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SECTION I – GENERAL INFORMATION

Statement of Intent

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 Records Management System/Business Intelligence System (CAD/RMS) in accordance with the terms and conditions of this RFP.
The City of Westminster 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:

- City Police and Fire/EMS Communications Center
- City Police Department
- City Fire/EMS Department

Westminster is seeking a hardware/software solution that addresses their strategic vision, goals and objectives, and requirements articulated in this RFP.
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 Westminster
- 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. Westminster wants to establish a relationship with a partner going forward

The target start date and term for the proposed services is July 2019 through July 2024, subject to negotiation of a final agreement.

Background

The City of Westminster, Colorado, is located between Denver and Boulder. Our city is 34 square miles with a population of 112,812 (2017 Census) with an estimated population of 129,423 in 2035 (May 2018 City of Westminster Multi-Hazard Mitigation Plan). Westminster's vision is to become the next urban center of the Colorado Front Range, while still maintaining

more than 30% of our land for open space, parks and recreation. We cherish the outdoors and boast 145 miles of trails, 60 developed parks, 5 golf courses (2 city-owned) and 6 recreation centers. We have national retail chains, local boutiques, a charming historical area, a train station to Denver, the development of a new downtown in progress, and many options for dining and entertainment.

Refer to Enclosure - *Westminster Economic Profile* for additional demographic and estimated population growth information.

Economic Climate (excerpt from City Manager's Office to City Council for the 2019/2020 budget)

The economy of the Denver Front Range continues to grow, as does the City of Westminster. Revenue from property taxes and sales and use taxes, which are key internal indicators, are outpacing projections. Colorado's economy continues to experience strong growth with expectations that ongoing expansion and business confidence will remain positive. Year-to-date in 2018, Colorado employment growth has been strong, highlighted by increases in the labor force participation rate and in average hourly wages. Nationally, the economy continues to expand with most leading indicators suggesting ongoing growth. The unemployment rate remains at historic lows. Corporate earnings continue to strengthen, and stock markets remain high. Business confidence is strong despite concerns over international trade policy. The unemployment rates in the Denver metro and across the nation remain at record lows.

Westminster Strategic Objectives

Westminster is seeking a modern Commercial Off the Shelf (COTS) system to replace the existing CAD and RMS systems in use since 1999 and 2001, respectively.

The primary objectives of the CAD/RMS Project are:

- Commercial Off the Shelf (COTS) integrated solution for Westminster 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)
- Maximize effectiveness of current staffing
- Improve Public Safety productivity

- Improve the quality of 9-1-1/Emergency Communications Center, Law Enforcement, Fire/Rescue, and Emergency Medical Services (EMS) to citizens
- Improve the efficiency and effectiveness of Public Safety operations
- Leverage technology systems for maximum operational effectiveness
- Employ Public Safety industry best practices and standards
- Increase information sharing capabilities

Some of the specific project objectives related to Westminster Public Safety operations include:

- Reduce response times to calls for service
- Improve Information Management capabilities
- Improve Operations Management capabilities
- Improve the quality of Police, Fire and EMS work products
- Improve the effectiveness and quality of Police Records operations and management
- Improve internal and external customer satisfaction
- Improve internal and external operational and administrative communication
- Improve safety for Public Safety personnel and citizens
- Measure the effectiveness of strategies and tactics in a timely manner
- Analyze the deployment of personnel and resources
- Improve situational awareness and command and control
- Evaluate CAD-to-CAD functionality
- Enhance employee productivity
- Eliminate redundant and repetitive actions
- Reduce operational risks
- Reduce and/or eliminate administrative functions

Respondents to this RFP shall provide information explaining how the proposed solution will meet or exceed the above goals and objectives. Additionally, it is the desire of Westminster 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.

Refer to the below Sections for detailed background information:

- Section 2 - Public Safety Department Background and Workload Information
- Section 3 – City of Westminster Information Technology

- Section 4 – Westminster GIS

RFP Response Chapters

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 City of Westminster with a residential population of 115,000 to 200,000. 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 Colorado Experience

List all similar projects completed in the State of Colorado 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 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:

- Annual audited financial statements for a minimum of the past three years
- The same information for each partner the Proposer will utilize in the implementation of the proposed suite of systems
- 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), CACP (Colorado Association of Chiefs of Police), CSFC (Colorado State Fire Chiefs), 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 Colorado Standards

1. Describe the proposed system's ability to meet State of Colorado Public Safety standards (e.g., State/NCIC queries, etc.).
2. Describe the proposed system's ability to meet the latest published CCIS 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 Westminster project.
2. Confirm the Proposer understands that some employees may need to successfully pass a background check to meet Westminster 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 GIS standards. Note: Additional GIS requirements are in Chapter 5 (GIS) and Section VIII (Westminster GIS Background Information).

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. The City of Westminster 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. The City of Westminster has adopted the National Institute of Standards and Technology (NIST) as the Cybersecurity Framework for the City. Policy SA-04(d) of this framework

requires the City to select vendors that demonstrate their software development process employs industry-recognized best practices for secure programming, engineering methods, quality control processes, and validation techniques to minimize malformed software. Describe how the Proposer addresses these items.

2. Based on Policy SA-04(b) of the NIST Framework, the City 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.
3. Describe how the proposed CAD/RMS system is resilient to cyber security threats.
4. Describe how the proposed CAD/RMS system meets or exceeds cyber security standards, guidelines and best practices.
5. 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 Solution

1. Describe how the proposed CAD/RMS system can meet or exceed Westminster 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, RMS, 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

Westminster 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/EMS
3. CAD/MDC integration
4. Drag & Drop call taking/dispatching
5. Command Line
6. Response Plans
7. Integrated Mapping
8. AVL
9. Proximity/Closest Unit Dispatching
10. Incident/Priority Stacking
11. Call scheduling
12. Roster
13. CAD-to-CAD event transfer
14. E9-1-1 interface
15. Local/Regional/State/NCIC queries
16. Premise Alert
17. System-wide attachments
18. Notifications
19. CAD Status Monitor
20. BOLO
21. Ad-Hoc Reporting
22. Standard Reports
23. Different CAD environments (e.g., Production, Training and Test)
24. 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 off line 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.

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 Westminster 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 they are implemented in the production system.
4. Describe how changes are tested before they are 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 City 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 Westminster 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 man 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 RMS 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 RMS 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. CCIS

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

Westminster 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/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.
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. Westminster requires a robust system for making complex recommendations for Fire and EMS 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 and EMS 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 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/EMS unit to a different station.
    d. How will this function also make the Fire/EMS 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/EMS move-up related reports within the CAD system or Business Intelligence module.

4.19 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.

4.20 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."

4.21 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.

4.22 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?

4.23 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.

4.24 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?

4.25 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?).

4.26 Sealing of CAD Records

1. Describe the proposed solution for the sealing of CAD records when ordered by judicial authority.
2. Describe how a CAD event is sealed (e.g., deleted, flag in database, etc.).
3. Once a CAD event is sealed, can it be unsealed?
4. Describe how names in the CAD system are selectively sealed? For example, juvenile offenders often petition the court to have their name sealed, while the CAD event is not sealed.
5. Explain how CAD queried information can be redacted in a report. For example, remove CCIS information from a CAD report.

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

Westminster 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. Westminster 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.

4.29 Adams and Jefferson County Reports

The City of Westminster is located in both Adams County and Jefferson County. There is a need to generate reports from the CAD system specific to each jurisdiction. For example:

- City of Westminster – Both Adams and Jefferson County
- City of Westminster – Adams County
- Unincorporated Adams County (e.g., Mutual/Automatic aid, agency assist, North Metro Drug Task Force)
- City of Westminster – Jefferson County
- Unincorporated Jefferson County (e.g., Mutual/Automatic aid, agency assist, North Metro Drug Task Force)

1. Describe how the CAD system will capture the correct jurisdiction for each incident
2. Describe how the CAD system can generate reports for each of the above jurisdictions

Chapter 5 – 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.

5.1 RMS Capability

Westminster is seeking the below capabilities from the proposed RMS. Identify whether an item is included in the proposed core RMS. If any item is <u>not</u> included in the RMS, show it as an optional line item Section 5.3.

5.2 Core 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. Colorado 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

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

5.4 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. CCIS 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 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 transactions 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.

5.5 Geo Validation

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

5.6 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.

5.7 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 CCIS/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.

