Infor Response to the Chatham County Request for Information for a CAD/RMS

Prepared in response to: 19-0062

Closing Date: Friday, June 28, 2019

Submitted by:

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Please note that this proposal is based upon our current, initial understanding of your business. Our response has not been drafted as a legal document and, as such, should not be construed as constituting a binding contractual commitment. We would be pleased to meet with knowledgeable representatives of the Chatham County for the purposes of further defining your requirements and entering into binding contracts between our organizations for the licensing and implementation of Infor software.

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Cover Letter

June 25, 2019

Chatham County
Attn: Peggy Joyner, Purchasing Director
1117 Eisenhower Drive, Suite C
Savannah, Georgia 31406

Re: Solicitation No. 19-0062 Request for Information CAD/RMS System

Dear Ms. Joyner and Review Committee:

Infor Public Sector, Inc. (Infor) appreciates the opportunity to offer this Request for Information (RFI) response to assist the Chatham County (the County) in evaluating CAD/RMS solutions.

Infor understands the importance of this initiative for the County, and we believe our response will help to identify a clear path for developing a Request for Proposal (RFP). The information provided in this response relates to our comprehensive public safety solution, Infor's Computer Aided Dispatch, Mobile Data Computing and Law Records Management Systems.

We realize the County wants to partner with a company that focuses specifically on the Public Sector and understands the unique challenges you face. Infor appreciates the challenge of balancing financial sustainability with enhancing operational efficiency and improving customer experiences.

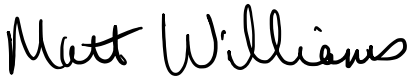
The Infor team is committed to serving you the same way you strive to serve the public in a personal, responsive and cost-effective fashion. Take comfort in knowing that Infor can help you meet these ever-important criteria, as Infor Public Sector serves a significant portion of the residents of North America.

Hundreds of government entities throughout the United States and Canada look to Infor's integrated technology, expertise, and support to meet their specific operational needs. In addition, your users will welcome the modern look of our clean and simplified screens. Ease of use and a clean look is inherent in our solution.

On behalf of Infor, we look forward to working with you to introduce our integrated CAD/RMS software solution. Our solution is designed specifically for the Public Sector and we will demonstrate how our customers leverage Infor Public Sector solutions. We stand ready to address any questions or offer clarification during your review.

Infor is dedicated to providing Chatham County with the highest level of product functionality and features while maintaining an even higher level of customer satisfaction.

Sincerely,



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Executive Summary

Infor delivers end-to-end solutions for the Public Sector that produces fast, far reaching results.

Infor is fundamentally changing the way information is published and consumed in the enterprise. We help 68,000 customers in more than 170 countries and territories improve operations, drive growth, and quickly adapt to changes in agency demands. In doing so, Infor offers deep industry-specific applications, engineered for speed, and with an innovative user experience design that is simple, transparent and elegant.

Infor proudly combines focused, hands-on industry experience with global breadth to help customers deal with today's challenges and prepare for tomorrow's opportunities. These capabilities are exceptionally well-suited to support our partners in government.

Infor's Understanding of the County's Objectives for this Project

While formulating this response, the County's key requirements and business objectives, both currently and into the future, were carefully considered. Based on what we know about the County, we believe your objectives for this project are to:

- Gain an understanding of current functionality from software vendors for a CAD/Mobile/RMS integrated system
- Provide exceptional system uptime, dependability and performance
- Business Intelligence and dashboards with reporting
- Allow Access to legacy information
- Provide interfaces to related external systems

Infor's Commitment to the County

Government agencies, public authorities, and first responders face challenges that loom larger by the day. Your constituents want expanded services, greater accountability, and more transparency. Yet these demands come at a time when you are seeing a consistent decrease in budgets and funding, stringent limits on federal and state aid, and a physically and technologically aging infrastructure.

Built to specification, Infor Public Sector is designed to meet the needs of Public Sector organizations like Chatham County. We know that the responsibilities of Public Sector organizations are unlike those of any private business. For that reason, business-centric, generic software solutions do not precisely adapt to help you meet your unique operational needs. The need is too specific, too unique to pursue any other strategy.

Through 35+ years of experience in the Public Sector, Infor has developed the expertise to engineer solutions that will produce fast results and provide system-wide transparency. Infor is also committed to preserving the value of your technology investment over the long haul, which will allow the County to benefit from our aggressive investment strategy and continuous innovation.

How the Infor Solution Meets the County's Requirements

To meet the County's objectives, Infor is providing information on the Infor *EnRoute* Solution along with a full complement of implementation, technology, training, and post-implementation services. The Infor *EnRoute* Solution will be delivered by a progressive, qualified, and trained services division who will arrive with a thorough knowledge of the solution proposed, a focus on best-practices, and an understanding of how to get the County to where they want to be.

Primary differentiators offered by Infor include:

- A robust, contemporary software solution with Infor EnRoute at its core will deliver the functionality requested today and position the County to easily upgrade as needed in the future.
- Partnership with a company that is an agile, innovative, and a world class leader in enterprise software. To help your agency, we're delivering fast, flexible, usable software that provides:
  - A user experience to change the way work is done.
  - Industry integrations that complete the application.
  - A platform to reimagine enterprise software.
- A services division that is progressive, well-staffed, and qualified to deliver a successful project through established and effective implementation methodologies, tools, and a core focus on customer satisfaction and knowledge transfer.

Infor Maintenance and Support Services

Our maintenance and technical support programs include updates and corrections for the software under maintenance, as well as various levels of technical support including access to our knowledge base and our product support team, and technical advice. These programs are comprehensive customer care programs which entitle our customers to various levels of support to meet their specific needs. Our support and services personnel have an average of 15 years of experience and are located in Florida, Texas, Missouri, New York and Utah – all in the USA!

The Infor Solution for the County

Infor proposes to provide the County application software with a full complement of implementation, training, and post-implementation support services to meet County's requirements. Hundreds of agencies across North America recognize Infor's commitment to ongoing expansion of products, services, and partnerships to meet the ever-evolving technology and public safety requirements.

Application Software

The Infor *EnRoute* solution suite proposed is a comprehensive, integrated suite of functionality designed to work seamlessly with not only its own branded modules, but those of your existing systems to support the agency. The modular architecture of the application components provides Chatham County with applications that integrate smoothly to Infor and non-Infor application components in a manner that is both economical and easy to maintain.

