Responses to Vendor Questions in reference to CAD/RMS replacement

Note:
Several vendors asked if there would be timeline extensions based upon the holiday period (Thanksgiving, Christmas and New Year's). **We will be extending the RFP period and offer the new timeline below. (There has been a two-week extension.)**

Activity	Old Date	Revised Date
Release of RFP	11/18/19	N/A
Deadline for Written Responses (RFI)	12/06/19	N/A
Responses to Questions	12/13/19	N/A
Proposal Closing Date	01/06/20	**01/22/20 by 4 p.m.**
Proposal Evaluations Completed*	01/31/20	02/29/20
Demonstration of Product (via invitation)*	03/20/20	04/30/20
Specialized Demonstration of Core Systems (via invitation, and, if needed)*	04/03/20	05/30/20
Vendor Selection*	04/10/20	06/15/20
City Council Award of Contract	TBD	N/A
Begin Contract	TBD	TBD
End Contract	Negotiable	Negotiable

*Dates are flexible and subject to change. Submitting vendors will be notified of timing changes as they occur.

Question	Answer
Will you be providing a similar checklist (i.e.; Attachment A) for required or desired functionality items for CAD or the Mobile Data System?	Yes, see Attachment C
Please provide a breakdown for the mobile units in use by Public Safety (Police/Fire) and Marine Safety	Current= 15 mobile units for police, 18 mobile units for Fire and 0 for Marine Safety Desired= Marine Safety would like to deploy mobile units in at least five vehicles with this new CAD/RMS system and the Police Department plans on increasing the mobile units by at least five (for a PD total of 20). Also, the Marine Safety Department is also interested

	in deploying a mobile device (Not MDT's-more like a handheld) at their 30 lifeguard towers during the summer months. In addition to their mobile units in the fire engines, the Fire Department issues iPads to each of its Captains in order to complete ePCR reports.
Please define "complete" pawn slip tracking (Page 5 of RFP)	This item is **withdrawn** from the RFP because the new CAPSS system via the State of California is up and running. (We only receive a couple of handwritten pawn slips a couple times a month.)
On Page 6 of the RFP, 3rd party applications are mentioned. What is the expected workflow for; jail module, alarm monitoring module, crime lab, personnel, and EMD)	Jail Module: We currently have no integration between our system and the Orange County Sheriff's Department (in charge of County Jail facilities). We have a desire to be able to interface with their agency for booking paperwork so that it can be approved prior to transportation. **This is a desire, but not a requirement**. We assumed that some vendors might have encountered this request in previous RFP's. Alarm Monitoring Module: We have several panic alarms inside our City Council chambers, City Hall and the Jail. We would like to see if vendors have integrated systems which allow the panic alarms to automatically populate the CAD system so the Dispatcher isn't trying to determine where the alarm came from and then entering a call for service. Hard wiring for the panic alarms already comes into the dispatch center, but it is from three different vendors (hardline and via phone). This is **no longer a system requirement**, but we are interested if any of the vendors have a track record of integrating City Hall and Police Department panic alarm buttons into a CAD system. Crime Lab: **Withdrawn**-The following explanation is for background information only. -We commonly send items to the Orange County Sheriff's Department Crime Law for DNA or fingerprint processing. In order to have the item accepted, we fill out an online form and submit it via their portal. We are desirous to see if a vendor has already worked with the OCSD in order to develop an interface so the

	Police agency can easily request item submission via its RMS system. This is not a requirement for the RFP. Personnel: The Police Department schedules its personnel on a stand-alone software system call In-Time Scheduling. All Orange County Police agencies use this system so that the District Attorney's Office can review it prior to issuing subpoenas. In an effort to eliminate stand alone software programs, we are desirous of seeing any possible integrations with an existing RMS program. Although, the integration would need to include In-Time as this is what the County working group has purchased. **This is a desire and not a requirement**. EMD: We are not using ProQA software and currently transfer all EMD calls to the County Fire Department or Metro-Net (Orange County Municipal Fire Department Dispatching Center). Laguna Beach is one of only two communities within the County which dispatches for Police and Fire. (The other city is Costa Mesa.) All other city fire departments either use the Metro-Net Dispatch Center or contract for fire services with the Orange County Fire Authority. We are desirous of seeing proposals from vendors who have EMD dispatching software built into their CAD.
Is the Standard Consultant Service Agreement for vendor review only and does not require a signature at this time?	The attached City Standard Consultant Services Agreement is attached for review purposes only. Once the City begins negotiation of a contract with the purposed vendor, the agreement will need to be incorporated into a contract, or just signed as an attachment, prior to the start of any CAD/RMS implementation.
Will the City please provide Attachment A as a word or excel document?	Yes, it will be attached with this RFI response.
Will the City provide the following numbers	Police: Sworn Personnel= 53 Non-Sworn Personnel= 47 (part-time employees fluctuate, but tend to be another 50 people)