5.8 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 RMS. Are they assigned case numbers?
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?

5.9 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.

5.10 Calls for Service

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

5.11 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 Colorado UCR and NIBRS.
7. Describe how Records can validate Colorado 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.
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.

5.12 Arrests

1. Describe how an arrest is entered to include Field Reporting.
2. Describe how all the Colorado required data elements are collected.
3. Describe how data required for Adams and Jefferson Counties is collected.
4. Describe how Colorado 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 Adams or Jefferson Counties and Westminster 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.

5.13 Property/Evidence

WPD will continue to utilize their current QueTel evidence system for all Property & Evidence management.

1. WPD's objective is to leverage a two-way interface between the proposed RMS system and QueTel.
   a. Describe the ability to interface to the QueTel system including previous experience interfacing with QueTel
   b. Describe the mandatory requirements needed for the RMS/QueTel interface to achieve optimum performance
   c. Describe all options that can initiate data transfer between the proposed RMS and QueTel. For example, X action will cause a "push" from the RMS to QueTel; QueTel can "pull" RMS data in X time frame, X action will allow QueTel to "push" data to the RMS, etc.
   d. Describe in detail every type of data that can be sent from the proposed RMS to QueTel
   e. Describe in detail every type of data that can be received into the proposed RMS from QueTel
2. WPD's desired workflow is to capture P & E information as part of the original incident report process. For example, a Patrol Officer/Detective documents a crime that includes evidence via the RMS/Field Based Report application; an officer seizes a firearm at the scene of an arrest and documents the firearm information in the RMS/FBR
   a. Describe the workflow that will allow P & E data collected in RMS/FBR to be used in the QueTel system
   b. Does the RMS/FBR crime report have to be approved in the proposed RMS for QueTel to receive the P & E information?
   c. Describe the workflow to update the RMS when changes are made to a specific case (e.g., case # 18-1234) and/or individual items in QueTel
3. Provide any relevant information that will allow WPD to fully leverage the proposed RMS/FBR using the two-way interface to the QueTel system

5.14 Colorado Accident Reporting

The State of Colorado is currently modifying and updating the Traffic Accident Reporting (DR3447) form and the process for collecting crash data. Implementation is expected in the first quarter of 2020. Additional information should be obtained from the Colorado Department of Revenue Traffic Records Coordinator.

1. Describe how Colorado 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 Colorado State Accident Supplemental Report is created.
4. Describe how Colorado Accident Reporting for a Fatal Accident supplement is created and reported.
5. Describe how a Colorado State Accident Report Commercial Vehicle supplement is created.
6. Describe Accident diagraming 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, Colorado Department of Revenue, Crashlogic, etc.)
14. Describe how personnel management and assignments are supported.
15. Describe any other support for Accident Reporting.
16. Describe the workflow/guided entry/checklist tools used to help create an accident and ensure all required items are included.
17. Describe the ability to link Accident to all related modules.
18. Describe how data entered in the Accident module is transferred to the other linked modules to avoid reentry of data.
19. Describe how to export as a PDF and print (formatted) Colorado State Accident Report.

5.15 DUI

1. Describe the ability to create and manage Colorado Driving Under the Influence (DUI) reporting.
2. Describe the ability to create a Colorado 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, Colorado State Notice of Revocation).

5.16 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 Colorado and City of Westminster 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.

5.17 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. 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.
9. Describe how additional report data is routed to an assigned user after the original case is assigned.
10. Describe how case activities are collected and managed.
11. Describe how tasks are assigned for a case or cases.
12. Describe any dashboards or other displays utilized to help users visualize their caseloads, due dates and other defined data.
13. Describe how case status is updated.
14. Describe how approval/rejection of a case is managed.
15. Describe how case investigations are associated.
16. Describe how groups, teams or other consolidated teams are assigned.
17. Describe the task management tools available to individual investigators or supervisors managing a specific area or team.
18. Describe how multiple case management processes for different operational areas is supported.
19. 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
20. Describe any other case management capabilities.

5.18 Impounded Vehicles

1. Describe the ability of the proposed RMS to enter and maintain details of the Westminster Police impounded vehicle report.
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.

5.19 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.

5.20 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.
5. Describe the ability to attach digital media (i.e. photo/video/audio).
6. Describe how Field Interviews are linked to Calls for Service or other records.

5.21 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.
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.

5.22 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.

5.23 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 how the system displays data using maps (heat, pin, etc.).
9. Describe the ability to provide Link Analysis capability.

5.24 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 Colorado 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.

5.25 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

5.26 Document Management

The Westminster Police Department 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 work flow 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 Records Unit to disseminate records to the district attorney, courts, news media and public. Currently, the Westminster Police Department is mandated by the state to upload county case filings and misdemeanor cases to the Adams and Jefferson County courts via the e-Discovery portal. 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 integrate with the City of Westminster 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.

5.27 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 to replicate the San Jose model 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.

5.28 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.

5.29 Animal Management

1. Describe how Animal Management (Animal Control Services) 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."

5.30 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.

5.31 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.

5.32 License Plate Reader

Describe the ability to collect and manage data from the City's fixed and mobile license plate readers. Currently LPR data is collected and transferred to LUMEN, the regional data sharing application.

5.33 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.

5.34 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.

5.35 Internal Affairs – Optional

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

5.36 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.

5.37 Adams and Jefferson County Reports

The City of Westminster is located in both Adams County and Jefferson County. There is a need to generate reports from the RMS system specific to each jurisdiction. For example:

- City of Westminster – Both Adams and Jefferson County
- City of Westminster – Adams County
- Unincorporated Adams County (e.g., Mutual/Automatic aid, agency assist, North Metro Drug Task Force)
- City of Westminster – Jefferson County
- Unincorporated Jefferson County (e.g., Mutual/Automatic Aid, agency assist, North Metro Drug Task Force)

1. Describe how the RMS system will capture the correct jurisdiction for each incident
2. Describe how the RMS system can generate reports for each of the above jurisdictions

Chapter 6 – GIS/Mapping System

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.

6.1 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 7 – 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.

7.1 Core Mobile/AVL Capabilities

Westminster 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 7.2.

1. Local/Regional/State/NCIC queries
2. CAD
3. Mapping
4. AVL/Closest Unit
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. RMS

7.2 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 Westminster personnel obtain a comprehensive understanding of each optional item. For all optional items, there should be a corresponding line item in the Price Proposal.

7.3 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 a Fire unit's location to last known Fire station if AVL is lost for X period of time.
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?

7.4 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.

7.5 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.
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.

7.6 Mobile/RMS Interface/Integration Questions

1. Describe the ability of the proposed Mobile system to integrate with the RMS application.
2. Explain in detail all proposed Mobile system functionality and features personnel will have via this interface.
3. Describe the ability of the proposed RMS to reside on the MDC along with the proposed CAD application. Identify any potential conflict issues between the RMS and the proposed CAD applications on the MDC.
4. Describe how Law Enforcement personnel may access the RMS 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 RMS. For example, a dispatcher runs a CCIS query for a tag, the following are automatically queried:
    a. Tag – CCIS/NCIC – Tag or vehicle is stolen
    b. Tag registration
    c. Colorado Driver License check by name (e.g., valid, suspended, revoked)
    d. CCIS wanted person check by name
    e. RMS query

6. Describe the ability for personnel to query the RMS 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 RMS reporting. Will information in the CAD incident be auto-populated/imported into the RMS 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 RMS, 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 RMS report, or must the information be entered manually?

Chapter 8 – Business Intelligence/Analytics System

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 City'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 person's 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)

8.1 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 calls in each county
2. Number of total calls
3. Number of calls in each patrol district/beat
4. Number of calls by call type priority
5. Number of calls by shift
6. Number of calls by day of the week
7. Number of calls by time of day
8. Number of calls by specific employee (sworn and non-sworn)
9. Number of calls held before dispatching to a patrol unit
10. The average time spent on calls for service
11. The average time spent on calls by shift
12. The average time spent on calls by patrol district/beat
13. The average time spent on calls by specific call priority
14. The average response times
15. The average time from call received to arrival
16. The average time from dispatch to arrival
17. The average call time by each priority
18. The average call time by each district/beat
19. The average call time by each shift
20. The average call time by individual sworn/non-sworn
21. Call summary by location
22. Call summary by common name location
23. Call summary by specific address or block range
24. Call summary by date
25. On-duty times by employee number, not unit number
26. Off-duty times by employee number, not unit number
27. Total hours worked within a time range by specific employee
28. Total calls resulting in arrest
29. Total calls resulting in a citation being issued
30. Total calls resulting in an offense report

31. Total calls handled by police officers with no report written
32. Profile information collected from the MDC or CAD during the entry of a traffic stop
33. Ability to create canned and ad hoc reports as needed without computer programming
34. Ability to pull data with a specific address or an address range
35. Ability to pull data by placing a specific radius (circle, square, etc.)
36. 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)
37. Track calls for service by each beat
38. Track officer initiated calls for service vs. dispatched calls for service
39. Summary of Traffic Stops, Business Checks, etc.
40. Indicators for tracking purposes (i.e., tows, custody report, assists, etc.)
41. Describe the ability to search across all data fields and modules
42. 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)

8.2 CAD Fire 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
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 9 – 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.

