (5) other locations in the United States.
- e) The vendor has police and fire clients who have been using a version of the vendor's CAD, RMS, MDC, and AFR applications for five (5) years or longer.
- f) The application suite should utilize a 64-bit Oracle 11G R2 Standard Edition (or later), or a 64-bit Microsoft SQL Server 2008 R2 Standard database (or later), or is an ACID-compliant, scalable, open source database. Specify alternatives if the solution will not operate in this environment.
- g) All software is compatible with VMWare Infrastructure, specifically virtualized servers running on ESXi hosts.
- h) The City of Casa Grande prefers that the Finalist vendor be willing to obtain a performance bond in an amount equal to the contract value.
- i) If chosen as the Finalist, the vendor will enter into a source code escrow arrangement with the City of Casa Grande listed as a beneficiary (subject to negotiable terms, but at a minimum; the city will want access to the source code in the event of bankruptcy, insolvency, or loss of corporate control). Source code will be deposited annually, and reflect the specific code installed at the City of Casa Grande.
- j) The vendor is not proposing a beta application or solution.
- k) The vendor's CAD provides "high availability" (99.99% up time) performance standards.
- l) Vendor will provide an executive-level project sponsor, with overall responsibility for successfully implementing the contracted solution and services.

SUBMITTAL 4: FUNCTIONAL REQUIREMENTS

Offerors must respond to the requirements contained in the Microsoft Excel spreadsheet embedded in this file, below:



Copy of Casa Grande
Submittal 4 vFinal.xlsx

The workbook (above) is also available for download, separately, on the city's website. Please remember that the workbook must be submitted in Microsoft Excel, and provided in electronic media (CD, DVD, thumb-drive, etc.).

SUBMITTAL 5: VENDOR RESPONSE

The following sections provide the framework for Offerors to supply information to the city regarding their company, proposed solution, and pricing. Vendors are required to respond to all questions in one of two ways:

- (a) Provide information where requested **directly in the spaces indicated**; or
- (b) Provide information requested **in an attachment** clearly indicating the page number and item number to which responding.

Adherence to the format of the RFP is required. Vendors who omit responses may be deemed unresponsive and risk being eliminated.

A. GENERAL REQUIREMENTS

1. By agreeing to this requirement, the vendor certifies that it has included all required hardware, software, secondary software licensing, third-party products, and all professional services necessary to successfully implement the functionality defined in this RFP.

Y/N _____

2. The new CAD/RMS replacement is composed of a set of integrated modules offered by the vendor.

Y/N _____

3. The city requires that the primary software vendor provide front-line maintenance support for third-party modules that are integrated into the core application. Confirm this is acceptable?

Y/N _____

4. The city strongly prefers a site license. Confirm that your company offers site licensing? If so, please provide details below. If not, use the space below to describe your company's approach toward licensing.

5. During system implementation, the city plans on collaboratively working with the vendor 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. Describe the process that will be employed to collaboratively develop the required set of AFR data entry forms:

- a. In addition, please 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;
 - b. 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.
6. Describe the proposed solution's ability to display data to, and collect information from, the public through the Internet.
7. 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.
8. 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.
9. System administrators need to audit security records for individuals and user groups. Please describe how this can be accomplished in the system.
10. 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,
 - e. All of the utilities and procedures required to test the converted data to make sure it operates as specified in the RFP.
11. 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?

12. 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 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.
13. 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.
14. Please explain how confidential information is managed in the system including a description of how users indicate that a specific data element or system record contains confidential information.
15. 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.

16. 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.

17. Please explain how any 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).

18. The city's existing CAD/RMS system contains data that has been collected for more than fifteen (15) years. 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:
 - ii. Departmental Reports Log
 - iii. Departmental Reports Victim/Properties
 - iv. Arrest Log
19. 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).
20. The application suite does not require image, video or other disk space-intensive multimedia to be internally stored by the application database. Casa Grande is aware of evolving NG9-1-1 technologies however. Please provide a recommendation of how the vendor's application will be able to store NG9-1-1 related images and videos without degrading the main application database.
21. The vendor should articulate current or past experiences with an Electronic Patient Care Reporting Software application including the name of the application and where it is utilized.

B. SOFTWARE

1. By agreeing to this requirement, the vendor certifies that it has included all required hardware, software, secondary software licensing, third-party products, and all professional services necessary to successfully implement the functionality defined in this RFP.
Y/N _____
2. Does the system provide the ability to modify items, (e.g., fields, elements, objects) visible to user based upon security?
Y/N _____
3. Does the system have user definable fields?
Y/N _____
4. Does the system provide a mechanism for data entry validation?
Y/N _____
5. Is the application configurable to enable users to create their own new fields without vendor intervention?
Y/N _____
6. Does the system allow for display or removal of data fields without customization?
Y/N _____
7. Describe, in detail, how configuration and/or customization changes are affected by subsequent releases.
8. In an attachment, provide a list of planned enhancements with associated target release dates:
Attached? _____
9. In an attachment, provide a three year plan for product development.
Attached? _____
10. In an attachment, provide a complete list of all standard ad-hoc reports.
Attached? _____
11. In an attachment, describe how ad-hoc reports are user configurable.
Attached? _____
12. 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.

Y/N _____

13. 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).

Y/N _____

14. 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.**

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

16. Please identify the minimum and recommended MDC and PC workstation configurations necessary to effectively host the clients of the system.