	Vehicles= Approximately 18 cars are used for frontline services and another 15 for support services. Primary CAD Seats= Three Backup CAD Seats= Six (one in dispatch, one in the emergency operations center, one in the mobile drunk driver checkpoint trailer, one in the Dispatch Supervisor's Office and two in the Marine Safety Headquarters) CAD Users= 11 primary in Police/Fire and 3-4 in Marine Safety Jail Beds= 8 (capacity for 12 prisoners-they cannot be housed longer than 24 hours. After 24 hours, we would transfer to the Orange County Jail) Jail Users= There are 3 full-time Jailers and 5 part-time jailers. (Being a tourist community, most of our arrests are alcohol related and people are booked and housed for short periods of time. The two primary arrests are for drunk driving and public intoxication.) Dispatchers= 11 (The minimum staffing is two per shift; two shifts.) Dispatch Seats= 4 Fire: Sworn Personnel= 41 Non-Sworn Personnel= 2 (We also have 1 part time employee and a contract project manager for special programs) Vehicles= Approximately 10 which can be used for frontline services Primary CAD Seats= The Police Department Dispatchers are responsible for Fire Dispatching so the answers are the same as above. Backup CAD Seats= Same as Police CAD Users= Same as Police Jail Beds= N/A Jail Users= N/A Dispatchers= Same as Police Dispatch Seats= Same as Police

	Marine Safety:
	Sworn Personnel (full-time employees)= 10
	Non-Sworn Personnel= They hire approximately 110 part-time lifeguards during the summer months
	Vehicles/Boats= Approximately 9 frontline vehicles and three personal watercraft (jet ski's)
	Primary CAD Seats= See Police
	Backup CAD Seats= See Police
	CAD Users= See Police
	Jail Beds= N/A
	Jail Users= N/A
	Dispatchers= See Police
	Dispatch Seats= See Police
Please provide information reference to the Brazos interface	Approximately 5-6 years ago, all the Police Departments in the County purchased handheld citation writers through Brazos because the Court system said they would no longer accept handwritten citations because of budget cuts. At the time, our CAD/RMS vendor was going to write an interface so that when the officers downloaded their handheld citation writers at the end of their shift, it would automatically populate the citation module within RMS. Once this interface was written, we were also going to use the accident reporting module in their handheld devices to complete collision reports. **The interface was never written.**
	Several Orange County law enforcement agencies find themselves electronically sending the data to court, but then manually entering all the citation into their own RMS systems. We are obviously behind in the data entry and it makes for statistical problems and poor customer service when people come into the station to inquire about a ticket. **We are looking for a vendor who might have already written an interface which allows the Brazos handheld citation writers to populate their RMS systems so we can do away with the redundancy of having to enter the citations manually.**

Please provide information in regards to any Crossroads interface	This is a **desire and not a requirement**. – The police officers have previously used Crossroads accident reporting system to complete traffic collision documents. The crossroads software is more robust than our current accident module. We are looking for any potential vendors who have integrated crossroads into their RMS offerings or have an accident module comparable to this software. The Police Department takes approximately 750 accident reports each year. As previously mentioned, since we must maintain the Brazos citation writers, we might just use their accident reporting software as an alternative.
Please provide information in regards to ILIAOC booking photo system (Hunter Systems) interface	Hunter Systems is the photo program used for our jail booking photos. Once a photo is taken, it is stored in a cache and transferred to the Coplink program (which is operated by Forensic Logic Systems).

Coplink is a program which is used by all the agencies in our county. Each department contributes their RMS data to the system and it gives us the opportunity to look at histories on people, addresses, crime reports, phones, etc.

Any new RMS system will require us to establish a method of contributing information to the Coplink program and Hunter Systems.