9.1 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.

9.2 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.

9.3 CAD-to-CAD Specific Questions

Westminster is currently in an RFP process with a consortium of Metro Denver cities to implement a regional CAD-to-CAD solution. Funding has been secured and the RFP will be submitted to prospective bidders in the near future. Once a CAD-to-CAD solution is secured this will be a phased implementation. Phase One will be Westminster connected to three CADs encompassing six fire agencies.

1. Describe past experiences with CAD-to-CAD solutions involving a third-party solution/vendor.

Chapter 10 – Project Management Plan

Westminster requires a normal COTS design, configuration, testing, training and implementation schedule. Describe the ability to complete the following tasks:

1. Prime Vendor - Westminster 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 Westminster 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 Westminster 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 - Westminster 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 Westminster 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 Westminster 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 Westminster 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 may also be subject to a criminal history check. Please note that arrangements for required criminal history checks should be made in advance with

appropriate Westminster personnel. Westminster 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 Westminster Project Manager.
18. Describe the proposed conflict resolution process if problems are encountered with Proposer personnel.

10.1 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 Westminster project manager.

10.2 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.)

10.3 Deployment Plan

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

10.4 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 Westminster Project Team.

10.5 Change Management

Westminster 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 11 – Training Plan

11.1 Training Plan

Westminster will provide space for conducting training and for housing and securing the training equipment. Westminster 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 touching all shifts.

1. Westminster prefers the Train the Trainer (TTT) approach for the RMS application training unless designated otherwise by the Proposer and agreed upon with Westminster.
2. Describe the proposed Training Plan.
3. List all training courses.
4. Provide all facility and logistical requirements of Westminster regarding the Training Plan.

Note: Proposers may include the response to below items 11.2 to 11.6 in the above 11.1 response if there is a desire to complete a single comprehensive Training Plan answer. Proposers should clearly identify the information related to items 11.2 to 11.6.

11.2 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 10.1 Training Plan response.

11.3 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 10.1 Training Plan response.

11.4 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 11.1 Training Plan response.

11.5 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.

11.6 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 10.1 Training Plan response.

11.7 Train the Trainer

1. List all coursework required to fully train the trainers that will train the end users (e.g., Westminster 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 10.1 Training Plan response.

11.8 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 Westminster specific environment, technology, post-configured screen shots. Westminster will work with the Proposer to document and edit the training materials to match Westminster business processes. Westminster expects to receive final versions of training materials in hardcopy and electronic formats, using the Microsoft Office suite of applications.

11.9 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).

11.10 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 12 – Migration & Acceptance Test Plan

12.1 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.

12.2 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

12.3 Draft Test Plans and Approval

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

12.4 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 Westminster. 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 Westminster's satisfaction, Westminster will proceed with internal steps to give final approval to the Reliability Test Period.

12.5 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, Westminster 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 Westminster'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 Westminster approved data and include report generation.
    c. The final acceptance test should successfully exercise all functionality, interfaces and components.
    d. The Proposer should assist Westminster 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 Westminster 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 13 – Technical Requirements

13.1 System Design and Architecture

1. Describe the overall architecture (client/server, 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. Describe all known technology compatibility issues that may exist and highlight those that may specifically conflict with the City of Westminster server, client, and network environments as described in this RFP.
6. Provide detailed information concerning how the proposed system meets or exceeds industry technical standards, guidelines and best practices.
7. Provide detailed technical information concerning the design, benefits of the design and the recommended architecture (e.g., infrastructure, networks, etc.) that Westminster should employ to achieve optimum operational performance and reliability.
8. Provide all relevant minimum mandatory specifications and if different, specifications for optimum performance.
9. Provide the detailed information regarding the scalability for future growth.
10. Verify that any Westminster 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.
11. Westminster strives for a 99.999% uptime performance standard for the CAD system (e.g., less than 52 minutes of unscheduled downtime per year). Describe how the proposed system is designed to meet the 99.999% preference.
12. Westminster strives for a 99.999% uptime performance standard for the RMS system (e.g., less than 52 minutes of unscheduled downtime per year). Describe how the proposed system is designed to meet the 99.999% preference.

13. Describe all circumstances where a CAD/RMS software configuration change would require downtime (e.g., would adding a new jurisdiction require a restart of client or server?).
14. 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
15. Describe all built-in options and tools for managing and enhancing performance (administrator dashboards, configuration options, reporting tools, etc.).
16. Prior to cutover to the production environment, describe the ability of the Proposer to conduct comprehensive performance testing that:
    a. Accurately simulates the expected number of users
    b. Tests system performance in terms of response time under expected maximum peak load and resiliency in terms of component failures
    c. Tests system performance under extreme workloads (e.g., a disaster occurs, and a large amount of public safety resources are working 24/7)
17. 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.
18. Describe the ability to allow system maintenance, training, development, configuration and testing without interruption to the production systems.

13.2 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:
    a. Incident management (procedures, documentation, policies)
    b. Investigation and forensics (isolation, logging analysis, system recovery, procedures)
    c. Incident reporting (notifications, disclosures, policies, documentation, etc.)
    d. Validation and testing
    e. Data recovery
11. 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)?

12. 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.
13. 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.
14. 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.
15. 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?
16. Describe the ability to provide protection (or receive protection from a third party) for denial-of-service attacks against the hosted solutions?
17. 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.
18. How many staff are dedicated to application and infrastructure security? List the average years' experience and security certifications they possess.
19. 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.
20. 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?
21. 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?

22. 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.

13.3 Data Management

1. Describe all database technologies and versions used or supported by the proposed system. Note: The City of Westminster 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 City of Westminster to access the data. Include how the city 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

13.4 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 City of Westminster 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).

13.5 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 City of Westminster 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 City 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 City 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.

13.6 Hardware Specifications and Installation Plan

Westminster 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.

13.7 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 Westminster's location.

8. Describe the ability of Westminster IT personnel to be involved with the installation of hardware and software in Westminster to document the installation and configuration process.
9. Provide a hardware and software installation plan.

13.8 Wireless Specifications

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

13.9 Mobile GPS

1. Describe the ability to leverage a GPS signal and sentences used.
2. Describe the ability to leverage GPS sentences provided by Westminster's current Sierra Wireless connectivity hardware.

13.10 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 14 – Data Conversion/Data Warehouse Plan

14.1 Warehousing and Archiving Legacy Data Plan

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

14.2 Data Conversion Options

Westminster Police/Fire Emergency Communication Center went live with CAD in October 2001 and Police RMS went live in January 2002. There is a substantial amount of data the City would like to convert to the new CAD/RMS system. Westminster 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.

Provide a detailed Data Conversion and Archiving Legacy Data Plan that describes all Proposer and Westminster processes and activities required to successfully migrate relevant Westminster 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 Westminster personnel would access the historical converted or warehoused data.

3. Specific roles and responsibilities for proposed Westminster 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 Westminster'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.).

14.3 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 15 – 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. Westminster
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 16 – Interfaces

Refer to the Westminster Interface Details spreadsheet. Provide detailed information regarding their ability to interface to each listed application. Include all pertinent information such as:

1. Experience and history developing an interface to the application.
2. Relationship of the interface to the proposed CAD/RMS system (e.g., functionality, features and system capabilities).
3. Process to develop, test and implement the interface.
4. Level of effort required by the Proposer and Westminster.
5. Reliability and performance of the interface.
6. Ability to monitor interfaces 24/7.
7. All prices for each interface listed in the Price Proposal.

