

REQUEST FOR PROPOSAL  
CITY OF WARRENSBURG  
102 SOUTH HOLDEN STREET  
WARRENSBURG, MISSOURI 64093

PROPOSAL CLOSING: October 7, 2016

DATE OF PROPOSAL: September 9, 2016

ADMINISTRATIVE CONTACT: Lt. CYNTHIA JONES, 660-262-4541

TECHNICAL CONTACT: GARY SWANSON, COMPUTER TECHNICIAN, 660-262-4622

PROPOSAL HEADING: CITY OF WARRENSBURG, WARRENSBURG POLICE DEPARTMENT RECORDS  
MANAGEMENT SYSTEM PROJECT

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By order of the City Manager of the City of Warrensburg, Missouri, sealed proposals will be received in the Office of the City Clerk, Municipal Building, 102 South Holden Street, Warrensburg, Missouri 64093, for the CITY OF WARRENSBURG, WARRENSBURG POLICE DEPARTMENT RECORDS MANAGEMENT SYSTEM PROJECT until 2:00 p.m., CST, October 7, 2016, at which time the proposals will be publically opened and read aloud. Only sealed proposals marked "CITY OF WARRENSBURG, WARRENSBURG POLICE DEPARTMENT RECORDS MANAGEMENT SYSTEM PROJECT – DO NOT OPEN" will be considered. No late, incomplete, email or fax submissions shall be accepted. Failure to follow these procedures may result in the disqualification of the consultant from the RFP process at the discretion of the City.

INTENT: It is the intent of these specifications to accomplish the following tasks as described in Scope of Services section of this document.

1. Replace the current Records Management System with an off-the-shelf solution that meets or exceeds the needs of the WPD. Proposals shall include all necessary hardware and software to implement an efficient an effective Records Management System
2. Convert data from previous software programs to new software solution.
3. The new Records Management System must be scalable and must be able to integrate with other software programs.
4. The Records Management System must allow the WPD to efficiently organize, track and access vast amounts of data, must be easy to use and searchable.
5. The selected vendor needs to provide all services including, but not limited to installation, implementation, data conversion, training, monitoring, technical support and on-going maintenance.
6. Provide off site back up of data.
7. Provide training to administrators, officers, detectives and clerical staff.
8. Establish a long-term maintenance and support contract.
9. Successfully implement the new system with minimal disruption to users and operations, on time and within budget.
10. Automate data input processes.

11. Reduce paper-based documentation and tracking.

**BACKGROUND INFORMATION:** At present, the Warrensburg Police Department is using Global Software Corporation's Records Management System software. This system has been in place for 12 years. Global Software Corporation's RMS program does not provide the WPD with the flexibility needed to respond to the department's ever changing needs. The current program does not allow for custom designed forms or modules, user defined inquiries and reports, retrieval of a wide variety of statistical data, reports cannot be set to run automatically and our data is not backed up off-site.

**SELECTION AND CRITERIA FOR EVALUATION:** Selection of a qualified company will be made at the discretion of the City of Warrensburg, which reserves the right to accept or reject any and all proposals.

The following items will be considered in making a selection of the company, though they may not be equally weighed in the review process:

1. Experience, skills and qualifications;
2. Merits of the Proposal including scope of work and approach to addressing tasks;
3. Timeline and proposed schedule;
4. Customer relations, responsiveness, and timeliness;
5. References and prior experience with similar work, and
6. The company's proximity, history of activity in the Warrensburg area and economic impact to the local economy.

CITY OF WARRENSBURG, MISSOURI  
WARRENSBURG POLICE DEPARTMENT RECORDS MANAGEMENT SYSTEM PROJECT  
INSTRUCTIONS

In addition to the requirements set forth in the specifications, anyone submitting proposals shall be responsible for familiarizing themselves and complying with the following instructions.

