

INVITATION TO SUBMIT

P R O P O S A L

REQUEST FOR PROPOSALS - RFP NO. 20-0018-1

CAD/Police & Fire/EMS RMS/Business Intelligence System

PROPOSALS RECEIVED BY: APRIL 2, 2020 5:00PM EST

THE COMMISSIONERS OF CHATHAM COUNTY, GEORGIA

ALBERT J. SCOTT, CHAIRMAN

COMMISSIONER HELEN L. STONE

COMMISSIONER TABITHA ODELL

COMMISSIONER JAMES J. HOLMES

COMMISSIONER JAMES "JAY" JONES

COMMISSIONER BOBBY LOCKETT

COMMISSIONER DEAN KICKLIGHTER

COMMISSIONER PATRICK K. FARRELL

COMMISSIONER CHESTER A. ELLIS

R. JONATHAN HART, COUNTY ATTORNEY

CHATHAM COUNTY, GEORGIA

DOCUMENT CHECK LIST

The following documents, when marked, are contained in and made a part of this Package or are required to be submitted with the qualification proposal. It is the responsibility of the Proposer to read, complete and sign, where indicated, and return these documents with his/her qualification proposal. FAILURE TO DO SO MAY BE CAUSE FOR DISQUALIFICATION.

- GENERAL INFORMATION
- PROPOSAL
- SCOPE OF SERVICES
- LEGAL NOTICE
- ATTACHMENTS: A. DRUG FREE WORKPLACE; B. NONDISCRIMINATION STATEMENT; C. DISCLOSURE OF RESPONSIBILITY STATEMENT; D. CONTRACTOR & SUBCONTRACTOR AFFIDAVIT AND AGREEMENT E. BIDDER’S CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION; F. M/WBE COMPLIANCE REPORT; G. SAVE AFFIDAVIT; H. LOBBYING AFFIDAVIT; INFORMATION TECHNOLOGY VENDOR POLICY; CHATHAM COUNTY SAAS AGREEMENT

The undersigned bidder certifies that he/she has received the above listed and marked documents and acknowledges that his/her failure to return each, completed and signed as required, may be cause for disqualifying his/her bid.

BY: _____

SIGNATURE:

DATE:

TITLE:

COMPANY:

ACKNOWLEDGE RECIEPT OF ADDENDUM(S) _____

Chatham County has established goals to increase participation of minority and woman owned businesses. In order to accurately document participation, businesses submitting bids or proposals are encouraged to report ownership status. A minority or woman owned business is defined as a business with 51% or greater minority or female ownership. Please check ownership status as applicable:

African-American_____ Asian American_____ Hispanic_____

Native American or Alaskan Indian_____ Female_____

CHATHAM COUNTY, GEORGIA
OFFICE OF THE PURCHASING DIRECTOR
1117 EISENHOWER DRIVE, SUITE C
SAVANNAH, GEORGIA 31406
(912) 790-1623

DATE: February 13, 2020

RFP NO.: 20-0018-1

GENERAL INFORMATION FOR REQUEST FOR PROPOSALS

This is an invitation to submit a proposal to supply Chatham County with services as indicated herein. Sealed proposals will be received at the Office of the Purchasing Director, **1117 EISENHOWER DRIVE, SUITE C, and SAVANNAH, GEORGIA** up to **April 2, 2020 5:00pm EST**. The Purchasing Director reserves the right to reject any and all proposals and to waive formalities.

Instructions for preparation and submission of a qualification proposal are contained in the Request for Proposal package. Please note that specific forms for submission of a proposal are required. Proposals must be typed or printed in ink.

There will be no pre-proposal conference for this RFP. Proposers shall use the question and answer period for all RFP related questions.

Any changes to the conditions and specifications must be in the form of a written addendum to be valid; therefore, the Purchasing Director will issue a written addendum to document approved changes.

Chatham County has an equal opportunity procurement policy. Chatham County seeks to ensure that all segments of the business community have access to providing services needed by County programs. The County affirmatively works to encourage utilization of disadvantaged and minority business enterprises in our procurement activities. The County provides equal opportunity for all businesses and does not discriminate against any persons or businesses regardless of race, color, religion, age, sex, national origin or handicap. The County expects its contractors to make maximum feasible use of minority businesses and qualified minority

employees. The terms "disadvantaged business", "minority business enterprise", and "minority person" are more specifically defined and explained in the Chatham County Purchasing Ordinance.

All firms requesting to do business with Chatham County **must register** on-line at <http://purchasing.chathamcounty.org>. The County's Purchasing Division is interested in fostering participation by all qualified businesspersons offering commodities and services. For additional information please contact Purchasing and Contracting at 912-790-1620.

SECTION I

INSTRUCTIONS TO PROPOSERS

1.1 **PURPOSE:** The purpose of this document is to provide general and specific information for use in submitting a qualification proposal to supply Chatham County with services as described herein. All proposals are governed by the Code of Chatham County, Chapter 4, Article IV, and the laws of the State of Georgia.

1.2 **HOW TO PREPARE PROPOSALS: All proposals shall be:**

A. Typewritten or completed with pen and ink, signed by the business owner or authorized representative, with all erasures or corrections initialed and dated by the official signing the proposal. ALL SIGNATURE SPACES MUST BE SIGNED.

Proposers are encouraged to review carefully all provisions and attachments of this document prior to submission. Each proposal constitutes an offer and may not be withdrawn except as provided herein.

1.3 **HOW TO SUBMIT PROPOSALS: All proposals shall be:**

A. Submitted in sealed opaque envelopes, plainly marked with the proposal number and title, date and time for submission, and company name.

B. Mailed or delivered as follows in sufficient time to ensure receipt by the Purchasing Director on or before the time and date specified above.

a. **Mailing Address: Purchasing Director, 1117 Eisenhower Drive, Suite C, Savannah, Georgia 31406.**

- b. **Hand Delivery: Purchasing Director, 1117 Eisenhower Drive, Suite C, Savannah, Georgia.**

PROPOSALS NOT RECEIVED BY THE TIME AND DATE SPECIFIED WILL NOT BE OPENED OR CONSIDERED.

1.4 HOW TO SUBMIT AN OBJECTION: Objections from Offerers to this Request for Proposals and/or these specifications should be brought to the attention of the County Purchasing Director in the following manner:

- A. When a pre-proposal conference is scheduled, the Proposer may object in writing any time prior to or at the pre-proposal conference.
- B. When a pre-proposal conference is not scheduled, the Proposer shall object in writing not less than five (5) days prior to the Date for submission.
- C. The objections contemplated must pertain both to form and substance of the Request for Proposal documents. Failure to object in accordance with the above procedure will constitute a waiver on the part of the business to protest this Request for Proposal.

1.5 ERRORS IN PROPOSALS: Proposers or their authorized representatives are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting proposals. Failure to do so will be at the Proposer's own risk.

1.6 STANDARDS FOR ACCEPTANCE OF PROPOSERS FOR CONTRACT AWARD: The County reserves the right to reject any or all Proposals and to waive any irregularities or technicalities in Proposals received whenever such rejection or waiver is in the best interest of the County. The County reserves the right to reject the Offer of a Proposer who has previously failed to perform properly or complete on time contracts of a similar nature, whom investigation shows is not in a position to perform the contract.

1.7 PROPOSER: Whenever the term "Proposer" is used it shall encompass the "person", "business", "firm", or other party submitting a proposal to Chatham County in such capacity before a contract has been entered into between such party and the County.

1.8 COMPLIANCE WITH LAWS: The Proposer shall obtain and maintain all licenses, permits, liability insurance, workman's compensation insurance and comply with any and all other standards or regulations required by Federal, State or County statute, ordinances and rules during the performance of any contract between the Proposer and the County.

Any such requirement specifically set forth in any contract document between the Proposer and the County shall be supplementary to this section and not in substitution thereof.

- 1.9 CONTRACTOR:** Contractor or subcontractor means any person, firm, or business having a contract with Chatham County. The Contractor of goods, material, equipment or services certifies that the firm will follow equal employment opportunity practices in connection with the awarded contract as more fully specified in the contract documents.
- 1.10 LOCAL PREFERENCE:** The Contractor agrees to follow the local preference guidelines as specified in the contract documents, which state “The CONTRACTOR hereby agrees, as part of the consideration to Chatham County for making this Contract, that the CONTRACTOR in the carrying out of this contract will give the citizens of Chatham County preference for employment to perform all labor required by this contract; that the rate of wages to be paid shall not be less than legally required; and that in the purchase of materials to be used in the Work of the Project, preference shall be given to sources from within Chatham County to the maximum extent possible. The CONTRACTOR will cause the forgoing provisions to be inserted in all subcontracts so that provisions will be binding upon each subcontractor.”
- 1.11 DEBARRED FIRMS AND PENDING LITIGATION:** Any potential proposer/firm listed on the Federal or State of Georgia Excluded Parties Listing (Barred from doing business) **will not** be considered for contract award. It is the proposer’s responsibility to notify the County if they become debarred during the RFP process. Proposers **shall disclose** any record of pending criminal violations (Indictment) and/or convictions, pending lawsuits, etc., and any actions that may be a conflict of interest occurring within the past five (5) years. Any proposer/firm previously defaulting or terminating a contract with the County will not be considered. Successful proposers with whom the County enters into a contract with for goods or services will notify the County if they become debarred during the course of the contract.

** All bidders or proposers are to read and complete the Disclosure of Responsibility Statement enclosed as an Attachment to be returned with response. Failure to do so may result in your solicitation response being rejected as non-responsive.

Bidder acknowledges that in performing contract work for the Board, bidder shall not utilize any firms that have been a party to any of the above actions. If bidder has engaged any firm to work on this contract or project that is later debarred, Bidder shall sever its relationship with that firm with respect to Board contract.

- 1.12 **PERFORMANCE EVALUATION:** On April 11, 2008, the Chatham County Board of Commissioners approved a change to the County Purchasing Ordinance requiring Contractor/Consultant Performance Evaluations, as a minimum, annually, prior to contract anniversary date.

Should Contractor/Consultant performance be unsatisfactory, the appointed County Project Manager for the contract may prepare a Contractor/Consultant Complaint Form or a Performance Evaluation to the County Purchasing Director.

SECTION II

PROPOSAL CONDITIONS

- 2.1 **SPECIFICATIONS:** Any obvious error or omission in specifications shall not inure to the benefit of the bidder but shall put the Proposer on notice to inquire of or identify the same to the County.
- 2.2 **MULTIPLE PROPOSALS:** No Proposer will be allowed to submit more than one offer. Any alternate proposals must be brought to the Purchasing Director's attention writing at least five (5) days preceding the date for submission of proposals.
- 2.3 **OFFERS TO BE FIRM:** The Proposer warrants that terms and conditions quoted in his offer will be firm for acceptance for a period of two years from bid date submitted, unless otherwise stated in the proposal. When requested to provide a fee proposal, fees quoted must also be firm for a two-year period.
- 2.4 **COMPLETENESS:** All information required by the Request for Proposals must be completed and submitted to constitute a proper proposal.
- 2.5 **LIABILITY PROVISIONS:** Where Proposers are required to enter or go into Chatham County property to take measurements or gather other information in order to prepare the proposal as requested by the County, the Proposer shall be liable for any injury, damage or loss occasioned by negligence of the Proposer, his agent, or any person the Proposer has designated to prepare the Offer and shall indemnify and hold harmless Chatham County from any liability arising therefrom. The contract document specifies the liability provisions required of the successful Proposer in order to be awarded a contract with Chatham County.

2.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION: By submission of this Offer, the Proposer certifies, and in the case of a joint offer each party thereto certifies as to its own organization, that in connection with this procurement:

- (1) The prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other competitor;
- (2) Unless otherwise required by law, the prices which have been quoted in this offer have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening, directly or indirectly to any other competitor; and
- (3) No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not submit an offer for the purpose of restricting competition.

2.7 AWARD OF CONTRACT: The contract, if awarded, will be awarded to that responsible Proposer whose proposal will be most advantageous to Chatham County, price and other factors considered. The Board of Commissioners will make the determination as to which proposal best serves the interest of Chatham County.

2.8 PROCUREMENT PROTESTS: Objections and protests to any portion of the procurement process or actions of the County staff may be filed with the Purchasing Director for review and resolution. The Chatham County Purchasing Ordinance – Part 9 – Vendor Disputes shall govern the review and resolution of all protests.

2.9 QUALIFICATION OF BUSINESS (RESPONSIBLE PROPOSER): A responsible Proposer is defined as one who meets, or by the date of the acceptance can meet, all requirements for licensing, insurance, and service contained within this Request for Proposals. Chatham County has the right to require any or all Proposers to submit documentation of the ability to perform the service requested.

Chatham County has the right to disqualify the proposal of any Proposer as being unresponsive or irresponsible whenever such Proposer cannot document the ability to deliver the requested service.

2.10 COUNTY TAX CERTIFICATE REQUIREMENT: A current Chatham County or municipal business license (within the State of Georgia) is required unless otherwise specified. A firm need not have a Chatham County Business License prior to submitting

a proposal. However, a license must be obtained by the successful vendor prior to award of contract.

Please contact the Chatham County Department of Building Safety and Regulatory Services at (912) 201-4300 for additional information.

NOTE: No contract shall be awarded unless all real and personal property taxes have been paid by the successful contractor and/or subcontractors as adopted by the Board of Commissioners on April 8, 1994.

- 2.11 INSURANCE PROVISIONS, GENERAL:** The selected CONTRACTOR shall be required to procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the Bid.

It is every Contractor's responsibility to provide the County Purchasing and Contracting Division current and up-to-date Certificates of Insurance and Declaration Sheets for multiple year contracts before the end of each term. Failure to do so may be cause for termination of contract.

2.11.1 General Information that shall appear on a Certificate of Insurance:

- I. Name of the Producer (Contractor's insurance Broker/Agent).
- II. Companies affording coverage (there may be several).
- III. Name and Address of the Insured (this should be the Company or Parent of the firm Chatham County is contracting with).
- IV. Summary of all current insurance for the insured (includes effective dates of coverage).
- V. A brief description of the operations to be performed, the specific job to be performed, or contract number.
- VI. Certificate Holder (This is to always include Chatham County).

Chatham County as an "Additional Insured": Chatham County invokes the defense of "sovereign immunity." In order not to jeopardize the use of this defense, the County **is not** to be included as an "Additional Insured" on insurance contracts.

2.11.2 Minimum Limits of Insurance to be maintained for the duration of the contract:

- A. **Commercial General Liability:** Provides protection against bodily injury and property damage claims arising from operations of a Contractor or Tenant. This policy coverage includes: premises and operations, use of independent contractors, products/completed operations, personal injury, contractual, broad form property damage, and underground, explosion and collapse hazards. Minimum limits: \$1,000,000 bodily injury and property damage per occurrence and annual aggregate.
- B. **Worker's Compensation and Employer's Liability:** Provides statutory protection against bodily injury, sickness or disease sustained by employees of the Contractor while performing within the scope of their duties. Employer's Liability coverage is usually included in Worker's Compensation policies, and insures common law claims of injured employees made in lieu of or in addition to a Worker's Compensation claim. Minimum limits: \$500,000 for each accident, disease policy limit, each employee and Statutory Worker's Compensation limit.
- C. **Business Automobile Liability:** Coverage insures against liability claims arising out of the Contractor's use of automobiles. Minimum limit: \$1,000,000 combined single limit per accident for bodily injury and property damage. Coverage should be written on an "Any Auto" basis.

2.11.3 Special Requirements:

- A. **Claims-Made Coverage:** The limits of liability shall remain the same as the occurrence basis, however, the Retroactive date shall be prior to the coincident with the date of any contract, and the Certificate of Insurance shall state the coverage is claims-made. The Retroactive date shall also be specifically stated on the Certificate of Insurance.
- B. **Extended Reporting Periods:** The Contractor shall provide the County with a notice of the election to initiate any Supplemental Extended Reporting Period and the reason(s) for invoking this option.
- C. **Reporting Provisions:** Any failure to comply with reporting provisions of the policies shall not affect coverage provided in relation to this request.
- D. **Cancellation:** Each insurance policy that applies to this request shall be

endorsed to state that it shall not be suspended, voided, or canceled, except after thirty (30) days prior to written notice by certified mail, return receipt requested, has been given to the County.

- E. **Proof of Insurance:** Chatham County shall be furnished with certificates of insurance and with original endorsements affecting coverage required by this request. The certificates and endorsements are to be signed by a person authorized by the insurer to bind coverage on its behalf. All certificates of insurance are to be submitted prior to, and approved by, the County before services are rendered. The Contractor must ensure Certificate of Insurance are updated for the entire term of the County.

- F. **Insurer Acceptability:** Insurance is to be placed with an insurer having an A.M. Best's rating of A and a five (5) year average financial rating of not less than V. If an insurer does not qualify for averaging on a five year basis, the current total Best's rating will be used to evaluate insurer acceptability.

- G. **Lapse in Coverage:** A lapse in coverage shall constitute grounds for contract termination by the Chatham County Board of Commissioners.

- H. **Deductibles and Self-Insured Retention:** Any deductibles or self-insured retention must be declared to, and approved by, the County. At the option of the County, either: the insurer shall reduce or eliminate such deductibles or self-insured retention as related to the County, its officials, officers, employees, and volunteers; or the Contractor shall procure a bond guaranteeing payment of related suits, losses, claims, and related investigation, claim administration and defense expenses.

2.11.4 Additional Coverage for Specific Procurement Projects:

Professional Liability: Insure errors or omission on behalf of architects, engineers, attorneys, medical professionals, and consultants.

Minimum Limits: \$1 million per claim/occurrence.

Coverage Requirement: If “claims-made,” retroactive date must precede or coincide with the contract effective date or the date of the Notice to Proceed. The professional must state if “tail” coverage has been purchased and the duration of the coverage.

2.12 INDEMNIFICATION: The PROPOSER agrees to protect, defend, indemnify, and hold harmless Chatham County, Georgia, its commissioners, officers, agents, and employees from and against any and all liability, damages, claims, suits, liens, and judgments, of whatever nature, including claims for contribution and/or indemnification, for injuries to or death of any person or persons, or damage to the property or other rights of any person or persons caused by the PROPOSER or its subproposers. The PROPOSER’s obligation to protect, defend, indemnify, and hold harmless, as set forth herein above shall include, but not be limited to, any matter arising out of any actual or alleged infringement of any patent, trademark, copyright, or service mark, or any actual or alleged unfair competition, disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations. PROPOSER further agrees to investigate, handle, respond to, provide defense for, and to protect, defend, indemnify, and hold harmless Chatham County, Georgia, at his sole expense, and agrees to bear all other costs and expenses related thereto, even if such claims, suits, etc., are groundless, false, or fraudulent, including any and all claims or liability for compensation under the Worker's Compensation Act arising out of injuries sustained by any employee of the PROPOSER or his subcontractors or anyone directly or indirectly employed by any of them.

The PROPOSER’s obligation to indemnify Chatham County under this Section shall not be limited in any way by the agreed-upon contract price, or to the scope and amount of coverage provided by any insurance maintained by the PROPOSER.

2.13 COMPLIANCE WITH SPECIFICATION - TERMS AND CONDITIONS: The Request for Proposals, Legal Advertisement, General Conditions and Instructions to Proposers, Specifications, Special Conditions, Proposers Offer, Addendum, and/or any other pertinent documents form a part of the Offeror's proposal and by reference are made a part hereof.

2.14 SIGNED RESPONSE CONSIDERED AN OFFER: The signed Response shall be considered an offer on the part of the Proposer, which offer shall be deemed accepted upon approval by the Chatham County Board of Commissioners, Purchasing Director or his designee. In case of a default on the part of the Proponent after such acceptance, Chatham

County may take such action as it deems appropriate, including legal action for damages or lack of required performance.

2.15 NOTICE TO PROCEED: The successful proposer shall not commence work under this Request for Proposal until a written contract is awarded and a Notice to Proceed is issued by the Purchasing Director or his designee. If the successful Proposer does commence any work or deliver items prior to receiving official notification, he does so at his own risk.

2.16 PAYMENT TO CONTRACTORS: Instructions for invoicing the County for service delivered to the County are specified in the contract document.

A. Questions regarding payment may be directed to the Finance Department at (912) 652-7905 or the County's Project Manager as specified in the contract documents.

B. Contractors will be paid the agreed upon compensation upon satisfactory progress or completion of the work as more fully described in the contract document.

C. Upon completion of the work, the Contractor will provide the County with an affidavit certifying all suppliers, persons or businesses employed by the Contractor for the work performed for the County have been paid in full.

D. Chatham County is a tax exempt entity. Every contractor, vendor, business or person under contract with Chatham County is required by Georgia law to pay State sales or use taxes for products purchased in Georgia or transported into Georgia and sold to Chatham County by contract. Please consult the State of Georgia, Department of Revenue, Sales and Use Tax Unit in Atlanta (404) 656-4065 for additional information.

2.17 LICENSES, PERMITS, AND TAXES: The price or prices for the service shall include full compensation for all fees that the proponent is or may be required to pay. Chatham County is Tax Exempt. A Tax Exemption Certificate will be provided by the Purchasing & Contracting Office upon request (912) 790-1623.

2.18 MINORITY – WOMEN BUSINESS ENTERPRISE PARTICIPATION: It is the desire of the County Board of Commissioners to increase the participation of minority (MBE) and women-owned (WBE) business in its contracting and procurement programs. The County is committed to a policy of equitable participation for these firms by setting goals for each contract. Bidder/proposers are requested to include in their proposals a narrative describing their past accomplishment and intended actions in this area. If bidder/proposers are considering minority or women owned enterprise participation in their proposal, those firms, and their specific duties must be identified in their proposal along with the percentage(s) and dollar amount awarded to the M/WBE firm. Proposers may also

provide demographic information regarding their employees to show their commitment to equal opportunity. If a bidder/proposer is considered for award, he/she will be asked to meet with the County Staff so that the intended MBE/WBE participation goals can be formalized and included in the subsequent contact.

If the awarded contractor/vendor is claiming minority status, the contractor/vendor shall apply for certification by Chatham County, Georgia to the Office of Minority Business Coordinator. The Minority Business Coordinator will provide documentation of application status once approved or disapproved by Chatham County. Certification by any other government entity is acceptable if current copy of the certification is provided with this solicitation. For additional information concerning Chatham County's M/WBE Coordinator, please contact Connell Heyward, at (912) 652-7828 or cheyward@chathamcounty.org.

The undersigned proposer certifies that he/she has carefully read the preceding list of instructions and all other data applicable hereto and made a part of this invitation; and, further certifies that the prices shown in his/her proposal are in accordance with all documents contained in this Request for Proposals package, and that any exception taken thereto may disqualify his/her proposal.

This is to certify that I, the undersigned Proposer, have read the instructions to Proposer and agree to be bound by the provisions of the same.

This _____ day of _____, 2020.

BY

SIGNATURE

DATE

COMPANY

TITLE

TELEPHONE NUMBER

REQUEST FOR PROPOSALS

GENERAL CONDITIONS

SECTION III

DESCRIPTION AND OBJECTIVES

This Request for Proposal (RFP) seeks a qualified provider to design, configure, train, implement, and maintain a fully-functional, turn-key, scalable, integrated, Commercial Off the Shelf (COTS), Computer Aided Dispatch/Police and Fire/EMS Records Management System/Business Intelligence System (CAD/RMS) in accordance with the terms and conditions of this RFP.

The RFP includes both a Law Enforcement RMS (LRMS) and Fire/EMS (FRMS). The County understands not every CAD/RMS company has an integrated FRMS solution and may not have a partnership agreement with an FRMS company. Proposers have three options:

1. Provide the entire solution CAD/LRMS/FRMS and act as the System Integrator(SI) for all proposed systems. CAD/RMS company and FRMS company partnerships are allowed
2. Respond with only a CAD/LRMS solution and not provide an FRMS solution
3. FRMS companies may respond to the RFP for just the Fire/EMS RMS solution

Proposers must clearly articulate in their cover letter which option they have selected.

Proposers responding to only the FRMS must follow the same exact proposer instructions and must complete the sections identified for the FRMS proposal.