16.1 9-1-1 VESTA ANI/ALI

The system must support simultaneous multiple ANI/ALI spills (e.g., primary & secondary). The Westminster PSAP has two separate ALI database connections from Century Link for redundancy. ALI connection #1 connects to the E9-1-1 phone system server #1 and ALI connection #2 connects to the E9-1-1 server #2. When the PSAP answers a 9-1-1 call, the VESTA performs an ALI query simultaneously over each ALI connection to Century Link. Each ALI response received is sent to CAD, once by each server (when operating normally). This allows the PSAP to have a failure of one ALI circuit or one of the E9-1-1 phone servers and continue to have an ALI feed to CAD.

16.2 EMD Dispatching

The City is currently in the process of researching EMD systems and will transition to a new EMD system by 2019. Note: The new EMD system will not be ProQA. Respondents should provide information concerning their ability to interface to EMD systems.

1. Describe the ability to integrate with any non-ProQA EMD application

16.3 Fire Records Management Systems

1. Westminster Fire Department utilizes Alpine Software's RedNMX Fire Records Management System. Describe the ability of Westminster Fire Department to receive CAD data to their Fire RMS application at various points in the incident.
2. List all current interfaces implemented to Fire RMS.

16.4 Radio Systems

1. Describe the ability to integrate with a P25 radio system.
    a. Describe the integration with P25 radio system/GPS data.
    b. Describe the ability to analyze/report on P25 radio GPS data.

2. Motorola MC7500 Interface
    a. Bi-directional interface
    b. Minimum functionality shall include:
        i. Call alert a unit and/or personnel – Initiate a call alert to a unit or radio
        ii. Text messaging – Ability to send a text message to a radio
        iii. GPS receiving – Accept receiving GPS coordinate from units with GPS capable radios
        iv. Status messaging – Accept pre-defined status messages (i.e., enroute, on-scene, acknowledge)
        v. Push-to-talk ID – Display on a marquee the PTT ID based on the controlling dispatcher. The display color should be based on portable, mobile or unknown radio
        vi. Emergency button activation – Notify the controlling dispatcher including the unit's identification and location
        vii. Aux I/O – Allow a CAD command to be mapped to an Aux I/O function. Allow an Aux I/O state change to be mapped to a message sent to CAD terminal(s) or a group of CAD terminals
        viii. Dynamic alias database update – When a unit logs on with a trunking identification, the CAD will update the Motorola Alias Database. When a unit logs off that has a trunking identification, the CAD will remove the alias

3. Cimmeron CPlus III ANI Decoder

a. Serial interface
b. Push-to-talk & Emergency button support
c. Two (2) zones

16.5 Fire Station Alerting Systems

1. Westminster is interested in duplicating the robustness of Fire Station Alerting using the "First In" system. Primary automated alerting and backup automated alerting is required as follows:
   a. Westminster Fire Alerting is broken down into individual "alerting units." Describe the ability for the proposed CAD system to direct alerting messages to the proper station and an individual unit.
   b. Describe the ability of the CAD system to meet the following requirements:
   c. 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.
   d. 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.
2. Describe the ability to interface with this system and alert dispatch workstations if the connection is lost.

16.6 Interface to municipal courts

Our Municipal Court utilizes FullCourt *Enterprise 7.0*, by Justice Systems Inc., as a court case management solution. The selected solution will need to have the ability to two-way interface with this system.

1. Describe how the RMS provides a bi-directional interface for citations and arrests to the FullCourt municipal court system. If not, is Proposer willing to work with the FullCourt provider to build a solution.
2. Describe how data is transferred to FullCourt. Is it automatic?
3. Are attachments automatically included in the transferred data?
4. Describe how data is validated to ensure data is transferred accurately and updates on dispositions are tracked.
5. When the system is updated or FullCourt is updated, what processes are in place to ensure that the integration continues to function?

16.7 CDPS State Message Switch

Describe the ability to access the Colorado Department of Public Safety's CCIS/NCIC data from CAD, Mobile and RMS. This is a two-way interface between the CDPS State Message Switch and the CAD, Mobile and RMS systems.

16.8 Active911

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

16.9 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.

16.10 Colorado Criminal eDiscovery

Describe the ability to interface with the Colorado Criminal eDiscovery from the RMS system. Conduent delivered six Windows services that run on an on-premise server. These services access database views that Westminster developed and deployed. The services query the views, package the data and send it to the eDiscovery portal.

This is a one-way interface from the RMS system to the eDiscovery system.

16.11 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.

16.12 Lumen Regional Data Sharing

Describe the ability to export data from the RMS system's database tables and deliver it to Lumen's servers via a virtual appliance provided by Lumen. This is a one-way interface from the RMS system to the Lumen virtual appliance.

16.13 Workforce Telestaff

Describe the ability to access Workforce Telestaff rosters for automatic assignment of personnel to units and positions within CAD.

Chapter 17 – 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 City 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 City 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 Westminster.
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 18 – 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 Westminster 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).

Chapter 19 – Proposer Product Service and Support

19.1 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. Westminster 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 Westminster personnel
   d. In the event of system failure and/or catastrophic event, state how long it will take for onsite response when required.

19.2 Product Lifecycle Support

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

Chapter 20 – 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 21 – Open Section for Additional Information

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

SECTION 2 – DEPARTMENT BACKGROUND & WORKLOAD INFORMATION

Westminster CAD System and Workload

PSC operates a Hexagon Computer Aided Dispatch (CAD) System (formerly Intergraph). The CAD software has been continually enhanced and hardware replaced since it was first installed in 1999 earning a reputation of high system reliability by having an over 99.99% 'up' time per year. The CAD and the Windows 2008R2 Server Message Switch (COM15) share the same operating system, which was designed for fault tolerance of each. PSC maintains the hardware and software. The PSC CAD runs the Hexagon software for Mobile Data. Incoming calls:

- 2017 = 198,243
- 2016 = 191,313
- 2015 = 241,529

2017 CAD Workload Breakdown

Department	CAD Incident Count
Emergency Medical Services/ Fire	10,001
Police	50,385
CAD events	119,416

CAD Licenses	
Mobile Data Computers	100
Desktop Computers with CAD Access	13
Secondary PSAP	3
Intergraph NetViewer	50

Westminster Records Management System Workload

The Records Unit is support services for the Westminster Police Department employees. The Records Unit consists of 1 Support Service Administrator, 2 Police Records Supervisors and 10 Police Records Technicians. The Records Unit responsibilities consist of collection, correlation and dissemination of information are vital functions of this unit. Uniform methods of processing

department reports and procedures for proper dissemination of information are essential to their operation. All reports/records of action taken by department employees are retained in the Records Unit as an official record subject to state and federal laws.

The collection, correlation and dissemination of information are vital functions of the Records Unit. Uniform methods to process department reports and procedures for dissemination of information are essential for consistent and accurate operations. Reports take several written and/or electronic forms; however, all forms become official records once accepted. All reports and actions taken by department employees must receive supervisory review with all transactions retained as an official record subject to state law. The current department records management system (RMS) is Hexagon's I/Leads and the current City of Westminster document management repository is Laserfiche.

	2015	**2016**	**2017**
Incidents	20,979	20,422	20,343
Supplements	22,958	21,256	22,203
Accidents	3,532	3,154	3,258
Arrest	8,368	7,429	7,481
Citations	14,196	11,415	12,124
FI – Field Interview	2,518	2,284	2,717
Property and Evidence Ins and Outs	In 10,633 Out 12,010	In11,467 Out 11,802	In 11,072 Out 7,731
Records request to include: search request, fax request, email request	8,375	8,688	9,044
CCIS/NCIC Entries and Cancellations	6,590	7,468	6,604
Laserfiche – Document management	477 folders created, 26,016 documents	347 folders created, 23,260 documents	605 folders created, 35,066 documents

repository to scan misc. documents to related to a case file	scanned containing 186,346 pages	scanned containing 176,774 pages	scanned containing 189,708 pages
Records Unit Staffing	10 FT, 2 PT	11 FT	11 FT

RMS Licenses	
Mobile Data Computers	N/A
Desktop Computers with CAD Access	53

Westminster Police Department

The Police Department is responsible for planning, organizing, directing, and reviewing the activities and operations of the Combined Police and Fire Communications center, public safety and emergency services; forensic laboratory services and specialized programs, such as narcotics, search and rescue, and SWAT.