1. Proposals will be accepted at the Office of the City Clerk, 102 South Holden Street, Warrensburg, MO 64093 until 2:00 p.m., CST, October 7, 2016.
2. Proposals must be submitted in a sealed envelope clearly marked "CITY OF WARRENSBURG, WARRENSBURG POLICE DEPARTMENT RECORDS MANAGEMENT SYSTEM PROJECT – DO NOT OPEN" to be considered. Proposals submitted without proper identification may be rejected.
3. The City of Warrensburg accepts no responsibility for delays caused by the U.S. Postal Service or any other means of delivery.
4. Proposals may be withdrawn at any time prior to 2:00 p.m., CST, October 7, 2016 by written request from a person authorized to represent the proposer.
5. Proposers shall not be permitted to use to their advantage any omission or error in the specifications or contract documents, and the City reserves the right to issue new instructions as if originally specified.
6. Proposers shall read thoroughly and understand the requirements in relation to the proposal which is submitted.
7. The right to reject any and/or all proposals, to accept or reject all or any part of a proposal, and to waive any technicalities in the proposal or accept the one that, in the sole judgement of the City, will be in the best interest and/or most advantageous to the City, is hereby expressly reserved by the City.
8. The City may elect to select one or more, but not all, of the different phases of work the proposer may submit.
9. If the proposer is a resident of Warrensburg, or owns property within Warrensburg, the proposer must be current on all taxes and utility bills owed to the City.
10. In case of default by the proposer, the city shall procure comparable services and hold the proposer responsible for any excess cost occasioned thereby.
11. The proposer, if required by ordinance, either has or is willing to obtain a City business license prior to the commencement of the work or the delivery of goods.
12. Proposer will include all travel costs in their submission to complete the work identified in the proposal.
13. Failure to comply with any of the above instructions and general conditions of proposing may disqualify the proposer at the direction of the City Manager.
14. All requests for information and/or interpretation (RFIs) related to this Request for Proposal must be received no later than 12:00 p.m. CST on September 16, 2016. Such RFIs shall be made to Cynthia Jones, Lieutenant, by e-mail at [cjopnes@warrensburg-mo.com](mailto:cjopnes@warrensburg-mo.com) or Gary Swanson computer technician, at [it@iwarrensburg-mo.com](mailto:it@iwarrensburg-mo.com). If required, an addendum will be published and made available on the City of Warrensburg website no later than the close of business on September 23, 2016.

15. Proposers shall submit one (1) original and three (3) copies of their proposal. Each proposal shall contain at a minimum, all items addressed in the Vendor Qualifications section of this document and the following items as described in the Master Services Agreement:
  - a. An Affidavit of Compliance with the federal work authorization program and a copy of the proposer's E-Verify Memorandum of Understanding (15 CSR §60-15.020) must be provided to the City.
  - b. Insurance documentation
  - c. City of Warrensburg Conflict of Interest Form
  - d. Certification of Individual Bidder
16. The proposer whose Proposal is selected for the project will be required to enter into an agreement with the City of Warrensburg in the form attached hereto which is in compliance with the City of Warrensburg's now existing standards for contracts with consultants. Any and all modifications or amendments to said agreement shall be subject to the approval of the City Counselor. Any licensing, support or maintenance agreements must be in a form approved by the City and City Counselor, and shall not include terms prohibited by the City's Master Services Agreement
17. All proposals will constitute an irrevocable offer to perform services as proposed for a period of 90 days, and may be accepted by the City any time within 90 days from opening of proposals.

CITY OF WARRENSBURG, MISSOURI  
WARRENSBURG POLICE DEPARTMENT RECORDS MANAGEMENT SYSTEM PROJECT  
SCOPE OF SERVICES

## Vendor Qualifications

The City of Warrensburg will evaluate vendor experience, qualifications and capabilities for developing and implementing a new Records Management System. The desired qualifications are outlined below. Responders are required to submit a written narrative corresponding to each section below:

### Introduction

- Overview and summary of how your company will assist the City in reaching our RMS goals.

### Company Profile

- Company overview and history
  - How long has the company been in business
  - Number of current employees
  - Number of clients in the past 5 years
- Capabilities of the company – why should your company be chosen

### Project Development Approach

- Vendor must provide a dedicated project manager as part of the project.
- Average timeline of project
- Detailed explanation of all project phases including consultation, design, development, data conversion, training and implementation
- Overview of the software solution, including how all of the products and modules work together
- Detailed system configuration and setup services to the WPD as part of the project.
- Training options
- Complete description of the maintenance and support services which are offered by the vendor as part of this proposal
- What roles the City will play in the project

### Scope of Work

- Project phase deliverables
- What will be expected of the City
- What the City can expect from the company

### Municipal Record Management System Implementation Experience

- References (minimum three references, including all contact information below)
  - Client name
  - Website URL
  - Client contact person and title
  - Phone
  - Email Address

## Support and Maintenance (describe all available)

- System ownership
- Details of both hardware and software maintenance, along with future upgrades
- Ongoing training opportunities and availability of robust, self-service documentation and technical support (videos and training manuals, etc.)
- Availability of continued communications post website implementation (with consultants and support staff)
- Support services – emergency and non-emergency situations 24x7x365.