17. To the greatest extent practicable, the city requires prefers that the Offeror's solution run on existing hardware, in a virtualized environment. Please specify what hardware requirements are necessary for your proposed solution to accommodate this requirement.

18. Offeror shall describe the roles and responsibilities of the vendor and the city with respect to the following:
- a. Server configuration to obtain optimal performance.
 - b. Printer and other peripheral equipment configuration.

- c. Identifying network requirements associated with ensuring the vendor's suite of products operate with maximum functionality, performance, and reliability.
 - d. Other automation equipment recommended by the Offeror.
19. 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 releasing of new system software versions and major patches
20. In your response, provide an explanation of how the Offeror will provide the Acceptance Testing during the Project, including a proposed sample functional, performance and reliability test plan.

C. SYSTEM INTERFACES

1. Is there a seamless interface between the proposed CAD, RMS, AFR, and mobile devices?
Y/N _____

 2. Has the vendor previously interfaced with the State of Arizona Department of Public Safety (DPS) for electronically submitting criminal statistics (UCR and/or NIBRS)? If so, confirm that the vendor is certified by the State for such purposes.
Y/N _____

 3. Do the applications employ the XML standard for external interfaces?
Y/N _____

 4. 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, in an attachment, how you will participate in this process?
Attached? Y/N _____

 5. 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, in an attachment, how the proposed system will conform to these standards?
Attached? Y/N _____

 6. 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 requirement, 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
-

question, the specific network requirements for the interface should be described in the response/explanation for that interface?

Attached? Y/N _____

7. 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?

Attached? Y/N _____

8. The city desires a system that is able to notify users if access to an interface or interface network is unavailable. Please confirm that your solution provides such functionality?

Attached? Y/N _____

9. Please provide the requested information in the columns next to the interfaces that Offeror has successfully implemented between the proposed system and the listed system:

Interfaces	Vendor(s)	Client Site(s)	Client Contact
1. Arizona Criminal Justice Information System (ACJIS)			
2. Arizona Criminal Justice Information System (ACJIS) Masks			
3. Arizona Disposition Reporting System (ADRS)			
4. AZTraCS			
5. AZTEC/AJACS AZ Court System			
6. Automated Fingerprint Identification System (AFIS) & Live Scan			
7. Command Central			
8. COPLINK			
9. Corona Solutions (Discover, Deploy)			
10. Firehouse			
11. GANGNet – State/DPS			
12. GIS (GTG GeoBlade)			
13. Innoprise (Financial Database/Harris Inc.)			
14. JustWare			
15. LeadsOnline			

Interfaces	Vendor(s)	Client Site(s)	Client Contact
16. Lojack – Stolen Vehicle Tracking System			
17. Offender Watch			
18. OptiView Document Imaging (API, Inc.)			
19. Pinal County Adult & Probation			
20. Pinal County Attorney			
21. Public Crime Reporting (BAIR Analytics RAIDS Online & ATAC RAIDS)			
22. RTA Fleet Management Software			
23. System Master Clock			
24. Telestaff			
25. Vehicle Impounds (Recovered/Stolen/Impounded Vehicles)			
26. Victim Criminal Apprehension Program (ViCAP)			
27. WestNet			
28. Other Agency Systems – Social Services, crime and vehicle information databases			
29. Other Internal Databases			
30. Other Law Enforcement Data Sharing Efforts			

10. The Arizona Criminal Justice Information System (ACJIS) is a network maintained by the Arizona Department of Public Safety (DPS), and made available to authorized local, state, and federal criminal justice agencies. ACJIS is administered by 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. 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 will:
 - 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. For AFR data entry, this functionality is 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. Authorized users may automatically upload appropriate information previously entered into system data entry screens into ACJIS and other databases available through ACJIS. Upon user command, the system will:
 - 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. Describe the system’s ability to support the following entry and update NCIC transactions (see Exhibit A for requirements).
- e. 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 vendor. Please describe how the proposed system will provide this functionality.
- f. 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. 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.

D. HARDWARE

1. 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:

2. Describe the minimum manufacturer, type, and quantities for the following:
 - a. Servers
 - b. User workstations
 - c. Dispatch workstations
 - d. Dispatch supervisor workstations
 - e. Training workstations
 - f. Mobile laptops
 - g. Tablets
 - h. SmartPhones

E. IMPLEMENTATION SERVICES

1. Attach an implementation plan and project schedule for a project of similar size and complexity that your company has completed with your offering response. **Note that the City expects the implementation to be complete no later than March 31, 2017. Attached? Y/N _____**
2. Attach a Microsoft Project workplan to the offering that includes the following:
 - a. Specific milestones and deliverables
 - b. Estimated milestone completion dates
 - c. System design and implementation plan
 - d. Software integration and installation plan
 - e. Detailed test plan
 - f. Detailed training plan
 - g. Follow up and evaluation plan
3. Describe what software modules are typically grouped and installed together?
4. What amount of elapsed time in months is typically required to implement a project of this size and complexity?
5. Describe the software installation services included in this offering.
6. Describe all customer installation responsibilities.