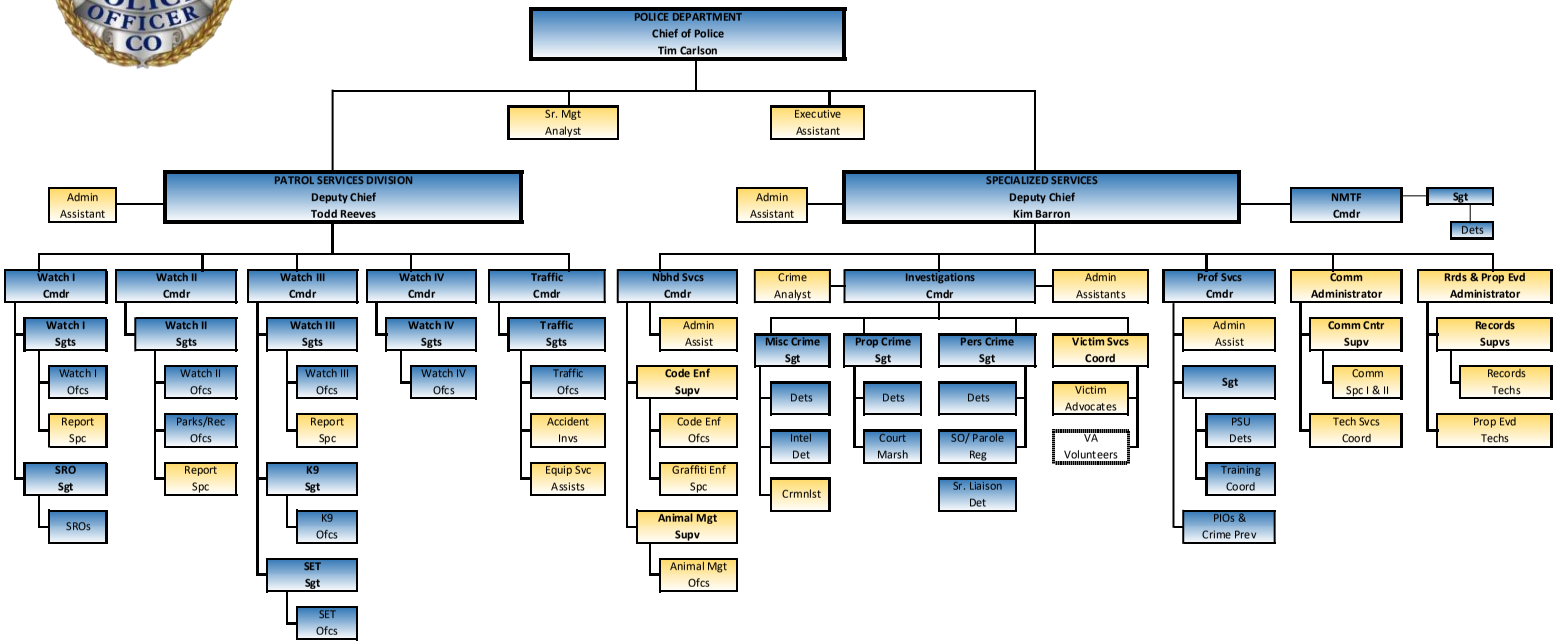
Police Department Organization Chart

See next page for the chart.

WESTMINSTER POLICE DEPARTMENT
ORGANIZATIONAL CHART

SPIRIT
City of Westminster

Service, Pride, Integrity, Responsibility, Innovation, Teamwork



Patrol Services Ancillary Programs

- Emergency Management
- SWAT Team
- Mobile Field Force
- Field Training Instructors (FTI)
- Accident Investigation Team
- CIT

Commissioned
Civilian
Volunteers

Commission FTE	184.0
Civilian FTE	79.6
Total Authorized FTE	263.6

Revised: June 2018

Westminster Emergency Communications Center

	Now	Future
Line Staffing & SPCA	23.5 (17)	25
Supervising Dispatcher	4 (3)	4
Lead Dispatcher	0	0
Middle Managers	0	0
Assistant Directors	0	0
Office Support	0	0
Technology Support	1	2
Total	**28.5**	**31**

Westminster Public Safety provides the following core services:

- E911 answering point for a combined Police and Fire Communications Center
- Police, Fire and EMS dispatching

Public Safety Communications	**Count**
PSC Employees (Authorized)	29.5
CAD Access Equipment	**Count**
Dispatch/Call Taking Positions	9
Non-Dispatch Center Desktop Computers with CAD Access	4

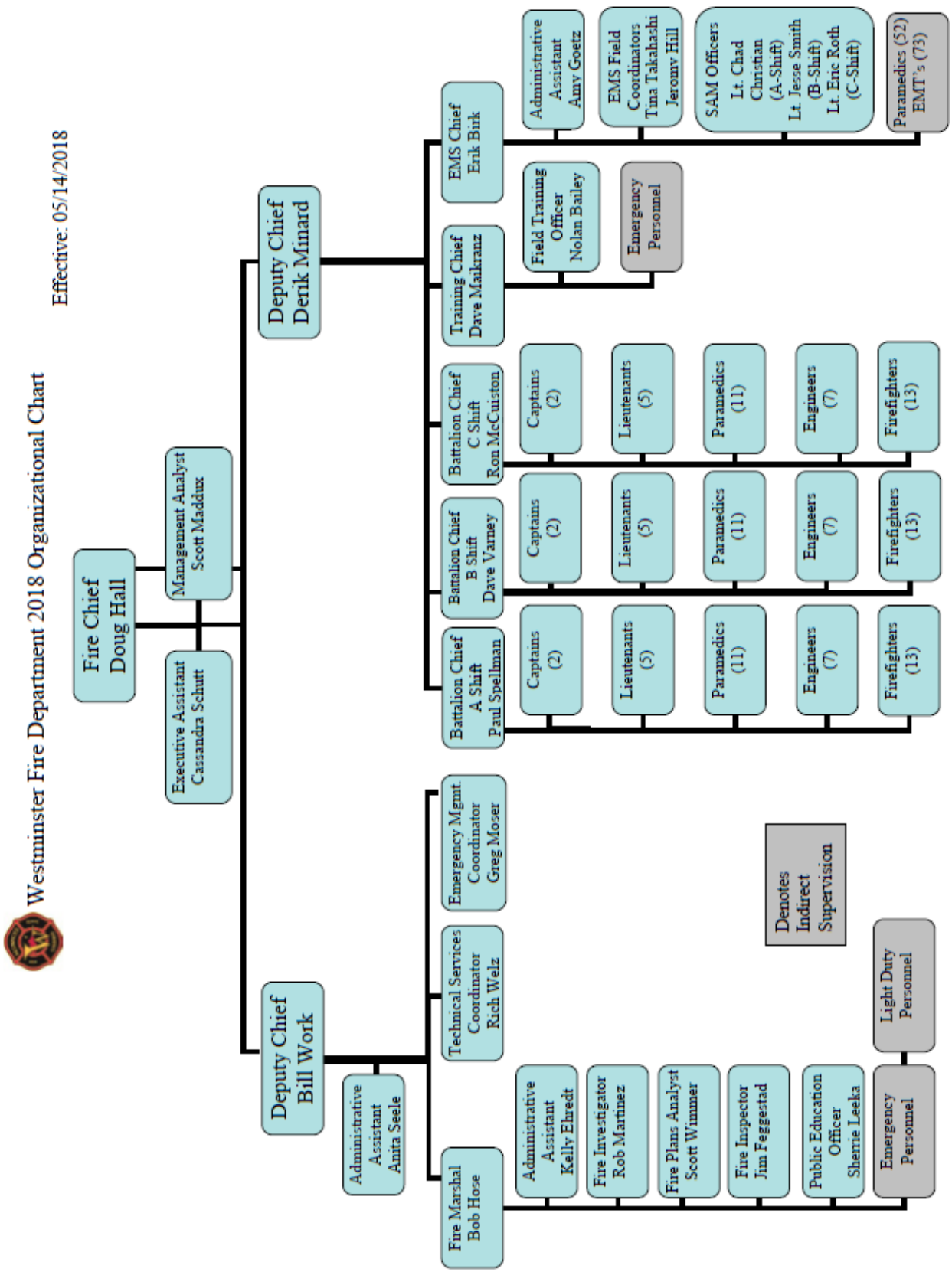
Westminster Fire Department

Agency Background Information

2017	Total Incidents	EMS	Transports
	11,558	8,125	6,095

1. 2017 stats: 11,558 total incidents, of the total 8,125 were EMS with 6,095 transports.
2. Two major highways and a large reservoir/regional recreation park.
3. Organization breakdown of the agency:
    a. Divisions: Operations, Administration, EMS, Fire Prevention, Training
    b. 135 commissioned personnel
    c. 8 noncommissioned support personnel
    d. 3 scheduled battalions each on a 48/96 rotation
    e. Total Battalion Chiefs on duty: 1
    f. Total SAM Officers on duty: 1
    g. Total Engines on duty: 5
    h. Total Trucks on duty: 2
    i. Total Ambulances on duty: 5
    j. Other: Heavy Rescue, Brush Trucks:2, Dive Van, Rescue Zodiac boat
4. Number of Fire Stations: 6
5. Number of Training Towers: 1
6. Special teams: Hazmat, Dive, Technical Rescue, Wildland, USAR
7. MDC devices – Dell semi-rugged with Mobile Gateways/NetMotion.