## Project Pricing Estimate/Cost for Services Outlined

The submitter will provide a cost breakdown for all services offered under their proposal to include the following at a minimum:

- Support, development, and design fees including:
  - Pre-migration planning and consulting to minimize migration issues
  - Conversion of the current and previous data from LEMIS, PIC and Global to the new RMS database; proposer will work with the Police Department to validate content during the data conversion process and the vendor should complete all data conversion before the go live date for the new system
  - The vendor should schedule and perform software updates and hot fixes to the program at no additional cost to the agency as part of the standard maintenance agreement
  - Training must be provided by the vendor on the new system. The training may be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the WPD. The WPD will provide the training facilities, workstations, network, etc. which are required for the training. The vendor will provide training which is specific to their products and shall be performed on the training server/database using the WPD's data which has been converted from the existing and previous systems.
- Provide costing information for Field Bases Reporting
- Provide costing information for the Crime Mapping App
- Recurring fees for hosting, maintenance and support for Year 2 and beyond

## Description of Features and Functionality Included with the RMS

- List of all features and functionality included in the proposed RMS. Must address all features and functionality listed in the Required Features section of this RFP

## Additional Products Offered

- Give brief descriptions of other products offered by the company

## Required Features

The information below represents required functional capabilities in the selected RMS. It is not all inclusive; other functionality may be recommended or added. The City's new RMS vendor must be able to provide at a minimum, the components shown.

- The system should allow all software products (Admin, RMS) to be configured and managed from one system window.

- The system should allow authorized users to change commonly altered variables without intervention from the vendor or IT.
- The system should allow multiple (unlimited) users to be logged into the system and using the same applications simultaneously.
- The system should allow multiple (unlimited) users to view, add, and edit information in the same records simultaneously.
- The system should provide global search functions for names, addresses, phone numbers, and vehicles.
- The system should ensure that these search functions include SOUNDEX, partial, and wild-card searches.
- The system should be able to generate a summary of each record displayed within these search results, including digital images.
- The system should be able to print, save or email the search summary directly from the summary window.
- The system should be able to print, save or email a list directly from the list view window.
- The system should be able to print, save or email a record directly from the record detail window.
- The system should allow the creation of an agency-specified header for use within printouts from the system. This header should include both an image and text.
- The system should allow authorized users to maintain a list of phone number types.
- The system should allow authorized users to maintain a list of relationships (for example, spouse, neighbor, stranger, etc.)
- The system should allow authorized users to maintain a list of agencies.
- The system should provide multiple levels of data security control, including access by user and user group.
- The system should be FIPS 140 compliant for all network communication, including wired and wireless communication.
- The system should verify access by a username and its corresponding password.
- The system should support integration with Active Directory.
- The system should support integration with multiple Active Directory servers.
- The system should support dual-factor authentication with a username and password and a USB dongle or fob that meets FBI Security Addendum Requirements.
- The system should never display passwords and should store passwords as hashed values in the database
- The system should provide each user with a single username and password for the entire system.
- The system should include the following agency-configurable password parameters:
  - Minimum length
  - Case sensitive
  - Required to use uppercase and lowercase
  - Required to include a numeral
  - Frequency of password changes
  - Number of previous passwords which cannot be reused