Any vendor currently doing business with an Orange County agency will be familiar with these two systems. |
Please provide information in regards to the Springbrook Finance system interface	**Withdrawn**- The City of Laguna Beach uses Springbrook as financial management software. There isn't an identified need to have this software integrated into a CAD/RMS project.
Please provide information in regards to the Laserfiche interface	The Police Department obtained funding to move several in-house documents to the Cloud (from its stand-alone program called Paperstore). The request to have an interface is **withdrawn** as there isn't a need to have the RMS link to the historic reports (1960's through 2006) which are housed in the program.
Please provide information in regards to the Intime Scheduling Software	Answered earlier-see above

Please provide information in regards to the COPLINK interface	All the police departments in our county contribute information from their RMS systems to a program called COPLINK (owned by Forensic Logic). Coplink is a public safety information sharing platform and provider of analytical, tactical and operational software for law enforcement. It allows us to see contacts from other agencies and read reports authored by neighboring agencies. The software is purchased through a County Technology group called ILJ (Integrated Law and Justice Group-comprised of members from each of the police departments).
Please provide information in regards to the OCATS interface	OCATS is an Orange County interface to "Informer" which is built into CAD. It allows the user to run people, vehicles, etc. through the CAD instead of exiting and logging into ELETE. Non-CAD users run people through ELETE. OCATS is the interface with the County and then the County connects to the CA State Department of Justice.
Does the City require data conversion services for any of its current software?	We are looking for a front-facing interface in order to pull data from a SQL database. The cost to convert our 13 years' worth of data in the Intergraph RMS is prohibitive. Thus, the front-facing interface is the best option.
What is the name of the current application the City is using for Project Management?	None
Please provide the make and model of the electronic signature pads currently in use with property	None
Please Provide interface specifications (API's) and or contact information for the following applications:	CLETS OCMS= This is the connection to our County ELETE system (to run people, cars, weapons, warrants, etc.) LiveScan OCMS= This is our connection to the County for fingerprinting. Dataticket= We do not currently have an interface with this software. We use dataticket for our parking citation management and must log into their system to view citations and run statistics. We are desirous of an offering which integrates their software with our new RMS system so that we could run statistics without logging into their program. This is a **desire and is not mandatory.**

	Online Reporting= This software was written by one of our I.T. Consultants. It is a program which allows citizens to go on our website and write a brief report (harassing phone calls, crime tips, hit and run reports and lost property). The selections are limited because people have used the program to write very serious reports about criminal activity which necessitates the response of an officer. We are looking for a vendor who has software allowing for a more robust online reporting system which also populates the RMS system once the report has been approved by a supervisor. Watchguard Cameras= Our police vehicles are equipped with the Watchguard camera system and we have also issued Watchguard body cameras to the field officers. There is a lot of storage space consumed by these cameras and we are exploring opportunities to put everything into a Cloud. In the meantime, we would like the opportunity to attach video files to the RMS (reports) so everything is integrated and we are not accessing various systems to look at reports and evidence. We are desirous of proposals from vendors who have worked with WatchGuard to integrate videos into the RMS system. If not, we are desirous of seeing an evidence module which allows our staff to easily attach audio (from digital recorders), photos or scanned documents. OCCS County Paging= This is the alerting system for Fire Department Calls. Our CAD system pushes various alerts to the Fire Departments for calls for service. One of the alerting mechanisms actually involves pagers. We are looking for a vendor who has the ability to push a secondary alerting system to cellphones or via a pulse point application. This would allow us to give up pagers.
What types of reports can be submitted via the Online Reporting System?	Four Types: Harassing Phone Call Reports Crime Tips Hit and Run Reports