Chatham County identified the need to upgrade their Public Safety information systems, technologies and applications using an integrated approach to better support the operations of its public Safety agencies including:

- Chatham County Communications Services
- Chatham Emergency Services - EMS
- Chatham Emergency Services - Fire
- Chatham County Police
- Chatham County Sheriff
- Chatham County Board of Education (BOE) Campus Police
- Bloomingdale Police
- Bloomingdale Fire
- Garden City Police

- Garden City Fire
- Isle of Hope Fire
- Savannah Police
- Savannah Fire
- Pooler Police
- Pooler Fire
- Port Wentworth Police
- Port Wentworth Fire
- Thunderbolt Police
- Thunderbolt Fire
- Tybee Police
- Tybee Fire
- Vernonburg Fire (served by Chatham Emergency Services)
- Vernonburg Police (served by Chatham County Police)

Chatham County is seeking a hardware/software solution that addresses their strategic vision, goals and objectives, and requirements articulated in this RFP. Proposers may respond with a hosted, on-premise and hybrid solution. The County is open to all options. If responding with more than one solution, each solution requires a separate Cost Proposal.

Responding Proposers are required to have:

- Experience in the Public Safety CAD/RMS industry for a minimum of five (5) years
- A proven integrated CAD/RMS solution that is successfully employed by Public Safety jurisdictions of similar size or larger than Chatham County
- Highly-experienced Project Manager, Subject Matter Experts, and Technicians supporting the implementation of all equipment, software, wiring, interfaces and training of personnel
- Proven positive relationships with current customers. Chatham County wants to establish a relationship with a partner going forward

3.1 ACCEPTANCE AND EVALUATION OF PROPOSALS: All technical requirements, unless otherwise specified, must be met by the proponent or such proposal will be disqualified as being non-responsive. Proposals that are deemed to be incomplete as to substance and content will be considered non-responsive. A shortlist of qualified firms will be developed and ranked.

The evaluation committee will make the selection of the firm which it believes is best qualified to provide the software, cost proposal and other qualitative factors considered. It

is emphasized that the firm which offers the lowest cost proposal will not necessarily be the firm selected. The selection will be made of that firm which provided the best proposal. “Best” is defined as the best combination of qualitative factors and cost proposal.

An evaluation committee will review all proposals received by the due date and time as part of a documented evaluation process. The committee will evaluate proposals according to but not limited to the following criteria:

- Responses to functional requirements.
- Cost and quality of the proposed software solution, training, and implementation services plan. Cost and quality of the proposed ongoing system maintenance/support services.
- Experience, demonstrated performance and financial viability of the software firm, including experience with County and local government.
- Compatibility with County’s technical architecture, standards, and strategy and responses to technical requirements.
- Minority and Woman Owned Business Participation
- Acceptance of and exceptions to the terms and conditions preferred by the County.
- Quality, clarity and responsiveness of the proposal in conformance with instructions.

The Evaluation Committee reserves the right to determine the suitability of proposals on the basis of all of these criteria.

RFP Scoring Categories

Functionality & Features	25 points
Technical/IT	21 points
Company	9 points
Project Management	8 points
References	5 points
MWBE	15 points
<u>Cost</u>	<u>17 points</u>

Sub-total

100 points

Phase 1 – Evaluation and Scoring

The criteria used as a guideline in the evaluation will include, but not be limited to, the following:

Functionality & Features (25 Points)

- All applications and proposed system functionality, features and capabilities that have a relationship to public safety operations

Technical/IT Proposal Content (21 Points)

- Technical design, specifications and architecture
- System resilience, dependability and performance
- Failover and redundancy
- Back-up process
- Data conversion/legacy data
- Interfaces
- Other technical areas

Company Information (9 Points)

- The CAD/RMS Evaluation Committee will evaluate Proposer Company stability and commitment to its product line via responses to the company profile requirements. This evaluation process will also include the Proposer's project understanding, where in the Proposer shall summarize their understanding of the purpose, scope and objectives for this project.

Project Management and Implementation Plan Proposal Content (8 Points)

- Project Plan
- Migration/Cutover Plan
- Knowledge, skills and abilities of proposed staff
- Training Plan
- Maintenance, service and technical support
- Other areas

Company References (5 Points)

- Respondents shall provide Chatham County reference contact information. Chatham County may also contact other personnel at reference agencies including:
 - Executive management
 - Project management
 - IT
 - Public Safety Answering Point/Emergency Communications Center
 - Law Enforcement
 - Fire/EMS
 - Records Management
 - Criminal Investigation Division
 - Patrol
 - Crime Analysis
 - Other areas

MWBE Participation (15 points)

MWBE narrative instructions:

- Disadvantaged Firm Involvement.
- Commitment in the level of local MWBE firms, subcontractors, consultants and employees.
- Approach to meeting and exceeding the MWBE requirements.
- History of Minority-owned, Women-owned business utilization.
- Narrative describing past accomplishment in this area.
- Proposers may also provide their company's employee demographic information regarding their company's commitment to equal opportunity.

Cost Proposal (17 Points)

- Clarity of Price Proposal information
- Core system
- Options
- Initial and annual recurring
- Hardware
- Software
- Other
- Support/maintenance and warranty
- Extended contract

Based on the ranking in Phase I, no more than three Proposers will be selected for the Phase II Scripted Demonstration process.

Phase II – Scripted Demonstration Process

Phase II participants will be notified and provided adequate time to prepare for their scripted demonstration and presentations. All Proposers selected for Phase II will have the same amount of time to prepare. All Proposers will be provided the same information including:

- Schedule and agenda
- Scripted scenarios
- Chatham County data that will be used in the scenarios:
 - Unit/apparatus numbers
 - CAD dispatch, status and disposition codes
 - Public safety response areas and configurations
 - CAD Fire/EMS Station Ordering
 - GIS data for the base map
 - LRMS statutes and IBR data needed for the scenario
 - FRMS data for Fire/EMS reports

Company Demonstrations: - Five-day scripted demonstration

Demonstration Guidelines: The Phase II demonstration process may take five business days to complete. A precise schedule and agenda will be presented to the selected participants. The following is preliminary information only:

- Participants will be expected to utilize sample Chatham County public safety data for the demonstration
- Participants shall demonstrate the system they proposed in their RFP response
- Participants shall advise Chatham County if there is any difference between the proposed system and what is being demonstrated
- The order of the company demonstrations will be selected at random and/or depending upon company availability
- Each company will be provided with a detailed list of scripted scenarios that will be used in the demonstration process
 - Day 1
 - Brief presentation about the company
 - A-Z overview of proposed CAD/RMS system
 - NG9-1-1 capabilities and roadmap
 - Q & A
 - Day 2
 - CAD/Mobile/Mapping
 - 9-1-1 call taking through dispatch scenarios
 - Multi-agency scenarios
 - Law Enforcement scenarios
 - Q & A
 - Day 3
 - CAD/Mobile/Mapping
 - Fire/Rescue scenarios
 - EMS scenarios
 - MCI/Disaster scenarios
 - Q & A
 - Day 4 - RMS
 - Law Enforcement RMS
 - Fire RMS
 - EMS RMS
 - Day 5
 - Technical/IT presentation
 - Infrastructure, specifications, reliability, back-up process and redundancy
 - Interfaces
 - Data conversion, legacy data solution

- GIS presentation
- Business Intelligence demonstration and presentation
- Final Q & A

Best and Final Offer

Chatham County may choose to provide the selected Phase II companies a Best and Final Offer (BAFO) time period. There is no mandatory requirement that a company must respond to the BAFO. A company may choose to not respond with an updated offer. If a company does not respond to a BAFO opportunity, the original Phase I Cost Proposal score will be utilized in the final calculation.

Final Scoring and Ranking

The Functionality & Features, Technical/IT and Pricing/BAFO categories will be re-scored utilizing the information learned in Phase II.

A final scoring process will be completed resulting in a final ranking. The most qualified individual or firm will be recommended by the RFP Evaluation Committee based on the overall strength of each proposal.

Chatham County will notify the #1 ranked Proposer and begin contract negotiations. If contract negotiations fail with the #1 ranked Proposer, the County reserves the right to negotiate with the #2 ranked Proposer. All Proposers will be notified of the final scores and ranking once a final contract has been approved.

3.3 PROPOSAL DEADLINE: The response to this ‘Request for Proposal’ must be received by the Purchasing Department no later than **April 2, 2020 (Thursday) at 5:00pm EST.** Any proposal received after the time stipulated may be rejected and returned unopened to the proponent. It is emphasized that late proposals may be rejected.

For good and sufficient reason, up to 24 hours before the advertised deadline, the County may extend the response schedule. An addendum will be issued setting forth the new date and time.

RFP Release Date	February 13, 2020
Question and Answer Period	February 14, to March 20, 2020 5:00pm EST
RFP Closing Date	April 2, 2020
Phase I - Evaluation and Scoring of Proposals	April 6 – May 15, 2020
Phase 1 Ranking	May 16, 2020
Phase 2 Notification to Selected Proposers	May 17, 2020
Preparation for Phase 2 Scripted Demonstration and Presentations	May 17 – June 12, 2020
Phase 2 Proposer Demonstrations	June 15 – July 10, 2020
Phase 2 – Evaluation and Scoring/Final Ranking	July 13 – 17, 2020
Contract negotiations	TBD
Final contract approval	TBD

- 3.4 **WITHDRAWAL OF PROPOSAL:** Any proposal submitted before the deadline may be withdrawn by written request received by the County before the time fixed for receipt of proposals. Withdrawal of any proposal will not prejudice the right of a proponent to submit a new or amended proposal as long as Chatham County receives it by the deadline as provided herein.
- 3.5 **CONFIDENTIALITY OF DOCUMENTS:** Upon receipt of a proposal by the County, the proposal shall become the property of the County without compensation to the proponent, for disposition or usage by the County at its discretion (except for as provided by Georgia law for proprietary information). The details of the proposal documents will remain confidential until final award or rejection of proposals and/or protected under the restraints of law. Only final points and ranking of proposals will be openly disclosed prior to approval by the Board of Commissioners. Proponent shall have no contact with any Department Representative or Evaluation Committee Member during and after the evaluation process. Any information contained in the proposal that is considered by the Proponent as “proprietary” to remain confidential shall be clearly identified and justified.
- 3.6 **CONE OF SILENCE:** Lobbying of Procurement Evaluation Committee members, County Government employees, and elected officials regarding this product or service solicitation, Invitation to Bid (ITB) or Request for Proposal (RFP) or contract by any member of a proposer’s staff, or those people employed by any legal entity affiliated with an organization that is responding to the solicitation is strictly prohibited. Negative campaigning through the mass media about the current service delivery is strictly prohibited. Such actions may cause your proposal to be rejected.

- 3.7 FORMAT OF RESPONSES:** To be considered, each Proposer must submit a complete response to the Request for Proposal. The format provided in this Section is not negotiable. Proposers may request a *Word* and *Excel* version of the documents.

To assure a uniform review process and obtain the maximum degree of comparability, each proposal shall be completed using the exact same RFP format (e.g., Section, chapter and question/criteria number/sub-number). Each new section and chapter should have its own unique tab.

There is no page limitation. Proposer's are encouraged to provide detailed information including graphics, screen shots and pictures to assist the Evaluation Committee and Project Team understand the information in the proposal.

Response Structure

1. The cover letter shall include:
 - a. Brief summary demonstrating an understanding of the project
 - b. The type of proposal being submitted
 - i. The entire solution CAD/LRMS/FRMS and act as the System Integrator (SI) for all proposed systems. CAD/RMS company and FRMS company partnerships are allowed
 - ii. Response for only the CAD/LRMS solution and will not provide an FRMS solution
 - iii. Response for just the Fire/EMS RMS solution
 - c. The name and address of the proposing organization including physical and mailing addresses of the company's main office
 - d. Name, address, phone number, e-mail address and title of the RFP process contact person
 - e. Name, address, phone number, e-mail address of the company executive signing the cover letter
2. The Table of Contents should identify the material by section, the beginning page number of each section, and any appendices
3. MWBE narrative response
4. The response shall follow the exact same sequence as the RFP (e.g., Chapter 1, Chapter 2, etc.)
5. Each section and chapter shall have a separate tab
6. Each chapter response shall include the exact same numbering sequence
7. Each question shall be answered. Proposers may copy and paste from previous answers if applicable and/or reference a response to a different question/response

8. The Cost Proposal must be submitted separate from the proposal using the Cost Proposal Form and all relevant information. Refer to the instructions on the Cost Proposal form
9. The Functional and Technical Matrix response should be the last tab of the proposal.
 - a. The Functionality and Technical Worksheet (attachment) lists common COTS system functionality and features. The worksheet will assist the County as a checklist during the evaluation process. The County is seeking a total COTS solution therefore the worksheet is not intended to be minimum mandatory requirements. It is also known that the proposed CAD/RMS/BI systems will have functionality and features not listed in the worksheet. Proposers must accurately complete each Functional Criteria worksheet that accompanies this RFP.
 - b. Response Codes - Include one of the following Response Codes for each listed requirement in the column captioned RC – (Proposer Response Code) for each system’s corresponding Functionality Worksheet. An omitted response will be scored as an “NA” response. Any deviation from the response codes will be interpreted at the discretion of the County
 - **"EF"** - Existing Functionality: Item will be met by proposed existing software that is installed and operational at other sites. An “EF” response to any item signifies that the proposed system provides the actual capability to meet the criteria as a Core feature, and without extensive user intervention. Indirect or implied solutions to meet the criteria shall not be coded “EF”
 - **"UD"** - Under Development: Item will be met by software that is currently under development, in beta test, or not yet released. Provide target date for future release
 - **"TP"** - Third Party: Item will be provided through a third-party solution partner, utilizing a solution or interface that has been implemented successfully elsewhere. As the Public Safety System Integrator Prime, identify all Partnerships for the systems that are not a Core integrated product. The response shall include a detailed description of Partnerships with supporting information detailing contacts and references for projects that are similar in nature and size
 - **"OT"** – Other. Does not meet any of the above definitions and is not N/A. Requires explanation
 - **"NA"** - Not Available: Requirement cannot be provided

Fire/EMS RMS Only Response Instruction

Proposers responding only for the Fire and EMS RMS are shall follow the overall RFP instructions. Regarding the proposed FRMS solution, Proposers shall answer all relevant questions in the following sections:

Chapter 1 – Company information

Chapter 2 – Public Safety Industry, Security and Standards

2.2 Affiliation with Public Safety Industry Organizations

2.9 State of Georgia Standards

2.10 Proposer Personnel Security Standards

2.14 HIPAA Compliance

2.15 Proposer Maintenance of New Standards

2.16 Cyber Security Standards

2.17 Mobile 9-1-1/Safety Applications

Chapter 6 – Comprehensive Mobile/AVL

- Provide information concerning the MDC application.

Chapter 8 –Fire and/or EMS Records Management

- Provide detailed information regarding the proposed FRMS solution regarding Fire/EMS operations.
- Information specific to Fire/Rescue.
- Information specific to EMS.
- Provide information regarding the ability to interface the proposed FRMS to Commercial Off the Shelf (COTS) CAD/Mobile systems. Include all relevant functionality.

Chapter 11 – Project Management Plan

- Provide information how the FRMS company will work with the selected CAD/LRMS company.

Chapter 12 – Training Plan

Chapter 13 – Migration & Acceptance Test Plan

Chapter 14 – Technical Requirements

Chapter 15 – Data Conversion/Data Warehouse Plan

Chapter 17 – Interfaces

- Provide information concerning interface capabilities to other systems.

Chapter 18 – Software Licensing & Paid Services

Chapter 19 – Software Warranty and Maintenance

Chapter 20 – Proposer Product Service and Support

Chapter 21 – Roadmap/Enhancements

Chapter 22 – Open Section for Additional Information

Functional and Technical Matrix

- Complete all applicable categories

Proposal Submission

- One (1) original and ten (10) hard copies of the proposal without the Cost Proposal
- One (1) original and four (4) hard copies of the Cost Proposal (separate from the main proposal)
- One electronic version (PDF) of the proposal that does not include the Cost Proposal
- One electronic version (PDF) of the Cost Proposal and any relevant attachments

Each proposal must be submitted to:

Chatham County Purchasing Department
Ms. Margaret Joyner, Purchasing Director
1117 Eisenhower Drive - Suite C
Savannah, GA 31406
(912) 790-1623 Email: pjoyner@chathamcounty.org

The County has attempted in to provide as much relevant information about the project as possible to enable firms to structure their offer.

- 3.8 REJECTING PROPOSALS:** The County reserves the right to reject any or all proposals and is not bound to accept any proposal if that proposal is contrary to the best interest of Chatham County. Similarly, the County is not bound to accept the lowest dollar proposal if the offer is not considered in the County's best interest.
- 3.9 COST TO PREPARE RESPONSES:** The County assumes no responsibility or obligation to the respondents and will make no payment for any costs associated with the preparation or submission of the proposal.
- 3.10 INQUIRIES:** Direct any questions related to this RFP to the County Purchasing Director Margaret Joyner and submit all questions in writing. Include the RFP number, page, and paragraph number as a reference to each question. If you choose to mail your questions, do not place the RFP number on the outside of the envelope. DEADLINE FOR ALL QUESTIONS IS March 20, 2020 5:00pm EST. All questions shall be delivered by hand, mail, fax or e-mailed as follows:

Chatham County Purchasing Department
Ms. Margaret Joyner, Purchasing Director
1117 Eisenhower Drive, Suite C
Savannah, GA 31406
(912) 790-1627 (FAX)
Email: pjoyner@chathamcounty.org

THE ONLY OFFICIAL ANSWER OR POSITION OF CHATHAM COUNTY WILL BE THE ONE STATED IN WRITING.

- 3.11 METHOD OF SOURCE SELECTION:** Chatham County is using the Competitive Sealed Proposal method of source selection, as authorized by Part 3 of the Chatham County Purchasing Ordinance for this procurement.

An award, if made, will be made to the responsible offeror whose proposal is most advantageous to Chatham County, taking into consideration price and other factors set forth in this Request for Proposal (RFP). The County will not use any other factors or criteria in the evaluation of the proposals received.

- 3.12 EQUAL EMPLOYMENT OPPORTUNITY:** During the performance of this contract, the COMPANY agrees as follows:

The COMPANY will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, national origin, place of birth, physical handicap, or marital status.

SECTION IV

SPECIAL CONDITIONS

4.1 PENDING LITIGATION: Proposals will not be accepted from any company, firm, person, or party, parent subsidiary, against which Chatham County has an outstanding claim, or a financial dispute relating to prior contract performance. If the County, at any time, discovers such a dispute during any point of evaluation, the proposal will not be considered further.

4.2 EVALUATION FACTORS: Factors such as proponents overall capability, specialized experience, reputation, past performance on similar projects, technical competence, ability to meet program goals, delivery under the contract terms, and cost will be considered in the award recommendation. Commitment in the level of MBE/WBE firms, consultants and employees will also be considered in the evaluation of proposals.

4.3 SELECTION PROCESS: *Proposals will be evaluated initially on the basis of the written document. Thus, the proposal must be complete, concise and clear as to the intent of the respondent.* Further evaluation may include an oral presentation/demonstration will be scheduled after receipt of the written proposal and approval of the shortlist.

4.4 EXCEPTIONS TO THE RFP:

All requested information in this RFP must be supplied with the proposal. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and the written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages or disadvantages to the County as a result of such exceptions. The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

4.5 REQUIRED COUNTY DOCUMENTS:

Proposer shall submit the required County documents in the RFP Response. These forms include:

- Proposal Form
- Functional and Technical Matrix
- Cost Proposal – Separate sealed envelope
- Drug Free Workplace
- Non-Discrimination Statement
- Disclosure of Responsibility Statement
- Contractor Affidavit
- Subcontractor Affidavit
- Debarment Certification
- MWBE Certification
- SAVE Affidavit
- Lobbying Affidavit
- Evidence the proposer will provide payment and performance bonds
- Information Technology Vendor Policy
- Software of a Service Agreement

- 4.6 **CONTRACT:** The successful respondent will be expected to execute a contract within 30 days of notice of award.
- 4.7 **ASSIGNMENT:** The PROPOSER shall not assign or transfer any interest of the contract without prior written consent of the County.
- 4.8 **PAYMENT AND PERFORMANCE BONDS:** County will require payment and performance bonds or other forms of surety satisfactory, which will cover the life of the project. The County Attorney will provide approval of the payment and performance bond.

SECTION V

TECHNICAL SPECIFICATIONS

5.1 **BACKGROUND AND OBJECTIVES:**

Chatham County Strategic Objectives

The CAD/RMS Project is designed to replace the various CAD/RMS software suites used by Chatham County Public Safety Departments. Chatham County is seeking a modern Commercial Off the Shelf (COTS) system to replace the existing CAD and RMS systems. County objectives of the CAD/RMS Project include:

- Commercial Off the Shelf (COTS) integrated solution for Chatham County Public Safety departments that are end users of the CAD/RMS
- Cost effective solution that will provide the best Return on Investment (ROI)
- System Integrator ownership for all solutions (e.g., a single help desk number for support and services for all proposed applications)

The project will provide the foundational platform to meet or exceed widely accepted, contemporary public safety administrative, operational, and technical objectives, including:

- Operate at Maximum Operational Effectiveness and Time Efficiency
- Improved safety for Public Safety personnel and citizens
- Improve the quality of 9-1-1/Communications, Fire, EMS, Law Enforcement & Emergency Management work products
- Improve Response Times/Performance Metrics
- Provide objective, accurate, timely, relevant and precise information for actionable decision making
- Analyze and improve the deployment of personnel and resources
- Enhance employee productivity and capabilities
- Improved ability to make data driven decisions
- Improve information management
- Identify crime and workload trends and patterns
- Capable of valid and reliable analytics, statistical analysis, and data mining
- Improve internal and external customer satisfaction
- Measure the effectiveness of strategies and tactics in a timelier manner
- Eliminate redundant and repetitive action
- Enhance personnel and equipment request justification
- Provide a dependable, reliable and high-performing CAD/RMS system for public safety consistent with applicable public safety industry technical standards
- Improve information management
- Improve internal and external customer satisfaction
- Improve internal and external operational and administrative communication
- Measure the effectiveness of strategies and tactics in a timelier manner
- Analyze and improve the deployment of personnel and resources
- Enhance employee productivity and capabilities
- Reduce redundant and repetitive action
- Provide a dependable, reliable and high-performing CAD/RMS system for public safety consistent with applicable public safety industry technical standards

Proposers shall provide information explaining how the proposed solution will meet or exceed the above goals and objectives. Additionally, it is the desire of Chatham County to leverage the experience and expertise of the CAD/RMS industry and is open to any recommendations and/or options that could improve Public Safety services in a cost-effective manner.

5.2 CURRENT USERS:

- Chatham County Communications Services
- Chatham County Emergency Services - EMS
- Chatham County Emergency Services - Fire
- Chatham County Police
- Chatham County Sheriff
- Chatham County Board of Education (BOE) Campus Police
- Bloomingdale Police
- Bloomingdale Fire
- Garden City Police
- Garden City Fire
- Isle of Hope Fire
- Savannah Police
- Savannah Fire
- Pooler Police
- Pooler Fire
- Port Wentworth Police
- Port Wentworth Fire
- Thunderbolt Police
- Thunderbolt Fire
- Tybee Police
- Tybee Fire
- Vernonburg Fire (served by Chatham County Emergency Services)
- Vernonburg Police (served by Chatham County Police)

ATTACHMENT A

DRUG - FREE WORKPLACE CERTIFICATION

THE UNDERSIGNED CERTIFIES THAT THE PROVISIONS OF CODE SECTIONS 50-24-1 THROUGH 50-24-6 OF THE OFFICIAL CODE TO GEORGIA ANNOTATED, RELATED TO THE ****DRUG-FREE WORKPLACE****, HAVE BEEN COMPLIED WITH IN FULL. THE UNDERSIGNED FURTHER CERTIFIES THAT:

1. A Drug-Free Workplace will be provided for the employees during the performance of the contract; and
2. Each sub-contractor under the direction of the Contractor shall secure the following written certification:

_____ (CONTRACTOR)
certifies to Chatham County that a Drug-Free Workplace will be provided for the employees during the performance of this contract known as **TIME AND ATTENDANCE SOFTWARE SYSTEM (PROJECT)** pursuant to paragraph (7) of subsection (B) of Code Section 50-24-3. Also, the undersigned further certifies that he/she will not engage in the unlawful manufacture, sale, distribution, possession, or use of a controlled substance or marijuana during the performance of the contract.