- The system should be able to display agency-defined password parameters when users create or change a password.
- The system should allow authorized users to determine when any user's password was last changed and to change any user's password.
- The system should use a unique identifier for users and not their badge numbers so that officer badge numbers can be re-issued within the system.
- The system should provide access levels, including view, edit, delete, and admin for each component of the system for users and user groups.
- The system should track the user who last entered or updated any record as well as the date and time of the modification.
- The system should store a read-only checksum for digital files and provide a means of determining if anyone has tampered with the file.
- The system should be able to create an audit record each time a record is created, edited, or viewed.
- The system should create an audit record each time an audio or video attached to a case report is exported from the system.
- The system should use an n-tier architecture.
- The system should use a SQL database.
- The system should allow connections to the SQL database via free ODBC drivers.
- The system should include all server hardware. Network equipment and workstations will be furnished by the agency.
- The system should allow the servers to be completely maintained on the client's premises by the vendor as part of the standard maintenance agreement.
- The servers should be constantly monitored by the vendor for performance levels and network load.
- All upgrades to the hardware, such as additional disk space, should be provided by the vendor.
- The system should include 30-minute rolling backups of all data to an offsite location (not within the city or county) during which the system performance cannot be degraded.
- The system should include a testing/training server.
- The system should ensure that the testing/training server includes the physical servers, server operating system software, server application and database software, installation, testing and configuration.
- The system should ensure that the testing/training server allows the users to work with a copy of the production data without influencing the production environment.
- The system should be able to perform data validation/error checking for fields in the system.
- The system should allow specific fields to be designated as required to force users to enter essential information before saving a record.
- The system should visibly identify required fields (for example, by color-coding them). If a user attempts to save a record without completing all required fields, The system should visibly notify the user of the remaining required fields (for example, by causing the required fields to flash).
- The system should provide auto-completion for frequently entered information. Once the user begins typing, the appropriate data should automatically populate into the record.
- The system should use the tab key to move between fields.

- The system should include a spellchecker for narrative fields throughout the system. Users should be able to add words such as local place names to the spellchecker's dictionary
- The system should include a grammar check capabilities. If not, will it be provided in a future version of the software? If so, when?
- The system should allow users to use a shortcut key to jump to any menu or submenu link on an open screen, even if that screen is not currently in focus.
- The system should ensure that all of its modules integrate with other modules (Admin, RMS) and are provided by the same vendor, and are not third-party applications.
- The system should use a single database, capable of being hosted on a single server, for all modules.
- The system should allow all modules to be accessible to authorized users from the same application window.
- The system should allow all modules (Admin, RMS) to be accessible based on assigned permissions. All modules should be accessible with a single click or keystroke, without launching a separate program or application.
- The system should provide a one-time, single point of data entry to allow information to be accessible from other modules in the system once it has been entered.
- The system should have consistent user interface design throughout.
- The system should be integrated to provide automatic transfer of critical information between software modules, including, but not limited to, CFS data from CAD transfers to the case reports in RMS.
- The system should ensure that all modules share the same master records for names, addresses, property and vehicles and that these master indices are located within a single database.
- The system should integrate alerts between all modules so that alerts entered in one area are available in all others.
- The system should provide an agency and user-customizable dashboard that displays summary information from any modules which the user has permission to access (for example, that user's open case reports or a list of recently added warrants).
- The system should be able to display dashboard reminders of overdue and soon-to-be-due tasks for users or user groups.
- The system should be able to display web links on the dashboard to provide direct links to third-party websites via the default browser.
- The system should use a single database, accessed from all modules, for storing the master name records. The system should link all activity of a person (or business) to a single master name record. If the system does not do the above, please explain the master name index architecture and functionality.
- The system should link the master name record to and provide a list of all activity with which the person was involved, including case reports, citations, parking tickets, warrants, registered vehicles, and *anything built with custom modules*.
- The system should include links from the activity list on the master name record to any other record in which the person was involved, in the module the activity originated. Access to these records should be controlled by user permissions.
- The system should include links to the master name index from name fields found throughout the system.

- The system should support advanced name searching based on any combination data elements in a master name record.
- The system should allow first, middle and last names to be entered in any order in name fields.
- The system should allow searching for persons and businesses by full or partial names.
- The system should connect the alias and the master name record so that searching for an alias finds that master record.
- The system should include the option of using SOUNDEX when searching for names.
- The system should permit the use of age ranges, as well as specified ages on master name records. However, the system should allow the agency to determine if age ranges are to be allowed. The system should allow the agency to administratively set the program so that it will not allow age ranges to be entered in association with a master name records.
- The system should eliminate the need to duplicate any name information after it has been entered into the system.
- The system should allow users to update any basic data fields and add or modify other information on the master name record once it has been created.
- The system should display the last modified date on each master name record.
- The system should cross-reference each master name record to all other records associated with a person or business.
- The system should automatically add names to the master name index when entered elsewhere in the system.
- The system should allow users to manually enter names directly into the master name index.
- The system should have built-in checking to reduce the possibility of creating duplicate master name records for the same person or business.
- The system should have the ability to merge duplicate name entries, giving the user the choice of which name data elements to keep for the merged record.
- The system should allow users to select, view and merge multiple names at once to a single master name record rather than having to merge them one name at a time.
- The system should store narrative comments linked to a name and display it upon inquiry for its master name record.
- The system should display an address history for persons including dates of address changes.
- The system should check all coded entries in the master name index for validity at the time of data entry.
- The system should automatically check a name against outstanding warrants and known sex offenders and notify or alert users accordingly.
- The system should automatically display any user-entered name alerts (medical alerts, gang alerts, officer safety threats, and other agency-defined alert types).
- The system should allow users to create new name alerts from or for a master name record.
- The system should allow users to specify expiration dates on name alerts. Expired name alerts should remain attached to master name records for historical purposes.
- The system should link all activity occurring at an address to a single master address record.
- The system should eliminate the need to duplicate any address information after it has been entered into the system
- The system should allow users to update any basic data fields and add or modify other information on the master address record once it has been created.