Fire Department Organization Chart



SECTION 3 – CITY OF WESTMINSTER INFORMATION TECHNOLOGY

Westminster Data Center

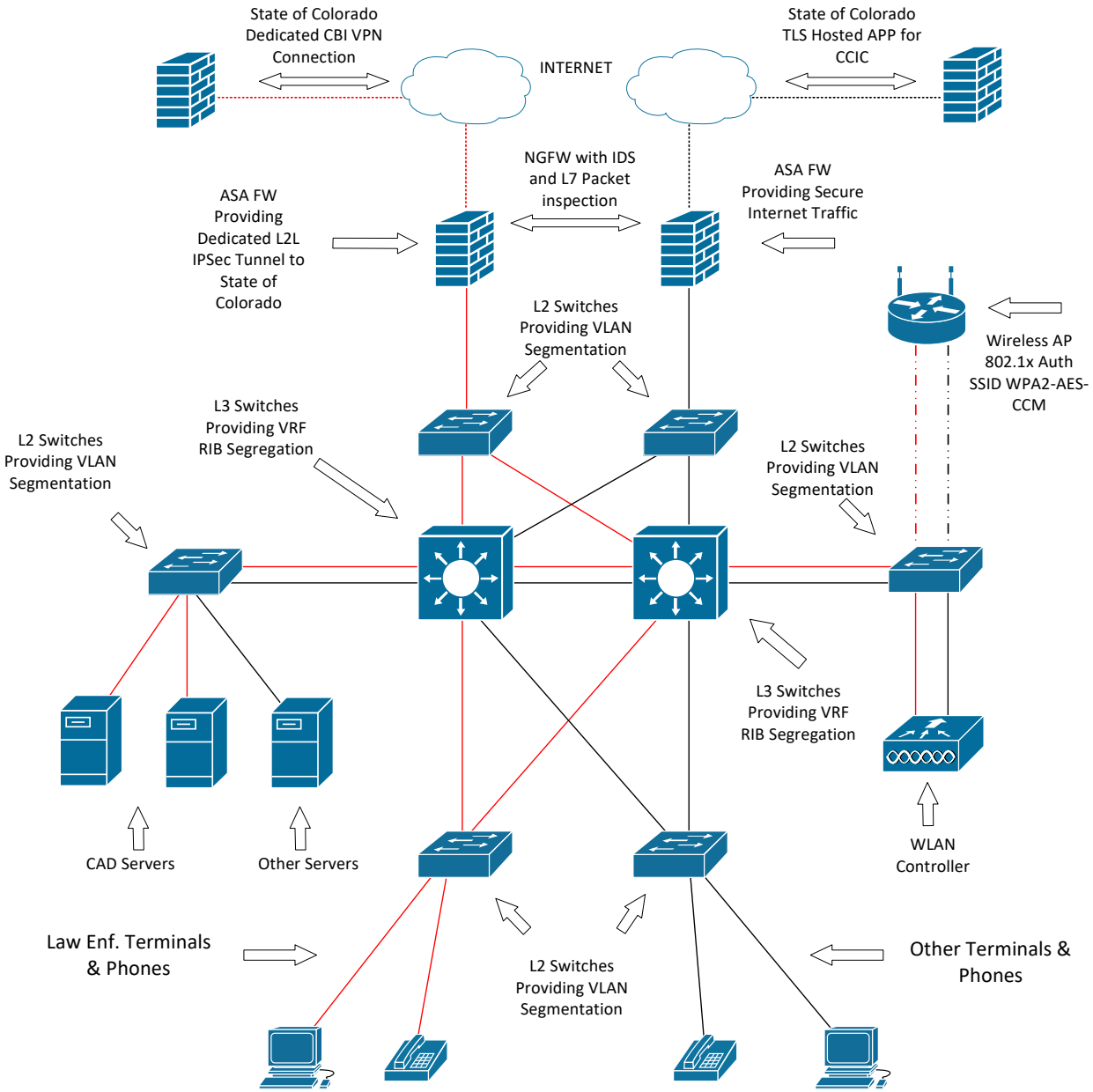
1. Primary and Secondary – PSC and City Hall, Northwest Treatment Plant (DR)
    a. Public Safety Center to City Hall - 100ft
    b. City Hall to Disaster Recovery Site - 5 miles
    c. Both served by 10 Gb connections
2. Footprint Available – 20 square feet
    a. City Hall Data Center – Medium size
    b. Public Safety Center – Small room
3. Cabinets – Standard 19”
    a. 4 Post Racks
4. Electrical – 110v and 208v
5. UPS Capacity
    a. City Hall – 40 kVA
    b. Public Safety Center – 65 kVA
6. HVAC Capacity
    a. City Hall – 15 Tons between 2 units
    b. Public Safety Center - 28 ton
    c. Disaster Recovery Site - 5 Tons
7. Networks – See attached Visio diagram
    a. Current State:
        i. All physical CAD servers connect on 1 Gbps CAT6a uplinks transiting to a 1 Gbps fiber optic backbone.
        ii. All workstations are on 1 Gbps CAT5e uplinks transiting to a 1 Gbps fiber optic backbone.
        iii. Internet connectivity is currently at 40 Mbps synchronous.
    b. January 1, 2019 State:
        i. All virtual CAD servers connected to 10 Gbps fiber optic uplinks transiting 10 Gbps fiber optic backbone.
        ii. All workstations are on 1 Gbps CAT5e uplinks transiting to a 10 Gbps fiber optic backbone.

iii. Internet connectivity at 1 Gbps.

8. Data Warehouse – None
9. Current Server Specifications
    a. Westminster – 3 x Dell PowerEdge R740 Servers each with:
    b. Dual 2.0 GHz 20 Core Processors
    c. 48GB RAM – This can be increased as needed
    d. vSphere ESXi 6.5 U1
    e. 6 x 400 GB Mixed Use SSD Drives RAID 10
    f. 1 Gbps and 10 Gbps Network Cards
    g. Windows Server 2008 R2/Server 2012 R2 Virtual machine for CAD
10. Current Workstation State:
        a. Dell Optiplex
        i. Intel i3 v4 to i5 v8
        ii. RAM: 4-8 GB
        iii. Microsoft Windows 7/10 Pro
        iv. HDD/SDD: 80/180 GB
11. Current Mobile Data Computer State
        a. Dell Latitude 5404
        i. Intel i5 v5
        ii. RAM: 8 GB
        iii. Microsoft Windows 7 Pro
        iv. SSD: 120 GB
        v. NetMotion v11.40
12. Current GPS/Connectivity
    a. Sierra Wireless AirLink® MG90
    b. Verizon 4G Cellular Data Link
13. Current Mobile Device State:
    a. Tablets
        i. iPad Pro 10.5”/12.9”
        ii. 256GB
        iii. Wi-Fi
        iv. Cellular (Verizon compatible; activation optional)
    b. Smartphones

i. iPhone 7 (4.7” screen) or iPhone 7+ (5.5” screen)
ii. 32GB/64GB
iii. Wi-Fi
iv. Cellular (Verizon)

14. Mobile Device Management
    a. JAMF Pro Mobile Device Management Hardware
    b. JAMF In-house App Store Software v10.7



City of Westminster – Colorado
Law Enforcement Wired and Wireless Data Segmentation
Updated: 4/2/2018
Created By: Jeff Butler

FOR OFFICIAL USE ONLY

Other Wireless: 802.1x Authentication & WPA2 Enterprise; AES-CCM Encryption

Other Internet: TLS and Encrypted Internet flowing through IDS, and Layer 7 inspection

Other Data Segment: Traffic allowed into the Enterprise

Law Enforcement Access Wireless: 802.1x Authentication & WPA2 Enterprise AES-CCM Encryption

Law Enforcement Access Internet: Dedicated IPSec L2L Tunnel to State of Colorado. (Hash: SHA-256, Encryption: AES-256)

Law Enforcement Access Data Segment: No other connections except Law Enforcement.