12. Describe how you propose to supplement the city's project team. Describe the project organization for implementation, including:
 - a. Project organization chart clearly illustrating lines of authority.
 - b. Number of resources, the role of each individual and the expected duration and cost of service for each individual.
 - c. Identification of the (Prime) Vendor project manager responsible for day-to-day operations for the project and on-site activities.
 - d. Identification of the technical lead for the project, who will play the primary hands-on leadership role in all technical aspects of the project

13. Include a resume for each member of the proposed implementation team.

F. TRAINING

1. Training shall be a combination of direct and “Train the Trainer” method and shall be provided to personnel responsible for ongoing training of all end users. In addition, supervisory levels will receive training tailored to their purposes, as will the systems staff responsible for administering and maintaining the system. Vendors may propose an alternate training configuration or approach, so long as the training goals are achieved. Does the vendor agree with this approach?

Attached? Y/N _____

2. In summary, describe the training courses, type (e.g., lead instructor, interactive CD), and associated hours which are included with the proposed system.

3. How many hours and/or days of training are typically required for a comparable sized customer?

4. Please list the number of training hours required to reach functional competency for each of the following roles (assuming CAD, RMS, MDC, AFR).

Dispatcher	_____
Police Officer	_____
Firefighter	_____
Records Clerk	_____
Detective	_____
Jail Staff	_____
Manager	_____
System Administrator	_____

5. Is training scheduled to accommodate multiple shifts and alternative working hours (without additional cost)?

6. Indicate the hardware and software training included in this offering. All training costs should be identified in the Pricing Forms.

<u>Course Description</u>	RECOMMENDED NUMBER OF HOURS		
	<u>Persons</u>	<u>On-Site</u>	<u>Off-Site</u>
System Administrator (Hardware and Infrastructure):			
System Administrator (System Software and Utilities)			
CAD Training to Dispatchers:			
Help Desk Training:			
Train-the-Trainer Training:			

<u>Course Description</u>	RECOMMENDED NUMBER OF HOURS		
	<u>Persons</u>	<u>On-Site</u>	<u>Off-Site</u>
Other:			
Total	<u><u> </u></u>	<u><u> </u></u>	<u><u> </u></u>

7. Training manuals must include the following (state any exceptions):
 - a. Instructor Manual(s)
 - b. Student Training Manual(s)
 - c. All manuals in MS Word format
 - d. All manuals in other media format (PDF)
 - e. Master videos or DVDs of recorded training

8. The Offeror must provide 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.

G. DOCUMENTATION

1. The Information Model (e.g., data dictionaries and schema information) is provided to the city for all databases?

Y/N _____

Describe how and in what form the Information Model is made available to users. That is, is it on CD, the web, hardcopy, etc?

2. Ability to maintain on-line user-defined documentation and procedures:

- a. Provide spell/grammar check capability Y/N _____
- b. Searchable by key words Y/N _____
- c. Download information from existing text files Y/N _____
- d. Glossary of terms Y/N _____
- e. Standard operating procedures Y/N _____
- f. Maintenance documentation Y/N _____
- g. Statutes and codes Y/N _____

3. A full set of user documentation is available detailing the functionality of each application. User documentation is in narrative form and understandable to non-technical users. Also, an on-line version of this documentation is desired to allow key word searching to facilitate location of the needed text.

- a. On-line context-sensitive help functions Y/N _____
- b. On-line user-friendly tutorial Y/N _____
- c. Site-specific on-line documentation and user guide Y/N _____
- d. Keyboard templates Y/N _____
- e. Field level help Y/N _____
- f. Flyover messages Y/N _____

4. A full set of technical documentation describing systems design, operations, troubleshooting, and performance tuning should be made available to the systems administrator.

- a. Dispatcher's Guide Y/N _____
- b. System Manager's Guide Y/N _____
- c. Other (please describe)

H. WARRANTY, SUPPORT AND MAINTENANCE

Complete the warranty and maintenance matrix below based on your proposed approach. Complete one matrix per vendor offering warranty/maintenance services.

<i>Proposed Services</i>	<i>Vendor _____</i>	
	<i>System Software</i>	<i>Application Software</i>
What is the length of the warranty (months)?		
(Warranty must start at acceptance)		
What are the hours of warranty coverage (e.g., M-F 0700-1800)?		
What are the hours of maintenance coverage (after the warranty expires)?		
Warranty/Maintenance Services:		
• Telephone Support (Y/N)?		
• Toll Free “800” number (Y/N)?		
• Remote dial-up software diagnostics (Y/N)?		
• Automatic monitoring of system (Y/N)?		
• Updates, enhancements and bug fixes included (Y/N)?		
• How often are enhancements provided?		
• User group membership (Y/N)?		
• Newsletter (Y/N)?		
Service/Support Response Time (hours):		
• Via telephone/modem		
- Average?		
- Guaranteed?		
• On-site		
- Average?		
- Guaranteed?		
On-Call “After Hours” Services (e.g., M-F 1800-0700):		
• Hourly rate for service personnel?		
• Minimum hours charged?		
How many years will you guarantee support of the proposed software?		

1. Regarding the preceding matrix, list any exceptions or limitations to your proposed warranty/maintenance services for the software as indicated within the matrix.

2. What are the city's obligations following a new release/major redesign of an application?

3. The city requires that backup and archiving must not require system interruption. Confirm that your solution meets this requirement.

Y/N _____

a. Define a plan for daily, weekly, monthly backup and archiving:

b. Does the vendor mandate the installation of new releases?