- The system should use a single database, accessed from all software modules, for storing the master address index so that information entered about an address in module is available in all modules.
- The system should ensure that the each master address record includes a listing of all persons and businesses known to reside at the address, which are included in the master name index.
- The system should display the following related activities with master address records: calls for service, case reports, and warrant activity. Activities should be listed in reverse chronological order for each master address record.
- The system should include links from the activity list to any record in which the address was involved, in the module where the activity originated. Access to these records should be controlled by user permissions.
- The system should provide a notification to the user that an address is either valid or invalid. For invalid addresses, the system should display a list of potential valid addresses.
- The system should link to the master address index from address fields anywhere in the system.
- The system should cross-reference each master address record to all other records associated with that address.
- The system should allow users to manually enter addresses directly into the master address index.
- The system should provide a report that shows manually added addresses.
- The system should have built-in checking to automatically merge differently-typed addresses that correspond to the same location (for example, "500 North Maguire Street" and "500 n maguire st" should not create duplicate address records).
- The system should be able to merge address records (for example, "Subway" and "505 N Maguire St" are the same address and should be treated as such).
- The system should automatically display any user-entered address alerts (hazardous materials, alarm system, water supply information, officer safety threats, and other agency-defined alert types).
- The system should allow users to create new address alerts from a master address record.
- The system should allow users to specify expiration dates on address alerts. Expired address alerts should remain attached to the master address record for historical purposes.
- The system should allow searching for address by house number, full or partial street name, state, or zip code.
- The system should ensure that searching for a merged address record finds the appropriate master address record (for example, searching on "Subway" finds "505 N Maguire St").
- The system should link all activity for a vehicle to a single master vehicle record.
- The system should eliminate the need to duplicate any vehicle information after it has been entered into the system.
- The system should allow users to update any basic data fields and add or modify other information on the master vehicle record once the master vehicle record has been created.
- The system should use a single database, accessed from all software modules, for storing the master vehicle index so that information entered about a vehicle in CAD, for example, is available in RMS. If the system does not do the above, please explain the master vehicle index architecture and functionality.

- The system should include a listing in the master vehicle record, with history, of the vehicle's registered owners.
- The system should display the following related activities with the master address index: calls for service, traffic stops, tow calls, case reports, citations, field identifications, and parking tickets. Activities should be listed in reverse chronological order for each master vehicle record.
- The system should include links from the activity list to any record in which the vehicle was involved, in the module where the activity originated. Access to these records should be controlled by user permissions.
- The system should link to the master vehicle record from vehicle fields anywhere in the system.
- The system should cross-reference the master vehicle record to all other records associated with the vehicle.
- The system should allow users to manually enter vehicles directly into the master vehicle index.
- The system should have built-in checking to reduce the possibility of creating duplicate master vehicle records for the same vehicle.
- The system should check all coded entries in the master vehicle record for validity at the time of data entry.
- The system should automatically display any user-entered vehicle alerts (including agency-defined alert types).
- The system should allow users to create new vehicle alerts from a master vehicle record.
- The system should allow users to specify expiration dates on vehicle alerts. Expired vehicle alerts should remain attached to the master vehicle record for historical purposes.
- The system should support searching for vehicles by full or partial plate numbers.
- The system should allow vehicles to be searched by any data element or combination of data elements (for example, vehicles registered to the name "Smith" and/or red pickup trucks).
- The system should include an interface to the state/NCIC system.
- The system should allow authorized users to run state/NCIC queries directly from within the system.
- The system should restrict access to run state/NCIC queries to authorized users or user groups.
- The system should allow NCIC query returns to populate Master Name and Master Vehicle records.
- The system should provide a list of all state/NCIC queries which have been run and the associated returns. This list should be filterable by date, query type, user, and/or workstation.
- The system should allow crime mapping with the ability to print various statistical reports and charts.
- The system should support "if", "then" and "when" business rules for notifications throughout the system.
- The system should include system-wide business rules that allow authorized users to configure unlimited notification scenarios for users and workgroups.
- The system should provide business logic which, from information entered into certain required fields, will automatically display other required and/or corresponding fields which pertain to the data already entered.
- The system should include business rules that notify users and/or open up the next sequential required field(s) and/or window(s) based on the information added to the record.