SECTION 4 – WESTMINSTER GIS

Westminster GIS Overview

The City of Westminster's GIS has been in operation since the early 1991. Over the decades, it has evolved to serve as an enterprise resource for multiple departments and lines of business. The GIS section is centrally located in the Department of Community Development, Engineering Division. The GIS Section has a staff of three: a GIS Coordinator and two GIS Specialists. The Department of Public Works and Utilities maintains a separate GIS function but works closely with the GIS Section. Licensing for the GIS software and database maintenance is conducted through the GIS Section. The input and maintenance of all Westminster GIS data, except water, sanitary sewer, reclaimed utilities and street conditions is performed by the GIS Section staff. The GIS Section works closely with the IT Department to maintain current computing and database infrastructure standards. Advanced GIS programming and scripting is contracted out. Some limited Python programming and SQL scripting can be conducted by the GIS staff.

The GIS system is hosted on-premise. There are three Microsoft Windows 2012 R2 Servers, one file server and two web GIS servers.

- GIS-Apps – File Server, License server for ArcGIS desktop products
    - RAM
        - Installed Physical Memory (RAM): 8.00 GB
        - Total Virtual Memory: 16.0 GB
    - Disk space
        - C Drive Size: 59.90 GB
        - D Drive Size: 1.50 TB
    - Processor: Intel(R) Xeon(R) CPU E5-2650 v4 @ 2.20GHz, 2200 MHZ, 2 Core(s), 2 Logical Processor(s)
- GIS1-17 – Web server
    - RAM
        - Installed Physical Memory (RAM): 16.0 GB
        - Total Virtual Memory: 26.5 GB
    - Disk space
        - C Drive Size 79.66 GB
        - D Drive Size 250.00 GB

    - Processor: Intel(R) Xeon(R) CPU E5-2650 v4 @ 2.20GHz, 2200 MHZ, 2 Core(s), 2 Logical Processor(s)
    - IIS web server
- GIS2-17 – Web server
    - SAME as GIS1-17, load balanced

The two GIS web servers are managed by a single ESRI web adapter.
The current GIS software is supplied by ESRI. The current version of ESRI software is:

- ArcGIS 10.4.1 on the desktops
- ArcGIS 10.5 Server (database and web)
- ArcGIS Collector

The enterprise GIS data is stored in a Microsoft SQL Server 2014 Cluster using ArcGIS SDE 10.5. The enterprise databases consist of an edit and publish environment. There are three classes of enterprise geodatabases:

- City of Westminster Enterprise Geospatial databases
    - Edit1 – Live edit data
    - Westminster – Published data used by desktop viewers and web maps
- City of Westminster Utility Geospatial databases
    - Utiledit – Live utilities data
    - Utilities – Published data used by desktop viewers and web maps
- City of Westminster Mobile Web Based Editing Geospatial database
    - WebGIS – Live Project specific GIS editing data

The data is synchronized between the edit and publish environments using one-way ArcGIS database replication. All enterprise features participate in replicas, but only volatile data is replicated nightly through batch Python processes. Also, all data is backed up nightly to file geodatabases or xml files. This is in addition to the standard Microsoft SQL Server database backup routines.

The GIS section along with Public Works and Utilities has made extensive use of ArcGIS Online web mapping capabilities. The majority of the City's internet and intranet maps along with

applications are hosted through ArcGIS online using locally supplied GIS data services. There are a few internally hosted web maps also. Limited data is stored on ArcGIS Online.

Mobile editing of GIS data is conducted in the Parks Recreation and Libraries and Public Works and Utilities Departments. Several of the City's online maps are viewed and updated using the ArcGIS Collector application. Trimble GPS collectors are also used but these are being phased out in favor of smart phones and tablets connected to GPS pucks.

GIS data is transmitted to the GIS staff though the Community Development planning and engineering processes. Developments are managed through CentralSquare/Superion's TRAKiT project management and permitting application. Developments are approved, and data updates are assigned along with the construction process. Data updates outside of the formal development process are conducted through an informal process. Parcels, addresses, subdivisions, street centerlines are all entered through the development process.

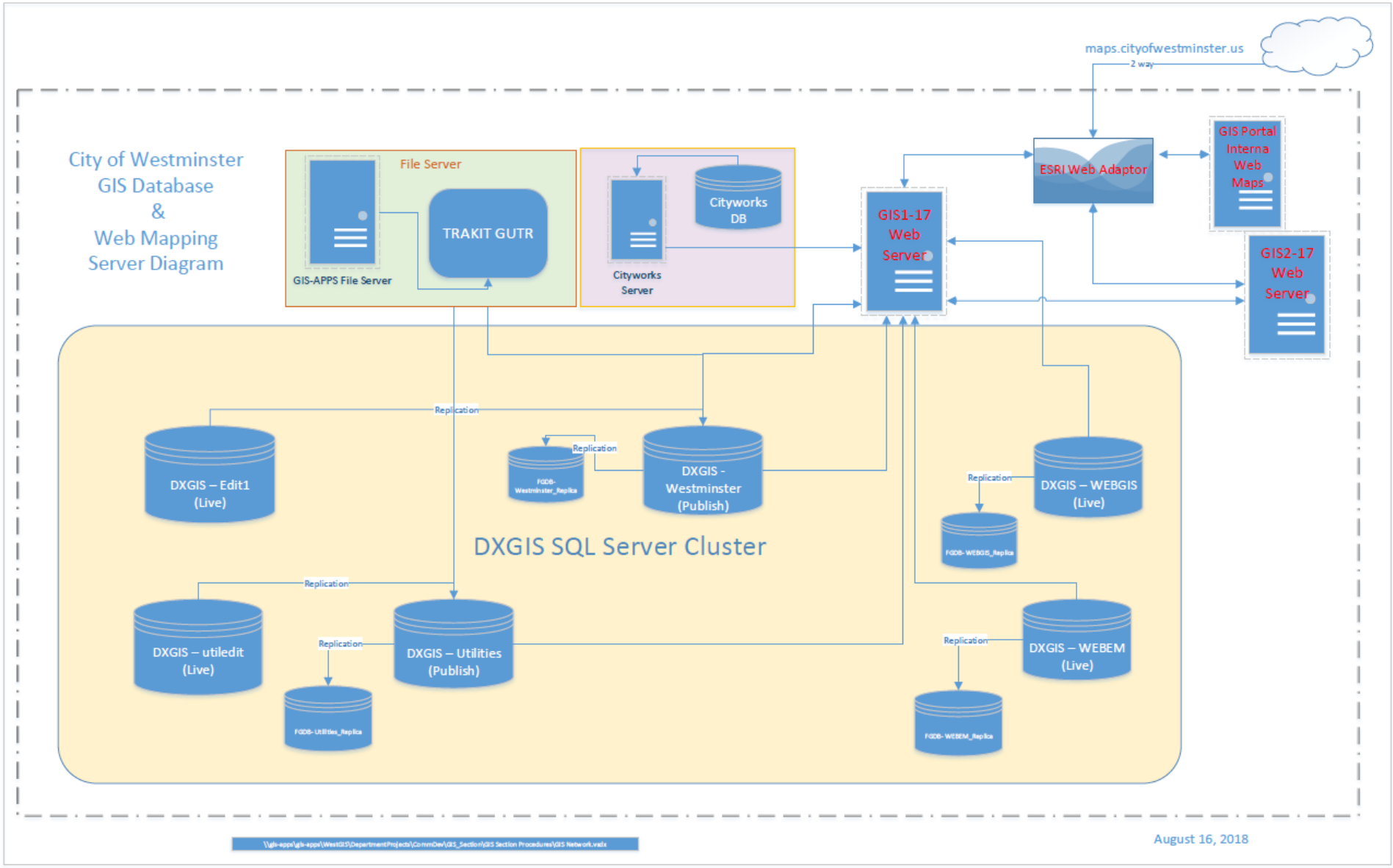
The GIS Section is the central addressing authority for the City. All addresses must be approved by a GIS Specialist and entered into the GIS database before permits can be drawn. Street centerlines are added with the corresponding street names and address ranges. Routing using the street centerlines is currently not conducted with the native ESRI GIS software. Any requirement for street centerline routing will require evaluation and updating of this dataset.