Y/N _____

- (1) How soon? Months _____
- (2) Is there an additional charge for the new release? Y/N _____
- (3) Is conversion assistance provided, if necessary? Y/N _____
- (4) Is new documentation supplied? Y/N _____
- (5) Is additional training provided? Y/N _____
- (6) Is maintenance continued for the old release? Y/N _____
- (7) If yes, for how long? Months _____

4. Describe your policy and timing for dropping support of client operating system(s), server operating system(s) and database versions.

5. List contact names, phone numbers and addresses for user groups that focus on elements of the proposed solution set.

6. Describe problem management and escalation procedures.

7. Does the system provide knowledge base keyword search capability to facilitate a search of the knowledge base to facilitate problem resolution?
Y/N _____

8. Describe the support knowledge base format (e.g., web site, distributed media).

9. Support after the new software is introduced is as important to the city as implementation assistance. Please describe post-implementation system support, including the following:
 - a. Transition from implementation team to another party (if appropriate)?
Months _____
 - b. Describe all parties with which the city would be working.
 - c. Response procedures for priority vs. non-priority calls
 - d. Hours of service:
 - e. Remote site support:

10. The city anticipates a comprehensive support agreement to be forged with the finalist vendor. Please identify your proposed recurring support plans, with associated pricing:

- f. In an attachment, please include copies of your standard maintenance agreement(s) with option plans shown.
- g. Describe how switching between versions and portions of software, will be handled:
- h. Describe the procedures for trouble notification:
- i. Describe the procedures for customer initiated trouble reporting, status tracking and correction:
- j. Describe the procedures for using the 24-hour hot line service:
- k. Describe any software or hardware used to assist in technical troubleshooting (indicate any costs in the Pricing Forms):

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

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

A. QUALIFICATIONS AND EXPERIENCE

1. 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 five (5) 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.
2. Provide one (1) complete copy of your last two (2) 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.
3. Please provide the following information regarding the corporate organization of the Offeror's organization:
 - a. Official corporate or agency name
 - b. Organizational structure (corporation, sole proprietorship, etc.)
 - c. Business address (street address, city, county, state, zip code)
 - d. Mailing address (if different than the business address)
 - e. Facsimile number
 - f. Telephone number
 - g. 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
 - h. 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
 - i. Date established
4. How many individuals are employed by the Offeror, in total?
5. If any part of the project work is to be subcontracted, the information above must be provided for each proposed subcontractor.

6. The proposal must include an organizational chart of the proposed project team.
7. The proposal must identify the proposed Project Manager's qualifications including detailed information regarding the designated Project Manager's experience with projects of similar size and complexity. 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.
8. 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.
9. Beyond your response to Submittal 7, A, 1, please provide a complete, current client list that includes the following information for each public safety 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
 - e. Original dollar value of contract and final or current contract value.
 - f. System cutover (i.e., go-live) date to operational use.
 - g. Scope of products and services provided.
 - h. Software version, server / host operating system, and database management system and version installed.

SUBMITTAL 7: COST PROPOSAL

This submittal requires a detailed price breakdown for the proposed systems. Offerors should provide all prices as firm fixed amounts, except where requested on a different basis.

All prices must be detailed. No additional charges (e.g., for sales tax, transportation, container packing, installation, training, out-of-pocket expenses) will be allowed unless so specified.

Offerors must complete all applicable price pages in this section or risk disqualification. This submittal includes the following six (6) sections:

1. Total Solution Cost Summaries
2. Computer Hardware
3. Computer System Software
4. Application Software (Base Software and Options)
5. Other Implementation Costs
6. Additional Recommended Software/Services

A. TOTAL SOLUTION COST SUMMARIES

Provide a summary of costs associated with the proposed system. Any entries in this table should agree with the corresponding detail pages.

One-Time Costs

Description	One-Time Price	Applicable Tax (7.70%)	Total Price
Computer Hardware			
Computer System Software			
Application Software			
Other Implementation Costs			
Additional Recommended Software/Services			
TOTAL PRICE			
	\$	\$	\$

Recurring Costs

Description	Recurring Price	Applicable Tax (7.70%)	Total Price
Computer Hardware			
Computer System Software Maintenance			
Application Software Maintenance			
Recurring Costs on Additional Recommended Software/Services			
TOTAL PRICE			
	\$	\$	\$

F. ADDITIONAL/RECOMMENDED SOFTWARE/SERVICES

Provide information and pricing estimates for any additional optional software and services that vendor suggests the city might consider as part of this procurement. The TOTAL PRICE entries in this table should agree with the Additional Recommended Software/Services Total Price in the Total Solution Cost Summaries tables.

Description	Price	Applicable Tax (7.70%)	Total Price	Annual Maintenance Expense (if any)

TOTAL PRICE \$ \$ \$ \$

- a. Assumptions used to determine estimated optional prices are provided in an attachment? Y/N _____

- b. For any item or service not specified in this solicitation, what are your hourly rates?

Training	\$ _____	Conversion	\$ _____
Programming	\$ _____	Installation	\$ _____
Design	\$ _____	Other	\$ _____

SUBMITTAL 8: TERMS AND CONDITIONS

Offerors shall read the Terms and Conditions (located in Exhibit B) and respond with their acceptance of these terms and conditions, and clearly indicate any exceptions to Terms and Conditions below (failure to identify any exceptions indicates 100% compliance).

SUBMITTAL 9: CONFIDENTIAL INFORMATION

Offerors shall list any and/or all content(s) of their proposal they deem to be confidential.