Infor Product

The Infor Computer Aided Dispatch (CAD), Mobile Data System and Law Records Management suite provides a seamlessly integrated system that includes the necessary application software and services to deploy a modern public safety solution and the requested interfaces. These powerful interfaces will create efficiencies and improve processes through a simple and easy user experience. Our solution is designed to automate dispatch services, manage incidents and exchange data with field units. The system will eliminate most of the redundant data entry, ensure data accuracy and confidence, improve the ability to easily and efficiently manage personnel, produce reports and analyze data. This is a client/server-based application.

Our RFI response include information on:

- EnRoute CAD
- EnRoute CAD Seats
- eDispatch Mobile Client
- eDispatch Mobile Supervisor
- Birst
- Infor's Law Records Management System
- AVL Interface
- E911 Interface
- ePCR Interface
- Station Alerting Interface
- NCIC Interface
- CAD to Foreign CAD Interface
- ProQA
- Fire RMS Interface
- Law RMS Interface (or another RMS Provider)
- CAD to Regional system Interface
- Law RMS and Jail related Interfaces
- Reporting
- Security
- Data Conversion
- Technical Information
- Installation of the application software
- Implementation and configuration of the system and interfaces
- Training services for licensed products
- Go Live Services
- Project Management Services.

The Infor *EnRoute* **Computer Aided Dispatch (CAD)** is designed to provide a quick response to an incoming call, rapid dispatch of required resources, and complete documentation of incidents, while capturing incident data as input by the operator. This provides ease of access to critical information for dispatch personnel. Interoperability is the key to today's dispatching needs - our CAD software enables dispatchers, responders and command staff to collaborate in near real-time, across agency, discipline, and location boundaries. Using configurable workflow options, administrators gain the ability to optimize speed and accuracy, promote best practices, and ensure compliance with local policies.

Infor's CAD suite is a tightly integrated solution that minimizes duplicate data entry, while preserving data integrity. Agencies can accelerate resource and emergency response dispatch with the intuitive and easy-to-use workflow. Efficiencies and configurations are available to provide the most robust, yet easy-to-use, computer-aided dispatch system for call takers and dispatchers to best manage their day-to-day responsibilities. Designed to meet the specific needs of communications center and administrative personnel, the Infor CAD satisfies the requirements of a robustly integrated dispatch system, requiring minimal keystrokes.

The system can directly interface with Enhanced 911. Providing personnel with required vital information to properly dispatch a response. Capable of supporting an unlimited number of call-takers, dispatchers, and active incidents. The system has been developed for agencies of all sizes. The integration of standard components within the Infor CAD software enhances the CAD's core functionality of call entry through 911, land lines, wireless callers, mobile, and alarm interfaces.

The Infor CAD is **NexGen enabled,** providing for functions such as text messaging, video links from multiple providers such as security cameras, and pulling information from a fire alarm panel. By understanding the nature of the emergency and integrating historical data, responders can take appropriate action. With the future of CAD focusing on extending data integration and refining predictive analytics, agencies can improve dispatch procedural preparedness, streamline call processes and increase safety, efficiency, and situational awareness.

The Infor CAD allows for a wide variety of unit recommendations and response plans based on agency needs. These plans can be managed from a very high level or by individual responses to very specific scenarios. Infor recognizes these important needs and works with the County to define a recommendation/response plan to meet those needs

Flexible address access makes it possible for the dispatcher to dispatch by address, location, grid, lat/long, intersection, business name, landmark, call box, common place name, electronic alarm, or via a telephone number. The system can easily recall any prior incident or the most recent incident, back to the dispatcher's screen. Prior calls may be searched on a variety of parameters including address, date, incident number, unit number, employee, patient condition, grid, patient name, telephone number, and zone. Dispatchers can also display previous incident information based on the specific location or tag number entered. Caution Notes, emergency contacts numbers, and user-definable codes provide responding units with pertinent data to aid in personnel safety and situational awareness for the incident at hand.

Once a call has been initiated, dispatchers give the call a user-defined nature code/call type. These user-developed codes also display the complete literal translation immediately following the code display on the screen. Nature/call type codes can be directly connected to a priority and to the Medical Priority Dispatch function (when this interface is on the system). This same information provides management with the in-depth data they need for statistical analysis. They can analyze historical performance using standard reports in a variety of formats (such as email, PDF, and HTML), and automatically deliver reports daily, weekly, monthly, and yearly, as well as at user-defined intervals.

The CAD WebView component is an integrated part of the base Infor CAD software affording departments the ability to give users view privileges with no additional costs.

The CAD application architecture was designed for scalability and performance from the ground up. Built on a .net framework and open for off-the-shelf reporting tools, the CAD software is client server

architecture. The system running in an SQL server high availabilty clustered environment gives departments the flexibility and uptime required in 911 setting.

Infor uses ESRI-based technology for the mapping components as the foundation of the CADGIS developer tools, which are extended from ArcGIS and used in the Infor CAD. The underlying ArcGIS software platform, developed by ESRI, is recognized as the most popular Geographic Information System (GIS) software in the world and provides several advantages in this proposal. The CADGIS developer tools build on that ArcGIS foundation by providing useful, optimized tools that are easy to apply within CAD applications. The CAD software uses standard ESRI mapping files letting you leverage the leading GIS system run in local government organization. Standard applications from ESRI can be used to edit data used in maps for dispatch purposes. This information is also used to produce the geofile for the CAD system. A geographic coordinate system must be defined. We can use shapefiles and import them into an SQL Server SDE or SQL Server Express SDE. There are several types of Address Locators that can be created, based on how the data exists in the map file.

The ***eDispatch* Mobile** application is available for windows laptop/tablet devices running Windows 10 and handheld/tablet devices running iOS or Android operating systems. In today's public safety environment, it is imperative that officers have the tools available to ensure citizen and officer safety. The Infor application enables mobile incident status updates as well as provides a display of incident information including, but not limited to, call location, cross streets, caller's phone number and address, assigned units and call notes. Mobile mapping is provided within the application and can be configured to use agency-defined ESRI ArcServer connections or public accessible maps such as Google Maps. Utilizing agency ArcGIS maps allows for definable mapping displays and information. Public maps allow for near-instantly updated streets/roads, aerial imagery and traffic/routing without having to manage and maintain updates and deployment.

eDispatch Mobile allows the responding unit's personnel to view, and hear, its recommended route from its current location to the location of the dispatched incident, provided the unit is AVL equipped. It is also used to send 'emergency' notifications to CAD. Messaging is provided for field-to-field unit or field unit-to-CAD and CAD-to-field unit. Additional features include prior incident lookups, emergency contact information, the status of other units, day and night color schemes, touch screen design, field-initiated incidents, and visual indicators that prominently display the current network connection status, among others.