- The system should include system-wide business rules that allow users and user groups to be notified via multiple communication channels including internal system messaging, email, paging, and/or SMS.
- The system should include an internal e-mail-style messaging system that supports the secure transmission of messages with attachments within the agency's network.
- The system should include federal, state, and local statutes.
- The system should allow authorized users to create and update local statutes and/or ordinances in the system.
- The system should provide a hotkey that can be used from anywhere in the system to search statutes by statute numbers, title, and/or text within a statute description.
- The system should allow the attachment of files (for example, .DOC , .XLS, .JPG, .WAV) to specified record types. Attached files should be able to be opened or viewed on any workstation by authorized users who have the necessary third-party applications (such as MS Word or MS Excel).
- The system should support scanning and attaching documents directly to records in the system without the need to first save them elsewhere.
- The system should store attached files on the vendor's server within the vendor's software (not on an open network folder) for security and ease of access.
- The system should allow authorized users to create custom data collection forms to support agency-specified functionality, without any intervention from the vendor or IT.
- The system should ensure that each custom form is associated with, and subordinate to, a non-custom form (the parent form).
- The system should allow authorized users to create an unlimited number of custom forms.
- The system should ensure that the custom forms are integral with the rest of the system and not provided via a third-party application.
- The system should support printing the data from custom forms via an agency-defined output template and process similar to a mail merge.
- The system should allow authorized users to add unlimited data items from the parent form when creating a custom form.
- The system should allow authorized users to include as many fields for data collection as are necessary on custom forms, including entirely new fields (not previously stored in the database) as well as the following:
  - Names from the Master Name Index
  - Vehicles from the Master Vehicle Index
  - Addresses from the Master Address Index
  - Personnel, units, and other agency-defined lists
- The system should support the following types of agency-defined fields for custom forms:
  - Dates/times
  - Dollar value
  - Free form text
  - Names
  - Numbers
  - Signatures (for electronic signatures)
  - Checkboxes

- Yes/No drop-downs
- Drop-downs from agency-defined lists
- The system should allow a custom form to create a relationship on master name or master address records when those fields are specified within the custom form.
- The system should allow authorized users to specify the label for each field and data item on a custom form.
- The system should allow authorized users to specify if each field on a custom form is required or not required.
- The system should allow the authorized users to arrange the data items and fields in any order on the form.
- The system should make the data items and fields on custom forms available to the built-in report generator.
- The system should allow records captured via custom forms to be saved to an external file, emailed and/or printed.
- The system should permit authorized users to create custom modules designed to meet specific data collection, management, reporting, and output needs without intervention from the vendor or any additional costs.
- The system should ensure that custom modules are part of the main software solution and not a third-party application.
- The system should allow authorized users to create as many custom modules as desired.
- The system should allow information captured in custom modules to be output from the system in accordance with agency-defined output templates.
- The system should allow authorized users to include as many fields for data collection as are necessary within custom modules, including entirely new fields (not previously stored in the database) as well as the following:
  - Names from the Master Name Index
  - Vehicles from the Master Vehicle Index
  - Addresses from the Master Address Index
  - Personnel, units, and other agency-defined lists
- The system should support the following types of agency-defined fields for custom modules:
  - Dates/times
  - Dollar value
  - Free form text
  - Names
  - Numbers
  - Signatures (for electronic signatures)
  - Checkboxes
  - Yes/No drop-downs
  - Drop-downs from agency-defined lists
- The system should allow authorized users to specify all of the field labels for a custom module.
- The system should allow authorized users to arrange and display custom module fields in any order.
- The system should allow all data included in a custom module to be searched and included in statistical reports