EXHIBIT A – 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 - IMPOOUND 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

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	

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

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

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 *

EXHIBIT B – SAMPLE CONTRACT

CONTRACT FOR SERVICES

THIS CONTRACT is entered into this the _____ day of _____, 201____, by and between (hereinafter known as “Contractor”), a _____ authorized to do business in the state of Arizona, whose address is _____, and the City of Casa Grande (hereinafter known as “City”), an Arizona municipal corporation, whose address is 510 East Florence Boulevard, Casa Grande, Arizona 85122.

The City engages the Contractor to perform services for a project known and described as “_____”.

1. Scope of Contractor's Services.

The contractor agrees to provide services to the City for the performance of _____, consistent with the Scope of Work and in the timeframe identified as Exhibit "A" and incorporated herein by reference. No material, labor, or facilities will be furnished by the City, unless otherwise provided for in the Agreement.

2. Accounting and Payment for Contractor Services.

Payment to the Contractor for services rendered under this Agreement shall be a sum total of \$ _____, as set forth in Exhibit "B". Where Exhibit "B" requires payments by City on a monthly basis for the percentage of the work completed, payment shall be based upon billings supported, unless otherwise provided in Exhibit "B", by itemized documentation of units of work actually performed and amounts earned (including where appropriate, the actual number of days worked each month and total number of hours for the month), equipment or materials supplied or used, and the total dollar payment requested. Unless specifically stated in Exhibit "B" or approved in writing in advance by the City, the City will not reimburse the Contractor for any costs or expenses incurred by the Contractor in the performance of this contract that are not part of the agreed upon reimbursable expenses. Where required, the City shall, upon receipt of appropriate documentation, compensate the Contractor no more often than monthly through the City voucher system for the Contractor's service pursuant to the fee schedule set forth in Exhibit "B".

3. Assignment and Subcontracting.

No portion of this contract may be assigned or subcontracted to any other individual, firm, or entity without the express and prior written approval of the Contracting Officer. It will be the responsibility of the Contractor to ensure that any and all subcontractors comply with the terms and conditions of this agreement and that City of Casa Grande is named as express third-party beneficiary of such subcontracts with full rights as such.

4. Independent Contractor.

The Contractor's services shall be furnished by the Contractor as an independent Contractor

and nothing contained herein shall be construed to create a relationship of employer-employee or master-servant, but all payments made hereunder and all services performed shall be made and performed pursuant to this Agreement by the Contractor as an independent Contractor.

5. No Guarantee of Employment.

The performance of all or part of this contract by the Contractor shall not operate to vest any employment rights whatsoever and shall not be deemed to guarantee any employment of the Contractor or any employee of the Contractor or any subcontractor or any employee of any subcontractor by the City at the present time or in the future.

6. Taxes.

The Contractor understands and acknowledges that the City will not withhold federal or state income taxes. Where required by state or federal law, the Contractor authorizes the City to make withholding for any taxes other than income taxes (i.e., Medicare). All compensation received by the Contractor will be reported to the Internal Revenue Service at the end of the calendar year in accordance with the applicable IRS regulations. It is the responsibility of the Contractor to make the necessary estimated tax payments throughout the year, if any, and the Contractor is solely liable for any tax obligation arising from the Contractor's performance of this Agreement. The Contractor hereby agrees to indemnify the City against any demand to pay taxes arising from the Contractor's failure to pay taxes on compensation earned pursuant to this Agreement.

The City will pay sales and use taxes imposed on goods or services acquired hereunder as required by law. The Contractor must pay all other taxes including, but not limited to, Business or Occupation Tax, taxes based on the Contractor's gross or net income, or personal property to which the City does not hold title.

7. Regulations and Requirement.

This Agreement shall be subject to all laws, rules and regulations of the United States of America, the State of Arizona, and the City of Casa Grande.

8. Right to Review.

This contract may be subject to review by any federal or state auditor. The City or its designee shall have the right to review and monitor the financial and service components of this program by whatever means are deemed expedient by the City. Such review may occur with or without notice, and may include, but is not limited to, on site inspection by City Agents or employees, inspection of all records or other materials which the City deems pertinent to the Agreement and its performance, and any and all communications with or evaluations by service recipients under this Agreement. The Contractor shall preserve and maintain all financial records and records relating to the performance of work under this Agreement for five (5) years after contract termination in accordance with A.R.S. §35-214 and shall make them available for such review within the City of Casa Grande, State of Arizona, upon request.

9. Modifications.

Either party may request changes in the Agreement. Any and all agreed modifications shall be in writing, signed by each of the parties.

10. Termination for Default.

If the Contractor defaults by failing to perform any of the obligations of the contract or becomes insolvent or is declared bankrupt or commits any act of bankruptcy or insolvency or makes an assignment for the benefit of creditors, the City may, by depositing written notice to the Contractor in the U.S. mail, postage prepaid, terminate the contract, and at the City's option, obtain performance of the work elsewhere. If the contract is terminated for default, the Contractor shall not be entitled to receive any further payments under the contract until all work called for has been fully performed. Any extra cost or damage to the City resulting from such default(s) shall be deducted from any money due or coming due to the Contractor. The Contractor shall bear any extra expenses incurred by the City in completing the work, including all increased costs for completing the work, and all damage sustained, or which may be sustained by the City by reason of such default. If a notice of termination for default has been issued and it is later determined for any reason that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the notice of termination has been issued pursuant to the Termination for Public Convenience paragraph hereof.