Birst, as a modern Business Intelligence (BI) Analytics platform, Birst is uniquely positioned to provide end-to-end capabilities that align with the County's needs for analytics and reporting that allow departments, elected officials, and constituents to better understand the data within CAD allowing performance factors and statistics to be reportable.

Birst's Networked BI technology uniquely supports the County's desire to standardize the dashboard system across the Organization, to encourage and facilitate data sharing between departments and offices. This Birst capability enables governed central data while allowing departments and offices to add their unique data needs – with controls that ensure the data represents a 'single-version-of-the-truth'.

Birst supports all styles of analytics – visual data discovery and exploration, interactive dashboards, enterprise pixel-perfect reporting, native and offline mobile, advanced predictive analytics, and self-service data preparation – in one seamlessly integrated UX. Data is presented to end users as a governed, unified semantic layer, maintaining the single version of truth. Users can leverage this semantic layer for guided data discovery and exploration through a drag and drop interface.

Birst blurs the lines between the different modules, enabling users to work with data as they move from data prep to discovery to dashboards to reports, creating, collaborating, and publishing within one experience.

Law Records Management System: Infor is proud to provide information on our integrated Law Records Management (LRMS) provided by our partner, Executive Information Services, Inc. (EIS). EIS and Infor have worked together since 1989 and provided a robust and tightly integrated system designed to meet the ever-changing needs of law records requirements. LRMS is a high-performance records management system designed for the specific needs of law enforcement agencies. The system is designed to provide complete data collection and records management, meet State and Federal reporting requirements, improve operational efficiency and enhance investigative capabilities. LRMS is part of the Infor Public Safety Software Suite. The system integrates with other modules including computer assisted dispatching and mobile digital communications.

LRMS provides command staff and supervisors easy access to tools required to solve crimes and improve law enforcement services to the public. Built in notifications, advanced workflow, and accreditation tools help reduce risk and ensure policies and procedures are followed. Information can be presented in easy to generate standard reports or through our ad-hoc reporting tool helping staff make fast, accurate, and informed decisions to better allocate resources. The system captures source document information for core law enforcement reports. In many cases this dramatically reduces or eliminates the requirement for maintenance, filing, retrieval and management of paper source documents and microfilming. It provided extensive data search and recall capabilities that facilitate identification of crime trends, community policing problems, and identification of suspects. LRMS automates the handling and improves the efficiency of many routine operations within the County such as property and evidence management. It automatically builds a comprehensive database that provides the on-going information required for investigations, community problem solving and other department operations.

Infor LRMS is built using specific modules linked to the Master Mane Index and the Master Vehicle Index. Each module is designed to perform a specific function and consists of a data entry component and an information retrieval screen.

Modules can include:

- System Security
- Master Name Index
- Mater Vehicle Index
- Personnel
- Incident
- Property
- Accident
- Citation
- Parking Citations
- Arrest / Pre-Booking
- Warrants
- Calls for Service
- Field Contact / Interview
- Permits
- Pawn File
- Registrants / Parolees
- Major Crime Offender Registration
- Restraining Orders
- Juvenile Contact
- Image Catalog
- Query
- Reports
- Incident Approvals
- Case Assignment / Tracking
- Gang Intelligence

- Internal Affairs Reporting
- Investigative Intelligence Module
- Capital Equipment Inventory
- Booking and Incarceration
- Full UCR / IBR Compliant Reporting

The **AVL Interface** to the customers' existing AVL System, provides positioning and tracking of the units on the map, and with a higher degree for unit recommendation accuracy by utilizing routing algorithms to recommend the closest unit. This also provides greater visibility to your entire operation and Supervisors and dispatchers see an improved real-time view of resources for increased situational awareness and better dispatch decisions. You can remain centered on a specific AVL equipped unit using a follow-me window and play back the route of units responding to a previous incident.

The **E911 interface** is designed to accept "spills" from the 911 trunking system. The interface spill contains the caller's number, name, and address, along with a Law, Fire, and EMS Response Zone. The interface uses this information to build its own spill record for the CAD console that took the 911 call. The CAD software picks up this spill record and uses the information in it to create a new call, at the caller's location. The CAD software can either do this automatically whenever it finds the spill record waiting to be picked up, or it can be set to only look for the spill when the operator uses the 911 function key. The E911 interface is parameterized so that it can accommodate multiple vendors, at no additional cost. Calls can be transferred/sent to other agencies in different ways. Infor has interfaced to many different E911/911 vendors.

Via an **ePCR Interface** the Infor CAD system can pass CAD incident and apparatus data to an Electronic Patient Care Reporting System (ePCR). The CAD interface supports multiple types of communications with the ePCR, including, but not limited to: TCP/IP socket client/server; a shared drive; HTTPS post, and web service. The interface supports multiple formats for the data, including, but not limited to: fixed length ASCII packet, XML/NIEM, JSON, delimited text. The details for the contents and formatting of the data packet will be mutually agreed to by all parties and can include incident or apparatus related data. The incident data versus the apparatus data may be in different layouts but are generally in the same format. Code translation tables can be utilized to translate coded fields from the CAD system to the proper code for the ePCR system.

The CAD interface can provide a near real-time data feed to the ePCR. There are various stages during the life of a CAD call that can trigger sending data from CAD to the ePCR. The stages can include: initial creation of the call, dispatch of apparatus onto the call, status changes of apparatus, changes in other call data, call cancellation, or call closure. The triggers can be activated or de-activated via a configuration file. Sending the data near real-time allows for the apparatus to begin creating their ePCR reports before they arrive on-scene. Previously closed incidents can be sent or re-sent to the ePCR via the interface either manually or from the closed incident maintenance application. The interface can be configured to send notifications to CAD users and to specified individuals reporting on the status of the interface. The configuration file also allows for restricting the types of CAD calls that will be sent to an ePCR system. This is especially helpful when running both Fire and EMS out of the same dispatch center.

The base **Station Alerting Interface** incorporates mutually defined specifications for a two-way interface between the customers' vendor of choice for a Station Alerting System and the CAD application. Infor will use its standard Fire Station Alerting Interface functional specifications as a base and any additional functionality will be mutually defined and agreed upon. We have configured interfaces to many different Station Alerting providers. The interface can allow the Fire Station Alerting System to be activated by CAD operators, and for the CAD system to receive a transmission from the alerting system indicating that the alert was sent and completed. This interface provides the ability to automatically, and near instantaneously, deliver incident details in a way that is tailored to the needs of fire and rescue personnel. Incident alerts are delivered to fire and EMS stations via IP

and radio networks in multiple forms, including audio (tones and text-to speech announcements), visual and printed alerts. Remote personnel can receive alerts via radio and through mobile devices.