	Lost Property Report
For Paperstore, does the City expect to query the database from CAD/RMS?	Originally we did desire software which allowed us to search Paperstore while we are logged into the new CAD/RMS system. Upon further review, this is **withdrawn** as a proposal requirement, as the only current searchability is by case number or year. The Paperstore program is extremely limited, as the software was written by an in-house I.T. Consultant in order to house some of the more critical reports from the 1960's through 2007. We are open to any vendor ideas on how to integrate this standalone software program. It houses 1,000's of old cases which were scanned and attached. Once open, we can only search the reports by year or specific case number. There are no name, address, crime type or specific date searches available. We are open to any ideas about taking these old reports and placing them into the new RMS system. At this point, it is just a large amount of pdf'd reports, which need to be held, and our current plan is to place them in the cloud via Laserfiche.
Please provide a detailed description of the hardware used with Dataticket?	The parking services officers use a handheld citation writers with attached printers, in order to electronically issue citations. They are also able to take photos and attach it to the citation. Once inside the Police Department, they download all the information to the Dataticket software which is housed offsite by the vendor. None of the information ever enters our RMS system. **(This is no longer a required item**, but we are interested in seeing whether any of the vendors offer similar services for parking citation software.)
When the proposed system includes the functionality where a third party application is in use, does the City expect to receive an explanation of the replacement or shall the cost of those interfaces be included as optional line items?	If the proposed system includes some of our third party systems as their standard offering, please include it as one total costing, but let us know that it is your standard software as we can then determine how much we would save by discontinuing service with the third party vendor.

If it is an add-on item to your "off the shelf product," please make the added software an additional line item so we can determine which will need to be included or excluded. |

	In the end, we are trying to determine which vendor offers the best services for our budget.
Do you expect Marine Safety to be treated as its own agency?	The Marine Safety department uses the same report writing system as the Fire Department. They are not "married" to this and can use the Police RMS system once it is configured, prior to implementation. Their CAD system is the same as the Police/Fire Departments. They do have some minor configuration issues with the types of calls for service they receive as opposed to the other public safety departments. **Regardless of whether or not the City outsources the CAD/RMS for the Fire Department, the Marine Safety Department will remain with the Police Department CAD/RMS**. To summarize, they are their own public safety entity, but we realize very few vendors offer standalone CAD/RMS for Marine Safety and we will configure the new CAD/RMS to meet their requirements. (In essence, since Police Dispatchers usually dispatch for Marine Safety, we would add drop downs to respond to items such as ocean rescues or beach incidents.) As a note, the Marine Safety Department dispatches for itself (non-911 calls) during the summer months. In the summer evening hours, the Police/Fire Dispatchers assume the responsibility. This is due to the large amount of calls for service which come into their headquarters from the 30 different lifeguard stands along our beaches.
Third Party Applications	See Attachment D
Is Attachment B the Standard Consultant Agreement	Yes
"There might be circumstances where the selected CAD/RMS product will need to integrate the CAD with a different vendor's RMS."- Has the PD identified which vendor's RMS systems?	Yes, if the Fire Department continues to use Firehouse as their RMS provider, we will need CAD to push information to it. We do not anticipate the new CAD integrating with our old CAD after implementation.
"By virtue of its offering submittal, the vendor acknowledges agreement with, and acceptance of all provisions of the RFP specification. By signing and submitting an original proposal in response to this RFP, the bidder agrees to the standard conditions and terms and certifies it maintains a drug free workplace."	Yes

#1- Will the PD consider alternative solutions that do not meet the exact provisions of the RFP but which would provide the PD with alternative or beneficial features?	
Is "all provisions of the RFP specification" intended to require that the vendor agree to provide every single required feature in Appendix A?	The evaluation committee will compare each proposal to Attachment A and the RFP in order to determine which product best suits the needs of the City. Outside of changes in this RFI response, most of the provisions in Attachment A are requirements for our new system.
Will the PD consider negotiations with the selected vendor of any part of the standard conditions and terms?	Yes
Are the "standard conditions and terms" fully represented in the Standard Consultant Agreement?	Yes, unless anything in the RFP supersedes, or provides for, greater legal protection to the City of Laguna Beach.
"Except for any existing materials provided by the City, the Contractor shall provide all necessary supplies, materials and equipment necessary to install the hardware/software to include: all servers, cabling, and software. (Additional scope of work details can be found in Section VII: Proposal Requirements.)" #1) Will proposals where the vendor solutions do not include the servers, system software, database software and cabling considered?	Yes, but we ask that estimates for this work, and hardware, be separated out so we (the committee) can review the overall cost. (Cost of the CAD/RMS + the hardware/work costs)
What does "location specific patrol check information" mean in RMS?	Our department utilizes statistics in a wide ranging manner. One of the specific items happens to be location patrols. For instance, instead of an officer saying they are "out on foot at the beach doing a patrol check," we ask them to specifically tell us whether they are conducting foot patrol "on the sandy part of the beach, the boardwalk, sidewalk, etc." This would be a location specific patrol check information which is included in CAD and RMS for data mining purposes. We expect to do most of this work in the configuration stages of the project.
Is Link Analysis needed if the software is completely integrated?	We are open to any software which would provide a similar product for our staff to utilize.
Auto-populate capability from other modules (CAD, JMS, Property and Evidence, Mobiles) as well as other third party applications identified elsewhere in this document. Please provide a list of all third-party applications to be included in this requirement.	Brazos Handheld Citation Writers Livescan Fingerprinting Watchguard Video System Any new Jail Management System (we currently use an Access Database)