- The system should allow a custom module to create a relationship on master name or master address records when those fields are specified within the custom module.
- The system should allow authorized users to define and filter the list view of the data included within the custom module.
- The system should allow records from custom modules to be directly converted to PDF files within the system.
- The system should allow records from custom modules to be attached to emails.
- The vendor should provide a minimum of 3-4 major software updates (not bug fixes) per year as part of the vendor's software maintenance agreement. Please include contact information for 5 existing customers older than 3 years who can verify this.
- The vendor should schedule and perform software updates at no additional cost to the agency as part of the standard maintenance agreement.
- The vendor should provide 24x7x365 support as part of the standard maintenance agreement.
- The support should be provided by a live person. No answering service. Calls should be answered by a live customer support person 24x7x365.
- There should be no additional charges for after-hours support calls.
- There should be a toll free phone number for support calls so that the caller does not incur long distance phone charges.
- Customer support should be able to handle questions or issues submitted via e-mail.
- The vendor should assign the support call a tracking number and provide that number to the client to insure that all support calls are followed up on and support is provided.
- The vendor should load all software updates on the vendor-provided testing/training server(s) before loading them on vendor-provided production servers.
- The vendor should provide server operating system software and database software as part of the complete system.
- The vendor should include all updates, enhancements, new versions, and upgrades of the server operating system software and database software as part of its standard software maintenance agreement.
- The vendor should ensure that the agency will not have to purchase any third-party server operating system software updates and/or newer versions as long as its software maintenance agreement is maintained.
- The vendor should be responsible for the vendor-provided physical server(s). As necessary to support proper system functions, the vendor should either replace components and/or the entire server(s) as part of the standard maintenance agreement. This includes ensuring that system performance criteria are met and that the server(s) continue to meet the server operating system and database software requirements.
- The vendor should provide, as part of the standard maintenance agreement, real-time 24x7x365 monitoring of the vendor-provided physical server(s) and operating system software to detect and manage any potential issues with the system.
- The vendor should load all system software updates to the server and then automatically load updates to each client machine at next startup without any intervention from the vendor or IT.
- The vendor must provide interfaces to LETS4, MoDex and Missouri UCR/MIBRS program insuring that the interfaces can transfer RMS data seamlessly and accurately to the other systems.

- The vendor must provide an interface from SunGard CAD to the vendor's RMS program insuring that the interface can transfer the call data seamlessly and accurately into the vendor's Call for Service module.
- The vendor must provide a two way interface with Tyler/Incode Court software. Arrest/Citation data should seamlessly and accurately transfer into the Tyler/Incode Court program and warrant information should transfer seamlessly and accurately back into the vendor's RMS program and alert officers as to the new warrants issued by the court.
- The vendor should perform data conversion as part of the project.
- The vendor shall convert the following data:
  - LEMIS/Access database
  - Indico/Access database
  - Global database
- The vendor should complete all data conversion before the go live date for the new system.
- The vendor should load all the converted data from the data conversion onto the Training/Testing server before loading it on the Production Server and only after the agency reviews and approves of the data conversion shall it be moved to the Production Server.

## QUALIFICATIONS AND CERTIFICATIONS

The proposer will provide a list of their staff who will be performing the primary work under this RFP, include Project Management and a synopsis of their work experience designing, programming, installing, implementing, training and supporting the new system.

CITY OF WARRENSBURG, MISSOURI  
WARRENSBURG POLICE DEPARTMENT RECORDS MANAGEMENT PROJECT  
PROPOSAL FORM

Date: \_\_\_\_\_

The undersigned agrees to provide the services in conformance with the Request for Proposals, Instructions and Scope of Work. Proposals are due by October 7, 2016 by 2:00 p.m.

Please include cost information for aspects of this RFP.

Cost of Hardware detailed in the Proposal \_\_\_\_\_ \$ \_\_\_\_\_

Cost for Software licensing detailed in the Proposal \_\_\_\_\_ \$ \_\_\_\_\_

Cost for Support and Maintenance for term of proposed services \_\_\_\_\_ \$ \_\_\_\_\_

Total cost to complete all proposed work as proposed by the submitter: \$ \_\_\_\_\_

Printed Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_