11. Termination for Public Convenience.

The City may terminate the contract in whole or in part whenever the City determines, in its sole discretion, that such termination is in the best interests of the City. Whenever the contract is terminated in accordance with this paragraph, the Contractor shall be entitled to payment for actual work performed at unit contract prices for completed items of work. An equitable adjustment in the contract price for partially completed items of work will be made, but such adjustment shall not include provisions for loss of anticipated profit on deleted or uncompleted work. Termination of this contract by the City at any time during the term, whether for default or convenience, shall not constitute a breach of contract by the City.

12. Equal Opportunity.

This Agreement, and the parties thereto, shall comply with the provisions of Arizona Executive Order 75-5 as amended by Arizona Executive Order 99-4 as they relate to equal opportunity.

13. Venue and Choice of Law.

In the event that any litigation should arise concerning the construction or interpretation of any of the terms of this Agreement, the venue of such action of litigation shall be in the courts of the State of Arizona in and for the County of Pinal. This Agreement shall be governed by the laws of the State of Arizona.

14. Insurance.

14.1 Contractor Liability Insurance. Upon signing of the Agreement and so long as it shall remain in effect, contractor, at its cost and expense, shall purchase and maintain the insurance described in this subsection 14. The insurance shall be purchased and maintained in companies duly licensed or otherwise approved by the State of Arizona, with forms acceptable to the City of Casa Grande, and shall be primary with no right of contribution. The contractor's insurer shall have a minimum A.M. Best's rating of A-VIII. Use of alternative insurers requires prior approval for the City of Casa Grande.

The insurance coverages to be purchased and maintained are:

14.1.1 Workers' Compensation. Contractor shall provide workers' compensation insurance as required by state and federal laws having jurisdiction over Contractor's employees engaged in the performance of the Services within this Agreement.

14.1.2 General Liability. Contractor shall maintain a Commercial General Liability (Occurrence) policy that includes coverage for premises and operations, products and completed operations, contractual liability, broad form property damage, and personal injury liability. The policy shall have limits of not less than:

- \$1,000,000 for each occurrence of bodily injury and property damage; and
- \$1,000,000 for personal injury;

14.1.3 Automobile Liability. Contractor shall maintain an Automobile Liability policy with a combined single limit for bodily injury and property damage of not less than \$1,000,000 for each accident. The policy shall cover all owned, hired, and non-owned automobiles used in connection with the Agreement for the performance of Contractor's services.

14.1.4 Property Insurance. A policy or policies of fire and extended coverage property damage insurance covering the full insurable value of all tools and equipment used by contractor from time to time on the lands of City of Casa Grande pursuant to the Agreement, including mobile equipment. Contractor shall also require its agents, contractors, licensees and others performing the obligations, or exercising the rights, of Contractor under the Agreement to carry such property damage insurance. Such policy or policies shall cover the full insurable value of such tools and equipment.

14.1.5 Adjustment of Liability Limits. If the initial term of the Agreement shall exceed ten years or if the aggregate term of the Agreement, including any extension or renewal terms agreed to by the parties or provided for in the Agreement shall exceed ten years, on each tenth anniversary of the date of the Agreement, the liability limits provided for in sections 14.1.2 and 14.1.3 shall be increased by an amount proportional to the increase in the US consumer price index occurring since the date of the Agreement or the date of the last such increase as appropriate.

14.1.6 Professional Liability. The Contractor retained by the City to provide the engineering services required by the Agreement will maintain Professional Liability insurance covering errors and omissions arising out of the Services performed by the Contractor or any person employed by him, with an unimpaired limit of not less than \$1,000,000 each claim and

\$2,000,000 all claims, or 10% for the construction budget, whichever is larger. In the event the insurance policy is written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of Services as evidenced by annual Certificates of Insurance.

14.2 Insurance Certificate. Contractor shall not exercise any of its rights under the Agreement until it delivers to City of Casa Grande's designated recipient certificates from contractor's insurers showing that the coverage required above has been obtained.

14.2.1 The insurance certificates must show City of Casa Grande, its subsidiaries, affiliates directors, officers, and employees as additional insured parties in respect of all liability coverage except workers' compensation. The policy shall provide and the certificate shall reflect that the insurance afforded applies separately to each insured against whom claim is made or suit is brought except with respect to the limits of the company's liability.

14.2.2 The insurance certificate shall provide on its face that the policies it represents will not be terminated, amended, or allowed to expire without 30 days prior written notice to City of Casa Grande.

14.2.3 Failure of City of Casa Grande to demand the insurance certificate or other evidence of full compliance with these insurance requirements or failure of City of Casa Grande to identify a deficiency from any certificate provided to it shall not be construed as a waiver of Contractor's obligation to maintain such insurance.

14.3 Severability of Interests. The policies referenced in 14.1.2. and 14.1.3. shall contain a severability of interests clause, generally providing, "the insurance afforded applies separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the company's insurance."

14.4 Waiver of Subrogation. Contractor hereby waives any and all rights that it might have against City of Casa Grande, its employees, officers and directors, to recover all or part of any loss or damage insured or insurable by the insurance policies carried or required to be carried by it pursuant to the Contract Documents. Contractor shall require each of its agents, contractors, licensees and others performing the obligations, or exercising the rights, of Contractor under the Agreement to provide a similar waiver for City of Casa Grande's benefit.