The **National Crime Information Center (NCIC/CIC)** interface from CAD will query, local, State and/or National systems, and can be configured to run automatically or manually. Each query is agency-defined and there is no limit to the number of queries allowed. We support free form commands and formatted masks. The Administrator can configure forms and commands. Standard DMV queries can be setup to run automatically when performing traffic stops, while other queries will run from the CIC format. When a license plate is entered, such as in a traffic stop, the CAD will run the plate automatically into CIC; there is no need for an additional action by the dispatcher. The County will need to have necessary certifications, ORI number, etc. that are required to connect for this interface.

The Infor **CAD to Foreign CAD** Interface accepts CAD data and transfers CAD data to and from the different CAD systems. This will also include the ability to send status changes back and forth. Mutual aid units will be supported if requested; inter-agency communications can be logged into CAD audit files and made a part of the mutually agreed to specifications/functionality.

The **ProQA Dispatch** Interface integrates the power of the International Academies of Emergency Dispatch's protocols with today's critical computer technologies. Infor is a Platinum Certified CAD Vendor with Priority Dispatch for medical, fire and law protocols and we have a fully integrated interface to communicate with that software. ProQA helps emergency dispatchers move smoothly through Case Entry and Key Questioning. It assists in quickly identifying the appropriate Determinant Code (nature code) for each case and clearly displays the response configuration specifically assigned to the code by local agency authorities. ProQA then guides dispatchers in providing relevant Pre-Arrival and Post-Dispatch instructions, as well as important case completion information.

The ProQA application is launched when the user logs into CAD. The interface will send the call information to ProQA so that their fields are populated on the case entry screens. When ProQA reaches a send point they will then send the information via the interface to CAD, so the call-taker can send the call to dispatch or if they have the ability the call-taker can then dispatch the call. The information from ProQA will be updated again within the call notes if the call-taker needs to finish answering more questions within ProQA or when they complete their post-dispatch instructions. If there is any immediate descriptor information that is to be sent from ProQA, that is sent back to CAD in real-time keeping the user in the ProQA application until they are complete.

> ***NOTE:*** *It should be noted that the ProQA Application Software and all training/end-user certification* ***MUST*** *be licensed and contracted for directly from Priority Dispatch. Although Infor is a Platinum Certified Partner of Priority Dispatch we can only provide the interface to their software.*

Fire Records Management System Interface: The Infor CAD system can pass CAD Incident and apparatus data to a Fire Records Management System (FRMS) such as ImageTrend, FireHouse, Red Alert, Zoll, PURVIS, or many others. The CAD interface supports multiple types of communications with the FRMS, including, but not limited to: TCP/IP socket client/server; a shared drive; HTTPS post, and web service. The interface supports multiple formats for the data, including, but not limited to: fixed length ASCII packet, XML/NIEM, JSON, delimited text. The details for the contents and formatting of the data packet will be mutually agreed to by all parties and can include any incident or apparatus related data. The incident data versus the apparatus data may be in different layouts but are generally in the same format.

The CAD interface can provide a real-time data feed to the FRMS. There are various stages during the life of a CAD call that can trigger sending data from CAD to FRMS. The stages can include: initial creation of the call, dispatch of apparatus onto the call, status changes of apparatus, changes in other call data, call cancellation, or call closure. The triggers can be activated or de-activated via a configuration file. Sending the data real-time allows for the apparatus to begin creating their FRM reports as soon as they return to their station or from a device in the apparatus.

Previously closed incidents can be sent or re-sent to the FRMS via the interface either manually or from the closed incident maintenance application. If multiple Fire agencies are operating on the same CAD system, but utilizing different FRM systems, CAD can send data to multiple FRM systems via multiple interfaces. This allows for different communications methods and data formats for each FRMS. Or, if the agencies are operating on the same FRMS but need the data sent to different places, the CAD interface can support that function. The interface can be configured to send notifications to CAD users and to specified individuals reporting on the status of the interface.

CAD to Law RMS Interface: While Infor can provide their integrated Law RMS (information provided in this response), we can also interface to other vendor Law RMS products. The CAD to Law RMS Interface creates an interface from the Infor CAD into a Law RMS system. The CAD interface can provide a real-time data feed to the Law RMS. There are various stages during the life of a CAD call that can trigger sending data from CAD to Law RMS. The stages can include: initial creation of the call, dispatch of units onto the call, status changes, changes in other call data, call cancellation, or call closure. The triggers can be activated or de-activated via a configuration file. Sending the data real-time allows for the apparatus to begin creating their law reports as soon as they return to their station or from a device in the unit. All functionality will be mutually defined and agreed upon.

The **CAD to City or Regional Systems Interface** creates an interface to accept CAD data from the various City or regional Systems. These could be Payroll, personnel, account, regional data sharing, courts, prosecutor, etc. into the Infor CAD. The data will be written to the CAD system into the INCIDENTS file. All features and functionality will be mutually defined and agreed upon.

Should there be the need, our integrated **Jail Management System** (JMS) is also provided by our partner, Executive Information Services, Inc. The JMS provides an enterprise level jail management solution designed specifically for county and municipal detention centers. The system incorporates a complete suite of inmate management and facilities management features along with a comprehensive suite of administration capabilities. The JMS differentiates itself from other systems by providing user definable quick access functions, a sophisticated report management engine and the flexibility within the application to "tailor" the system to the specific needs of the agency. Our JMS was created specifically for the changing needs of today's jail and corrections market.

The JMS provides a single entry, comprehensive inmate management system that makes real time inmate information available to any system user. From booking to release, aspects of the inmate's incarceration are tracked - including initial intake, alerts, charges, sentencing, property, housing, medical, incidents & disciplinary actions, classifications, scheduling, and much more. Real time, complete data on inmates leads to increased safety for staff and the inmate population. The JMS offers a complete set of features that will meet the requirements of any jail facility.

Modules can include:

- Comprehensive inquiry, search and retrieval
- Booking
- Work Release
- Arrest, Offense and Sentence Tracking
- Bond Management
- Property Management and Property Release
- Inmate Accounting
- Integrated Mug Shots and Photo Lineups
- Barcode and hand-held Inmate Tracking Offender Incident Reports
- Inmate Classifications
- Holds
- Sentence Calculation
- Housing Management & Shift Logs
- Inmate Movements
- Medical & Mental Health Questionnaire
- Visitation & Visitor Registration/Tracking

Attached to the Law Enforcement RMS suite the module achieves full integration with the agency's core information systems. The package shares common master indexes with other modules in the LRMS, and features data exchanges between other system modules, including Civil Process, Special Investigations, Mobiles and dispatch.