Case Management-Generate letters for multiple different recipients. What kinds of letters?	When cases are assigned to a detective for follow-up, the detective sergeant has the ability to also produce a letter to the victim or witness which says that the case is "being investigated by Detective Jones and he/she can be reached at xxx-xxxx." This letter is also placed into the case management/tracking area for future reference.
Statistical Traffic Dashboard- What is required?	We do not currently have a statistical traffic dashboard so we are open to viewing anything presented by the vendor.
"Meets US DOT minimum uniform crash criteria standards." Is this requirement different from what is required by SWITRS and the CHP?	No, it is not different.
"Ability to interface with Brazos system and possibly Crossroads." Are vendors to include the cost of an interface to Crossroads?	No. We do not currently use Crossroads, but have been exploring the possibility. We are aware that some vendors already have interfaces built between their product and Crossroads. If none exists, the vendor need not research the cost for Crossroads. **This is not a requirement.**
Inmate tracking/ledger (Meeting the standards of the BSCC). - Does the BSCC provide a specification for the tracking/ledger requirements? If not, what specific BSCC specific standards are required?	They do provide for minimum housing and documentation standards, but we will explain what we are searching for. The City desires to have a jail management ledger/tracking program which allows us to completely identify the name, charges, medical conditions and jail checks of an inmate. Most of our arrests are alcohol related and many of the inmates need 15 or 30 minute jail checks which must be documented. Also, we need to have the capability of logging meals, phone calls, and attorney visits. These are basic standards required by the State Board of Corrections.
"Special Watch and Observation Log for Notifications and Jail Checks." – Is this the title of a specific form/format? If so, please provide a sample of the log.	This would be a standard log which provides inmate information and allows the jailer to enter jail checks which are either conducted every 15, 30 or 60 minutes. We would like to see a feature where an alert on the computer is sent to either the jailer or Watch Commander if a jail check has been missed.
"Integration with the OCSD Probable Cause Declaration System."- Please provide an interface specification document which defines the integration with the OCSD Probable Cause Declaration System.	**This is withdrawn and no longer part of the RFP.**
"Creation of Custom OCSD OCJ booking paperwork and Laguna Beach Medical Screening Form." – Please provide samples of each form. Are	**This is withdrawn and no longer part of the RFP.** During the configuration stage of a new Jail Management System, we do expect

these paper forms completed by users or electronic forms submitted to the system?	to create several special reports for our use. One of these would be a medical screening form.
Alarm Monitoring Module- "Ability to receive incoming alarm activations from Council Chambers, et. Al." – What system is used for the panic alarms? Are all the alarms from the same alarm vendor/systems? Please provide interface specification documents for the alarm systems?	This was answered earlier. There are approximately 12 different panic alarm buttons around the City facilities and they are not operating on the same system. Some are hardwired and some come in via a Cox Cable system. We would like to integrate them into one system.
"Ability to bring up video feed provided by the alarm system."- Where would the video be shown?	The video feed would be available in the Dispatch Center and Watch Commander's Office. (At this time, none of the panic alarms have cameras in the vicinity. We would like to know if this is a possibility to add to the system in the future if we install cameras near the areas where these panic buttons are located.)
Asset Forfeiture- "Tracking and Document Imaging of DAGS."- What is DAGS?	DAGS are federally mandated asset forfeiture reporting documents. Primarily, we would anticipate the new RMS system having a module which would allow us to attach completed DAG reporting forms with the case. This way, no separate files are kept in cabinets and we can merely look at the electronic version of the case to see if the DAG reporting to the federal government was completed.
Crime Lab-"Integration with Property and Evidence Module and Integration with OC Crime Lab."- Please define "integration with OC Crime Lab.	**Withdrawn.** The crime lab uses a portal to allow us to log-in and begin the process of having items submitted for DNA or fingerprint analysis. No interfaces are requested.
Document Imaging- "Will the product have the ability to seamlessly integrate into Laserfiche." Please define "seamlessly" in this context. Please describe how you envision this interface being used.	We have monies set aside to begin putting some of our documents in the cloud. We anticipate using Laserfiche for this service. **This item is withdrawn.**
Pawn-"Integration with the State pawn system."- What is the name of the system? Is it accessed through CLETS?	OCAPS and it is not accessed through CLETS. This item is **withdrawn** from the RFP.
Registrants-"Integration with State registrant forms (first timers and renewals)."- Does the State of California now allow this?	Yes, the State has a portal which our staff uses to access their database and enter the information about a registrant. We are **withdrawing** this item from the RFP as the integration of the two systems is not needed at this time.