CONTRACTOR

DATE

NOTARY

DATE

ATTACHMENT B

PROMISE OF NON-DISCRIMINATION STATEMENT

Know All Men by These Presence, that I (We), _____

Name

_____, _____

Title

Name of Bidder

(herein after Company) in consideration of the privilege to bid/or propose on the following Chatham County project for **TIME AND ATTENDANCE SOFTWARE SYSTEM** hereby consent, covenant and agree as follows:

- (1) No person shall be excluded from participation in, denied the benefit of or otherwise discriminated against on the basis of race, color, national origin or gender in connection with the bid submitted to Chatham County or the performance of the contract resulting therefrom;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested with the Company, including those companies owned and controlled by racial minorities, and women;
- (3) In connection herewith, I (We) acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide minority and women owned companies with the maximum practicable opportunities to do business with this Company on this contract;
- (4) That the promises of non-discrimination as made and set forth herein shall be continuing throughout the duration of this contract with Chatham County;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made a part of and incorporated by reference in the contract which this Company may be awarded;
- (6) That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth above may constitute a material breach of contract entitling the County to declare the contract in default and to exercise appropriate remedies including but not limited to termination of the contract.

Signature

Date

ATTACHMENT C

DISCLOSURE OF RESPONSIBILITY STATEMENT

Failure to complete and return this information will result in your bid/offer/proposal being disqualified from further competition as non-responsive.

1. List any convictions of any person, subsidiary, or affiliate of the company, arising out of obtaining, or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.

2. List any indictments or convictions of any person, subsidiary, or affiliate of this company for offenses such as embezzlement, theft, fraudulent schemes, etc. or any other offenses indicating a lack of business integrity or business honesty which affects the responsibility of the contractor.

3. List any convictions or civil judgments under states or federal antitrust statutes.

4. List any violations of contract provisions such as knowingly (without good cause) to perform, or unsatisfactory performance, in accordance with the specifications of a contract.

5. List any prior suspensions or debarments by any governmental agency.

6. List any contracts not completed on time.

7. List any penalties imposed for time delays and/or quality of materials and workmanship.

8. List any documented violations of federal or any state labor laws, regulations, or standards, occupational safety and health rules.

I, _____, as _____

Name of individual

Title & Authority

of _____, declare under oath that

Company Name _____

the above statements, including any supplemental responses attached hereto, are true.

Signature

State of _____

County of _____

Subscribed and sworn to before me on this _____ day of _____, 2020

by _____ representing him/herself to be

_____ of the company named herein.

Notary Public

My Commission expires: _____

Resident State: _____

DPC Form #45

ATTACHMENT D

CONTRACTOR AFFIDAVIT under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of CHATHAM COUNTY has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 2020, in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE _____ DAY OF _____, 2020.

NOTARY PUBLIC

My Commission Expires:

SUBCONTRACTOR AFFIDAVIT under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with _____ (name of contractor) on behalf of CHATHAM COUNTY has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91 (b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. If the undersigned subcontractor receives notice of receipt of an affidavit from any sub-subcontractor that has contracted with a sub-subcontractor to forward, within five (5) business days of receipt, a copy of such notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Subcontractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 2020 in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE _____ DAY OF _____, 20__.

NOTARY PUBLIC

My Commission Expires:

ATTACHMENT E

**BIDDER'S CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY AND VOLUNTARY EXCLUSION**

The undersigned certifies, by submission of this proposal or acceptance of this contract, that neither Contractor nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntary excluded from participation in this transaction by any Federal department or agency, State of Georgia, City of Savannah, Board of Education of local municipality. Bidder agrees that by submitting this proposal that Bidder will include this clause without modification in all lower tier transactions, solicitations, proposals, contracts, and subcontracts. Where the Bidder or any lower tier participant is unable to certify to this statement, that participant shall attach an explanation to this document.

Certification - the above information is true and complete to the best of my knowledge and belief.

(Printed or typed Name of Signatory)

(Signature)

(Date)

NOTE: The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001

END OF DOCUMENT Mod. CC P & C 6/2005

ATTACHMENT F

Chatham County

Minority and Women Business Enterprise Program

M/WBE Participation Report

Name of Bidder: _____

Name of Project: _____

Bid No: _____

M/WBE Firm	Type of Work	Contact Person/ Phone #	City, State	%	MBE or WBE

MBE Total _____

WBE Total _____%

M/WBE Combined _____%

The undersigned should enter into a formal agreement with M/WBE Contractor identified herein for work listed in this schedule conditioned upon execution of contract with the Chatham County Board of Commissioners.

Signature _____ Print _____

Phone (____) _____

Fax (____) _____

ATTACHMENT G

Systematic Alien Verification for Entitlements (SAVE)

Affidavit Verifying Status for Chatham County Benefit Application

By executing this affidavit under oath, as an applicant for a Chatham County, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, Contract or other public benefit as reference in O.C.G.A. Section 50-36-1, I am stating the following with respect to my bid for a Chatham County contract for _____. [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

1.) _____ I am a citizen of the United States.

OR

2.) _____ I am a legal permanent resident 18 years of age or older.

OR

3.) _____ I am an otherwise qualified alien (8 § USC 1641) or non-immigrant under the Federal Immigration and Nationality Act (8 USC 1101 et seq.) 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant:

Date

Printed Name:

SUBSCRIBED AND SWORN

* _____

BEFORE ME ON THIS THE

Alien Registration number for non-citizens.

____ DAY OF _____, 2020

Notary Public

My Commission Expires:

Information Technology Vendor Agreement

Definitions

Vendor – any vendor providing, or offering to provide, services to any Chatham County agency.

Vendor solution – any technology solution provided by a vendor and in use, or under consideration for use, at any Chatham County agency.

System – all related technology in the context of the vendor solution, or the use of the vendor solution within any agency of Chatham County.

ICS – the Information and Communication Services department of Chatham County, responsible for all information technology functions throughout the County government.

Third party components – any component required in the minimum system requirements of the vendor solution which is not manufactured and/or controlled by the vendor. These may include plugins, libraries, software, drivers, scripts, dongles, or other similar types of components.

Introduction

These policies are intended to inform vendors of our expectations and obtain agreement from vendors to meet those expectations. A demonstration on how the proposed solution will meet each of the controls listed here must be demonstrated to the ICS during the proposal process.

Chatham County Information Technology Vendor Policy

All vendors providing or proposing a vendor solution to Chatham County **must** adhere to the following requirements:

- 1.) Chatham County owns all data relative to Chatham County, or any subpart thereof, the vendor solution, including, but not limited to, data entered or stored in the system, metadata, and all derivative data generated by any means.
- 2.) Only the Chatham County Information and Communications Services (ICS) Director, the County Manager, or designee are authorized regarding the copying/replicating/modifying of data through explicit written permission.
- 3.) ICS must approve and supervise/log all modifications to production systems, including, but not limited to, log files.

- 4.) Provisions must exist which provide Chatham County continued use of the software or hardware in the event the vendor or manufacturer should cease operations. This includes access to the production data or solution source code.
- 5.) The vendor solution must provide all necessary components to use the proposed system on the end user PC, including, but not limited to, an automated packaged installation method, minimum requirements, and third-party software.
- 6.) The vendor must provide documented industry best practices for using the vendor solution and demonstrate how these best practices are being followed, both operational and security related.
- 7.) Chatham County prohibits the use of end-of-life components and the vendor solution must operate on ICS supported platforms.
 - a. In the event third party components are utilized, the System software provided by vendor must continually use current, supported components and the support for those components fully covered by the vendor's support agreement.
 - b. Vendor must provide an inventory of software used to install and support vendor solution. ICS must approve all support software.
- 8.) Vendor must get ICS approval to utilize remote access system to access any Chatham County equipment.
- 9.) Vendor Solution must operate within Chatham County's current environment with minimal configuration.
- 10.) If any credit card transactions will be facilitated, in any way, the system must be PCI Compliant, and the vendor must provide a PCI DSS certificate.
- 11.) The Chatham County IT Director may consider exceptions on a case-by-case basis.

Items Specific to On-Premise Solutions

The following items are specific to solutions deployed on Chatham County infrastructure

- 1.) The vendor must request remote access to on-premise systems in advance and be limited to only the systems related to the environment of the vendor solution.
- 2.) Core functions of the vendor solution must operate without internet access or remote services.
- 3.) The vendor must document, in detail, all functionality requiring remote access, remote services, or other external dependencies.
- 4.) Vendor solution must function within reasonable security controls, in alignment with NIST standards and associated security models, including, but not limited to, industry standard firewalls.

5.) All infrastructure is the property of Chatham County.

Items Specific To software as a service (SaaS) Solutions

The following items are specific to solutions deployed on vendor hosted infrastructure

- 1.) Communication between the Chatham County network and remote server(s) must be encrypted using current industry standards, in alignment with NIST standards and associated security models. This functionality must be either provided by the vendor or the vendor must comply with and support the methodologies employed by the ICS.
- 2.) Vendor will provide backups, including documentation for backup and retention schedules for all data. Alternatively, a means for Chatham County to perform backups will be provided as part of the vendor solution.
- 3.) All Chatham County data, or derivatives of, will remain within the continental United States and will not be replicated, stored, or otherwise located, in any way, in a foreign nation.
- 4.) Data storage and servers must be CJIS compliant.
- 5.) Vendor must be able to limit user accesses to only ICS approved sources, such as an IP address or network.
- 6.) The vendor must coordinate with Chatham County to plan and schedule downtime at least 48 hours in advance. Any other instances will be considered emergency maintenance and a full report of the incident must be submitted to ICS within 48 hours of occurrence.

By signing below, the vendor or vendor representative is accepting these policies. As well, the vendor agrees to correct any conflicts with these policies or pay for the associated damages or consequential costs to Chatham County to take reasonable corrective action.

Vendor _____

SIGNATURE

DATE

Chatham County SaaS Agreement

Data Ownership

- The contract must clearly state that the data is the sole property of Chatham County (“the County”) at all times. No data, or meta-data, either in whole, part, summarized or aggregated will be given to any other party without the express permission of the county.
- The format of data return format must be agreed on before signing.
- The cloud services provider (Vendor) is never be allowed to withhold the county data for any reason. The contract should mandate that the County be able to access and retrieve its data stored in the cloud at its sole discretion.

Data Security

- Data Backup, Security, Integrity is the Responsibility of the Vendor. The County reserves the right to conduct 3rd party Audits.
- The contract should specify contingencies for Legal Data Holds, and E-discovery.
- The contract should specify the vendor’s obligations in the event of data breach and/or unauthorized access.
- The contract should specify minimum disaster recovery and business continuity requirements and ensure that the vendor meets these minimums.
- The contract should provide a mechanism for the County to require the vendor destroy specified records as requested.
- The County needs to ensure that the data is fully segregated from another customer’s data.
- The vender must specify if the data will be stored in the United States. Including backups, replication, and technical support access.

Application and Security

- For web applications, the application must work within supported County browsers – currently only Internet Explorer. If not a web app, the software must be compatible with existing hardware. The vendor is responsible to support all updates and patches.
- Federated security that integrates with Microsoft Active Directory is preferred.
- SSL should be used to protect Point to Point data transmittals.
- The vendor needs to verify has external audits and security certifications and if their infrastructure complies with some regulatory security requirements.
- Chatham County data will not be used for sale, by either aggregated data collection or any other variant. The vendor agrees to remove all content from their servers once we finalize contract termination.

Pricing

- There will be zero cost to the County for data return/data extraction due to termination of contract with the time of return being at the sole discretion of Chatham County.

Contract Management

- The Contract is between the County and the Vendor, not the employee who is assigned to use the service. Contract modifications must be conducted only by specified personnel and in writing. No “Click-Wrap Agreements” or “On-Screen” user agreements are enforceable under this contract.

Termination

- The contract should state that the County can terminate the contract “at any time without having to show cause and without additional fees or penalties.” The contract should require the vendor to provide advance notice of 60 days before service discontinuation. As previously noted, the contract should specify how data will be retrieved/returned upon termination by either party.
- Contract Termination clause should clearly state that, regardless for the reasons of termination (including customer breach), the Vendor must promptly return all of the County’s data in a pre-arranged format.
- In the event of the Vendor bankruptcy, all data must to be returned to the County and all traces eliminated from system and backup.

Contingencies

- Vendor must provide a complete Service Level Agreement in the proposal, and as part of the final contract, outline the service levels for:
 - Uptime
 - Response time
 - Data backup restore
 - Customer and technical support

Outsourcing

- The cloud vendor is directly responsible for all terms of the contract, regardless of outsourced functions.
- The contract should require the vendor to inform the County of any outsourced functionality and its provider.
- No assignment of the contract or components of the contract can occur without explicit, written agreement from the County.
- All legal or regulatory requirements that apply to the County data must be supplied by the Vendor. (Example HIPPA)

- In the Event of the vendor being merges or is sold, all contract obligations and conditions must be transferred.

* Chatham County Information and Communications Services may choose to selectively ignore any one of these requirements as needed.

By signing below, the vendor or vendor representative is accepting these policies. As well, the vendor agrees to correct any conflicts with these policies or pay for the associated damages or consequential costs to Chatham County to take reasonable corrective action.

Vendor _____ Date _____

LEGAL NOTICE

CC NO. 167838

REQUEST FOR PROPOSALS

Sealed proposals will be received until **April 2, 2020 5:00PM EST** in **Chatham County Purchasing and Contracting Department, 1117 EISENHOWER DRIVE, SUITE C, SAVANNAH, GA. RFP NO. 20-0018-1 CAD/RMS/Business Intelligence.**

Invitation to Submit Proposal Packages are available at 1117 Eisenhower Drive, Suite C, Savannah, Georgia, and on the Chatham County Purchasing Web Site <http://purchasing.chathamcounty.org>, or by calling the County Purchasing Director, at (912) 790-1623. All firms requesting to do business with Chatham County must also register on-line at <http://purchasing.chathamcounty.org>

County will require payment and performance bonds or other forms of surety satisfactory to the County Attorney.

CHATHAM COUNTY RESERVES THE RIGHT TO REJECT ANY/AND OR ALL PROPOSALS AND TO WAIVE ALL FORMALITIES. THIS WILL BE THE ONLY SOLICITATION FOR THIS PROJECT. ONLY THOSE FIRMS RESPONDING TO THE RFP WILL BE ALLOWED TO PARTICIPATE IN THE PROJECT.

"CHATHAM COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER, M/F/H, ALL PROPOSERS ARE TO BE EQUAL OPPORTUNITY EMPLOYERS"

MARGARET JOYNER, PURCHASING DIRECTOR

SAVANNAH N/P INSERT: February 17, 2020

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Chapter 1 – Company Information

1.1 Company History

Provide comprehensive company history and years of experience concerning CAD/RMS systems.

1.2 Company Organization

Provide a company functional organizational overview. Include where primary activities are performed (e.g., administration, software development, support). Include the city and state where major company activities occur.

1.3 Customers of Similar Jurisdiction Size

Proposer should have successfully implemented a similar solution in a jurisdiction of similar size to the Chatham County. List all relevant locations.

1.4 Proposer Multi-Agency History

Proposer must have successfully implemented a similar solution in a multiple discipline environment, including Law Enforcement, Fire/Rescue, and EMS. Please list a minimum of five locations.

1.5 State of Georgia Experience

List all similar projects completed in the State of Georgia and designate whether the customer is still utilizing the system.

1.6 Proposer References

Provide a minimum of five references including:

- Jurisdiction name
- Jurisdiction description (e.g., multi-agency)
- Jurisdiction size (e.g., population, sworn personnel)
- Point of Contact information
 - Name
 - Position

- Telephone number
- Email address

1.7 Canceled or Default Contracts

List all customers that have cancelled or defaulted on an existing contract for any reason during the past five years.

1.8 Litigation

Summarize all litigation (regardless of disposition/status) involving the Proposer as a plaintiff or defendant within the past five years. If the Proposer has been ordered by a Court not to disclose a summary of the case, list this fact.

1.9 Company Partnerships

List all partnerships of any products or services in the proposed system that are not being provided by the Prime Vendor. The information shall contain at a minimum:

- History of partnership
- Number and type of successful partnership projects completed

1.10 Proposer Financials

Provide the following information:

- Information demonstrating financial stability
- Affidavit by a licensed bonding agent of its willingness to furnish Proposer's firm with a performance bond equal to the contract amount
- A recent Dun & Bradstreet report

Chapter 2 – Public Safety Industry, Security and Standards

2.1 APCO and NENA

Describe the company's affiliation with APCO (Association of Public Safety Communications Officials) and NENA (National Emergency Number Association) and how the company leverages APCO/NENA standards, guidelines and best practices.

2.2 Affiliation with Public Safety Industry Organizations

Describe the company's affiliation with public safety organizations such as IACP (International Association of Chiefs of Police), IAFC (International Association of Fire Chiefs), NFPA (National Fire Protection Association), CALEA (Commission on Accreditation for Law Enforcement Agencies), GACP (Georgia Association of Chiefs of Police), GAFC (Georgia Association of Fire Chiefs), Commission on the Accreditation of Ambulance Services (CAAS), International Academies of Emergency Dispatch, etc., and how the company leverages industry standards, guidelines and best practices.

2.3 Homeland Security and Federal Standards and Best Practices

Describe the company's affiliation with Homeland Security and how the company leverages federal standards, guidelines and best practices.

2.4 Standards Compliance

The federal government has taken the lead in developing standards for facilitating information sharing among local, state and federal first responders and emergency operations managers. Describe the ability of the proposed system and the company's ability to adhere to these standards.

1. Is the company compliant with the 2.6 ISO Standard?
2. Is the company SO 9000 certified?
3. Describe the company's quality control process for consistent quality and adherence to statutory as well as regulatory requirements/standards.

2.5 National Information Exchange Model (NIEM)

Describe compliancy with NIEM standards. List all specifications, functionality and features related to proposed system. <http://www.niem.gov/>

2.6 Law Enforcement Information Technology Standards (LEITS)

Describe the proposed system's ability to meet LEITS standards https://it.ojp.gov/documents/LEITSC_Law_Enforcement_RMS_Systems.pdf

2.7 APCO International Unified CAD Functional Requirements

1. Describe the proposed CAD/RMS's ability to meet the UCADFR specifications.
2. Describe the proposed Police Records Management systems meets the IACP specifications.

2.8 FBI CJIS Security Policy

Describe the proposed system's ability to meet the latest published Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Security Policy (CSP).

2.9 State of Georgia Standards

1. Describe the proposed system's ability to meet State of Georgia Public Safety standards (e.g., State/NCIC queries, etc.).
2. Describe the proposed system's ability to meet the latest published State of Georgia/GBI/GCIC policies, practices and procedures.

2.10 Proposer Personnel Security Standards

1. Describe the process the Proposer uses for security background checks of employees working on the Chatham County project.
2. Confirm the Proposer understands that some employees may need to successfully pass a background check to meet Chatham County security requirements (e.g., positive identification, fingerprints).

2.11 National Emergency Number Association (NENA) GIS Standards

Describe the proposed system's ability to meet NENA NG911 GIS standards.

2.12 Next Generation 9-1-1 (NG911)

1. Describe the company's involvement with the development of NG911 standards and how NG911 will impact the proposed system's functionality and features.
<http://www.its.dot.gov/ng911/>
2. Describe any NG911 capabilities, functionality and features of the proposed CAD system.
3. Describe how the company will update existing CAD system functionality as new NG911 standards, functionalities and features are developed.
4. Describe the Text to 9-1-1 capability.
 - a. Describe how the solution captures and stores metadata.
 - b. Can the proposed solution be interfaced with any third-party Text to 9-1-1 applications? If so, describe any limitations.
5. Describe how Text to 9-1-1 data is displayed. Is it integrated into the incident entry information?
6. Describe the ability to utilize multi-media (e.g., photos, video, and audio).
 - a. Does the system interpret, display, manipulate and store multi-media data?
7. Describe the export procedure for multi-media or Text to 9-1-1 to MDCs.

2.13 Smart911

Describe the ability to integrate with Smart911.

1. Can the system simultaneously log in to the Smart911 application when an operator logs in to CAD?
2. Is geographical data auto populated using the application and Rapid SOS?
3. Does the data display on the CAD map?

2.14 HIPAA Compliance

Describe the proposed system's ability to meet HIPAA standards. <http://www.hhs.gov/>

2.15 Proposer Maintenance of New Standards

Describe the ability to meet the following requirement:

The federal government and other parties, such as APCO, occasionally update and improve the above referenced standards or develops new ones. Chatham County may desire to adopt such future standards; it is mandatory the Proposer monitor these developments and upgrade their offerings as necessary to comply. The time between purchase of the proposed system and implementation may be significant and it is possible that updated standards would have been released in the interim.

2.16 Cyber Security Standards

1. Based on Policy SA-04(b) of the NIST Framework, the County requires vendors to provide information describing the functional properties of the security controls to be employed within systems, system components, or system services in enough detail to permit analysis and testing of the controls. Describe the functional properties of the security controls to be employed.
2. Describe how the proposed CAD/RMS system is resilient to cyber security threats.
3. Describe how the proposed CAD/RMS system meets or exceeds cyber security standards, guidelines and best practices.
4. Describe how the Proposer will maintain the CAD/RMS system post-implementation to ensure it is safe from cyber security related problems.

2.17 Mobile 9-1-1/Safety Applications

1. Describe how the proposed CAD interacts with the various COTS mobile 9-1-1 and “safety” applications (apps) available for smartphones and tablets.
2. Describe how the Proposer stays current with this emerging technology and ensures the proposed CAD system is updated as required.

Chapter 3 – Integrated CAD/RMS Solution

1. Describe how the proposed CAD/LRMS and FRMS system can meet or exceed Chatham County Public Safety strategic objectives.
2. Describe the benefits of the proposed integrated system including all proposed applications and modules (e.g., CAD, Mapping, Mobile, AVL, BI, LRMS, FRMS, etc.).

3. Describe the ability to provide production, replicated and reporting databases for all applications within the system.

Chapter 4 – Core CAD System

Respondents shall provide comprehensive information about their proposed CAD application. The information shall include a detailed list of functionalities, features and modules of the proposed core CAD system. Proposers are encouraged to use mock screen shots throughout the response.

4.1 Core CAD System Capability

Chatham County is seeking the below capabilities from the proposed core CAD system. Identify whether the item is included in the proposed core CAD system. If any item is not included in the core CAD system, show it as an optional line item Section 4.3.

4.2 CORE CAD Requirements

1. Multi-discipline (e.g., Police, Fire, EMS)
2. Separate incident and case numbers for Police, Fire, and EMS departments
3. NG9-1-1 compliant
4. CAD/MDC integration
5. Drag & Drop call taking/dispatching
6. Command Line
7. Response Plans
8. Integrated Mapping
9. AVL
10. Proximity/Closest Unit Dispatching
11. Incident/Priority Stacking
12. Call scheduling
13. Roster
14. CAD-to-CAD event transfer
15. Current E9-1-1 interface
16. Local/Regional/State/NCIC queries

17. Premise Alert
18. System-wide attachments
19. Notifications
20. CAD Status Monitor
21. BOLO
22. Ad-Hoc Reporting
23. Standard Reports
24. Different CAD environments (e.g., Production, Training and Test)
25. Describe the ability to handle rotation service requests for towing, restoration companies, victim advocates, and other on-call responders.
25. Describe the ability to make offline entries.
 - a. Does the system allow chronological manual entries?
 - b. Does the system allow manual manipulation of event times?
 - c. Does the system allow manual assignment of case report number?
 - d. Do the manual entries display any indication that they are off-line entries?
26. Describe capability for geo-fencing.
 - a. Does the system allow configurable and multiple polygons?
 - b. If so, how many?
27. Does the system allow for real time assignment of polygons/event perimeter?
28. Describe automated geo-fencing triggers and functions.
29. Describe geo-fencing integration with MDCs and our radio system.
30. Describe the ability to use AVL information for geo-fencing.
31. Describe the ability to use CAD-to-CAD AVL information for geo-fencing.
32. Describe the ability to isolate data and call information to only specific agencies within the CAD to protect cross pollination.

4.3 Comprehensive Information of Optional Items

Provide comprehensive information regarding all optional items to the proposed core CAD solution. Provide as much detail as required to ensure Chatham County personnel obtain a

comprehensive understanding of each optional item. For all optional items, include a corresponding line item in the Price Proposal.

4.4 CAD Specific Questions

It is understood that answers to the below questions may be included in the above information. Copy and paste information as needed to avoid duplication of effort but do not use "previously answered" as a response.

4.5 Fire CAD System Administration

Describe the workflow of data management for these key data sources:

1. Describe how the supporting operational data is imported, exported, and updated. Example: Run cards for the Fire Department.
2. Describe how changes are made to the data source.
3. Describe whether changes must be “staged” before implemented in the production system.
4. Describe how changes are tested before implemented in the production system.
5. Describe how changes that were recently implemented in the production system are rolled back (e.g., errors found in data entry and want to revert to the previous version).