The system embraces the concept of entering data once and using it many times. This approach helps to ensure efficiency in data entry and simplifies the accessing and maintaining accurate information related to each inmate. The system incorporates extensive information sharing support to meet state and federal CJIS requirements.

LRMS and JMS Related Interfaces

The **LeadsOnline** interface allows the customer to access the LeadsOnline ftp site on a regular basis to pull a file. The user will save the file to the PC's hard drive and then choose the menu option to launch the application to import the file and create the hold Pawn records. Infor has no responsibility in the process until the .csv file has been saved to the hard drive.

Pawn Upload provides batch level data extraction and upload into the Pawn Database maintained by the State. Daily upload of recorded pawn information will be accomplished according to the specific State upload standards.

eCitations Import Interface: The proposed LRMS currently supports data interface with most of the major eCitation vendors. The interface approach would be based on the specific eCitation program utilized by the participating agencies. The interface would be a one-way import interface of the eCitation citation data provided through interface service into the agency RMS. On a periodic basis, the LRMS service will request the data from the eCitation product (shared location, web services, etc.). The eCitation data is typically provided to the agency as part of a scheduled data extraction in the form a standardized .XML extract or ASCII file. The proposed interface process would import the provided data file and process the contents onto the LRMS citation reporting module.

The base citation information along with the name and vehicle data would be added to the citation record. Imported names would be added to the Master Name Index in accordance with the standard Master Index linking function. Imported vehicles would be added to the Master Vehicle Index in accordance with the standard Master Index linking function. *Assumption:* The State will provide the eCitation citation data through a standardized data package in a standard XML or ASCII file.

Inmate phone System Interface: Mutually agreed upon functionality and specifications will be defined for an interface to transfer information from the JMS to the Inmate Phone System. Functionality could include, but not be limited to: when an inmate is booked or moved, the interface could transfer inmate identification information, court dates, visitation schedule, visit eligibility, and booking details to the phone system; could allow telephone numbers of inmates' known associates (including the inmate and victim) to be transferred into the telephone system; updates made to the inmate's file in the JMS could trigger corresponding updates in the phone system; when an inmate is released in the JMS the interface could close the associated account in the phone system.

Commissary interface: Mutually agreed upon specifications will be defined for the new commissary system. Functionality could include; booking an inmate into the JMS could trigger the creation of an inmate account in the Commissary System and inmate booking information should be sent to the Commissary System accordingly; inmate location change and changes to confinement codes should trigger transfer of the updated data to the Commissary System; prior to releasing an inmate, the JMS could search the Commissary System to determine if the inmate has a remaining balance of money to be returned; the interface could check for any outstanding debits (e.g., due to destroyed facility property, medical charges or co-pays) and deduct the appropriate amount from the inmate's balance; release of an inmate, and documentation of money returned, could trigger the closure of the Commissary System account.

The **CopLink Export Interface** operates on data changes within the LRMS and produces the standard CopLink XML data package and pushes to the CopLink data service. Currently supports both the LRMS data record collection and Jail/Booking data collected by the agency and can be configured to the desired system modules.

The **CopLogic Import Interface** accepts data provided via CopLogic's on-line citizen reporting product. The purpose of this interface is to provide a one-way, one-time transfer of a crime report from CopLogic to the core RMS system. Once a report is entered and reviewed within the Cop Logic system, Cop Logic will package the report as a report object or xml file and call the appropriate web service the interface exposes. This is a one time and one- way process. The interface does not support updates or deletes. With each call the interface provides a response message indicating success or failure.

N-DEX Export Interface: The system can support two (2) different interface approaches and is currently operational with N-DEX across the country. Most implementation provide a data view directly to the N-DEX service where N-DEX extracts the data from the agency's system via an OLEDB connection. N-DEX maintains a process service running on the agency site that processes the extraction and manipulation of data to confirm to national N-DEX standards. As an option, we can provide the N-DEX export interface, where the LRMS interface will on a defined trigger (e.g. system data change or scheduled task) will extract the related report data from the LRMS and prepare a data transfer package consistent with the data transfer requirements defined by N-DEX. This data package is constructed in several ways, determined by the receiving N-DEX interface application. The LRMS interface will process the export data and hand off the data package in accordance with the N-DEX Transaction Control Protocol to ensure delivery and acceptance by N-DEX.

The **N-DEX Integrated Query Interface** will establish a connection to the N-DEX interface service based on a user request from within the RMS GQ (General Query) option, to request a N-DEX search for names, vehicle and property. The N-DEX query will be added to the collection of regional databases accessible to the LRMS query function, and the LRMS query process will spawn a properly formatted inquiry request upon user initiation off the function within the LRMS. The GQ function is available on any Name, Vehicle or property screen, and will pass a properly formatted request to each to the linked/associated data sets. The interface processes will prepare the request in the format require by N-DEX as defined in the N-DEX interface specification. Responses received from N-DEX will be presented to the user as part of the standard data return format within the LRMS client.

The **LiveScan interface** provides an export of data from the LRMS containing subject demographics, arrest and offense data as required by the LiveScan devices. The LRMS currently supports multiple exports to major manufacturers and distributers of LiveScan equipment (e.g. Identix, Cogent, Morpho, NEC, CrossMatch, IDNetworks, DataWorks etc.). The current system can support interface with these vendors through a variety of interface approaches, including ASCII transfer, NIST file, Web Services, XML transfer), typically dependent on the capabilities of the receiving system. The interface supports both LRMS push (data file export) and pull (Web Services) capabilities, used based on the agency's LiveScan vendor. A specific interface approach would need to be defined and mutually agreed upon.

The **Crash Report interface** would be a one-way export interface of the LRMS accident data provided to the State via a web-service messaging service into the State provided accident reporting system. On a periodic basis (typically daily) the LRMS service will compile and export the data from the RMS to the service provided by the state. The LRMS accident data would be provided to the state as part of a scheduled data extraction in the form a standardized .XML extract. The proposed interface process would export the approved accident report data and process the data contents contained within the related LRMS accident reporting module. The export process would generate a new record associated with each LRMS accident report contained in the export file and utilize the LRMS assigned accident number as the key identifier within the LRMS. The base accident information along with the name and vehicle data included within the accident record would be transmitted. An optional PDF document could be provided by the LRMS as part of the export during

data export if useful. It is necessary that the State will provide the interface specifications required to construct the data interface. Functions and features will be mutually defined and agreed upon.