14.5 Deductibles. Contractor may purchase the required insurance policies with deductibles which are reasonable in light of the contractor's financial condition; provided that any loss not covered due to the deductible will be paid by Contractor. Contractor shall also require its agents, contractors, licensees and others performing the obligations, or exercising the rights, of contractor under the Agreement to carry such property damage insurance. Such policy or policies shall cover the full insurable value of such tools and equipment.

15. Withholding Payment.

In the event the Contractor has failed to perform any substantial obligation to be performed by the Contractor under this Agreement and said failure has not been cured within the times set forth in this Agreement, then the City may, upon written notice, withhold all monies due and payable to Contractor, without penalty, until such failure to perform is cured or otherwise adjudicated.

16. Future Non-Allocation of Funds.

If sufficient funds are not appropriated or allocated for payment under this contract for any future fiscal period, the City will not be obligated to make payments for services or amounts incurred after the end of the current fiscal period. No penalty or expense shall accrue to the City in the event this provision applies.

17. Protection of Licensee Data.

Contractor warrants that the Contractor's installation, maintenance, and upgrade of any software provided hereunder shall not result in the use or disclosure by Contractor of any information concerning a patient/client obtained by the City in providing service in violation of any State laws, Federal laws, including, but not limited to, the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), and any federal regulations governing privacy, including, but not limited to, 45 CFR Section 160-164, as well as other applicable federal and state statutes and regulations.

18. Contractor Commitments, Warranties and Representations.

Any written commitment received from the Contractor concerning this Agreement shall be binding upon the Contractor, unless otherwise specifically provided herein with reference to this paragraph. Failure of the Contractor to materially fulfill such a commitment shall result in a breach of this Contract. A commitment includes, but is not limited to any representation made prior to execution of this Agreement, whether or not incorporated elsewhere herein by reference, as to performance of services or equipment, prices or options for future acquisition to remain in effect for a fixed period, or warranties.

19. Patent/Copyright Infringement.

Contractor will defend and indemnify the City from any claimed action, cause or demand brought against the City, to the extent such action is based on the claim that information supplied by the Contractor infringes any patent or copyright. The Contractor will pay those costs and damages attributable to any such claims that are finally awarded against the City in any action. Such defense and payments are conditioned upon the following:

- a. That Contractor shall be notified promptly in writing by City of any notice of such claim; and
- b. Vendor shall have the right, hereunder, at its option and expense, to obtain for the City the right to continue using the information, in the event such claim of infringement is made, provided no reduction in performance or loss results to the City.

20. Disputes.

20.1 General. Differences between the Contractor and the City, arising under and by virtue of the Contract Documents shall be brought to the attention of the City at the earliest possible time in order that such matters may be settled or other appropriate action promptly taken. Except for such objections as are made of record in the manner hereinafter specified and within the time limits stated, the records, orders, rulings, instructions and decisions of the Contracting Officer, shall be final and conclusive.

20.2 Notice of Potential Claims. The Contractor shall not be entitled to additional compensation which otherwise may be payable, or to extension of time for (1) any act or failure to act by the City, or (2) the happening of any event or occurrence, unless the Contractor has given the City a written Notice of Potential Claim within 10 days of the commencement of the act, failure, or event giving rise to the claim, and before final payment by the City. The written Notice of Potential Claim shall set forth the reasons for which the Contractor believes additional compensation or extension of time is due, the nature of the cost involved, and insofar as possible, the amount of the potential claim. Contractor shall keep full and complete daily records of the Work performed, labor and material used, and all costs and additional time claimed to be additional.

20.3 Detailed Claim. The Contractor shall not be entitled to claim any such additional compensation, or extension of time, unless within 30 days of the accomplishment of the portion of the work from which the claim arose, and before the final payment by the City, the Contractor has given the City a detailed written statement of each element of cost or other compensation requested and of all elements of additional time required, and copies of supporting documents evidencing the amount or the extension of time claimed to be due.

21. Ownership of Items Produced.

All writings, programs, data, public records or other materials prepared by the Contractor and/or its Contractors or subcontractors, in connection with the performance of this Agreement shall be the sole and absolute property of the City.

22. Conflict of Interest.

The Contractor agrees to promptly disclose any financial or economic interest in the Project property, or any property affected by the Project, existing prior to the execution of this Contract. Further, the Contractor agrees to promptly disclose any financial or economic interest with the Project property, or any property affected by the Project, if the Contractor gains such interest during the course of this Contract.

If the Contractor gains any financial or economic interest in the Project during the course of this Contract, this may be grounds for terminating this Contract at the sole discretion of the City.

The Contractor shall not engage the services on the Contract of any present or former City employee who was involved as a decision maker in the selection or approval processes, or who negotiated or approved billings or contract modifications for this Contract.

The Contractor agrees that it shall not perform services on this Project for the contractor, subcontractor, or any supplier.

The Contractor shall not negotiate, contract, or make any agreement with the contractor, subcontractor, or any supplier with regard to any of the work under this Project, or any services, equipment or facilities to be used on this Project.

This Agreement is subject to the cancellation provisions for conflicts of interest pursuant to A.R.S. §38-511.

23. Covenant Against Contingent Fees.

The Contractor affirms that he has not employed or retained any company or person, other than a bona fide employee working for the Contractor to solicit or secure this Contract, and that he has not paid or agreed to pay any company or person, other than a bona fide employee, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of the Contract. For breach or violation of this clause, the City may terminate this Contract without liability, or in its discretion may deduct from the Contract price or consideration, or otherwise recover, the full amount of such fee, commission, percentage brokerage fee, gift, or contingent fee.