4.6 Security Levels and Permissions

Describe in detail the ability to provide different security levels and permissions to multiple personnel in Chatham County departments regarding the administration of the CAD system (e.g., personnel module, individual qualifications, run cards, station ordering, etc.). Provide examples of hierarchy, group permissions and granular permissions.

4.7 General CAD System Utilization

1. Describe the ability of the software to quickly switch end-users (e.g., call taker, dispatcher, supervisor) during times such as shift change. Explain how the CAD application stays active on the call taker and dispatcher positions during changes of personnel.
2. Describe the ability to adjust the CAD monitor view (e.g., user-defined) to monitor (view) agency, zone, entire city or variations there-of.

3. Describe the ability to send CAD terminal to terminal messages and what data can be included in those messages.
4. Describe the messaging capabilities between the CAD and Mobile systems.
5. Describe the messaging audit/review abilities.

4.8 Call Taking

1. Describe the address validation process.
2. Describe the ability to leverage Chatham County designed Guide Cards in the incident entry process. Example: For a structure fire, the dispatcher would be instructed to ask specific questions.
3. Describe the capability of imbedding Standard Operating Procedures and Pre-Arrival Questions within the CAD system.
4. Describe the sequence of operations to pull agency-driven SOPs for calls to use as a check list.
5. Explain how a dispatcher would have access to questions based upon call type while taking a call for service using an integrated system to provide table driven questions.
6. Is the SOP/call guide functionality an option for reference for the dispatcher and can it be turned off/ignored, if desired?

4.9 Multiple Events Near the Same Location

Describe how a call taker might be alerted on the CAD incident entry screen if a call was generated in an area where a call of a similar nature had recently taken place.

4.10 Premise Information – History, Hazard and Alerts

1. Describe the Premise Information functionality.
2. Describe how Premise Information would be programmed to alert to the dispatcher.
3. Describe in detail all premise related options (e.g., hazard, alert, history, etc.).
4. Describe the ability to provide cross discipline alerts on priority warnings (e.g., Fire, Police and EMS all get the same alert of a person with a gun, wires down, Haz-Mat, etc.).
5. Describe all options to display Premise Information on the CAD system and MDC.
6. Describe the ability of the CAD to manage Premise Information. For example, how are premise history records expired, reported and updated with new expiration date?

7. Explain how Premise Information is accessed within the call screen such as, but not limited to, property owner, hazards, or special instructions or directions to the property.
8. Describe the ability of the CAD/RMS system to leverage GIS/map data to assign Premise Hazards for a major incident. For example: a gas line explosion creates a large debris field in a neighborhood; all structures in the neighborhood are deemed unsafe; a boundary line on the map has been drawn to distinguish the safe versus dangerous area. Is it possible for the addresses in the unsafe area to be merged with the Premise Hazard database to alert any responding units in the future about the dangerous condition?

4.11 Subject and Vehicle Previous History

1. Describe the ability of the proposed CAD/RMS to provide information to the call taker, dispatcher and MDC regarding previous contact with a subject name and vehicle (e.g., tag number).
2. Describe how the LRMS/FRMS location, subject, or vehicle history is accessed both through CAD call history for past incident/offense reports and how they are displayed on the call screen.
3. Explain how the above calls would be linked together or referenced in CAD and LRMS/FRMS operations.
4. If more than one event matches the query parameters, describe how the summary list will be presented to the user.

4.12 Dispatching

1. Describe an incident alert, showing there is information available, and how it is documented and displayed when/if the dispatcher viewed the information.
2. Describe the ability to notify all controlling dispatchers that the last unit of a specific discipline has cleared an incident. Example: Fire clears the scene and forgets to cancel EMS or when the information is taken by another dispatcher.
3. Describe the ability during major incidents such MCIs or greater alarms to add mutual aid units to the incident on the fly.

4.13 CAD System Queries

1. Describe the process of checking warrants, driver license status, and criminal history from the CAD system.
2. Explain the capability to query a subject for warrants (e.g., adjacent/regional agencies, and nationwide), check the status of a driver license, and check for criminal history (statewide and nationwide) without having to leave the CAD application to go into another data base.
3. Explain how the queried information is populated back into the CAD incident.
4. Provide a list of masks/forms for inquiry, update, modify, and delete from:
 - a. NCIC
 - b. GCIC

4.14 CAD/Mapping Integration

Describe how a user using the proposed CAD/RMS system would be able to “drill down” on the ambulance icon on the map screen to obtain the information. For example:

- a. Nature of call both EMD type code and plain English description
- b. Status of the ambulance and how long it has been in that status
- c. Priority of Call currently assigned
- d. Time stamps: time of dispatch, acknowledge, enroute, etc.
- e. Crew Members
- f. Any special skills or training of crew
- g. Total response time for the call

4.15 Be on the Lookout (BOLO)

1. Describe the capabilities of the BOLO function.
2. Explain how a user inputs data concerning a subject or vehicle into the BOLO function and how that data is displayed and accessed by authorized users across all available devices.
3. Describe the ability to configure retention and purge BOLO information.
4. Describe the system ability to provide read receipts.

4.16 CAD System Notifications

Chatham County requires a robust system for making automated notifications.

1. Describe how CAD notifications are configured, made and delivered.
2. Explain the sequence of operations when an incident requires notifications to request response to the scene for personnel not currently on scene. For example, if a situation required the SWAT team to respond.
3. Describe all options for initiating a notification (e.g., user initiated, CAD incident code causes an automatic notification, etc.).
4. Describe how a dispatcher would access notification lists and make notifications without leaving the CAD screen.
5. Explain what information is included in the notifications (e.g., text only or can media such as pictures be added?).
6. Describe all options in the proposed CAD system to demonstrate that a message was delivered to person(s) who have been sent a notification. For example:
 - a. For communications systems that have an existing two-way interface with the CAD system, a “delivered” message is received by the CAD system (e.g., text message on a cell phone)
 - b. For one-way only communications systems (e.g., alpha-numeric pager):
 - i. The person contacts the Dispatch Center via phone or radio, how would the dispatcher show in the incident that the person was notified?
 - ii. Same as above, a person acknowledges the notification via the MDC.
 - c. Other possibilities.
7. Describe the ability of the proposed CAD system to alert Dispatch Center personnel that a notification message could not be completed for any reason (e.g., network problem with the messaging company). Can the CAD system show an error/issue occurred (e.g., Nack)?
8. Describe the ability to differentiate types of notifications that require a mandatory acknowledgement versus notifications that are courtesy in nature. For example, it is mandatory that an on-call detective contact the Dispatch Center acknowledging they have received the notification versus a general broadcast message that requires no acknowledgement.

9. Describe the ability of the proposed CAD/RMS system to meet the following requirements:
 - a. Ability to direct individual notifications to units, personnel, Dispatch/Mobile Data computers, or groups of Dispatch consoles/Mobile Data Computers.
 - b. Ability to send individual notifications via SMS, Email, or Alpha-Numeric pager.
 - c. Notification messages shall be customizable and can include the date/time, address, incident entry text, alarm level, entered text, etc.
 - d. Notification messages shall be triggered by incident type, or incident alarm level/MCI level, or by specific location. Notification messages shall be triggered by the change in incident type, or incident alarm level, or by specific location.
 - e. Notification messages shall be configurable to each specific discipline.
 - f. There shall be an indication in the incident that triggered the notifications that notifications have been sent or failed to send. If the notification fails, a message to the dispatcher shall be sent including the notification, why it failed, and the need to manually make the notification.
 - g. There shall not be a limit on the number of notifications linked to incident type, incident alarm level/MCI level, or specific location.

4.17 MDC/CAD Emergency Alert

1. Describe how a notification will be sent to the Dispatch Center upon the activation of an emergency button from the MDC. Explain what information is included in the notification.
2. Describe how a notification will be sent to the Dispatch Center (e.g., dispatcher console) upon the activation of an emergency button from a trunked radio (mobile or portable). Explain what information is included in the notification.

4.18 Fire Operations

1. Pre-Alert Dispatch
2. Describe the ability to manage pre-alert dispatch on minimal information and modify the response after Call Taking questioning is completed.
3. Incident Command

- a. Describe all CAD and Mobile Incident Command functionality and features. Use screen shots where applicable.
- b. Describe all abilities of the CAD/RMS system to assist Incident Command teams with Personnel Accountability Reporting (PAR).
- c. Describe the ability for Incident Commander and other personnel to obtain situation status information for a major event. For example:
 - i. List of all units on scene (e.g., all resources, Law Enforcement only, Fire only, EMS only)
 - ii. Resource/Unit status and assignment
 - iii. Resources in the staging area
- d. Describe the ability to utilize pre-plans. For example: check lists, assignments, etc.
- e. Describe the ability to show a required assignment has not been made (e.g., a safety officer has not been assigned)
- f. Describe the ability for Incident Command in the field (e.g., tactical dispatcher) to track and assign resources. For example:
 - i. Engine 2 is assigned an exposure on the B side
 - ii. Truck 6 and 2 is assigned as the Rapid Intervention Team
 - iii. SWAT Team is assigned as the rear break-out team
 - iv. EMS Unit Med 4 is in the triage area
- g. Describe all abilities of the CAD/RMS system to assist Incident Command teams in the demobilization of resources at a major event. For example: as resources are released, how will the system provide situational awareness to the Incident Command team of resources are active and what units are no longer on scene?

4. Fire/EMS Response Plans

- a. Chatham County requires a robust system for making complex recommendations for Fire dispatch. Describe in detail the ability to create response plan.
- b. Describe the ability of the proposed system to meet or exceed the following criteria:
 - i. The count of units per type/role/capability shall be configurable from 1 to 99.
 - ii. The count of unit types/role/capability shall be configurable from 1 to 99.

- iii. Fire/EMS Incidents: Responses configurable by incident type and unit capabilities.
- iv. Describe in detail the full capability to establish alarm levels for Fire operations.
- v. Describe ability to preview various alarm levels before increasing the alarm level. For example, an Incident Commander requests a 1st alarm. The Fire dispatcher can preview all recommended units for the 1st alarm prior to initiating the 1st alarm. Provide a mock screen shot of what the Fire dispatcher will see.
- vi. Describe the ability of the Fire dispatcher to make any modifications to any alarm. For example, add, remove and replace units to the recommended list.

5. Alarm Balance

- a. Describe all capabilities to balance various alarm levels.
- b. If a Law only event now needs Fire and/or EMS, how will the system notify the other disciplines?

6. Move-Up Capabilities

- a. Describe the ability to automatically generate a unit move-up when a geographical area or zone is open or uncovered.
- b. Describe the ability to alert the dispatcher when an apparatus needs to be moved to an open geographical area.
- c. Describe the ability to relocate (move-up) a Fire unit to a different station.
- d. How will this function also make the Fire station they are moving to the primary dispatch area until they are moved back to their own station.
- e. Describe the ability to generate Fire move-up related reports within the CAD system or Business Intelligence module.

4.19 EMS Operations

- 1. Pre-Alert Dispatch
- 2. Describe the ability to manage pre-alert dispatch on minimal information and modify the response after Call Taking questioning is completed based on the EMD Determinant Code

3. Describe health insurance components relative to prior authorization recording for non-emergent (ambulance transport) types of calls. Requires the ability to set up workflows for health insurance processing
 - a. Ability to capture Physician Authorization data and accept PDF attachments as part of the run record and be prepared to accept data from hospital EMRs (EPIC, Curaspan, etc.)
4. EMS Response Plans
 - a. Chatham County requires a robust system for making complex recommendations for EMS dispatch. Describe in detail the ability to create a dynamic System Status Plan (SSP) that includes all EMS resources for all EMS requests.
 - b. Describe the ability to manage all ambulances for emergent and non-emergent (hospital transport) requests while segregating 911 and non-911 data for reporting and billing.
 - c. Describe the ability of the proposed system to meet or exceed the following criteria:
 - i. The count of units per type/role/capability shall be configurable from 1 to 99
 - ii. The count of unit types/role/capability shall be configurable from 1 to 99
 - iii. EMS Incidents: Responses configurable by incident type and unit capabilities
 - iv. Ability to preschedule calls and set up repeating calls on set schedules
 - v. Describe in detail the full capability to establish tiered response levels for EMS operations
5. System Deployment Balance
 - a. Describe the ability to automatically generate a unit move units when a geographical area or post is open or uncovered
 - b. Describe the ability to alert the dispatcher when a resource needs to be moved to an open geographical area.
 - c. Describe the ability to relocate (move-up) an EMS unit to a different post
 - d. How will this function also make the EMS post they are moving to the primary dispatch area
 - e. Describe all capabilities to balance various SSP levels per hour of day and day of week.
6. Community Paramedicine

- a. Describe the ability adapt to community paramedicine and mobile integrated health as the Affordable Care Act moves forward.

4.20 Training

1. Describe the training environment and what standard CAD features and functionalities could be used during a training session.
2. When a trainee is nearing the phase of independence, it is desirable to have the trainer monitor performance from a console away from the trainee but still monitor the CAD actions of the trainee as they type. Describe the ability to provide this functionality.

4.21 CAD Web Services

1. Describe in detail all CAD/RMS web services.
2. Describe the ability to provide a web-based CAD view "Status Monitor."

4.22 Public Safety Initiatives and Special Operations

1. Describe the ability to create different types of specialty response teams in the proposed CAD system. Fire, Law Enforcement and EMS have various special teams. For example: Law Enforcement – Mobile Field Force Team comprised of 10 patrol units, two sergeants and one commander sent to a crowd control problem.
2. Describe the ability to add resources from external jurisdictions that are not normally logged into the CAD system.

4.23 Audit Trails

1. Describe the function of audit trails/logging.
2. Describe what functions within CAD and its interfaces would be audited.
3. Explain how a System Administrator would have the capability of searching and viewing all actions that include security violations, attempted breeches, errors (both user and software), changes, and updates.
4. Explain how security violations, attempted breeches, and errors are automatically sent to the System Administrator(s).

5. Describe the mechanism for indicating that a data base record has been updated and if the old information is still accessible.
6. Describe in detail what information is logged as part of an audit trail.
7. Describe the time accuracy stored (and displayed if different) in audit time-stamps.
8. Describe how the audit trail and logs are searched, displayed, printed, and saved.
9. Describe how a typical message from an interface is logged. Is there a time-stamp when the message was received? Is there a time stamp when the message was delivered/read/ deleted?

4.24 Email and Fax

1. Describe the capabilities of the proposed CAD system to email and fax information.
2. Explain how the dispatcher would be able to email or fax a CAD call to configurable agencies.

4.25 CAD System Information Files

1. Describe the functionality of “Info files” where information is stored including phone numbers, personnel listing, procedures, etc.
2. What information can be stored (e.g., text, images, PDF)?
3. How is the information searched?
4. How is the information updated?

4.26 CAD System Environments

1. Describe the ability of the proposed CAD system to provide three environments:
 - a. Production – Live operations
 - b. Training – Personnel utilize to train on the system
 - c. Testing – Utilized to test new configurations, features and functionality
2. A near-fully function test and training system for CAD/RMS is required.
3. How is data moved between systems (e.g., how is data moved from the production system to the test system?).

4.27 CAD System Failure

1. Describe the workflow during a CAD outage. For example, what are the precise actions call takers and dispatchers can take using their CAD console?

2. Describe the proposed process to update the CAD system when it is operational again.
3. Describe the ability to provide printed and/or electronic resources to assist dispatch services to continue in the event of a system failure or evacuation (e.g., run cards, geo listings including response districts).
4. Describe how dispatchers would know which units were logged-on prior to the system crash/failure.
5. Explain if Dispatch consoles run in stand-alone mode with a system failure and then re-sync when the system is back up.

4.28 Fire Station Alerting Questions

Chatham County has a specific interest in duplicating the robustness of Fire Station Alerting using the “First In” system. Primary automated alerting and backup automated alerting is required as follows:

1. Chatham County Fire Alerting is broken down into individual “alerting units.”
2. Describe the ability for the proposed CAD system to direct alerting messages to the proper station and an individual unit.
3. Describe the ability of the CAD system to meet the following requirements:
 - a. Upon dispatch of a Fire or EMS unit that can be alerted, the proposed CAD system shall immediately send the alerting command(s) to the “First In” application.
 - b. If a dispatched unit does not acknowledge or has not called enroute after a configurable number of seconds, an automatic message shall be sent to the controlling dispatcher advising the unit has not acknowledged or called enroute.

Chapter 5 – GIS/Mapping System

5.1 Comprehensive GIS Information

Proposer shall provide comprehensive information of the proposed GIS/Mapping application. The information shall include a detailed list of:

1. Data requirements
2. Data formats
3. Data schemas

4. Data update processes
5. Data dependencies
6. Functionalities
7. Features
8. Modules

Proposers are encouraged to use mock screen shots throughout the response.

5.2 GIS Specific Questions

It is understood that answers to the below questions may be included in the above information. Copy and paste information as needed to avoid duplication of effort but do not use "previously answered" as a response.

1. Describe how the system interfaces with ESRI mapping platform or equivalent mapping platform.
 - a. Describe licensing requirements for the ESRI or equivalent mapping platform.
 - b. Which ESRI software modules and/or programs or equivalent mapping platform modules are required?
2. Describe details of usage within ESRI platforms to include, geodatabases, shapefile formats or other geospatial formats.
3. Explain the ability to consume OGC compliant REST services.
4. Describe the ability to access GIS data in a centralized databases and ability to edit/update data through desktop software or web-based editors. Describe in detail an example of the update processes needed to keep GIS layers up to date.
 - a. Describe how the system maintains accurate street network and address locations. Explain how the system consumes the geodatabase features associated with street network and address points. Explain the process of updating the geodatabase/geofile when district/agency or police beat changes.
 - b. Describe the server and the database requirements for managing, using and presenting geospatial data.

5. Describe examples of utilizing third-party software and data services in the system (Pictometry, Sanborn, Google Maps, NOAA, FEMA, Open Street Map, Bing Maps, Nearmap, etc.).
6. Explain the ability of imbedding information for a premise such as hazards, floorplans, and other information deemed necessary to associate with an address.
7. Describe how this information is accessed through the CAD or map.
8. Describe how this information is accessed by the MDC.
9. Describe how the data is imbedded and what media type can be used.
10. Describe how a dispatcher could add information to the map such as road hazards, bridge outages, or hazardous materials boundaries and if this information would be instantly pushed out to all other map users.
11. Explain the options to update every device with a map.
12. Explain what devices are supported (e.g., PC, Mac, iOS, Android, etc.).
13. Describe how the mapping abilities operate on mobile devices being used in areas with limited or no Wi-Fi or cellular data availability.
14. Describe the geospatial mapping analytics capabilities.
15. List the GIS staff and technical backgrounds necessary to successfully complete this implementation.
16. Describe how the CAD map can be created by the CAD System Administrator.
17. Describe the processes and steps needed to keep the GIS up-to-date.
 - a. Explain the options to update mapping data on every device and roll back an update process.
 - b. Describe the process for a CAD System Administrator (role-based but non-GIS administrator) to dynamically add common places, intersections, streets, aliases, etc., to the geo-data.

Chapter 6 – Comprehensive Mobile/AVL

Provide comprehensive information for the proposed Mobile/AVL application to include a detailed list of functionalities, features and modules of the proposed core Mobile/AVL system. Proposers are encouraged to use mock screen shots throughout the response.

6.1 Core Mobile/AVL Capabilities

Chatham County is seeking the below capabilities from the proposed Mobile/AVL system. Identify if the item is included in the proposed Mobile/AVL system. If any item is not included in the Mobile/AVL system, show it as an optional line item Section 8.2.

1. Local/Regional/State/NCIC queries
2. CAD
3. Mapping
4. AVL/Closest Unit by direct route (not “as the crow flies”)
5. Routing
6. MDC Messaging/Chat
7. Unit Status Monitor
8. Roster
9. Incident related hazard flags (officer safety or area hazard)
10. Status/Event monitor (e.g., Pending calls)
11. LRMS
12. FRMS

6.2 Comprehensive Mobile/AVL Information of Optional Items

Provide comprehensive information for all optional items to the proposed Mobile/AVL solution. Respondents are encouraged to provide as much detail as required to ensure Chatham County personnel obtain a comprehensive understanding of each optional item. For all optional items, there should be a corresponding line item in the Price Proposal.

6.3 AVL/Closest Unit Dispatching Questions

It is understood that answers to the below questions may be included in the above information. Copy and paste information as needed to avoid duplication of effort but do not use "previously answered" as a response.

1. Describe the process for logon (CJIS compliant/2FA logon) and how the AVL signal is validated to ensure it tracks and functions properly.
2. Describe the ability to alert the dispatcher when a unit's AVL has not reported in a pre-designated amount of time (status check).
3. Describe polling and how it is changed and/or configurable based on responses or travel.
4. Describe the ability to track multiple GPS/AVL signal sources associated with a single unit/asset (e.g., MDC, phone, tablet, radio) and the ability to differentiate those sources on the CAD/MDC map.
5. Describe the ability to switch to a fire station's location as a last known location if a Fire resource is lost from AVL.
6. Describe the ability to display the last known good location if the AVL system is not responding.
7. Describe the ability to recognize boundaries of EOAs (Exclusive Operating Areas) when dispatching the closest appropriate resource (e.g., Units not part of the EOA, should not be automatically recommended as the closest resource, but would be presented as an option for dispatch).
8. Describe how road closures, detoured by train, or other deterrents are considered when making closest unit recommendations.
9. Describe how road closures are entered and how units are notified.
10. Describe how a road closure affects AVL, routing, and geo-fencing.
11. Describe the skills and permissions needed to enter road closures.
12. Describe the ability to track equipment information, specifically speed, including vehicle direction on freeways.
13. Describe the ability to play-back AVL data.

14. Utilizing the proposed system architecture, describe how long AVL data could be stored and if the duration of storage is configurable.
15. Describe the ability to run reports and print maps using stored AVL data. Example: The ability to retrace the route of an ambulance at any point in the day both with data tables and “bread crumb” mapping.
16. Describe the ability to place a time penalty delay on a unit that may have a delayed response time based on training or department business. For example, an apparatus on an inspection or in training with personnel away from the apparatus - place a 60 second time delay on that apparatus so the AVL recommends an apparatus a little farther away but can arrive on-scene quicker. Or, can the AVL status be changed to delay as another option?

6.4 Geofence Questions

1. Describe the ability to geo-fence from the field via an MDC (e.g., ability for a supervisor or Incident Commander to identify geo-boundaries for scene management).
2. Describe the skills and permissions needed to enter such boundaries.
3. Describe the ability to notify units moving in/out of geofenced incident boundaries.

6.5 Mobile Application Specific Questions

1. Describe the ability to provide turn-by-turn directions on the MDC, both text and voice. Explain how this feature can be turned on and off by individual users.
2. Describe the ability to configure “log on” screens to capture multiple skills and equipment items for multiple users per unit. For example:
 - a. Crew names / number
 - b. Vehicle number
 - c. Portable radios #
 - d. Mobile radio #
 - e. Cell phones #
3. Describe how the MDC user accesses premise history for an address they are currently responding. For example, list of previous responses by date to include the type of call.

4. Describe the ability to provide information to responding units regarding specific types of incidents for the address/location to determine if there is a potential for a personnel safety issue. EMS could utilize the information to stage close to the location until it is cleared by Law Enforcement or Fire/EMS.
5. Describe the ability to have the mapping, routing and incident information on the same screen on the mobile platform.
6. Describe the ability to access premise information from the MDC.
7. Describe the ability to allow MDC users to enter disposition codes.
8. Describe the ability to allow MDC users to enter status codes.
9. Describe the ability to allow MDC users to add comments/notes to a call.
10. Describe the ability to allow the MDC user to pull a case number.
11. Describe the ability to query CAD data from the MDC (e.g., search for a specific incident based on specific date/time range, unit, etc.).
12. Describe how the system delivers and displays queries returned to the MDC user (e.g., license plate returns from DMV).
13. Describe the configurability of the system's notifications, alerts, and displays.
14. Describe the individual user configurability of the MDC layout (buttons, shortcuts, night mode, etc.) and how this is managed by user log on profile.
15. Describe the ability of MDC messaging to go to specific units/work groups/shifts (creating distribution lists).
16. Describe any MDC messaging functions that operate like SMS chat (message bubbles contained in one screen).
17. Describe the skills and permissions needed to enter/create these message functions.
18. Describe the ability to utilize an MDC as a CAD workstation.