Court Interface: The interface will manage the exchange of case and citation information initiating in the LRMS and transferred to the Courts. Case/citation disposition will be returned. Currently the interface supports an FTP flat file submission to a fixed directory structure using ASCII XML files. Each Participating Agency has a specific directory with a "from" and "to" subdirectory. Files being transferred from the LRMS application are transferred into the "to" directory and dispositions are returned using the "from" subdirectory. Each citation/complaint requires a separate file from the LRMS application utilizing a predetermined naming convention and XML schema. We can replicate the current environment and expand to include case files, or preferably restructure the interface to utilize a secure web-service set of transactions. The web-service package would provide a single interface point supporting participating agency data (defined as a data element within the package).

Reporting: Reports and printable forms are provided as either Active Report or SQL Server Reporting Services documents. Either can be modified and added to the server for immediate access. Active reports bound to the toolbars can be deployed in subsequent update packages and pushed to clients at the next log on. SQL Server reports can be accessed immediately upon publication.

The system reporting functions are based on SQL Server Reporting Services, and provides an eminently flexible reporting environment, with reports available within the applications and accessible via a standard WEB based application. Reports commonly include visual elements, such as charts, graphs and other visualization tools to facilitate the identification of important information and to generally improved data relationships. The environment supports drill through reporting/data access and multi-page navigation.

The reporting system does include an end-user report design tool allowing agency staff to generate new reports or modify existing reports provided by the vendor. Out-of-the box reporting (canned reports) include reports based on unit, location, nature code, time and date. Dashboards are also available to be customized. Many reports are provided with the system however, ad hoc reporting is supported. Reports are print-friendly and customizable for print standards. The report wizard in SSRS is user friendly, with users typically being provided "views" to enable reporting based on pre-defined fields. SSRS does provide a data export tool which allows exported files to be placed into an Excel or live spreadsheet. The goal in using an out of the box reporting utility such as SSRS is to ensure that reports can be created and maintained by customers which do not fit into a normal classification.

Security

Security is set up by roles and/or workstation within the application software. Outside of the application modules we are using standard Microsoft security features. The system employs a rather sophisticated security model that is designed to prevent unauthorized access to the system. First there is no connection information provided to the clients or stored on the local workstations (such as ODBC connections), as transactions are authenticated through the security service in real time. On top of this specific, specialized, modules are distributed as separate applications, allowing the agency to deploy only where desired (if users cannot access the module at all, it makes it difficult to attempt to bypass security). Lastly the system enforces user security configurations during the logon and only permissions and capabilities provided to the user are configured at the workstation.

Security settings are customizable by the System Administrator to define system and module access for each employee. Generating and assigning security permissions is a simple and straightforward process and associating the permissions with any agency user can be accomplished with a click of the mouse.

Technical Information

While Infor strives for constant uptime, we cannot guarantee a 99.999% uptime. There are too many forces outside of Infor's control such as networks, third party response, an unexpected change of hardware, etc., that can affect this response. The server upgrades and expansion are sole responsibility of the County's system administrators. Infor will develop a plan to ensure the high level of uptime.

High availability and disaster recovery models are achieved through the cluster technology, which allows the built-in disaster recovery model as well as AlwaysOn technology to generate a multitude of configurations for different high availability options, which include Synchronous and Asynchronous replication, backups of replicated datasets, and up to four readable secondary replicas. AlwaysOn requires the use of SQL Enterprise Server and Windows Failover Clustering.

For those machines not part of the SQL availability group, Windows Clustering is used to ensure high availability. Upon the detection that a node is no longer reporting, automated failover occurs to the secondary node. In this failover, users are redirected through the application fabric to the active node, during the failover, there is no need for users to sign out of the application. Failing back to the primary is generally a manually process; however, the cluster properties can be adjusted to allow failback after a designated period-of-time. The time to failover varies with each network. Generally, it takes under 1 minute upon the detection that the quorum is redirected to the new target.

SQL Server uses an online backup process to allow for a database backup while the database is still being used. A copy of SQL Server data is used to restore and recover the data after a failure. A backup of SQL Server data is created at the level of a database or one or more of its files or filegroups. Table-level backups cannot be created. In addition to data backups, the full recovery model requires creating backups of the transaction log. Restore process allows a backup to a specified database, and then rolls forward all the transactions that are logged in the backup by applying logged changes to bring the data forward in time.

Implementation Services

Infor Services offers a full range of services and a global team of highly experienced professionals who can connect County to a wealth of Infor development and support resources. Our team can address your greatest challenges and opportunities with wide range of resources including:

- **Business Consulting:** World-class expertise for analysis and assessment, solution design and implementation, enterprise performance monitoring, operation optimization and solution migration.
- **Implementation Accelerators:** Industry-specific solutions designed for rapid implementation and time to value.
- **Infor Education:** Training delivered by dedicated professionals for maximum workforce knowledge development.
- **Infor Solution Development:** Application framework enhancement including architecture, modification, integration, and migration development.
- **Infor Strategic Consulting:** Strategy, change management and process transformation.

Throughout all service lines, we ensure quality through structured service approaches and active project management. Infor's proprietary Implementation Methodology forms the framework for smooth, fast, and accurate implementations a proven, disciplined approach backed by knowledgeable, experienced people, and practical tools and processes.

After contract signing, the software implementation will proceed in a systematic, orderly manner under the direction of the Infor Project Manager and the County Project Team. A Project Plan and timeline will be completed possibly prior to contract signing. Time requirements will be determined and agreed upon based on the County committed support during the initial data entry phase. The mutually agreed upon Project Plan with its in-depth listing of schedules, tasks, and resource assignments will be the defining document used to constantly monitor and direct the course of the project. It is then sent to the customer site for installation and further loading, configuration and testing.

Infor Deployment Method Overview

At Infor, we recognize that County applications software solution is a significant investment. It is one that can raise perplexing questions during the implementation.

How will this solution impact productivity? What is the most efficient way to implement the solution? Who will train the core project team members? These challenging questions among others are why Infor created the Infor Deployment Method, which has an exceptionally robust and progressive project management layer embedded.

The key benefits of Infor Deployment Method include:

- **Business Process Thinking:** focus on the agency benefits, not just the software.
- **Enterprise Architecture:** designing a sustainable I.T. foundation.
- **Project and Program Management:** provides structure and governance.
- **Flexibility:** methodology tasks can be combined in different way to suite to the specific needs of the organization.
- **Knowledge Transfer:** built in training and organization change management disciplines.
- **Reduced Project Risk:** address high risk items during early iterations, coupling with a focus on risk mitigation and contingency strategies.

The Infor Deployment Method will serve as the governing methodology for all project related work for the EnRoute Project. Infor Deployment Method defines what is to be delivered from the project; who is responsible for that work; and how the work is performed. Throughout the implementation there will be a gradual transfer of knowledge and ownership from Infor consultants to the County's project team until the members of the project team become the drivers and champions of the new system and business processes.