"Ability to create California required Domestic Violence Report."- Is this the same report that is submitted to the State with UCR?	Yes-We are looking for vendors who have the capabilities of producing UCR reports and also NIBRS reports (effective Jan. 1, 2021).
Is this solution required to utilize on premise hosting?	No. We are open to looking at a system where the servers are hosted in-house or we move to a Cloud based system which is CJIS compliant.
Will a solution that offers CJIS compliant hosting be entertained?	Yes. Any system which is CJIS complaint will be acceptable.
Traffic Module-Are you in compliance with US DOT minimum crash criteria?	Yes
How are you utilizing Brazos today? Citations? Crash Reporting? What are your intentions for using Brazos on an ongoing basis as part of this project? What would the winning vendor be providing other than an interface to Brazos if you will be continuing with Brazos? Can you provide API documentation for both Brazos and Crossroads?	We use Brazos to issue citations (traffic, criminal and administrative) On a VERY limited basis, we use the Brazos crash reporting feature. This is due to most of the staff using the existing RMS system instead and no interface between Brazos and our current system exists. We do plan on using Brazos on an ongoing basis as all the other Orange County Cities purchased the same handheld citation writers. We will continue to use them for citations, but if the new RMS has a better collision module, we will probably use that instead. The winning vendor will be expected to provide an interface with Brazos so we are no long having to manually enter the electronic citation information into our RMS system. This is the only requirement of the vendor. (Crossroads is not a requirement.)
Jail Will you be looking for data conversion for the Hexagon JMS? If yes, then how many potential records exist? How many jail staff are there and how many people will need to be trained on the JMS, including read only? Since this is a holding area only (24 hours), where do you transfer the inmates and are you expecting an integration between our solution and your "County Facility: to transfer inmate information?	We plan on accessing our old data from a front-facing interface installed by the new CAD/RMS vendor and there will not be a need to convert our 13 years' worth of data. 3 Full-Time Jailer and 5 Part-Time Jailers (All need to be trained) Felony inmates, or those being held longer than 24 hours, are transferred to the Orange County Jail. **An interface between our system and the OC Jail System is no longer requested.**

Can you please clarify what OCSD Probable Cause Declaration System is and how you anticipate the integration to work?	**This is no longer required.**
Comp Stat Are you using Bair Analytics with Comp Stat criteria now? Would you be satisfied with continuing with the Bair system going forward?	 Yes We are open to either staying with Bair or using a crime statistics database by another vendor.
Crime Lab Can you provide API information for your property and Evidence module and requirements for OC Crime Lab Integration?	We have **withdrawn** this request from the RFP.
Pawn Can you provide API information for the State pawn system? Please provide your requirements for pawn slip tracking and chronic pawn alerts?	We have **withdrawn** this request from the RFP.
Property Please describe your terminology and requirements for DR's?	This is merely our property/evidence module. Case numbers (DR's) are pulled via Dispatch and document the items being booked into evidence and the reasons why.
Reporting Can you provide the parameters for CA domestic violence reporting?	We must report all domestic violence incidents through the State of CA. This is done through our monthly UCR report. The incidents note the number of DV calls, arrests and if the incident involved a senior citizen.
Warrants Can you provide API information for COPLINK and OCATS?	Coplink was described earlier and OCATS is the program used for our connection to the County of Orange in order to run people, cars, etc.
Alarm Monitoring: CAD call creation from alarm activation information • Is the City using or considering to use the ASAP to PSAP automatic alarm call generation provided by the CJIS message switch?	We do not use automatic alarm call generation and we are open to looking at what a vendor offers. We are interested in programs which have the capabilities of auto-generating calls for service from an alarm activation.