A robust integration between the proposed CAD/RMS system is a mission critical requirement.

6.6 Mobile/LRMS and FRMS Interface/Integration Questions

1. Describe the ability of the proposed Mobile system to integrate with the LRMS and FRMS applications.

2. Explain in detail all proposed Mobile system functionality and features personnel will have via this interface.
3. Describe the ability of the proposed LRMS and FRMS to reside on the MDC along with the proposed CAD application. Identify any potential conflict issues between the LRMS/FRMS and the proposed CAD applications on the MDC.
4. Describe how personnel may access the LRMS and FRMS information on the MDC. Explain all options.
5. Describe the ability of the proposed Mobile system to complete a cascading query from a single query that includes the vendor's LRMS. For example, a dispatcher runs a GCIC query for a tag, the following are automatically queried:
 - a. Tag – GCIC/NCIC – Tag or vehicle is stolen
 - b. Tag registration
 - c. Georgia Driver License check by name (e.g., valid, suspended, revoked)
 - d. GCIC wanted person check by name
 - e. LRMS query
6. Describe the ability for personnel to query the LRMS/FRMS directly via the MDC. For example:
 - a. Locations/addresses
 - b. People
 - c. Vehicle numbers
 - d. Serial numbers
7. Describe the ability to select persons or vehicles from historical incident data and complete queries on that selection. For example, can personnel select the item (left/right click) for options, or must the information be re-entered in another field? Scenario: An officer queries a license plate and observes a history of a traffic stop that led to an arrest for the driver. Can the officer select the associated person and automatically request a person query on that individual from the prior incident data?
8. Describe the ability of the proposed Mobile/CAD data integration with LRMS/FRMS reporting. Will information in the CAD incident be auto-populated/imported into the LRMS

and FRMS case when a CAD case number is requested? For example, date, time, location of incident, call type of incident, etc.

9. Describe the ability for CAD incident information to be transferred to LRMS and FRMS, such as persons and vehicles verified in the system that were included in the incident. For example, an officer is working an investigation and queries two names associated to the incident. Will the officer be able to link those names directly to the LRMS/FRMS report, or must the information be entered manually?
10. Describe how CAD and LRMS/FRMS integrate.

Chapter 7 – Police Records Management

Respondents shall provide comprehensive information about their Police RMS application. The information shall include a detailed list of functionalities, features and modules of the proposed core RMS. Proposers are encouraged to use mock screen shots throughout the response.

7.1 Police RMS Capability

Chatham County is seeking the below capabilities from the proposed Police RMS. Identify whether an item is included in the proposed core RMS. If any item is not included in the RMS, show it as an optional line item Section 5.3.

7.2 Core Police RMS Requirements

1. System shall support multiple agencies for all functions and reporting.
2. Fully integrated RMS with CAD and providing one entry of data and subsequent sharing and validation of the data across all modules.
3. Field Based Report
4. Federal/State NIBRS
5. Georgia State Accident reporting
6. Case Management
7. Master Indexes (Name, Location, Vehicle, Property)
8. Electronic Citation – Traffic, City Ordinance, Code Enforcement, Animal Control
9. GIS integration for address validation/mapping

10. Arrest module

11. Ability to capture mug shots

7.3 Comprehensive Information of Optional Items

Provide comprehensive information regarding all optional items to the proposed core RMS solution. Provide as much detail as required to ensure Chatham County personnel obtain a comprehensive understanding of each optional item. For all optional items, include a corresponding line item in the Price Proposal.

7.4 System Administration

Describe the workflow of data management for these key data sources:

1. Describe how the following data sources are imported, exported, and updated. Provide screen captures where applicable:
 - a. CAD event and incident
 - b. Mobile Data
 - c. Field Reporting
 - d. RMS Core System
 - e. GCIS Query/update and utilization of data
2. Describe what is required to propagate changes to the RMS (updated applications) or made to a data source, (State, County and City Ordinances, etc.).
 - a. Describe if changes are “staged” before they are implemented in the production system.
 - b. Describe how changes are tested before they are implemented in the production system.
 - c. Describe how changes that were recently implemented in the production system are rolled back (e.g., errors found in data entry and want to revert to the previous version).
 - d. Describe how changes are propagated to Mobile and Field Reporting units.
 - e. Describe system auditing and the ability to track all transaction within the system.
 - f. Describe the ability for authorized users to easily query and produce reports on the audited data.
 - g. Describe the overall reporting capabilities.

- h. Describe the messaging process and the ability for the system to utilize “triggers” to initiate messages and linked data to users.
- i. Describe how messaging is tracked and how positive confirmations are communicated back to the creator and logged by the audit process.

7.5 Geo Validation

Describe the ability to validate location data utilizing the same process and data as the CAD.

7.6 Security Levels and Permissions

1. Describe in detail the ability to provide different security levels and permissions to multiple personnel within the agency regarding the administration and operations of the RMS (e.g., case management, approval of incidents, access permission and group memberships, etc.). Provide examples of hierarchy, group permissions and granular permissions.
2. Describe the ability to restrict access to individual incidents or any other reports and modules within RMS.

7.7 General RMS Utilization

1. Describe the ability to switch users on shared devices.
2. Describe the ability to ensure security and segregation of unapproved and approved incidents and data.
3. Describe the ability to send RMS messages and what data can be included in those messages.
4. Describe the messaging capabilities between the CAD/RMS and MDC.
5. Describe the ability to integrate email, printing letters, messaging and FAX or other communications into daily operations. Example: Send an email notification to a person that their vehicle has been released from impound.
6. Describe the ability to support electronic signature capability and the modules/process where it can be used.
7. Describe the ability to support gang tracking using GCIS/DOJ rules and procedures.
8. Describe how reports are created in any order once a case number is available, i.e., arrest and supplements may be completed before the original report is completed.
9. Describe how multiple people can work in the same report at the same time.

7.8 Citizen Portal - Optional

1. Describe how the system's Citizen Portal is supported. Example: Query on criminal activity in an area or for a citizen to report minor criminal activity.
2. If the system does not have a Citizen Portal, are there partners/interfaces with another company? List successful interfaces (company partnered with and agency).
3. Describe how the system's Citizen Portal is managed. Are current dashboards for citizens managed by crime analysts or created by agency specific requirements? Is the dashboard information pulled directly from RMS?
4. Describe the approval process and reporting process for the minor criminal activity that was reported.
5. Describe how these reports are assigned case numbers from the RMS?
6. Describe how reports are generated/printed from the Citizen Portal for Police Records or citizens.
7. Describe how a citizen reports a minor crime.
8. Can this Citizen Portal be configured to agency specific requirements?

7.9 Master Indexes

1. Describe the utilization of Master Indexes for Names, Vehicles, Property and Locations.
2. Describe the data elements provided for Master Index data.
3. Describe any other Master Index data available or utilized.
4. Describe how module data is entered once and then utilized by other modules.
5. Describe how new Master Index items can be entered directly from a module if the items are not in a Master Index.
6. Describe how Master Index items can be updated within another module while entering data within the module. Example: An arrest where the name is not contained within the Names Master Index.
7. Describe how changes to Master Index data can be tracked and utilized for queries.
8. Describe how Master Index data can be utilized to produce "point in time" reporting.
9. Describe how duplicate names/vehicles/locations/property items are managed.
10. Describe how automatic "duplicate item" notifications are sent.

11. Describe the ability to create the criteria and process to automatically merge data and how the process is validated by an authorized user before it is executed.
12. Calls for Service
 1. Describe how CAD Call for Service data is transferred and added to the RMS
 2. Describe whether location searches in RMS can reveal the history of CAD calls to that location, or whether such information must be derived by other means.

7.11 Incidents

1. Describe how an incident is created from CAD/RMS or other authorized devices.
2. Describe how a case number is requested and assigned from CAD.
3. Describe how a case number is requested and assigned from Mobile/Field Reporting/RMS.
4. Describe how the address validation process is consistent and uses the same data sources for the whole CAD/RMS.
5. Describe how incidents created in Field Reporting or directly within RMS are approved and routed to supervisors for approval.
6. Describe how data is validated upon entry for Georgia UCR and NIBRS.
7. Describe how Records can validate Georgia UCR/NIBRS and reject or edit the incident if required.
8. Describe any workflow/guided data entry/checklists tools used to help create an incident and ensure all required items are included.
9. Describe how authorized users create and update workflow/guided data entry/checklists without the assistance of the system provider or requiring system programming.
10. Describe how reports are routed to Records and Investigations.
11. Describe how reports are approved or rejected at each level and how the originating user is notified of a rejected report.
13. Describe any tools available to approvers to ensure all data elements and validations are completed.
14. Describe how users can view reports and statuses using a dashboard or other interactive process.
15. Describe how users export queried data in multiple formats to include PDF.

7.12 Arrests

1. Describe how an arrest is entered to include Field Reporting.
2. Describe how all the Georgia required data elements are collected.
3. Describe how data required for Chatham County is collected.
4. Describe how Georgia UCR/NIBRS data elements is collected.
5. Describe how the arrest module validates and enters data from systems Master Indexes.
6. Describe how the arrest can be associated with one or more incident records.
7. Describe how an arrest may automatically clear one or more associated incidents.
8. Describe how related property is associated with the arrest.
9. Describe the ability to create arrest affidavits for Chatham County and Chatham County Municipal Courts using each agency's specific format and required data.
10. Describe how adult and juvenile specific reports are produced.
11. Describe how data is queried.
12. Describe how users export queried data in multiple formats to include PDF.
13. Describe how notifications/messages of an arrest are sent to system-defined or user-entered groups or users.
14. Describe how mugshots are captured and related.

7.13 Property/Evidence

1. Describe the overall functionality of the Property and Evidence Module.
2. Identify whether or not the product supports bar code scanning, and if so, has the process is designed to function.
3. Describe the ability to generate a list of all items of evidence or other possessed property that pertains to a given case number.
4. Describe the process for maintaining records on property being released to officers, and the process for tracking the chain of custody for all evidence.
5. Describe the record keeping process for authorizing the release of property to citizens and tracking that release.

7.14 Georgia Accident Reporting

1. Describe how Georgia Accident Reporting capabilities are supported.
2. Describe how traffic units and Master Index Records (People, Vehicle, Property, Location) are associated to accident reports.
3. Describe how a Georgia State Accident Supplemental Report is created.
4. Describe how Georgia Accident Reporting for a Fatal Accident supplement is created and reported.
5. Describe how a Georgia State Accident Report Commercial Vehicle supplement is created.
6. Describe Accident diagramming software.
7. Describe how existing Accident templates and newly created diagrams can be imported for inclusion with Accident Diagrams.
8. Describe the workflow/guided entry/checklist tools used to help create an Accident and ensure all required items are included.
9. Describe how accident case management is supported.
10. Describe how Accident reports are linked to all related RMS modules.
11. Describe how accident data is transferred to the other linked modules to avoid reentry of data.
12. Describe how users can generate custom reports for trends analysis and comparative statistics.
13. Describe how Accident data can be exported to external sources through an automated process (e.g., Carfax, Georgia Department of Revenue, Crashlogic, etc.)
14. Describe how personnel management and assignments are supported.
15. Describe any other support for Accident Reporting.
16. Describe how a Georgia State Accident Supplemental Report is created.
17. Describe the workflow/guided entry/checklist tools used to help create an accident and ensure all required items are included.
18. Describe the ability to link Accident to all related modules.
19. Describe how data entered in the Accident module is transferred to the other linked modules to avoid reentry of data.
20. Describe how to export as a PDF and print (formatted) Uniform Georgia Vehicle Accident Report.

7.15 DUI

1. Describe the ability to create and manage Georgia Driving Under the Influence (DUI) reporting.
2. Describe the ability to create a Georgia specific DUI report then collect and collate all additional reports associated with a DUI offense and arrest.
3. Describe the ability to create a DUI report package for an offense.
4. Describe the ability to link a DUI arrest to all other modules within the system.
5. Describe the ability to collect property and evidence.
6. Describe the ability to create multiple supplemental reports from multiple officers specifically for the DUI.
7. Describe the ability for users to generate custom reports (e.g., tow requests, notice of tow mailers, Georgia Department of Driver Services, Notice of Revocation).

7.16 Citations

1. Describe the ability to issue and track traffic citation books and the disposition of each citation within the book.
2. Describe the ability to track all required data for State of Georgia and Chatham County public safety agencies' citations.
3. Describe the ability to track voided/deleted citations.
4. Describe the ability to report all data for citations.
5. Describe the ability to link citations to incidents, accidents and arrests.
6. Describe the ability to include multiple offenses on a single citation.
7. Describe the ability to provide an optional integrated E-Citation solution
8. Describe the requirements
9. Describe how data is entered only once
10. Describe the ability to interface with third party E-citation devices.

7.17 Case Management

1. Describe the case management abilities.
2. Describe how incidents are automatically routed upon approval.

3. Describe how new cases are received and displayed to a defined screen position.
4. Describe how distribution rules are created and managed.
5. If applicable if applicable, describe how solvability factors are used to facilitate case assignments.
6. Describe the ability to display current case assignment loads before assigning new cases for investigation.
7. Describe how cases are distributed to different supervisors/positions based on event type or other user-defined criteria.
8. Describe how due dates and assignment notes are added and managed.
9. Describe how assigned users are notified of new or updated cases.
10. Describe how additional report data is routed to an assigned user after the original case is assigned.
11. Describe how case activities are collected and managed.
12. Describe how tasks are assigned for a case or cases.
13. Describe any dashboards or other displays utilized to help users visualize their caseloads, due dates and other defined data.
14. Describe how case status is updated.
15. Describe how approval/rejection of a case is managed.
16. Describe how case investigations are associated.
17. Describe how groups, teams or other consolidated teams are assigned.
18. Describe the task management tools available to individual investigators or supervisors managing a specific area or team.
19. Describe how multiple case management processes for different operational areas is supported.
20. Describe how a single case number could be assigned to different case management groups for completion. Example: Criminal, Animal Control and Traffic Investigations involved with a single incident.
21. Describe any other case management capabilities.

7.18 Impounded Vehicles

1. Describe the ability of the proposed RMS to enter and maintain details of impounded vehicle reports.
2. Describe how the Names, Vehicle and Location Master Index data is utilized for data in the report.
3. Describe the collection of data and management of notifications for fees paid and release of vehicles.
4. Describe how to notify the towing company of a release of a hold.
5. Describe the notice to release a vehicle by the tow company.
6. Describe how correspondence or messages with the registered owner are tracked.
7. Describe the tracking process to support dispositions and sales of vehicles through forfeiture or abandonment processes.
8. Describe the ability to produce reports on select groups or individual vehicles.

7.19 Field Reporting

1. Describe how Field Reporting is integrated into the CAD/RMS.
2. Describe how location, subject, or vehicle history is accessed through CAD call history for past incident/offense reports and how they are imported and added to RMS.
3. Describe how Field Reporting is utilized to create/modify reports.
4. Describe how data is validated against the Master Indexes within RMS.
5. Describe how queried data with the Mobile application is transferred to Field Reporting without having to re-enter data.
6. Describe how incidents are approved by the report creator and sent to the supervisor.
7. Describe the ability to define routing and rules of approved reports.
8. Describe distribution of field reports to appropriate supervisors.
9. Describe dashboards or other methods to organize and notify users and/or supervisors of approved reports.
10. Describe the process of approving or rejecting reports.

7.20 Field Interview

1. Describe the ability to collect Field Interviews.
2. Describe the ability to use electronic devices to enter FI data from the field.
3. Describe how Names, Vehicles and Locations would be validated using an electronic device.
4. Describe how to export as a PDF and print the field interview card.

7.21 Mugshots

1. Describe how the system transfers and receives data from a USB photo capture device.
2. Describe how users enter biographical data in RMS and associate with the mugshot.
3. Describe how photos are stored within RMS and automatically attached to the correct Master Name record.
4. Describe how to export or print a mugshot.
5. Describe the ability to capture mugshots using the Livescan capture system.
6. Describe the ability to support single data entry in RMS or Livescan.
7. Describe the ability to transfer data between Livescan and RMS.
8. Describe the ability to support multiple methods of capturing photos.
9. Describe the ability to support the use of mugshots in electronic lineups, wrist bands, ID badges, and booking cards.
10. Describe the ability to export mugshot in jpeg format and print.
11. Describe the ability to have the most recent mugshot automatically display in the Master Name record.

7.22 Photo Lineups

1. Describe the ability to automatically include the suspect in a photo lineup.
2. Describe the ability to randomize the lineup.
3. Describe the ability to create lineups utilizing physical characteristics or other pertinent data.
4. Describe the ability to utilize the current or past photo of a person for inclusion.
5. Describe the ability to utilize photos from arrests or other sources.
6. Describe the ability to produce any number of photos for the lineup.
7. Describe the ability to produce a list of names and biographical data for each photo.

8. Describe the ability to export the lineup as a PDF.
9. Describe the ability to link lineups to multiple cases.
10. Describe the ability to produce a list of all created lineups.
11. Describe to the ability to add an identifier to each photo used in a lineup.
12. Describe the ability to track the number of times a mugshot has been used in a lineup.

7.23 Crime Analysis

1. Describe how the Crime Analysis module utilizes CAD/RMS, incident, arrest and other data to produce crime analysis, link analysis and work productivity reports.
2. Describe a “wizard” type tool that allows users to create ad hoc and other reports without extensive training.
3. Describe the ability to maintain crime analysis reports in a library allowing the report to be reproduced and/or modified without having to create a new report from scratch.
4. Describe the statistical tools provided to create and produce in-depth analysis of data.
5. Describe the ability to create a library of “canned” reports automatically produced by the system based on a user-defined schedule.
6. Describe the ability to support advanced analytical analysis and reporting.
7. Describe how GIS data is used to produce reports.
8. Describe the various levels of geographic polygon data that can be associated with locations (for example, reporting districts, beats, neighborhoods, precincts, etc.) and state if these identifiers for each record reside in permanent fields for each record that can be queried for a list of incidents within a desired geography.
9. Describe how the system displays data using maps (heat, pin, etc.).
10. If the product has the ability to create hot spot maps, or heat maps, describe any input variables that might affect the creation of the hot spots, such as time period used, radii settings if applicable, cell size settings if applicable, or other variables. Describe how the user would select crime types, a date range, and/or other variables.
11. Describe the ability to provide Link Analysis capability.
12. Describe if and how the product handles times of day for incidents in which the exact time of occurrence of a crime is unknown, to include whether or the product generates and uses for

analysis, the estimated times of occurrence for property crimes based on midpoints of the “From Time” and “To Time”, or some other algorithm to estimate time of occurrence.

13. Describe if there is a specific field for time of occurrence, and if that field can be edited if investigation reveals more accurate information.
14. Describe if the time of day used in management reports is based on estimated times of occurrence (derived from “From Times” and “To Times” or some other algorithm), or if the time of day is the reported time of the offense, or some other time of day.

7.24 Queries and Reporting on Incidents

1. Describe how authorized users query RMS data.
2. Describe how authorized users produce summary and operational reports from the RMS.
3. Describe how users export queried data in multiple formats to include PDF.
4. Describe how an audit trail is generated on report creation and dissemination for Georgia UCR/NIBRS and any other generated report.
5. Describe how user data is tracked on the user creating and disseminating a report.
6. Describe automatic redaction of reports based on authorized user-defined fields, or from a pre-defined list. Example: Juvenile names generally cannot be released on a Public Records Request.
7. Describe the ability for the RMS system to create and export permanently redacted electronic documents.
8. Describe the process for crime reporting in compliance with NIBRS.
9. Describe if there is the ability to extract data from fields determined by the user on an ad hoc basis, that can be exported and saved to a comma-separated values (CSV) file, ASCII delimited file, or other file suitable for importing into a spreadsheet off-the-shelf software. Describe how this can be accomplished across different interrelated databases and modules.

7.25 Intelligence Analysis

1. Describe how nicknames, street names, and other aliases are connected to a Master Name Index, and if these aka’s (also known as) become part of the permanent record as an incident report is written, or whether it requires a separate data entry step.

2. Describe how searches are done given only a nickname, street name, or other alias.
3. Describe the ability to generate a list of associates for a given subject, based on their joint appearances in prior reports, outputting information such as names, dates of birth, and last known address.
4. Describe the ability to conduct unique searches and advanced queries due to the availability of partial information about a suspect or person of interest. Such searches are unpredictable and vary with the investigation of each case, but examples of such esoteric searches might include examples such as: (a) persons having a known first name, but unknown last name, that live in a certain neighborhood or area of town; (b) persons who have RMS records as drivers or passengers of blue Nissans; (c) two persons who have been in a report together based on only knowing the two first names. The above are provided as just examples of unique searches to investigate leads. Describe the ability to do such searches on partial information.
5. Describe if there is the ability to assign categories of modus operandi (MO) to individual crimes for the purposes of linking cases with similar MO's.
6. Describe if there is the ability to manually connect incidents that are believed to related to the same suspect or are in some way related.
7. Describe the ability to search narratives based on key words, to include two or three words that may or may not be adjacent.
8. Describe whether or not field interview data and field interview narratives are fully integrated with other police reports and are found during routine searches.
9. Describe if there is a mechanism to assist in identifying repeat domestic violence offenders based on the frequency and severity of multiple incidents.
10. Describe if there is a mechanism or algorithm that identifies repeat offenders so any type of crime.
11. Describe the ability to add flags to persons or locations, based on things like violent tendencies, gang affiliations, past threats to law enforcement, unusual behavior, or other information that would be useful to officers in their response, especially any information relevant to officer safety.

12. Describe any special functionality the product has related to the management of gang intelligence and which would support gang investigations.

7.26 Sealing/Expunging/Redactions

1. Describe the ability to seal/expunge/redact personal data within all modules and attachments.
2. Describe the above ability using a single process accessing all modules in RMS.
3. Describe the ability to redact data in narratives and comment fields using a single function.
4. Describe how workflows assist the user during this process.
5. Describe how authorized users restore sealed/expunged/redacted data.
6. Describe how a version history of data/incidents or module data, to include the date a function was completed and who executed the function, is maintained or tracked.
7. Describe the ability for the system to create and export permanently redacted electronic documents

7.27 Document Management

Chatham County would like an RMS that facilitates both paper documents and digital media storage integrated with the associated case report numbers to create a more efficient workflow throughout the police department. This provides a single point to access a case file and all associated attachments. The goal is to make it easier for the various Records Units to disseminate records to the district attorney, courts, news media and public. Having all the documents centrally located with associated case files will allow the process to be more efficient.

1. Describe the ability to provide document/digital media storage.
2. Describe how to scan and attach paper documents to case files.
3. Describe how to attach audio/video/photos and other digital media to case files.
4. Describe how to print the attached documents from case files.
5. Describe the ability to export audio/video/photo and other digital media.
6. Describe the ability to identify the user attaching the paper documents/digital media to case files.

7. Describe the ability to identify the time/date the paper documents/digital media were attached to the case files.
8. Describe the ability to interface to the Chatham County current document management system, Laserfiche.
9. Describe the ability for the user to seamlessly store/access documents in Laserfiche.
10. Describe the ability to assign designated records retention schedule to different case files.

7.28 Field Training - Optional

1. Describe the field training module or the ability to provide the functionality from a current module that that may be repurposed to provide the feature.
2. Describe the ability to create training programs and manage officer/trainee workflow.
3. Describe the ability to track the trainee's daily activity, call volume, call type, or other agency defined criteria.
4. Describe the ability to schedule trainees and their field training officers (FTO).
5. Describe the ability to retrieve information in a dashboard setting.
6. Describe the ability to document and maintain FTO records.
7. Describe the ability to configure the module for A Daily Observation Report.
8. Describe the ability to document and maintain trainee's Daily Observation Reports.
9. Describe the ability to document and maintain weekly testing records for each trainee.
10. Describe the ability for a supervisor to document weekly meetings with the FTO and trainee.
11. Describe the ability to document remedial training (time/subject category).
12. Describe the ability to document a "Not Responding to Training" category and report.
13. Describe any automatic or on-demand reports based on the above information.
14. Describe the process of the FTO to approve/reject reports for the trainee before going to the supervisor.
15. Describe the ability to export as a PDF and print daily observation reports.