Infor Deployment Method enables us to implement our solutions using a framework that delivers a smooth, fast, and accurate project execution. Our implementation approach is a proven, disciplined, organized methodology that is repeatable from customer to customer. Our methodology is based on years of refining and improving the steps and procedures that constitute implementation best practices.

The Infor training plan for your Public Safety staff utilizes our professional trainers, easy to follow manuals and hands-on experience. We believe well trained users are the backbone of successful deployments and we insure users are given the quality instruction they must have. The only prerequisite is that the students be familiar with the Windows operating environment.

The standard training methodology utilizes both classroom and practical training. Instructors will provide training for the dispatcher/call takers, the system administrators and data input personnel for both CAD and LRMS. The importance of these positions requires direct instructions by an Infor trainer. Training will be conducted on site, using the County's system information. Classes will provide in-depth coverage of the applications and includes training of system administrators in the maintenance of files and parameters within the system. The ease and automation of on-going database maintenance and monitoring requires no prior database administration experience.

Successful Execution – By Design

Even with the functionality that organizations want and the technical base that organizations need, CAD/Mobile/LRMS systems are still falling short of their potential. Research shows that most organizations recognize how important the Infor execution methodology is when it's already too late.

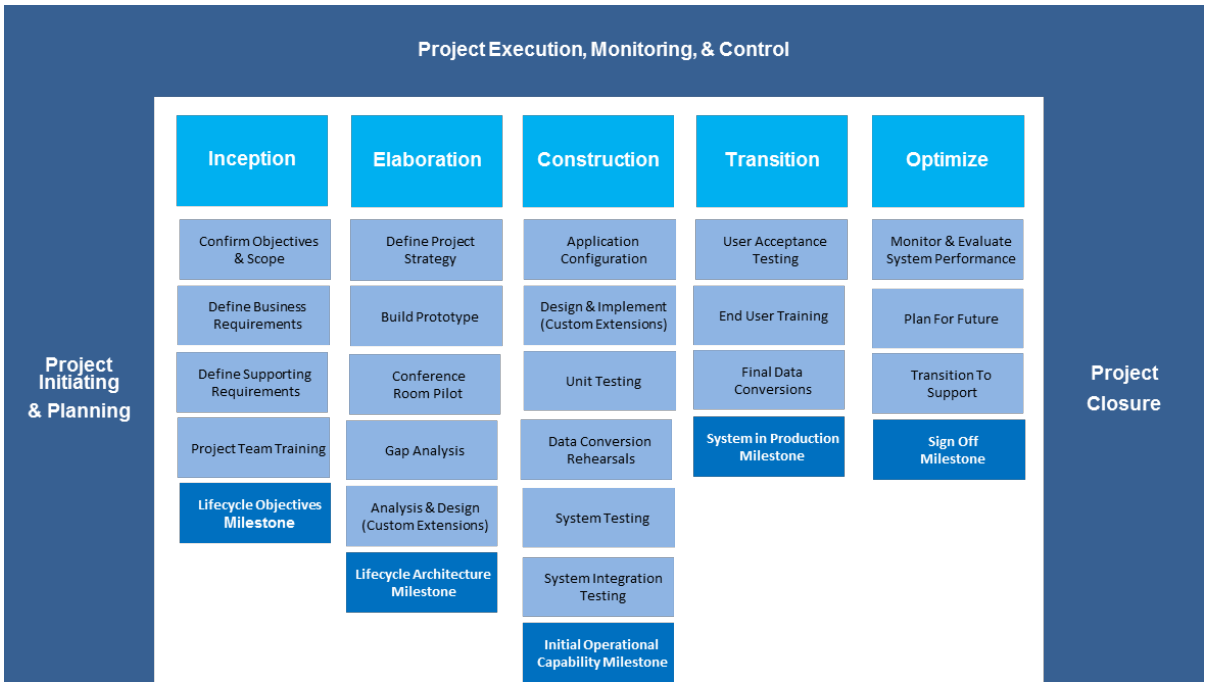
Infor believes that a reliable and realistic implementation plan may be one of the biggest factors toward Infor *EnRoute* project success. With Infor Deployment Method, Infor takes the steps needed to avoid scope creep, and schedule and budget overruns. Infor Deployment Method represents a significant step toward simplifying and securing successful execution of your Infor solution.

Infor Deployment Method is designed to facilitate successful execution, every time. Developed and fine-tuned over the course of 10 years of implementations and based on best practices, Infor Deployment Method is an approach that delivers lower-risk, rapid, repeatable implementations of Infor solutions. Plus, it's scalable and flexible to accommodate a wide variety of project scenarios. It is an approach that ensures that you get only the deliverables you need for the completion of your project. No more. No less.

Methodology Snapshot

Infor Deployment Method is comprised of five phases including: Inception, Elaboration, Construction, Transition and Optimize. A key concept of the Infor Deployment Method is the separation of reusable core method content from its application in processes.

Infor Deployment Method can also be viewed from a Phase and Activity perspective with a critically integrated Project Management layer. The following diagram shows the Implementation Deployment Method with the Project Management layer acting as an overarching governance framework around the Implementation components:



Infor Deployment Method will be used as the overall governing methodology for all project related work for the County's project activities associated with implementing the scope. It defines what is to be delivered during the project, who is primarily responsible for that work, and how the work is to be performed.

Data Conversion

The Infor data conversion strongly suggests that the data is stored in separate database / tables within the main SQL Instance. This allows the County to query the data as needed with Microsoft SQL Server Reporting Services. Infor converts legacy data each time a customer comes onto an Infor system. Each instance of the conversion differs as the system, customer requirements, customers' needs and desire, all vary.

CAD Data: CAD Conversion is quoted for premise history, hazards, call types, master index information (people, vehicles and locations).

Law RMS Data: To maintain data continuity, Infor is proposing to convert the full set of historic data as referenced and populate the production database as part of the data migration. While we recommend installing all converted data into the production database, we do provide an option to implement a data partition that allows records to be secured from general access yet allow general inquiry and access functions to the partitioned data. This approach represents a significantly less expensive solution for the agency and will provide for full access to agencies current data for investigative needs. The County will be advised how each Law RMS module would be converted.

There are essentially three aspects of the data conversion that must be considered. These are: Data Extraction, Data Preparation (Normalization & Manipulation), and Data Upload. Varying degrees of Agency involvement may be required in both (or either) the Data Extraction or Data Normalization and Manipulation segments of the project. The Data Upload component is usually performed entirely by Infor representatives.