• Does the City have an existing interface with the alarm system for the current CAD? If so, provide the alarm system vendor name.	No
ARMORY MANAGEMENT Is the City using an in-house or third party system to manage these requirements? If so, provide the vendor name.	We do not currently use any software to manage the items in our Armory. It is all done on Excel spreadsheets.
ASSET FOREFEITURE Is the City using an in-house or third party system to manage these requirements? If so, provide details of this system.	Once again, we use Excel spreadsheets to manage our asset forfeiture accounts and reporting requirements.
Asset Forfeit: Ability to integrate with external finance system (Springbrook) Provide workflow of integration to the Springbrook system to include method of communication, data fields to transfer, and other requirements and expectations not specifically specified.	This integration with Springbrook has been **withdrawn.** We are curious to see if any vendors have RMS modules for asset forfeiture management. Our problem is keeping track of the seizures, completing the paperwork, and then managing the monies once we receive our portion. Our State rules for expenditures vary from the Federal rules and we have to keep track of how each of the accounts were spent.
Jail: Creation of Custom OCSD OCJ booking paperwork and Laguna Beach PD Medical Screening Form • Provide sample booking and medical screening forms.	We want the ability to create our own medical screening form in the new Jail Management System (JMS). The OCSD Jail Booking Form is also something which we would configure while getting the product ready for implementation. We just need to know if the vendor has the ability to let us create our own forms in the JMS system.
Jail: Integration with the OCSD Probable Cause Declaration System • Provide a workflow and use case of the integration requirements for the proposed RMS Jail module and the OCSD Probable Cause Declaration System. • Provide the interface specification with the OCSD Probable Cause	We have **withdrawn** this request from the RFP.

Declaration System, to include the method of data exchange and communication protocol.	
Juvenile Contacts: Provide a sample of the following reports. • Juvenile Custody Logs • Juvenile Detention Reports • Juvenile Contact Reports • Name listing for juveniles separate from adults, based on varying search criteria	These are in-house documents created by us. Once again, we just need to have the ability to create our own documents within the new RMS system. The custody logs are used for auditing purposes in order to ensure juveniles are no held longer than they are legally allowed to be. They list the name, charges, and in-out times. Detention reports and contacts reports are essentially our version of police reports.
Provide samples of the following forms and reports: --missing person report --Death report --Statement of probable cause (juvenile) --Medical booking sheet --Field interviews --DMV DUI Admin Per Se form --Intoxicated driver arrest report (descriptor for the field sobriety tests) --Property/Evidence reports --Emergency protective orders	We are more than happy to provide all these various reports in the future (after bids are submitted). It is not critical to any of the proposals to have these in-hand prior to our review. We just need to know that the RMS systems have the capabilities to allow us to generate or make our own documents. Missing Person Report= No hardcopies are available. It is part of our RMS system. Death Report= No hardcopies available. It is part of our RMS system. Statement of Probable Cause (juvenile) = Same as adult. This is a County form. Medical Booking Sheet= In-house generated form. We would like to recreate it in the JMS. Field Interviews= No hardcopies available. It is part of our RMS system. DMV Admin Per Se Form= CA DMV form used by all CA law enforcement agencies.

| | Intoxicated Driver Arrest Report= No hardcopies are available. It is part of our RMS system.

Property/Evidence reports= No hardcopies are available. It is part of our RMS system.

Emergency Protective Orders= County of Orange form |
|---|---|
| Provide samples of the following forms and reports:
• Child abuse or severe neglect indexing form
• Report of suspected dependent adult/elder abuse
• Application for 72 hour detention for evaluation and treatment
• Notice to victims of sex crimes | All can be provided once proposals are submitted. It is not critical to the vendor proposal to have these documents in advance as we plan on configuring them to fit our needs prior to implementation. We just need to know that the RMS system allows us to customize these forms. |
| **Traffic:** *Ability to complete a CA 555 form*

Is there a preference for a fully integrated accident and citation system without the use of Brazos? If so, how many devices will be used for citations? | We have approximately 20 handheld devices used for the issuance of citations. There are no plans to discontinue the use of Brazos as our County Courts require the citations to be sent electronically to them. |
| **Warrants** *Integration with OCATS*

• Provide a workflow and use case of the integration requirements for the proposed RMS Warrants module and OCATS.
• Provide the interface specification with the OCATS system, to include the method of data exchange and communication protocol. | OCATS is the County interface which allows us to run wants and warrants checks. |
| **RFP Page 2 of 24:** *One which includes all of the above services for Police, Fire and Marine Safety CAD/RMS functions*

• Is there a desire for a replacement of the City's Firehouse and ePCR systems? | We are not looking to replace the ePCR system as the Fire Department uses iPads to write the reports and send them to the local emergency rooms in anticipation of a patient being transferred to the facility.