7.29 K-9 Management - Optional

1. Describe the ability to maintain accurate and reliable K-9 records for liability and reporting, in a separate module. If there is no separate module, explain how the activities are supported using current software.
2. Describe the ability to document and maintain medical records, vaccinations, and injuries.
3. Describe the ability to document and maintain expense records.
4. Describe the ability to document the individual canine's successful tracks, bites, surrenders, drug alerts, explosive finds, etc.
5. Describe the ability to document and maintain training records.
6. Describe the ability for Law Enforcement to track apprehension, drug and bomb detection; for Fire to track arson and accelerant detection; and search and rescue (long, extensive tracking, training and detection).
7. Describe any automatic or on-demand reports based on the above information.

7.30 Animal Management - Optional

1. Describe how Animal Management is supported with a separate module managing all activities. If there is not a separate module, explain how the activities using current applications are supported.
2. Describe the ability to track animals by license and/or microchip number.
3. Describe the ability to identify/track/mark a record as a "Dangerous Dog."

7.31 Briefing Summary/BOLO

1. Describe the capabilities to aggregate, manage and produce a briefing summary.
2. Describe the capability to support a real time Briefing Summary display page to view the latest data without having to query or otherwise produce a report.
3. Describe the capability to create and manage Be on The Lookout (BOLO) from within RMS.
4. Describe the capability to integrate with CAD to allow BOLOs to be created in either system and be visible and editable in either system.

5. Describe how the product handles the production of an outstanding warrant list, and if that
6. list is validated daily, or regularly, through the Georgia Crime Information Center (GCIC) or National Crime Information Center (NCIC).
7. Describe the product's ability to produce a vehicle "hot sheet", a list of stolen vehicles from the jurisdiction that are yet to be recovered, and if this list is validated through the Georgia Crime Information Center (GCIC) or National Crime Information Center (NCIC).

7.32 Supply Management/Equipment Tracking - Optional

1. Describe the ability to acquire, track, distribute and maintain issued equipment.
2. Describe the ability to assign asset numbers for the equipment and maintain records for the equipment if assigned to multiple officers over the life of the equipment.

7.33 License Plate Reader - Optional

Describe the ability to collect and manage data from a fixed and/or mobile license plate readers.

7.34 Regional Data Sharing

1. Describe the ability to participate in regional data sharing.
2. Describe the application interfaces that allow participation with data sharing without requiring programming.
3. Describe how users can access shared data from within the RMS application.
4. Describe how shared data is seamlessly imported into the RMS without requiring users to re-enter data.

7.35 Watch Subscriptions

1. Describe the ability to provide alerting throughout all modules and master indexes in the system.
2. Describe how watch subscriptions are created, delivered, acknowledged, completed and deleted.
3. Describe how watch subscriptions are delivered to CAD, Mobile, and/or RMS and other devices like tablets, smartphone utilizing systems applications or through email, text or other methods.

7.36 Internal Affairs – Optional

Describe the ability to support a fully-functional, secure Internal Affairs application.

7.37 Code Enforcement – Optional

1. Describe the system's Code Enforcement functionality.
2. Describe how the system provides separate functionality for case number and case management separately from core RMS functions.
3. Describe how Code Enforcement and core RMS incident can be related as in integrated process.

Chapter 8 –Fire/EMS Records Management

Respondents shall provide comprehensive information about their Fire/EMS RMS application. The information shall include a detailed list of functionalities, features and modules of the proposed core FRMS. Proposers are encouraged to use mock screen shots throughout the response.

8.1 Fire/EMS RMS Capability

Chatham County is seeking the below capabilities from the proposed Fire/EMS RMS. Identify whether an item is included in the proposed core Fire /EMS RMS. If any item is not included in the FRMS, show it as an optional line item Section 6.3.

8.2 Core Fire /EMS RMS Requirements

1. System shall support multiple agencies for all functions and reporting.
2. Fully integrated RMS with CAD and providing one entry of data and subsequent sharing and validation of the data across all modules.
3. Field Based Report/Patient Care Report
4. Federal/State NIFRS
5. Case Management
6. Master Indexes (Name, Location, Vehicle, Property)
7. GIS integration for address validation/mapping
8. Emergency Medical Dispatch

8.3 Comprehensive Information of Optional Items

Provide comprehensive information regarding all optional items to the proposed core Fire/EMS RMS solution. Provide as much detail as required to ensure Chatham County personnel obtain a comprehensive understanding of each optional item. For all optional items, include a corresponding line item in the Price Proposal.

8.4 System Administration

Describe the workflow of data management for these key data sources:

1. Describe how the following data sources are imported, exported, and updated. Provide screen captures where applicable:
 - f. CAD event and incident
 - g. Mobile Data
 - h. Field Reporting
 - i. FRMS Core System
3. Describe what is required to propagate changes to the Fire/EMS RMS (updated applications) or made to a data source, (State, County and City Ordinances, etc.).
 - a. Describe if changes are “staged” before they are implemented in the production system.
 - b. Describe how changes are tested before they are implemented in the production system.
 - c. Describe how changes that were recently implemented in the production system are rolled back (e.g., errors found in data entry and want to revert to the previous version).
 - d. Describe how changes are propagated to Mobile and Field Reporting units.
 - e. Describe system auditing and the ability to track all transaction within the system.
 - f. Describe the ability for authorized users to easily query and produce reports on the audited data.
 - g. Describe the overall reporting capabilities.
 - h. Describe the messaging process and the ability for the system to utilize “triggers” to initiate messages and linked data to users.
 - i. Describe how messaging is tracked and how positive confirmations are communicated back to the creator and logged by the audit process.

8.5 Address/Geo-file Validation

Describe the ability to validate location data utilizing the same process and data as the CAD.

8.6 Security Levels and Permissions

1. Describe in detail the ability to provide different security levels and permissions to multiple personnel within the agency regarding the administration and operations of the Fire/EMS RMS (e.g., case management, approval of incidents, access permission and group memberships, etc.). Provide examples of hierarchy, group permissions and granular permissions.

2. Describe the ability to restrict access to individual incidents or any other reports and modules within Fire/EMS RMS.

8.7 General RMS Utilization

1. Describe the ability to switch users on shared devices.
2. Describe the ability to ensure security and segregation of unapproved and approved incidents and data.
3. Describe the ability to send RMS messages and what data can be included in those messages.
4. Describe the messaging capabilities between the CAD/RMS and MDC.
5. Describe the ability to integrate email, printing letters, messaging and FAX or other communications into daily operations.
6. Describe the ability to support electronic signature capability and the modules/process where it can be used.
7. Describe how reports are created in any order once a case number is available, (e.g., supplements may be completed before the original report is completed.).
8. Describe how multiple people can work in the same report at the same time.

8.8 Master Indexes

1. Describe the utilization of Master Indexes for Names, Vehicles, Property and Locations.
2. Describe the data elements provided for Master Index data.
3. Describe any other Master Index data available or utilized.
4. Describe how module data is entered once and then utilized by other modules.
5. Describe how new Master Index items can be entered directly from a module if the items are not in a Master Index.
6. Describe how Master Index items can be updated within another module while entering data within the module.
7. Describe how changes to Master Index data can be tracked and utilized for queries.
8. Describe how Master Index data can be utilized to produce “point in time” reporting.
9. Describe how duplicate names/vehicles/locations/property items are managed.
10. Describe how automatic “duplicate item” notifications are sent.

11. Describe the ability to create the criteria and process to automatically merge data and how the process is validated by an authorized user before it is executed.

8.9 Calls for Service

Describe how CAD Call for Service data is transferred and added to the Fire/EMS RMS.

8.10 Incidents

1. Describe how an incident is created from CAD/RMS or other authorized devices.
2. Describe how a case number is requested and assigned from CAD.
3. Describe how a case number is requested and assigned from Mobile/Field Reporting/FRMS.
4. Describe how the address validation process is consistent and uses the same data sources for the whole CAD/RMS.
5. Describe how incidents created in Field Reporting/Patient Care Reporting or directly within FRMS are approved and routed to supervisors for approval.
6. Describe how exposures are tracked.
7. Describe how data is validated upon entry for NIFRS
8. Describe any workflow/guided data entry/checklists tools used to help create an incident and ensure all required items are included.
9. Describe how authorized users create and update workflow/guided data entry/checklists without the assistance of the system provider or requiring system programming.
10. Describe how reports are routed to Records and Investigations.
11. Describe how reports are approved or rejected at each level and how the originating user is notified of a rejected report.
12. Describe any tools available to approvers to ensure all data elements and validations are completed.
13. Describe how users can view reports and statuses using a dashboard or other interactive process.
14. Describe how users export queried data in multiple formats to include PDF.

8.11 Case Management

1. Describe the case management abilities.
2. Describe how incidents are automatically routed upon approval.
3. Describe how new cases are received and displayed to a defined screen position.
4. Describe how distribution rules are created and managed.
5. Describe the ability to display current case assignment loads before assigning new cases for investigation.
6. Describe how cases are distributed to different supervisors/positions based on event type or other user-defined criteria.
7. Describe how due dates and assignment notes are added and managed.
8. Describe how assigned users are notified of new or updated cases.
2. Describe how additional report data is routed to an assigned user after the original case is assigned.
3. Describe how case activities are collected and managed.
4. Describe how tasks are assigned for a case or cases.
5. Describe any dashboards or other displays utilized to help users visualize their caseloads, due dates and other defined data.
6. Describe how case status is updated.
7. Describe how approval/rejection of a case is managed.
8. Describe how case investigations are associated.
9. Describe how groups, teams or other consolidated teams are assigned.
10. Describe the task management tools available to individual investigators or supervisors managing a specific area or team.
11. Describe how multiple case management processes for different operational areas is supported.
12. Describe any other case management capabilities.

8.12 Field Reporting

1. Describe how Field Reporting/Patient Care Reporting is integrated into the CAD/RMS.
2. Describe how location, subject, or vehicle history is accessed through CAD call history for past incident/offense reports and how they are imported and added to FRMS.

3. Describe how Field Reporting is utilized to create/modify reports.
4. Describe how data is validated against the Master Indexes within FRMS.
5. Describe how queried data with the Mobile application is transferred to Field Reporting/Patient Care Reporting without having to re-enter data.
6. Describe how incidents are approved by the report creator and sent to the supervisor.
7. Describe the ability to define routing and rules of approved reports.
8. Describe distribution of field reports to appropriate supervisors.
9. Describe dashboards or other methods to organize and notify users and/or supervisors of approved reports.
10. Describe the process of approving or rejecting reports.
11. Describe how the Fire/EMS RMS is integrated into receiving hospital's EMR systems.

8.13 Queries and Reporting on Incidents

1. Describe how authorized users query Fire /EMS RMS data.
2. Describe how authorized users produce summary and operational reports from the Fire/EMS RMS.
3. Describe how users export queried data in multiple formats to include PDF.
4. Describe how an audit trail is generated on report creation and dissemination for NIFRS and any other generated report.
5. Describe how user data is tracked on the user creating and disseminating a report.
6. Describe automatic redaction of reports based on authorized user-defined fields, or from a pre-defined list.
7. Describe the ability for the Fire/EMS RMS system to create and export permanently redacted electronic documents.

8.14 Sealing/Expunging/Redactions

1. Describe the ability to seal/expunge/redact personal data within all modules and attachments.
2. Describe the above ability using a single process accessing all modules in Fire/EMS RMS.
3. Describe the ability to redact data in narratives and comment fields using a single function.
4. Describe how workflows assist the user during this process.

5. Describe how authorized users restore sealed/expunged/redacted data.
6. Describe how a version history of data/incidents or module data, to include the date a function was completed and who executed the function, is maintained or tracked.
7. Describe the ability for the system to create and export permanently redacted electronic documents

8.15 Document Management

Chatham County would like a Fire/EMS RMS that facilitates both paper documents and digital media storage integrated with the associated case report numbers to create a more efficient workflow throughout the police department. This provides a single point to access a case file and all associated attachments. The goal is to make it easier for the various Records Units to disseminate records to the district attorney, courts, news media and public. Having all the documents centrally located with associated case files will allow the process to be more efficient.

1. Describe the ability to provide document/digital media storage.
2. Describe how to scan and attach paper documents to case files.
3. Describe how to attach audio/video/photos and other digital media to case files.
4. Describe how to print the attached documents from case files.
5. Describe the ability to export audio/video/photo and other digital media.
6. Describe the ability to identify the user attaching the paper documents/digital media to case files.
7. Describe the ability to identify the time/date the paper documents/digital media were attached to the case files.
8. Describe the ability to interface to the Chatham County current document management system, Laserfiche.
9. Describe the ability for the user to seamlessly store/access documents in Laserfiche.
10. Describe the ability to assign designated records retention schedule to different case files.
11. Describe the ability to transfer document information into NIMS Forms.

8.16 Equipment Tracking - Optional

1. Describe the ability to acquire, track, distribute and maintain issued equipment.
2. Describe the ability to assign asset numbers for the equipment and maintain records for the equipment if assigned to multiple officers over the life of the equipment.

8.17 Regional Data Sharing

1. Describe the ability to participate in regional data sharing.
2. Describe the application interfaces that allow participation with data sharing without requiring programming.
3. Describe how users can access shared data from within the FRMS application.
4. Describe how shared data is seamlessly imported into the FRMS without requiring users to re-enter data.

8.18 Watch Subscriptions

1. Describe the ability to provide alerting throughout all modules and master indexes in the system.
2. Describe how watch subscriptions are created, delivered, acknowledged, completed and deleted.
3. Describe how watch subscriptions are delivered to CAD, Mobile, and/or RMS and other devices like tablets, smartphone utilizing systems applications or through email, text or other methods.

Chapter 9 – Business Intelligence/Analytics System

9.1 – Comprehensive Information

Provide comprehensive information on the proposed Business Intelligence/Analytics System. Proposers are encouraged to use mock screen shots throughout the response. Information should include:

1. Describe the abilities of the proposed Business Intelligence/Analytics System.
2. Describe the types of reports and dashboards the proposed system can produce; provide example reports and dashboards where applicable.
3. Describe the proposed architecture and network connectivity requirements.
4. Describe the knowledge, skills and abilities required by personnel to fully leverage the proposed system.
5. Describe the level of effort required to create reports and dashboards.
6. Describe the design and configuration of the Business Intelligence/Analytics System.
7. Describe the ability to utilize the Business Intelligence system for other applications.
8. Describe the ability to leverage Microsoft Office (e.g., Word, Excel, PowerPoint, etc.) to publish reports.
9. Describe the ability to leverage Adobe PDF.
10. Describe the ability to export data in multiple formats like Excel, csv, etc., so it can be analyzed with different software.
11. Describe the ability to automatically generate reports on a daily, weekly, monthly basis.
12. Describe the ability to send reports (e.g., email, fax, etc.).
13. Describe the technical design of the Business Intelligence system and the impact on the CAD and RMS (e.g., utilization of the BI system will not negatively impact CAD performance).
14. Describe the ability to generate timestamps on task reports by unit, incident, and jurisdiction.
15. Describe the ability for different areas of the organization to utilize data without programming or extensive training.
16. Describe the geospatial analytics capability utilizing the County's current GIS.
17. Describe the ability to run clearance rates for case management to include historical clearance rates
18. Describe the ability to run reports by offense codes, NIBRS, state statutes or other data fields.
19. Describe the ability to run reports from clearance rates for specific crimes.
20. Describe the ability to run reports from case status, disposition, and clearance types, and detectives.
21. Describe the ability to run reports from searchable fields (DUI, traffic charge, vehicular homicide with or without alcohol).

22. Describe the ability to run reports from persons crimes separately of property crimes.
23. Describe ability to search the narrative fields.
24. Describe the ability to run reports across modules and narrative fields.
25. Describe the ability to configure agency specific reports (e.g., DUI arrests with alcohol vs. DUI arrests with drugs, overdoses with heroin vs. overdoses with pain pills)

9.2 CAD Patrol Business Intelligence Reports

Describe the ability of the proposed Business Intelligence system to create the following types of CAD Patrol reports. It is understood that answers to the below questions may be included in the above information. Copy and paste information as needed to avoid duplication of effort but do not use "previously answered" as a response. A single answer for all the reports is acceptable if accurate. Describe the ability to search and configure custom reports to include the following:

1. Number of incidents by department
2. Number of calls in each patrol district/beat
3. Number of calls by call type priority
4. Number of calls by shift
5. Number of calls by day of the week
6. Number of calls by time of day
7. Number of calls by specific employee (sworn and non-sworn)
8. Number of calls held before dispatching to a patrol unit
9. The average time spent on calls for service
10. The average time spent on calls by shift
11. The average time spent on calls by department resources
12. The average time spent on calls by specific call priority
13. The average response times
14. The average time from call received to arrival
15. The average time from dispatch to arrival
16. The average call time by each priority
17. The average call time by each district/beat
18. The average call time by each shift

19. The average call time by individual sworn/non-sworn resources
20. Call summary by location
21. Call summary by common name location
22. Call summary by specific address or block range
23. Call summary by date
24. On-duty times by employee number, not unit number
25. Off-duty times by employee number, not unit number
26. Total hours worked within a time range by specific employee
27. Total calls resulting in arrest
28. Total calls resulting in a citation being issued
29. Total calls resulting in an offense report
30. Total calls handled by police officers with no report written
31. Profile information collected from the MDC or CAD during the entry of a traffic stop
32. Ability to create canned and ad hoc reports as needed without computer programming
33. Ability to pull data with a specific address or an address range
34. Ability to pull data by placing a specific radius (circle, square, etc.)
35. Ability to pull data that has specific calls for service/drop downs (i.e., Alarm Type: Burglary, Distress, Stickup, etc. or Priorities (1, 2, 3, etc.) by beat, by county, and by agency specific criteria)
36. Track calls for service by each beat
37. Track officer initiated calls for service vs. dispatched calls for service
38. Summary of Traffic Stops, Business Checks, etc.
39. Indicators for tracking purposes (i.e., tows, custody report, assists, etc.)
40. Describe the ability to search across all data fields and modules
41. Response time reports
 - a. Phone call received to incident entry (time stamp for when call began/enter time)
 - b. Incident entry to dispatch (time to enter the call)
 - c. Dispatch to enroute – (time to dispatch call after call entry)
 - d. Time to dispatch from call answer
 - e. Dispatch time to arrival on scene (time for first unit to arrive)

- f. Enroute to arrival on scene (time of arrival from dispatch time)

9.3 CAD Fire and EMS Business Intelligence Reports

Describe the ability of the proposed Business Intelligence system to create the following types of CAD Fire reports. It is understood that answers to the below questions may be included in the above information. Copy and paste information as needed to avoid duplication of effort but do not use "previously answered" as a response. A single answer for all the reports is acceptable if accurate. Describe the ability to search and configure custom reports to include the following:

1. Number of total **calls by department**
2. Number of calls in each fire district/fire response zone
3. Number of calls by call type priority
4. Number of calls by shift
5. Number of calls by day of the week
6. Number of calls by time of day
7. The average time spent on calls for service
8. The average time spent on calls by shift
9. The average time spent on calls by fire district/response zone
10. The average time spent on calls by specific call priority
11. The average response times
12. The average time from call received to arrival
13. The average time from dispatch to arrival
14. The average call time by each priority
15. The average call time by each fire district/response zone
16. The average call time by each shift
17. Call summary by location
18. Call summary by common name location
19. Call summary by specific address or block range
20. Call summary by date
21. Total hours worked within a time range by specific employee
22. Ability to create canned and ad hoc reports as needed without computer programming

23. Ability to pull data with a specific address or address range.
24. Ability to pull data by placing a specific radius (circle, square, etc.)
25. Ability to pull data that has specific calls for service/drop downs (i.e., Alarm Type: Fire, EMS, etc., or Priorities (1, 2, 3, etc.) by fire district, by county, and by agency specific criteria
26. Track calls for service by each fire district
27. Indicators for tracking purposes (i.e., unique apparatus, hazmat, etc.)
28. Describe the ability to search across all data fields and modules
29. Response time reports
 - a. Phone call received to incident entry (time stamp for when call began/enter time)
 - b. Incident entry to dispatch (time to enter the call)
 - c. Dispatch to enroute – (time to dispatch call after call entry)
 - d. Time to dispatch from call answer
 - e. Dispatch time to arrival on scene (time for first unit to arrive)
 - f. Enroute to arrival on scene (time of arrival from dispatch time)
30. Ability to track ERF (Effective Response Force), conversely produce exception reports when ERF is not met.
31. Produce exception reports for wrong addresses and zips, etc.

Chapter 10 – CAD-to-CAD Functionality

All questions are for the proposed system. It is understood that answers to the below questions may be included in the above information. Copy and paste information as needed to avoid duplication of effort but do not use "previously answered" as a response. Proposers are encouraged to use mock screen shots throughout the response.

10.1 CAD-to-CAD Capability of the Proposed Integrated CAD/RMS System

Describe the ability of the proposed system to operate in a CAD-to-CAD environment.

10.2 CAD-to-CAD Level of Effort

Describe the level of effort by all stakeholders to design, configure and implement CAD-to-CAD operations for the proposed CAD/RMS system to operate in a CAD-to-CAD environment.

Chapter 11 – Project Management Plan

Chatham County requires a normal COTS design, configuration, testing, training and implementation schedule.

11.1 - Describe the ability to complete the following tasks:

1. Prime Vendor - Chatham County requires a contract with only one prime company that will manage the entire proposed system. Provide all relevant information concerning the ability to provide Prime Vendor services during the complete life-cycle of the proposed system (e.g., design, configuration, testing, training, implementation, support and maintenance).
2. Approach - Management, technical and organizational approach, resources, and controls to be employed to successfully accomplish project planning risk management, quality control, budget adherence, schedule requirements and integration process for all proposed systems.
3. Ability, process and schedule to provide Chatham County a Statement of Work to include:
 - a. Final schedule
 - b. Pricing detail including base system, options, and all additional items
 - c. Final Implementation Plan
 - d. Payment schedule based on major project milestones and deliverables
4. Project Schedule - Provide a proposed project schedule in MS Project format including resources and milestones. The intent is to develop and maintain a shared project schedule that includes all Proposer and Chatham County project stakeholders' tasks and activities. The implementation schedule must incorporate the major subproject implementation phases such as installation, testing, training, CAD, Map, Mobile, AVL, BI, etc. systems.
5. Project Staffing Plan - Chatham County will only accept Proposer personnel who have significant and relevant experience with the proposed system and can demonstrate a successful record at locations of similar size and complexity as the Chatham County project. Describe Proposer's project management qualifications.
6. Identify staffing resources and level of effort for each major task.
7. Provide an organizational chart for proposed project personnel including proposed sub-contractors and indicate the tasks to be assigned to subcontractors.

8. Define Chatham County requirements for staffing resources and Level of Effort by system (e.g., CAD, Mapping, Mobile, RMS, BI, etc.) for each major phase; including expected skill set needed to successfully complete each task.
9. Provide resumes of all key Proposer personnel that will be assigned to the project.
10. Describe the roles and responsibilities for all key Proposer personnel.
11. Identify whether this will be their primary assignment, and/or a projection of other assignments worked during the project life-cycle.
12. Description of facilities and equipment that Chatham County is required to provide on-site staff.
13. Describe estimated on-site time for identified milestones.
14. Background Check - All Proposer personnel assigned to work on-site on the proposed system shall be required to undergo a criminal history check and maintain a satisfactory status during the entire project. Off-site personnel will also be subject to a criminal history check. Please note that arrangements for required criminal history checks should be made in advance with appropriate Chatham County personnel. Chatham County reserves the right to reject any personnel proposed by the Proposer for any reason. All key personnel will be required to sign a confidentiality agreement for access to sensitive data.
15. Provide the status of PMP and/or equivalent certification for key Proposer personnel.
16. Describe the ability of the proposed Project Manager to coordinate and participate in all activities related to the Scripted Demonstration process, if shortlisted.
17. Confirm that no key personnel will be removed from the project without notice to the Chatham County Project Manager.
18. Describe the proposed conflict resolution process if problems are encountered with Proposer personnel.

11.2 Project Reporting

1. Describe the ability of the Proposer to participate in regularly scheduled project meetings to report progress toward contract deliverables, update status from the previous reporting period, and advise current objectives, problems or delay issues, proposed corrections and other relevant information. The meeting can occur onsite or via conference call.

2. Describe the ability of the project manager to provide bi-weekly and monthly written project status reports detailing relevant information to Chatham County project manager.

11.3 Project Management Process

Describe the proposed approach to complete the project providing a breakdown of each major phase (i.e., Install, Testing, Training, CAD, Mapping, Mobile, RMS, BI, etc.)

11.4 Deployment Plan

Describe the proposed Deployment Plan of all phases of the project and why this methodology is being proposed.