In 2016 the city contracted with the consulting company, GIS, Inc., to assess the current operations of the GIS. The recommendations of that report are attached.

System Architecture Design Overview

The GIS Section is in the process of updating the GIS architecture. Currently, the live and published data is on a separate database server. This configuration will be decommissioned in the fall of 2018. The server environment has been configured to use a Barracuda network load balancer between two Microsoft Windows Server 2012 R2 virtual computers. The ArcGIS Server 10.5 software is installed on these servers. GIS1-17 web server is the dominant server that is used to update applications.

ArcGIS Portal has been installed on the GIS1-17 web server, but it is not configured at this time.


City of Westminster
GIS Database
&
Web Mapping
Server Diagram
maps.cityofwestminster.us
2 way
File Server
TRAKIT GUTR
GIS-APPS File Server
Cityworks
DB
Cityworks
Server
ESRI Web Adaptor
GIS Portal
Interna
Web
Maps
GIS1-17
Web
Server
GIS2-17
Web
Server
Replication
DXGIS – Edit1
(Live)
DXGIS -
Westminster
(Publish)
DXGIS SQL Server Cluster
DXGIS – WEBGIS
(Live)
DXGIS – utiledit
(Live)
DXGIS – Utilities
(Publish)
DXGIS – WEBEM
(Live)
August 16, 2018

Current Status of GIS Data

The following list is provided by GIS to the Intergraph CAD system. A detailed list is also supplied in the attached Microsoft Excel document.

• Addresses	• Hospitals	• Railroad
• Buildings	• Houses	• Road Areas
• Bus Stops	• Hydrants - City	• Runways -Airport
• Churches	• Hydrants – Private	• Runway areas - Airport
• City Facilities	• Irrigation Ditch Lines	• Schools
• City Limits	• Libraries	• Sewer lines
• Golf Course Fairways	• Liquor Licenses	• Sewer manholes
• Fire Access points	• Mobile Homes	• Stanley Lake Recreation
• Fire Districts	• Open Space	• Storm lines
• Fire Stations	• Parking Lots	• Storm manholes
• Golf Course Boundaries	• Park-N-Rides	• Streams
• Golf Course Greens	• Parks	• Street Centerlines
• Golf Course Tees	• Police Beats	• Trails
• Health	• Pools	• Waterbodies
• Highway Mile Markers	• Quarter Section Lines	• Zip codes

GIS Licenses

The City of Westminster currently is under an ESRI Small Government Enterprise License Agreement. This gives the City unlimited licenses of software as shown below.

TABLE A

List of Products

Unlimited Quantities

Desktop Software and Extensions
ArcGIS for Desktop Advanced
ArcGIS for Desktop Standard
ArcGIS for Desktop Basic
ArcGIS for Desktop Extensions: ArcGIS 3D Analyst, ArcGIS Spatial Analyst, ArcGIS Geostatistical Analyst, ArcGIS Publisher, ArcGIS Network Analyst, ArcGIS Schematics, ArcGIS Workflow Manager for Desktop, ArcGIS Data Reviewer

Server Software and Extensions
ArcGIS for Server Workgroup and Enterprise (Advanced, Standard and Basic)
ArcGIS for Server Extensions: ArcGIS 3D Analyst, ArcGIS Spatial Analyst, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Schematics, ArcGIS Workflow Manager for Server, ArcGIS Image Extension for Server

Developer Tools

ArcGIS Engine
ArcGIS Engine Extensions: ArcGIS 3D Analyst, ArcGIS Spatial Analyst, ArcGIS Engine Geodatabase Update, ArcGIS Network Analyst, ArcGIS Schematics
ArcGIS Runtime Standard
ArcGIS Runtime Standard Extensions: ArcGIS 3D Analyst, ArcGIS Spatial Analyst, ArcGIS Network Analyst

Limited Quantities

One (1) Annual Subscription to Esri Developer Network (EDN) Standard*
One (1) Esri CityEngine Advanced Single Use License
One (1) Esri CityEngine Advanced Concurrent Use License
One (1) ArcGIS Online Subscription

The current ESRI ELA will expire in 2018. The next three-year ESRI licensing terms begin in 2019 and run through 2021 are shown below:

TABLE A

List of Products

Unlimited Quantities

Desktop Software and Extensions (Single Use)
ArcGIS for Desktop Advanced
ArcGIS for Desktop Standard
ArcGIS for Desktop Basic
ArcGIS for Desktop Extensions: ArcGIS 3D Analyst, ArcGIS Spatial Analyst, ArcGIS Geostatistical Analyst, ArcGIS Publisher, ArcGIS Network Analyst, ArcGIS Schematics, ArcGIS Workflow Manager, ArcGIS Data Reviewer

Server Software and Extensions
ArcGIS Enterprise and Workgroup (Advanced and Standard)
ArcGIS for Server Extensions: ArcGIS 3D Analyst, ArcGIS Spatial Analyst, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Schematics, ArcGIS Workflow Manager

Enterprise Options Servers
ArcGIS Image Server

Developer Tools

ArcGIS Engine
ArcGIS Engine Extensions: ArcGIS 3D Analyst, ArcGIS Spatial Analyst, ArcGIS Engine Geodatabase Update, ArcGIS Network Analyst, ArcGIS Schematics
ArcGIS Runtime (Standard)
ArcGIS Runtime Analysis Extension

Limited Quantities

One (1) Professional Subscription to ArcGIS Developer*
Two (2) Esri CityEngine Advanced Single Use Licenses
250 Level 1 ArcGIS Online Named Users
250 Level 2 ArcGIS Online Named Users
37,500 ArcGIS Online Service Credits
250 Level 2 ArcGIS Enterprise Named Users
5 Insights for ArcGIS for use with ArcGIS Enterprise

The ESRI licenses are under one customer number and are managed centrally through the GIS Section. There are over 150 desktop installs of ArcGIS 10.4.1.

The GIS Section and PWU GIS staff maintain 20 externally presented web GIS maps and several internal utilities maps.

Vendor Applications Dependent on the GIS Data and Services

CentralSquare/Superion - TRAKiT

Building Permit and Planning Project Management Program

TRAKiT is currently used primarily by the Community Development department. The development community applies online for proposed projects and permits. The staff of planners,

building reviewers, engineers, public works, Fire, and inspectors process all reviews and inspections in TRAKiT. The field inspectors have a mobile application and a desktop version for the staff. The Rental Housing Program is in the process of transferring into TRAKiT as well. Contractor registrations and licensing are also processed via TRAKiT and is now paperless.

Azteca - Cityworks

Public Works and Utilities Asset Management Program

The Department of Public Works and Utilities is replacing its current Asset Management with Cityworks. Service requests, work orders, inspections, and projects will be used to track citizen concerns and all types of work activities with associated costs in Cityworks. Cityworks, powered by GIS, will manage current and planned infrastructure. Cityworks and ESRI ArcGIS working together provide a GIS-centric pubic asset management system.

GORequest - Access Westminster

Cloud Provided Citizen Request Platform

This web-based mapping and reporting application allows citizens to report problems to the City. The application uses an ESRI GIS web mapping service, address and street locator services

Public Safety GIS State

Existing PSC-CAD Application is based on the Intergraph CAD system. IT staff uses the ESRI Model Builder program to translate the above listed geodatabase feature classes to individual shapefiles. These shapefiles are then imported in the CAD system.

SECTION 5 – ENCLOSURES

Enclosure 1: Sample Standard Contract Template

Enclosure 2: Attachment I: Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended

Enclosure 3: Living Wage Ordinance

Enclosure 4: Westminster Economic Forecast for additional demographic and estimated population growth information.

Enclosure 5: Westminster Functional Matrix

Enclosure 6: Westminster Price Proposal worksheet

Enclosure 7: Westminster Interface List

Enclosure X1: City of Westminster CO FINAL.PDF – GIS Workshop Report, 2016

Enclosure X2: COW - CAD Layers GIS Data Dictionary.xlsx – Detailed data description