24. Indemnification.

To the fullest extent permitted by law, the Contractor, its successors, assigns and guarantors, shall defend, indemnify and hold harmless the City of Casa Grande, its agents, officers, officials and employees from and against all allegations, demands, proceedings, actions, claims, damages, losses, expenses, judgments, including but not limited to, attorney fees, court costs, and the cost of appellate proceedings, and all claim adjusting, relating to, arising out of, or resulting from any acts, errors, mistakes, omissions, work or services of the Contractor, its agents, employees, or any tier of Contractor's subcontractors in the performance of this Contract.

Contractor's duty to defend, indemnify and hold harmless the City of Casa Grande, its agents, officers, officials and employees shall arise in connection with any allegation, demand, proceeding, action, claim, damage, loss, expense or judgment that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting there from, caused by Contractor's acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor, any tier of Contractor's subcontractors or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable. The amount and type of insurance requirements set forth herein will not be construed as limiting the scope of the indemnity provisions of this Contract.

To the fullest extent permitted by law, the City agrees to indemnify and hold the Contractor harmless from any damage, liability or cost (including reasonable attorney's fees and costs of defense) to the extent caused by the City's negligent acts, errors or omissions and those of his or her contractors, subcontractors or consultants or anyone for whom the City is legally liable, and arising from the project that is the subject of this Agreement. The Contractor is not obligated to indemnify the City in any manner whatsoever for the City's own negligence.

25. Confidentiality.

The Contractor, its employees, subcontractors, and their employees shall maintain the confidentiality of all information provided by the City or acquired by the Contractor in performance of this Agreement, except upon the prior written consent of the City Attorney, or an order entered by a court after having acquired jurisdiction over the City. Contractor shall immediately give to the City notice of any judicial proceeding seeking disclosure of such information. Contractor shall indemnify and hold harmless the City, its officials, agents or employees from all loss or expense, including, but not

limited to settlements, judgments, setoffs, attorneys' fees and costs resulting from Contractor's breach of this provision.

26. Public Disclosure.

In the event of a public records request to the City for the Licensed Program or Licensed Documentation, the City shall promptly provide a copy of such request to Contractor so that it has at least 7 days from Contractor's receipt of such request in which to seek an order restraining the City from disclosing the Licensed Program and Documentation pursuant to such public records request. If Contractor does not obtain a restraining order within such period of time, the City may disclose the Licensed Program and Licensed Documentation pursuant to such public request as the City deems appropriate to comply with Arizona's Public Records Laws.

27. Notice.

Except as set forth elsewhere in the Agreement, for all purposes under this Agreement, except service of process, notice shall be given by the Contractor to the department head of the department for whom services are rendered and to the City Attorney's Office. Notice may be given by delivery or by depositing in the U.S. Mail, first class, postage prepaid.

28. Severability.

If any term or condition of this contract or the application thereof to any person(s) or circumstance(s) is held invalid, such invalidity shall not affect other terms, conditions or applications which can be given effect without the invalid term, condition or application. To this end, the terms and conditions of this contract are declared severable.

29. Waiver.

Waiver of any breach or condition of this contract shall not be deemed a waiver of any prior or subsequent breach. No term or condition of this contract shall be held to be waived, modified or deleted except by an instrument, in writing, signed by the parties hereto.

30. Survival.

The provisions of paragraphs, 4, 6, 8, 10, 11, 12, 13, 14, 16, 17, 18, 19, 20, 21, 24, 25, 26, 27, and 33 and the provisions of any non-collusion affidavit, shall survive, notwithstanding the termination or invalidity of this Agreement for any reason.

31. Discrimination.

Contractor **shall not** unlawfully discriminate against any employee, applicant for employment, recipient of services or programs, or applicant for services or programs, on the basis of race, creed, color, sex, age, marital status, national origin or the presence of any sensory, mental or physical handicap. Contractor shall comply with the Americans with Disabilities Act.

32. Entire Agreement.

This written contract represents the entire Agreement between the parties and supersedes any prior oral statements, discussions or understandings between the parties.

33. E-Verify.

To the extent applicable under ARIZ. REV. STAT. § 41-4401, the Contractor and its subcontractors warrant compliance with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under ARIZ. REV. STAT. § 23-214(A). The Contractor's or subcontractor's breach of the above-mentioned warranty shall be deemed a material breach of the Agreement and may result in the termination of the Agreement by City. The Contractor agrees to insert language similar to this paragraph in all contracts in which they engage with subcontractors on this project to ensure that those subcontractors are meeting the requirements of the above-mentioned statutes. City retains the legal right to randomly inspect the papers and records of the Contractor and its subcontractors who work on the Agreement to ensure that the Contractor and its subcontractors are complying with the above-mentioned warranty. The Contractor and its subcontractors warrant to keep the papers and records open for random inspection during normal business hours by City. The Contractor and its subcontractors shall cooperate with City's random inspections including granting City entry rights onto its property to perform the random inspections and waiving their respective rights to keep such papers and records confidential.

Dated this the _____ day of _____, 20__.

City of Casa Grande, an Arizona
municipal corporation.

By: _____
James V. Thompson,
City Manager

By: _____
Name: _____
Title: _____