11.5 Risk Management Plan

Describe the proposed Risk Management Plan that will be used to ensure successful implementation of all phases. Explain how risks will be identified and communicated to the Chatham County Project Team.

11.6 Change Management

Chatham County understands the implementation of the proposed system will require new business processes and changes in some policies, procedures and training protocols. Describe any change management solutions provided by the Proposer that are a component of the proposal.

Chapter 12 – Training Plan

12.1 Training Plan

Chatham County will provide space for conducting training and for housing and securing the training equipment. Chatham County prefers the Proposer to utilize flexible and robust training for employees for the CAD applications, close to cutover and an on-site training coach for a negotiated time, such as a few days post-cutover touching all shifts.

1. Chatham County prefers the Train the Trainer (TTT) approach for the RMS application training unless designated otherwise by the Proposer and agreed upon with Chatham County.

2. Describe the proposed Training Plan.
3. List all training courses.
4. Provide all facility and logistical requirements of Chatham County regarding the Training Plan.

Note: Proposers may include the response to below items 12.2 to 12.6 in the above 12.1 response if there is a desire to complete a single comprehensive Training Plan answer. Proposers should clearly identify the information related to items 12.2 to 12.6.

12.2 Training Classes

List all coursework required to fully train project team members for participation in configuration workshops. For each course, state the prerequisite requirements, size of class, duration, and location of the class. The response can be incorporated in the above Section 12.1 Training Plan response.

12.3 System Administrator Training

1. List all coursework required to fully train a System Administrator. For each course, state the prerequisite requirements, size of class, duration, and location of the class.
2. Describe a phased training approach that ensures the System Administrator is provided the appropriate training throughout the length of the implementation. In addition, list all coursework required to fully train personnel that will create security profiles for groups of end users in the system.
3. The response can be incorporated in the above Section 12.1 Training Plan response.

12.4 Database Administrator Training

1. List all coursework required to fully train a Database Administrator for each system (e.g., CAD, GIS, Mobile, RMS, BI, etc.).
2. For each course, state the prerequisite requirements, size of class, duration, and location of the class.
3. The response can be incorporated in the above Section 12.1 Training Plan response.

12.5 Business Intelligence System Administrator and Analyst Training

List the training needed for the BI Administrators and Analysts to create and publish dashboards and reports without vendor support.

12.6 All User Training

1. List all on-site coursework required to fully train all end users.
2. For each course, state the prerequisite requirements, size of class, and duration.
3. The response can be incorporated in the above Section 12.1 Training Plan response.

12.7 Train the Trainer

1. List all coursework required to fully train the trainers that will train the end users (e.g., Chatham County sworn and civilian personnel).
2. For each course, state the prerequisite requirements, size of class, and duration.
3. The response can be incorporated in the above Section 12.1 Training Plan response.

12.8 Training Manuals and Materials

1. Describe the ability to meet the following criteria:
 - a. The Proposer shall be responsible for providing enough training materials and take-away documents such as:
 - i. Instructor Manual(s)
 - ii. Student Training Manual(s)
 - b. All manuals should be in Microsoft Word format
 - c. Manuals can be in other media format (HTML and Adobe Acrobat .PDF) when applicable
 - d. Provide master videos or DVDs of pre-recorded training
 - e. Provide keyboard templates
 - f. Provide on-line and computer-based training
2. All training materials must be edited to reflect the Chatham County specific environment, technology, post-configured screen shots. Chatham County will work with the Proposer to

document and edit the training materials to match Chatham County business processes. Chatham County expects to receive final versions of training materials in hardcopy and electronic formats, using the Microsoft Office suite of applications.

12.9 Training Schedule

Describe the ability to meet the following criteria:

1. Due to public safety shifts, training courses will need to be scheduled outside of normal working hours including weekends. To keep the training as fresh as possible and still accommodate the necessary number of sessions, it is expected that training will not begin until after preliminary system acceptance and before cutover but in no case will it begin more than 60 days prior to the scheduled “Go Live” date.
2. For personnel who receive training well before the cutover date, refresher training will be required. Describe the ability to ensure personnel have the requisite skills at the time of migration if the training period was an extended period to get all personnel trained (e.g., computer-based training).

12.10 Training Plan Cycle

Describe the ability to train personnel using the proposed systems while in production mode. For example, applications should have a training module allowing personnel to use the application while it is in production/operation.

Chapter 13 – Migration & Acceptance Test Plan

13.1 Migration and Test Plan Approach

1. Describe the proposed approach to test the system throughout the life cycle of the project to ensure confidence prior to a formal “Go/No Go” cutover decision.
2. Describe the approach to migrate to the new CAD/RMS system.

13.2 Test Phases

The Proposer shall provide a response for managing all system testing activities including but not limited to:

1. Product Performance Test
2. Factory Acceptance Test of hardware
3. Onsite Installation Test (e.g., immediately following initial install)
4. Reliability, Redundancy/Failover Tests
5. Peak Workload and Capacity Tests
6. Configuration Tests (e.g., through the course of the configuration process)
7. Interface Tests
8. Data Conversion Tests
9. System Integration Tests (e.g., all applications and interfaces of the proposed system)
10. Security Tests
11. Pre-Cutover Test
12. User Acceptance Test

13.3 Draft Test Plans and Approval

1. Describe if the Proposer will provide draft test plans.
2. Ability for Chatham County to be responsible for final approval of key test plans.

13.4 Reliability Test Period

Describe the ability to meet and/or exceed these criteria:

After the successful completion of the cutover period, there shall be a minimum thirty-day (30) Reliability Test Period during which the newly installed system will be in production and its performance monitored. During this period, the system must perform fully without degradation of any kind for the Reliability Test Period to be satisfied. If major defects or numerous minor defects are found during the Reliability Test Period, the defect(s) shall be documented by the Proposer along with Chatham County. Prior to completion of the Reliability Test Period, the Proposer shall resolve all outstanding issues. Once all the issues have been addressed and resolved to Chatham County's satisfaction, Chatham County will proceed with internal steps to give final approval to the Reliability Test Period.

13.5 Final Acceptance

At the successful completion of the Reliability Test Period (30 days or more of successful post-live performance), and the ability to access all data that has been converted or warehoused, Chatham County shall issue the final acceptance certificate:

1. Describe how the Proposer could demonstrate through an acceptance process, a performance (stress) test that the system performs as required in Chatham County’s technical environment and that the system meets or exceeds the proposed performance requirements.
 - a. The stress test should include all LAN connected applications.
 - b. The final Acceptance Test Plan (ATP) should use Chatham County approved data and include report generation.
 - c. The final acceptance test should successfully exercise all functionality, interfaces and components.
 - d. The Proposer should assist Chatham County with testing back-up/recovery features successfully.
 - e. The test failure of any specific major component may require the entire test be rerun, not just the failed portion of the test.
2. Describe the process for migration from one environment to another (e.g., test environment to production). The migration from one CAD/RMS system to a new one can present significant threats to the health and safety of the public and first responders if problems arise. The Chatham County cutover will require an extraordinary level of coordination and staging to avoid impacting existing operations.
3. Contingency Plan – Describe what contingency plan and problem resolution measures will be in place during the cutover period (i.e., rolling back to the former environment in necessary).

Chapter 14 – Technical Requirements

14.1 Technical Requirements Questions

1. Describe the overall architecture (client/server, host/web application, native mobile application, hybrid mobile application, etc.).

2. Describe the hosting platform (SaaS, PaaS, cloud hosted, on premise, hybrid, etc.). Include all hosting and related services provided by contractors or vendors other than the Proposer.
3. Describe all technology requirements for server(s) that will host the proposed system or application, including details on the following items:
 - a. Operating System/Version (Windows, Linux, iOS etc.)
 - b. Physical storage (HDD/SSD drives)
 - c. Virtual resources (RAM, caching, etc.)
 - d. Application servers (IIS, Apache, WebSphere, Java, etc.)
4. Describe all technology requirements for each type of client device that will be used to access the proposed system or application, including details on the following items:
 - a. Device type (desktop PC, laptop, tablet, smartphone)
 - b. Operating System/Version (Windows, Android, Mac OS, iOS, etc.)
 - c. Physical storage (HDD/SSD drives)
 - d. Virtual resources (RAM, caching, etc.)
 - e. Software (browsers, emulators, plug-ins, etc.)
5. Proposers may include the opportunity to purchase required equipment in their proposal. It is not mandatory to do so. There is no negative implication for not offering the purchase of equipment. The County will complete a cost benefit analysis regarding the purchase of equipment from the selected Proposer versus other County approved procurement processes. Proposers that do not offer the purchase of equipment shall respond with “N/A” for this item. Proposers that offer the purchase of equipment should provide detailed information (e.g., optional line items) in the Cost Proposal.
 - a. Describe any benefits to Chatham County if equipment is purchased from the Proposer
6. Describe all known technology compatibility issues that may exist and highlight those that may specifically conflict with the Chatham County server, client, and network environments as described in this RFP.
7. Provide detailed information concerning how the proposed system meets or exceeds industry technical standards, guidelines and best practices

8. Provide detailed technical information concerning the design, benefits of the design and the recommended architecture (e.g., infrastructure, networks, etc.) that Chatham County should employ to achieve optimum operational performance and reliability.
9. Provide all relevant minimum mandatory specifications and if different, specifications for optimum performance.
10. Provide the detailed information regarding the scalability for future growth.
11. Verify that any Chatham County hardware and software specifications listed in the RFP meet the proposed system's minimum mandatory specifications and if applicable, optimum performance specifications. Clearly identify any items that do not meet Proposer recommended specifications.
12. Chatham County strives for a 99.999% uptime performance standard for the CAD system. Describe how the proposed system is designed to meet the 99.999% preference.
13. Chatham County strives for a 99.99% uptime performance standard for the RMS system. Describe how the proposed system is designed to meet the 99.99% preference.
14. Describe all circumstances where a CAD/RMS software configuration change would require downtime (e.g., system upgrade, adding a new jurisdiction, etc.).
15. What published performance benchmarks does the system have for any or all the following? (Provide citations for published benchmarks including benchmark organization and date, and other assumptions.)
 - a. Application response times (separate by module if appropriate)
 - b. Speed of individual transactions
 - c. Speed of mass transactions
 - d. Speed of mass data imports and data exports
 - e. Data storage limits
 - f. Other
16. Describe all built-in options and tools for managing and enhancing performance (administrator dashboards, configuration options, reporting tools, etc.).
17. Prior to cutover to the production environment, describe the ability of the Proposer to conduct comprehensive performance testing that:
18. Accurately simulates the expected number of users

19. Tests system performance in terms of response time under expected maximum peak load and resiliency in terms of component failures
20. Tests system performance under extreme workloads (e.g., a disaster occurs, and a large amount of public safety resources are working 24/7)
21. Describe the ability to ensure that an unforeseen system outage does not result in data loss beyond what may have been ‘in-transit’ or not yet committed at the time of the outage.
22. Describe the ability to allow system maintenance, training, development, configuration and testing without interruption to the production systems.
23. Describe ability of endpoints to handle local /cached data during intermittent connectivity
24. Describe the authentication mechanism of the proposed system.
25. Describe any specific hardware/software requirements in order for the system to function properly (physical, virtual, OS, database platform, etc.).
26. Describe any circumstances or situations that would require the use of administrative accounts within the system, underlying infrastructure, or database systems.
27. Describe your installation options including levels of on-premise, SAAS.
28. Provide a system map that illustrates and describes in detail functions and the servers providing those functions (e.g., functionality lost during a server reboot).

14.2 System Security

1. Are the security controls certified through a SAS 70 audit or similar methodology? If so, provide a copy of the latest audit findings in the Exhibits section of the RFP response.
2. Identify any compliance frameworks for which the proposed system has been certified, such as HIPAA, FISMA, FERPA, PCI, CJIS, ADA, and so on. For each, provide the date of the last certification if applicable.
3. Describe all authentication platforms and technologies that are supported “out-of-the-box” within the proposed system or application (SSO, 2FA, OAuth, LDAP, Google+, Facebook, etc.). Include details on how those platforms are integrated in the solution.
4. Describe the mechanisms, policies and procedures used to safeguard data managed, transported, and stored by the proposed system. Be sure to cite the use or non-use of intrusion detection, anti-virus, firewalls, vulnerability scanning, penetration testing, encryption (include

description of protocols/algorithms), authentication and authorization protections, injection attack prevention, and policies including those involving passwords, removal of unnecessary network services, limiting of administrative access, code review, logging, employee training, and other relevant safeguards.

5. Describe how data is managed and safeguarded in client-side components of the proposed system (mobile or desktop application, browser, offline storage, cache, etc.)? Include how data is persisted, secured, and deprecated and the controls used (encryption, authentication, etc.).
6. Describe all controls in place for the proposed system designed to prevent potential data breaches. The response should include detailed information regarding:
 7. Prevention of accidental disclosure (screen lockouts, role-based access, storage encryption, policies, training, etc.)
 8. Prevention of malicious use (firewalls, intrusion detection, behavioral/content monitoring, malware detection, physical and peripheral isolation, authentication)
 9. Analysis and prevention of system vulnerabilities (penetration testing, industry alert response, system hardening procedures, validation/testing for third party components, etc.)
10. Describe controls and processes in place to respond to a breach of the proposed system. The response should include detailed information regarding:
 11. Incident management (procedures, documentation, policies)
 12. Investigation and forensics (isolation, logging analysis, system recovery, procedures)
 13. Incident reporting (notifications, disclosures, policies, documentation, etc.)
 14. Validation and testing
 15. Data recovery
16. Does the Proposer (or an experienced third-party partner) perform external penetration tests at least quarterly, and internal network security audits at least annually? Are these audits structured per the International Organization for Standardization (ISO) 17799 (transitioning to ISO 27001) standard, and are audit procedures in compliance with Statement on Auditing Standards No. 70, Service Organizations (SAS 70 Type II)?
17. Describe controls used to address community concerns regarding privacy practices. Responses should refer, where applicable, to privacy statements, opt-in or opt-out consents, compliance with applicable privacy rules, and other relevant safeguards.

18. Identify any subcontracted parties or partners involved in handling, transporting, and storing data for the proposed system or application. Response should include contact information and relevant web addresses for each.
19. Describe controls in place to manage the access, usage and protection of data by subcontractors and partners. Responses should state any relevant relationships that may induce additional risk to the safe storage of sensitive data (such as outsourcing of key services, use of sub-contractors or cloud services for hosting, etc.) and refer, where applicable, to sanctions policy and practice, background checks, role-based access to information, oversight of data authorization by supervisor, terminating access to data for terminated employees and employees changing job functions, prohibition on sharing passwords, and other relevant safeguards.
20. For credit card based and other e-commerce transactions executed through the proposed system, what measures are in place to assure transaction security? What third-party partners are relied on for execution of such transactions?
21. Describe the ability to provide protection (or receive protection from a third party) for denial-of-service attacks against the hosted solutions?
22. If there is a multi-tenant architecture that extends to the database level, provide a documented set of controls for ensuring the separation of data and the security of information between different customers' SaaS instances.
23. How many staff are dedicated to application and infrastructure security? List the average years' experience and security certifications they possess.
24. Provide documented identity management and help-desk procedures for authenticating callers and resetting access controls, as well as establishing and deleting accounts when help-desk service is provided.
25. Describe how Proposer's support staff will access the proposed system for troubleshooting, maintenance, etc. Is the above connection encrypted and FIPS 140-2 certified?
26. Describe how the Proposer's solution encrypts data between servers and clients.
 - a. Is the above FIPS 140-2 certified?
 - b. What network traffic is un-encrypted?
27. Describe the ability to protect data 'at rest' and 'in transit' so that unauthorized users cannot access it. Describe how the Proposer will accomplish this task.

28. Describe any certifications that the system maintains.

14.3 Data Management

1. Describe all database technologies and versions used or supported by the proposed system.
Note: The Chatham County only supports SQL Server (2012 or newer) or Oracle (11g or newer) databases for systems and applications hosted on premise.
2. Describe the type of data stored and where that data is stored (cloud, on-premise, etc.) including credit card data if applicable. If any data is stored outside of the US, it must also be disclosed.
3. Describe all parties that may have access to data, the methods of access, and the purpose each party would have with that data.
4. Describe the frequency, methods, and formats available to the Chatham County to access the data. Include how the County will access the data if the proposed system is deprecated or otherwise replaced.
5. Describe how the data is backed up. Include the following information:
 - a. Automated or real-time redundancy provided
 - b. Type of data included in backups
 - c. Methods and technologies used to perform data backups
 - d. Frequency, format, and storage location of data backups
 - e. Location of backup storage
 - f. Frequency, methods, and validation used to perform periodic backup testing
6. Describe how data is recovered in the event of regional or local disaster, or system data corruption or loss. Include the following information:
 - a. Automated or real-time recovery provided
 - b. Methods and estimated timeframes to recover data to the production environment
 - c. Frequency, methods, and validation used to perform periodic recovery testing

14.4 Integration

1. Describe any integration with on-premise systems (Active Directory, ERP, file systems, etc.) or cloud services (Amazon, Google, Azure, etc.) required by the proposed system.

2. Describe all “out-of-the-box” integration services provided. Include information on the following:
 - a. System resources (open data structures, views, stored procedures, etc.).
 - b. Built-in services (Rest APIs, web services, SOAP services)
 - c. Development platforms (SDKs, scripting hosts)
 - d. Community resources (NuGet, GitHub, third-party development tools, open source, etc.).
 - e. Marketplace integrations (Outlook/Exchange, Word, Excel, Facebook, Google, etc.)
 - f. Data exchange services (FTP, XML, import/export, etc.).
 - g. Specific data, functionalities, and documentation available
3. Describe any links between Chatham County websites and the proposed system that must be maintained or provided. Include URLs, domain names, and who is responsible for procuring and maintaining the link(s).

14.5 Implementation

1. Can the proposed system be hosted in a VMware server virtualized environment?
2. How many server instances will be required to host the proposed system?
3. How many IP addresses and network connections will each server instance require?
4. Will the proposed system sit inside the network or in the DMZ?
5. Describe any connections to or from systems outside the Chatham County network that are required.
6. Will access be restricted to certain IP addresses or subnets?
7. Describe any communication or integration with Active Directory that will be needed. Include the following:
 - a. Purpose of directory integration (user authentication, etc.)
 - b. Scope of access to the directory (full access, specific groups, etc.)
8. Describe any administrative access needed by the Proposer’s administrative or support staff. Include the following:
 - a. Staff that will have access
 - b. Permission levels required
 - c. Frequency and method of access

- d. Activities performed during access
9. Describe permission levels needed to install any software or components on client devices that will access the proposed system or application.
 10. Can the installation be run silently so we can remotely push the required desktop components? (The County uses LANDesk Desktop Management Suite)
 11. Describe the overall process for installing and deploying the proposed system. Include the following:
 - a. Deployment Planning
 - b. Required tasks for installation and deployment
 - c. Required tasks for installation and deployment of the proposed system's native mobile applications to smartphones and tablets if applicable
 - d. Resource recommendations and roles for County and Proposer personnel
 - e. Technical requirements for test, training and production environments, including equipment, as appropriate
 - f. Estimated timeline for implementation
 - g. Implementation/Onboarding: Document/form template creation, development of use case roadmaps, advice on best practices, administering solution, creation of custom workflows, API scripts, etc.

14.6 Hardware Specifications and Installation Plan

Chatham County reserves the option to purchase all hardware and operating system (OS) software separate from the vendor's proposal. Hardware specifications shall contain the requisite detailed information.

14.7 Hardware Tasks

1. The Proposer shall submit detailed specifications of all hardware (e.g., servers, desktop computers, mobile data computers, tablets and smartphones) and operating systems required to achieve optimum performance specifications for each system.

2. Within the detailed specifications, the Proposer will address the use of a virtual VMware vSphere environment detailing any portion of the configuration that must run outside of a virtual environment.
3. The Proposer shall submit a detailed explanation of the ability or inability to leverage current server computers. Note: Information is listed in the agency sections.
4. The Proposer shall submit a detailed explanation of the ability or inability to leverage current desktop computers. Note: Information is listed in the agency sections.
5. The Proposer shall submit a detailed explanation of the ability or inability to leverage current mobile data computers, tablets and smartphones. Note: Information is listed in each agency section.
6. The Proposer shall provide the minimum mandatory specifications for printing documents from the proposed CAD/RMS.
7. Describe the Proposer methodology to prepare servers onsite at Chatham County's location.
8. Describe the ability of Chatham County IT personnel to be involved with the installation of hardware and software in Chatham County to document the installation and configuration process.
9. Provide a hardware and software installation plan.

14.8 Wireless Specifications

1. Provide the minimum mandatory wireless bandwidth specifications for the proposed mobile system to operate in an optimum manner.
2. Describe the ability of the mobile system to send/receive data via a commercial cellular 4G broadband network.

14.9 Mobile GPS

1. Describe the ability to leverage a GPS signal and sentences used.
2. Describe the ability to leverage GPS sentences provided by Chatham County's current InMotion connectivity hardware.

14.10 Software Maintenance

1. Describe how the proposed system is periodically updated. Include information on how each of the following are managed:
 - a. Regularly scheduled maintenance (frequency, services impacted, expected downtimes, notifications, etc.)
 - b. Unscheduled patches or “hot fixes” (notifications, release notes, installation, validation/testing)
 - c. Version upgrades (notifications, release notes, breaking changes, installation, validation/testing, data conversions, mandatory vs. optional) for all system components including native mobile application, if applicable
2. Describe logging and system management reporting options for the proposed system. Include the following:
 - a. Types of events logged
 - b. User interface and configuration options Log management (retention, exporting, formatting, purging, etc.)
 - c. Reporting and analysis
3. If the proposed system is hosted, indicate the following for the hosting facilities:
 - a. Locations and hours
 - b. Availability for on-site inspection of hosting facility and data center

Chapter 15 – Data Conversion/Data Warehouse Plan

15.1 Warehousing and Archiving Legacy Data Plan

Proposers are encouraged to use their expertise in this area to provide Chatham County applicable options. Chatham County understands there may be many methodologies available to manage legacy data in a cost effective and user-friendly manner. Chatham County wants to understand options to convert legacy data into the new CAD/RMS.

15.2 Data Conversion Options

Chatham County requests that Proposers provide options to access the legacy CAD/RMS data including complexity, risk, level of effort, price, and value. For example:

1. Is converting all legacy data in its entirety into the new CAD/RMS system a viable option or is it price/level of effort prohibitive?
2. Convert only a partial amount of legacy data into the new CAD/RMS system. Store all other legacy information in a data warehouse type solution. Queries made from the proposed CAD/RMS system will include the data warehouse.
3. Convert no legacy data. Queries made from the proposed CAD/RMS system will include the legacy data warehouse.
4. Other options.

15.3 Data Conversion Plan

Provide a detailed Data Conversion and Archiving Legacy Data Plan that describes all Proposer and Chatham County processes and activities required to successfully migrate relevant Chatham County legacy data into the proposed solution. The plan should include the following:

1. The proposed solution for data conversion and data warehousing process.
2. Specific functionality and features. For example, precise information how Chatham County personnel would access the historical converted or warehoused data.
3. Specific roles and responsibilities for proposed Chatham County resources, as well as recommended required skills of personnel to perform associated conversion or warehousing tasks.
4. Specific roles and responsibilities of Proposer resources, as well as recommended skills required of personnel to perform current tasks.
5. Qualification, experience and resumes of Proposer staff proposed for the data conversion task.
6. A description of the proposed automated data conversion tools.
7. Recommended solutions for end-users to access non-migrated legacy data via integrated system or separate queries.
8. Recommended storage location for non-migrated legacy data.

9. Any prior data conversion experience with Chatham County's legacy system.
10. List the relevant projects, the versions involved, and provide contact information for the clients.
11. Describe the data conversion process.
12. Describe the historical data archival retrieval average elapsed time to query resolution.
13. Describe the ability to import existing ancillary data (e.g., special situations, caution notes, business information, etc.).

15.4 Relationship to Business Intelligence System Data Warehouse

1. Describe the relationship, if any, of the Data Conversion/Data Warehouse solution and the Business Intelligence Data Warehouse solution.
2. Describe the scalability of the Business Intelligence Data Warehouse solution.