Post-Implementation Technical Support

You expect a support organization to resolve incidents, track response times, and provide software upgrades, patches, and service packs. At Infor, we believe that is not enough. We take support further because we believe it must be about more than reactive incident resolution and software upgrades.

With Infor Support, you receive support that's industry-tailored; where we understand that the speed and quality of the information we provide are critical to your organization. You get the optimum benefit from Infor, not only because of our deep industry knowledge, but also because we measure ourselves on how quickly we successfully address your issues.

Infor Premium Support provides support for an unlimited number of incidents, continuous online support through a portal that's available 24x7, telephone support, and priority queuing based on the severity of an incident. Infor's support services provide troubleshooting and technical assistance for the Software that Infor licenses to the County. Infor Support maintains normal business hours Monday through Friday, 8 a.m. to 5 p.m., County local time, excluding holidays.

Emergency Computer Aided Dispatch (CAD) support is provided seven (7) days by twenty-four (24) hours including holidays. CAD-related interfaces are also supported with seven (7) days by twenty-four (24) hours emergency coverage.

A "CAD Emergency" is defined as follows:

- Unable to log into the system from any workstation;
- Critical CAD external interfaces are non-functional (911, MDTs, Encoders, and so on); or
- CAD personnel are unable to enter and update or change incidents.

With the Infor Support portal's consumer-grade user interface you can set your viewing preferences, so you receive information presented to you in a personalized way. Infor currently deploys *InforXtreme*, a web-based service recording system that extends beyond internal call center operations and out to the customer. It is available 24-hours a day for logging support calls. *InforXtreme* integrates multiple means of interacting with the customer base, allowing Infor to manage

telephone, e-mail, and web communication in one application. *InforXtreme* supports a feature-rich format providing visual solutions for problems the customers may want to investigate. Infor uses VPN to access the County's system and, in most cases, can fix the problem remotely. Infor will provide a VPN client (Securelink) so remote support can be provided.

We understand the mission critical nature of your system. We work hard to resolve issues in a timely manner and are always very aware of the need to address critical issues as the highest priority. Our support process assigns a response-time priority to every call based on the technical severity or client severity.

Choosing a technology partner is not a decision to be made lightly. The systems you invest in will help shape your agency for years to come and the community that supports those investments has a major impact on your overall success. Infor Support brings decades of experience to supporting customers of all shapes and sizes and partnering with them to achieve their goals. Knowledge of our products and the industries we serve is unparalleled and you can count on our absolute commitment to making you successful. We're there where you need us, when you need us and will be for a long time to come.

About Infor

Company Organization and Growth Strategy

Infor is one of the largest providers of enterprise software in the world, with approximately $3.1 billion in revenue and is one of the fastest growing business software providers, with more customers than our two largest competitors combined. Infor has experienced phenomenal growth during our history. We provide a full complement of software and services including integration, technology, project management, and business best practices consulting. We develop and support our own applications with an annual development expenditure of approximately 15.7%.

Infor is at work today providing fast, far-reaching results and system-wide transparency for more than 4,100 government agencies. Many types of organizations benefit from our Public Sector solutions, including State, Provincial, Local, Federal, and Municipal governments. Our experience includes work with 3 of the top 5 transit authorities, 18 of the 20 largest states, and 18 of the 20 largest US cities.

Infor is organized to deliver success to our clients. In our company's history there has been one constant. We listen to our customers. Continuous improvement is a principal that guides the management of our company, with a focus on how we deliver products and services to our customers, our global "go to market" strategy, making it easier to do business with Infor and simplifying our internal operations. Therefore, our structure reflects a product-based, geographic management philosophy that puts us close to our customers, with core product development, technical support, and services centralized within each of our primary solution groups and easily accessible by our geographic regions.

Throughout our history, we have methodically and purposely redefined the expectations for Infor's leadership team and have made the necessary adjustments to accelerate our growth. The result is a focused growth strategy, a strong and compelling technology vision centered on our open SOA platform, an enviable and competitive position as the champion of the business software customer, with a population of approximately 16,000+ employees.

Infor is focused primarily on medium and large-sized enterprise organizations that require advanced software products and services designed specifically for their needs. The foundation of Infor's strategy is our deep commitment to industry specialization.

Infor Services—A Key Differentiator

We know that the County seeks to find a company that is trust-worthy, stable, and capable of delivering a system that is user-friendly, easily adopted by the user community, can be successfully integrated within the County's environment, and that is delivered with an established plan for continuous excellence in maintenance, support and upgrades to the system.

At Infor, we understand that many Public Sector responsibilities have no parallel in private industry. Software designed for general business use typically doesn't address the unique constraints and urgency of public agency duties. As one of the leading suppliers of Public Sector solutions, Infor proposes a long-term business partnership with customers that we believe can deliver significant benefit to both parties. Infor recognizes that the Public Sector is an ever-changing environment, where solutions need to be flexible enough to mesh with complex operations. Customers require a substantial business systems partner with global capabilities, proven expertise in the Public Sector and the financial resources to ensure ongoing investment and business longevity. Almost every organization in the world is under immense pressure to squeeze the best possible performance out of its assets, its people, and its processes and that company is Infor.

Infor Services offers a full range of services and a global team of highly experienced service professionals who can connect you to a wealth of Infor development and support resources. Our team can address your greatest challenges and opportunities with wide range of resources including:

- **Deployment Services:** The Infor Services team surrounds you with deployment experts who have decades of experience attaining these objectives. From provisioning and system implementation to performance management and tuning, we help you achieve standardized implementations that incorporate best practices, result in a lower cost of ownership, and set you up to be successful for the long haul.
- **Infor Education:** Through a combination of classroom, and end user training, the Infor team partners with customers to ensure all end-users are fully empowered to get maximum value from their Infor solution. Our goal is to make end users' jobs easier and help them operate more efficiently, with the ultimate objective of enabling our customers to better serve their own.
- **Support Services:** Our award-winning support team provides comprehensive support for companies of all shapes and sizes from day-to-day incident resolution to services such as decision support and system monitoring.

Financial Health

Infor is a leading provider of beautiful business applications specialized by industry with 16,000+ employees and customers in more than 170 countries and territories. Our FY18 revenues were approximately $3.1 billion and our adjusted EBITDA was $833.7 million, or 26.7% of revenues. These metrics demonstrate our customers' and prospects' continuing endorsement of our product strategy and customer-centric approach to support and services. Additional detail can be made available upon notification of shortlist or serious intent to consider.

Infor is a publicly-traded debt filer. While we do not trade stock, we do file financials which can be accessed at www.sec.gov website.

End of Proposal

Global Headquarters

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