Chapter 16– Automated Secure Alarm Protocol (ASAP)

1. Describe experience with Automated Secure Alarm Protocol (ASAP).
2. Describe the ability of the proposed CAD system to meet the ASAP standards.
3. Describe how the proposed CAD system could leverage ASAP.
4. Does the company have any existing systems utilizing ASAP?
 - a. Proposed CAD system
 - b. Other versions of the proposed CAD system
5. What is the level of effort required to employ ASAP?
 - a. CAD company
 - b. Chatham County
 - c. Alarm company
6. What are the initial and recurring prices to employ ASAP with the proposed CAD system?
 - a. CAD company
 - b. Alarm company

Chapter 17 – Interfaces

Provide detailed information regarding the ability to interface to each listed application. Include all pertinent information such as:

1. Describe the structure of your application program interface (API) and provide documentation.
2. Describe the options for interfacing with system and include documentation for each option.
3. Experience and history developing an interface to the application.
4. Relationship of the interface to the proposed CAD/RMS system (e.g., functionality, features and system capabilities).
5. Process to develop, test and implement the interface.
6. Level of effort required by the Proposer and Chatham County.
7. Reliability and performance of the interface.
8. Ability to monitor interfaces 24/7.
9. All prices for each interface listed in the Price Proposal.

17.1 Intrado Viper 9-1-1 system

17.2 Motorola Astro 25 Radio System, v. 7.16

17.3 Higher Ground Logging and Recording System

17.4 Georgia State Message Switch

17.5 Fire Station Alerting

- Completed via the 800 trunking and UHF radio systems

17.6 EMD Dispatching

The County is currently in the process of researching EMD systems and will transition to a new EMD system by 2020. Respondents should provide information concerning their ability to interface to EMD systems.

1. Describe the ability to integrate with any EMD application
2. EMD systems will need to have a robust determinant code system to support at tiered EMS system that includes first responders and ambulances of all types.

Describe the ability to access the Georgia GCIC/NCIC data from CAD, Mobile and RMS. This is a two-way interface between the State Message Switch and the CAD, Mobile and RMS systems.

17.7 Active911

Describe the ability to provide SMS messaging to the Active911 phone application used by the Chatham Fire Department and Chatham EMS. This is a one-way interface from the CAD system to the Active911 phone application.

17.8 Smart911

Describe the ability of the CAD system to consume, display and import data from the current Smart911 application. This is a one-way interface from the Smart911 system to the CAD workstations.

17.9 PulsePoint

Describe the ability to provide public notification of cardiac arrest for patients needing community CPR.

17.10 LiveScan

Describe the ability to interface with multiple MorphoTrust® Live Scan Fingerprinting systems. This is a one-way interface from the RMS system to the Live Scan system.

17.11 Court/Judicial Systems

There are multiple court/judicial systems utilized by the various city and county departments. Provide information regarding the ability to interface to a court/judicial system.

Chapter 18 – Software Licensing & Paid Services

1. Provide contact information for pre-sales technical support.
2. Describe the licensing model (named users, concurrent users, enterprise, volume, transaction-based, etc.) for the proposed system. Include itemized, accurate pricing for licensing levels and all services or features that are included in the base licensing model.
3. Describe all features, circumstances, support services, or thresholds in service levels under which the County may incur charges beyond the base licensing models (e.g., exceeding bandwidth, storage, transactions, volume of data in bytes, number of files, number of characters etc.).
4. Provide pricing and descriptions for all available subscription and support offerings, options, and coverage levels (technical support 8/5 versus technical support 24/7, for example). Describe pricing methodology for each of these options.
5. Is maintenance pricing based on a percentage of net license fees? Describe how this is calculated.
6. Describe the extent to which a non-production test, staging or “sandbox” environment is offered as part of the proposed system. Include how long this separate environment is available, whether it will incur additional charges, and for what purpose – configuration, testing or mirroring of production for disaster recovery/redundancy.
7. Provide a total cost of ownership by year for the solution for a 10-year period, including annual maintenance costs.
8. Describe the extent of price caps offered on additional years licensing and/or support. The County requires a minimum 10-year price cap with maximum annual escalators for licensing and support.
9. Describe the extent of price caps offered on products post-contract term.
10. Describe at what point payment for the solution is expected (on contract signature, staged delivery, etc.)
11. Describe any additional services (custom development, integration, etc.) available that are not included in base licensing and support. Include the following if applicable:
 - a. Services provided as fixed price and/or time and materials (T&M) options

- b. Roles (project manager, developer and engineer, etc.), estimated number of hours, and hourly rate for each role.
12. The "cost not to exceed" pricing (hourly rate, daily rate and any other options).
13. Training options and pricing associated with each type of training (on-site, remote, online, etc.).
14. Explain in detail the proposed licensing structure.
15. In the Price Proposal section, explain why the proposed license structure is the best value for Chatham County.
16. If the proposed license structure is not an enterprise license, provide a detailed comparison of both. In the Price Proposal section show the differences in prices between the proposed license structure and an enterprise license solution.
17. The Proposer shall clearly include in the Price Proposal all items that would need to be purchased on a quantity basis. This includes items provided by the Proposer or any third-party license.

Chapter 19 – Software Warranty and Maintenance

1. Describe in detail the proposed software warranty, maintenance/support plans and options for all proposed systems.
2. Describe when the software warranty starts post “go-live.”
3. Describe all benefits for maintaining a maintenance/warranty agreement.
4. Describe how Chatham County will be informed and educated about upgrades including examples of documentation that will be provided.
5. Describe all maintenance services included in each major level of maintenance support tiers provided (i.e., software patches to major enhancements).
6. Proposer response includes first 5 years of maintenance in quote.

Chapter 20 – Proposer Product Service and Support

20.1 Support Plan

1. Describe the process for initiating and completing a support incident. Include information for the following:
 - a. Initiating a support incident
 - b. Information collected for a support incident
 - c. Estimated time for initial response to a new support incident
 - d. Process for reporting status of an open support incident
 - e. Process for validating that the problem has been corrected and acceptance by the initiator of the support incident and closing the support incident
2. Chatham County requires product service and support for the implemented systems. Such support includes all the following:
 - a. On-site Technical Support
 - b. Telephone Help Desk Support – 24/7/365 via a toll-free number
 - c. Remote Help Desk Support for the system 24/7/365. Note that remote network connectivity will be provided for system support as required. However, access must be initiated by Chatham County personnel
 - d. In the event of system failure and/or catastrophic event, state how long it will take for onsite response when required.

20.2 Product Lifecycle Support

1. Describe the ability to support the proposed system through product lifecycle, which includes initial planning, project development, implementation, post-implementation and annual support.
2. Describe the ability to support the proposed system through product upgrades.

Chapter 21 – Roadmap/Enhancements

1. Describe the roadmap for each application and how the roadmap is developed.

2. Describe the software enhancement process for each application.
3. Describe the role and processes of user groups, to include using user groups in the design of future product roadmaps.
4. Describe the upgrade process, including the process and optional price for moving upgrades from the test to production environment.
5. Describe the process for refreshing test data with production data to test updates and upgrades.
6. Describe any other support services the Proposer may offer.
7. Provide all applicable prices to these services in the separate Price Proposal Worksheet.

Chapter 22 – Open Section for Additional Information

Proposers may use this section to include any information not included in the previous sections.

DEPARTMENT BACKGROUND & WORKLOAD INFORMATION

Chatham County Licenses

Core License Requirements

Agency Name	CAD Desk PC	LRMS Desk PC	FRMS Desk PC	MDC Total #	LRMS MDC	Fire/EMS MDC	Bus Int.
Chatham County Communications Services	466	0	0	338	0	0	TBD
Chatham Emergency Services - EMS	3	0	TBD	TBD	0	49	TBD
Chatham Emergency Services - Fire	3	0	TBD	TBD	0	24	TBD
Chatham County Police	0	80	0	100	100	0	20
Chatham County Sheriff	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bloomingtondale Police	2	TBD	0	12	TBD	0	TBD
Bloomingtondale Fire	0	0	0	0	0	0	TBD
BOE Campus Police	15	0	0	15	0	0	TBD
Garden City Police	0	0	0	0	0	0	TBD
Garden City Fire	4	0	0	7	0	7	TBD
Isle of Hope Fire	1	1	1	1	1	1	TBD
Savannah Police	650	650	650	40	325	325	40
Savannah Fire	20	20	20	20	30	20	20
Pooler Police	3	25	0	50	50	0	0
Pooler Fire	9	0	9	TBD	13	0	13
Port Wentworth Police	2	0	0	0	0	0	0
Port Wentworth Fire	2	0	0	0	0	0	0
Thunderbolt Police	1	0	0	8	8	0	0
Thunderbolt Fire	2	0	0	5	0	0	0
Tybee Police	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Optional License Requirements

Agency Name	Training/ FTO	IA	K9	Supply/ Inventory Mgt.	Other	Other
Chatham County Communications Services	6	0	0	0	0	0
Chatham Emergency Services - EMS	2	0	0	0	0	0
Chatham Emergency Services - Fire	2	0	0	0	0	0
Chatham County Police	10	3	0	5	0	
Chatham County Sheriff	N/A	N/A	N/A	N/A	N/A	N/A
Bloomingtondale Police	0	0	0	0	0	0
Bloomingtondale Fire	0	0	0	0	0	0
BOE Campus Police	0	0	0	0	0	0
Garden City Police	0	0	0	0	0	0
Garden City Fire	0	0	0	0	0	0
Isle of Hope Fire	0	0	0	0	0	0
Savannah Police	10	8	8	8	0	0
Savannah Fire	20	2	0	10	0	0
Pooler Police	5	0	0	0	0	0
Pooler Fire	1	0	0	0	0	0
Port Wentworth Police	2	0	0	0	0	0
Port Wentworth Fire	2	0	0	0	0	0
Thunderbolt Police	2	1	0	0	0	0
Thunderbolt Fire	1	0	0	1	0	0
Tybee Police	N/A	N/A	N/A	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A	N/A	N/A	N/A

MobileCom Licenses (Currently Installed)

AGENCY	MOBILECOM LICENSES (currently installed)	NOTES
Chatham 911 Communications Services	2	Server: 1 / Testing: 1
Chatham County Animal Services	7	8 open licenses for Chatham County
Chatham County Police Department	78	
Savannah Fire Rescue	32	12 open licenses for City of Savannah
Savannah Police Department	198	
TOTAL LICENSES IN USE	317	
TOTAL LICENSES AUTHORIZED	338	

Chatham County Residential and Service Population

Agency Name	Residential	Service	Other
Chatham County (entire county)	300,000	14 million	N/A
Bloomington	3,300	N/A	N/A
Garden City	8,970	680	GPA
Isle of Hope	3,400	500	N/A
Savannah	146,000	347,611	14 million
Pooler	26,500	55,000	N/A
Port Wentworth	8,642	65,000	N/A
Thunderbolt	3200	100	N/A
Tybee	N/A	N/A	N/A
Vernonburg	N/A	N/A	N/A

Chatham County 9-1-1 System Workload

9-1-1 calls received by year

PSAP	2017	2018	2019
Chatham County Communications Services	299,882	292,100	279,893
Tybee Island	N/A	N/A	N/A

9-1-1 calls by type

PSAP Location		2017	2018	2019
Chatham County Communications Services	Cell	251,517	246,295	238,435
	Hardline	32,279	30,652	24,658
	VoIP	16,086	14,985	14,800
Tybee Island	Cell	N/A	N/A	N/A
	Wire line	N/A	N/A	N/A
	VoIP	N/A	N/A	N/A

Chatham County non-emergency telephone calls received by year

PSAP Location	2017	2018	2019
Chatham County Communications Services	155,016	152,974	146,832
Tybee Island	N/A	N/A	N/A

Chatham County CAD System Workload

Number of CAD Incidents by agency and year

Agency Name	2017	2018	2019
Chatham County Communications Services	704,090	658,554	739,158
Chatham Emergency Services - EMS	N/A	73,172	75,829
Chatham Emergency Services - Fire	N/A	3,552	4,599
Chatham County Police	0	91,287	161,294
Chatham County Sheriff	N/A	N/A	N/A
Bloomingtondale Police	9509	7572	5538
Bloomingtondale Fire	6,732	5,719	4,803
BOE Campus Police	787	866	1013
Garden City Police	23,452	24,955	29,321
Garden City Fire	2,122	3,144	2,570
Isle of Hope Fire	174	194	178
Savannah Police	541,276	410,276	404,412
Savannah Fire	8,524	8,320	8,414
Pooler Police	27,019	29,303	30,370
Pooler Fire	20,812	24,533	27,098
Port Wentworth Police	35,834	36,029	43,083
Port Wentworth Fire	1,460	1,603	1,676
Thunderbolt Police	N/A	3,638	3,791
Thunderbolt Fire	N/A	N/A	N/A

Tybee Police	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A

Chatham County LRMS System Workload

Number of RMS Incidents by agency and year

Agency Name	2017	2018	2019
Chatham County Communications Services	N/A	N/A	N/A
Chatham Emergency Services - EMS	N/A	73,172	75,829
Chatham Emergency Services - Fire	N/A	3,552	4,599
Chatham County Police	N/A	10,357	11,766
Chatham County Sheriff	N/A	N/A	N/A
Bloomingtondale Police	903	764	574
Bloomingtondale Fire	N/A	N/A	N/A
BOE Campus Police	787	866	1,013
Garden City Police	3,841	3,799	3,691
Garden City Fire	2,122	2,484	2,570
Isle of Hope Fire	174	194	178
Savannah Police	101,382	78,420	72,638
Savannah Fire	7,920	7,759	7,800
Pooler Police	101,382	78,420	72,638
Pooler Fire	3,982	4,130	4,359
Port Wentworth Police	6,800	7,000	7,160
Port Wentworth Fire	1,100	1,175	1,380
Thunderbolt Police	471	366	410
Thunderbolt Fire	497	464	447
Tybee Police	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A

Law Enforcement RMS Information 2019

Agency Name	Arrests	Citations Issued	Other
Chatham County Police	1,271	7,221	0
Chatham County Sheriff	N/A	N/A	0
Bloomingtondale Police	1,058	15,013	0
BOE Campus Police	0	0	0
Garden City Police	514	749	0
Savannah Police	6,966	11,507	0
Savannah Fire	N/A	N/A	0
Pooler Police	1875	18132	0
Port Wentworth Police	1,135	15,382	0
Thunderbolt Police	100	1250	800
Tybee Police	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A

Chatham County FRMS System Workload

Fire/EMS RMS Information 2019

Agency Name	Fire Incidents	EMS Incidents	Other
Chatham Emergency Services - EMS	N/A	75,829	N/A
Chatham Emergency Services - Fire	2,757	956	N/A
Bloomingtondale Fire	0	0	N/A
BOE Campus Police	0	0	N/A
Garden City Fire	80	1,733	757
Isle of Hope Fire (2019)	60	118	N/A
Savannah Fire (2019)	7,800	N/A	N/A
Pooler Fire	1,563	2,796	N/A
Port Wentworth Fire	604	916	N/A
Thunderbolt Fire	145	302	N/A
Tybee Fire	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A

Chatham County CAD/RMS Workstations

City	Desktops		Mobile		Minimum Specs				Other Applications
	PD	FD	PD	FD	Proc	RAM	SSD	HDD	
Port Wentworth	20	7	42	6	I5	8GB	128GB	1TB	Google Earth MS Office, SSI for reporting Fire Programs
Thunderbolt	4	-	2	-	I3	4GB	-	250GB	Microsoft Office, Webroot AV, Atera RMM client, Chrome, Firefox
Savannah	240	80	80 LT, 520 MDTs	20	-	8GB	-	250GB	MS Office Adobe Lotus Notes Palo Alto Traps Roxio Creator Crystal Reports Snagit CutePDF Writer VLC See email for full list
Bloomingtondale	53	-	11	-	I5	8GB	-	250GB	MS Office Adobe
Tybee Island									
Garden City	21	-	36	-	I5	8GB	-	512 GB	MS Office
Pooler	40	-	60	-	I5	16GB	128 /256	-	MS Office Anti-Virus

Chatham County Public Safety Staffing

9-1-1/PSAP

	Chatham County	Tybee Island
Call Taker/Dispatcher	85	N/A
Lead Dispatcher	0	N/A
Supervisor	12	N/A
Middle Managers	2	N/A
Directors	3	N/A
Office Support	5	N/A
Technology Support	2	N/A
Total	109	

Public Safety Staffing

Agency Name	Total Staff	Command Staff	Management	Line/Field	Admin/Office	IT Support
Chatham Emergency Services - EMS	242	5	2	229	5	1
Chatham Emergency Services - Fire	101	4	2	84	10	1
Chatham County Police	152	8	9	116	19	0
Chatham County Sheriff	N/A	N/A	N/A	N/A	N/A	N/A
Bloomingtondale Police	16	3	5	5	5	0
Bloomingtondale Fire	31	3	1	31	3	1
BOE Campus Police	182	5	5	166	5	1
Garden City Police	47	5	1	26	15	1
Garden City Fire	18	2	3	12	1	1
Isle of Hope Fire	30	10	0	0	0	0
Savannah Police	629	36	75	469	64	22
Savannah Fire	326	3	9	4	18	5
Pooler Police	68	5	0	49	14	0
Pooler Fire	60	3	0	55	2	0

Port Wentworth Police	42	4	3	30	4	1
Port Wentworth Fire	19	3	2	15	1	1
Thunderbolt Police	12	1	1	8	3	1
Thunderbolt Fire	16	1	0	14	0	1
Tybee Police	N/A	N/A	N/A	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A	N/A	N/A	N/A

CHATHAM COUNTY GIS

Chatham County GIS Overview

GIS at Chatham County was started in 1995 with ArcView 3.x and ArcInfo workstation. Chatham County initiated the first Airborne Light Terrain Model ALTM which is known today as Lidar thus creating the first high-resolution elevation mapping project in the country. GIS has grown and adapted to meet Chatham County Business Functions using hardware that includes servers at SAGIS for Core Common Use Data products and internally using two Enterprise GIS complexes. GIS Management and projects are managed through Chatham County Department of Engineer-Chatham Geospatial Division.

The Chatham Geospatial Division (CGD) is currently comprised of a GIS Manager, GIS Analyst II, GIS Analyst I, and a GIS Technician II and GIS Technician I. GIS Projects currently managed by the Chatham Geospatial Division are Parcel Editing, Street Centerline Editing, Right of Way Editing, Right of Way Applications, MS4 (Municipal Separate Stormwater Sewer Systems) Surveying, Drone Imagery, Flood Zone Analysis, Elevation Certificates, Street Lights, Digital Plats & As-built's and ad-hoc mapping, surveying, and data collection and analysis for internal Chatham County business needs. We assist departments in developing GIS solutions to meet their business functions and organizational goals.

CGD is currently standardized on ESRI software. The desktops deploy GIS software utilizing ArcGIS Basic, Standard, Advanced and ArcGIS Pro. GIS Servers are hosted by both SAGIS at the Metropolitan Planning Commission, ICS at Chatham County, and for Chatham Emergency Management Agency. Chatham County owns access to ArcGIS Online, ArcGIS Portal, and ArcGIS Server, and ArcGIS Data Store. We are currently considering migrating portions of our Enterprise to Cloud-based for viewing and collecting GIS data in the field.

Chatham County is also a founding member of the Savannah Area Geographic Information System (SAGIS). SAGIS was established in 1991 to enable multijurisdictional data sharing, maintain data standards, and manage regional projects such as aerial imagery acquisition. It is a cooperative regional agency, which includes the jurisdictions of Chatham County, City of Savannah, City of Pooler, City of Tybee Island, the Savannah/Hilton Head International Airport, and the Chatham County - Savannah Metropolitan Planning Commission (MPC). SAGIS handles data storage, security, backup, and provides analysis services. Data is shared by SAGIS on the Open Data download site, through internal and public web viewers, and as web services which enable data layers to be integrated into vendor software and custom applications. SAGIS staff consists of a Director, a Senior GIS Developer, a GIS Analyst and a GIS Specialist. The Director of Information Technology at the MPC supports SAGIS operations. GIS data is stored in a Microsoft SQL Server 2016 ArcGIS SDE geodatabase 10.5.1 at the MPC and on Microsoft SQL Server 2017 ArcGIS SDE 10.6.1 on the Amazon cloud. Following the schedule with CGD, SAGIS will migrate all ArcGIS software to 10.7.1 by the end of March 2020.

CGD also relies heavily on ESRI ArcGIS Online for web maps, and feature services for data collection and dissemination. Chatham County daily GIS use has 33 active editors and viewers, 48 desktop licenses, 10 portal licenses. Current GIS software being utilized at Chatham County Government are ESRI ArcGIS Pro, ArcGIS Desktop, ESRI Collector, ArcPad, ESRI Survey 123, QGIS Desktop, ESRI Portal, ESRI Data Store, ESRI Server, ESRI Web Adapter (Internal & External).

Ultimate end users of the application / GIS data include:

- Engineering

- Public Works
- Mosquito Control
- Occupational Safety
- Board of Assessors
- Chatham County Law Enforcement
- Chatham County Fire Department
- Chatham County EMS
- Chatham County Marine Patrol
- Chatham County Counter Narcotics Team
- Chatham Emergency Management Agency
- Parks & Recreation
- Building Safety & Regulatory Services
- Chatham County Elections Department
- Savannah / Chatham County Metropolitan Planning Commission

ArcGIS Desktops are standardized on ArcGIS 10.5.1 Desktop release. ArcGIS is deployed using the "Concurrent Use Desktop" model by pulling from a license pool. ArcGIS extensions owned by the county include 3D Analyst, Spatial Analyst, Network Analyst (Drive-time routing), Geostatistical Analyst, and Data Reviewer for QA/QC. CGD plans on migrating all ArcGIS Desktop products to the 10.7.1 level at the end of March 2020. We are currently in the planning phase of re-architecting the ArcGIS Enterprise at Chatham County Government to a cloud-based service throughout the county to greater leverage our resources and maximize our efficiencies.

Chatham County Geospatial Division (CGD) Maintains the following system at the Chatham County Engineering Department.

- Nala - (GIS ArcGIS Server) GIS Application Server / License Manager and File Server (500 GB, 250 GB of UAV Imagery, and 215 GB for File Server)
- Rafiki – GIS Database Server
- Bonzai - GIS Web Adaptor located at ICS offices at the Pete Likakis Government Building
- CEMA has an EOCGIS (Federated ArcGIS Enterprise) located at the Chatham County Annex / CCPD Westside Precinct for emergency services

The SAGIS system is hosted on-premise at the Metropolitan Planning Commission with a second instance on an Amazon Web Services cloud server, in the following configurations.

MPC Complex

1. Hardware

- a. HP ProLiant DL380 G7 Servers: Qty: 3, Base machine has: 96 GB RAM, 2 Intel X5650 Processors running Windows Server 2016 with current patches (production). Each production machine is capable of hosting up to 3 virtual servers, but in practice hosts either 1 or 2 production virtual servers allowing for disaster mitigation on existing equipment if needed.
 - Machine 1: Hosts 1 Virtual Machine configured as Database Server using MS-SQL 2016 Standard (6 core license).
 - Machine 2: Hosts 2 Virtual Machines configured as GIS servers, one for public services, one for government facing services.
 - Machine 3: Hosts 2 Virtual Machines, one configured as GIS File share, one for development purposes. GIS File share is accessible across city and county domains and connected on municipal fiber optic infrastructure.
- b. HP DL360 G5 Server: Backup server running Backup Exec (current) on Windows 2016 Server
- c. HP MSL2024 Robotic tape backup units: Qty 2

- d. HP StorageWorks P2000 SAN: Qty: 4, populated with 2TB drives (total: 96TB).
- 2. Software
 - a. Operating system: Windows Server 2016.
 - b. MS-SQL Server 2016, 6 cores licensed.
 - c. ERSI Enterprise 10.5.1, in Web Services and Image Server roles, and RDBMS data access.
 - d. Microsoft IIS web servers running custom websites.
 - e. Esri Web Adaptor for IIS

3. Data Storage:

- a. Shared internal read-only data derived and published from partnering agencies
 - b. Production Geodatabases for partnering agencies

Amazon Cloud Instance

- 1. Hardware: 16 GB RAM, Intel Xeon E-4 2.5 GHz (4 cores), high network availability, m3-large configuration.
- 2. Software: Windows 2016 Datacenter, MS SQL Server 2017, ArcGIS Server Enterprise 10.6.1, Microsoft IIS web server, Esri Web Adaptor for IIS
- 3. Purpose:
 - a. Production SDE geodatabase for the Savannah/Hilton Head International Airport facility and airfield operations
 - b. Hosting data, services and website for www.sagis.org/map Property Map Viewer and the public website homepage www.sagis.org.

- c. A redundant hosting platform for the Chatham County Common Operating Picture map viewer and associated data, supporting the County Emergency Operation Center.