We are open to looking at a different RMS system instead of Firehouse, but if a vendor does not offer any other product, we are definitely open to continuing our third party relationship with |

	Firehouse. The Firehouse annual contract is paid through our maintenance fees with Intergraph (Hexagon).
Provide specifications for the mobile computer and/or handheld devices intended to be used for each discipline listed below. Include make, model, and operating system: • Police • Fire • Marine	All of our systems run on Windows 10. Police uses Getac convertibles in the police vehicles Fire uses Panasonic tough books in their vehicle and iPads in the field Marine Safety does not have MDC's or other mobile devices, but they plan on purchasing them in the future.
OCMS/CLETS: • Will the City be retaining the County Sheriff's CLETS terminal solution? • Will the City be obtaining a second connection for our proposed system's access in addition to the existing County terminal connection or will we need to aggregate the communication?	 Yes, we go through their switch to access the Department of Justice. Yes
RFP 10. Technical Requirements. Confirming that the City intends to purchase all of the system hardware and software with specifications provided in the proposed solution.	We are open to proposals with either option. Ideally, we would purchase all of the hardware/software through the selected vendor. It is easier for us to have one complete package/proposal which includes all the possible costs. If we determine the pricing is much higher than anticipated (through the vendor), then we might purchase the equipment on our own. We would prefer to have one complete package though. (All hardware/software purchased through the same vendor.)
Crime Lab: Integration with Property and Evidence module and integration with OC Crime Lab	This item has been **withdrawn.**

• Provide OC Crime Lab system information (vendor, software name, version).	
Fire: County Paging (OCCS County Paging System) • What are the connectivity specifications to the paging system; TAP, SMTP?	This is the CAD paging system for the Fire Department. It is a redundancy in order to make sure the call went through. We are open to changing the pagers to a cellphone pulse point system.
Fire: EMD/CBD • Is this an in-house system or third party? Provide specifications of the software. • If integration is required, provide a workflow and use case of the integration requirements with the EMD/CBD system. • If integration is required, provide the interface specification with the EMD/CBD system, to include the method of data exchange and communication protocol.	We do not have an EMD/CBD dispatching system. We would like to have an EMD dispatching component in the proposal.
Fire: Telestaff/Kronos • Are the Fire apparatus capabilities/attributes configured in Telestaff?	Yes
JMS-Jail Management System • How many beds are managed in the current JMS? • Are inmates held for more than 24 hours? • What is the average stay for an inmate?	We have 8 beds and the ability to house a total of 12 people. We are not licensed to house any inmates longer than 24 hours. Most inmates are housed 6-10 hours. Approximately, 75% of our arrests are alcohol related (DUI of public intoxication) and the stay requires a sobering period with constant checks by the staff. If someone needs to stay longer than 24 hours, we transfer them to the County Jail.

Marine: Employee Scheduling Software • Is the City interested in an interface to import personnel resources into the proposed CAD system? • Is the City interested in an interface to import scheduling of resources into the proposed CAD system? • If so, is the third party system capable of exporting personnel and scheduling information?	Yes Yes N/A
Marine: Stancil - Phone and Radio Channel Recording Software • Is the City interested in an interface to provide CAD incident data to the Stancil system for the purposes of association with its recordings?	We would be interested in seeing this, if available. It is not a requirement of the proposal for the vendors to write an interface between Stancil and the CAD.
Police: Dataticket Is there a preference for a fully integrated ticketing system without the use of Dataticket? If so, how many devices are required?	No. We have withdrawn this from the proposal as Dataticket is our standalone parking citation processing company. We log into a portal and retrieve all the statistical data. In the RFP, we were curious if vendors already had a parking citation management system in place (in case we no longer used Dataticket). If the vendors do not, there is no need to either create one or write an interface with Dataticket.
Police: IA Pro Provide a list of all IA Pro products required for RMS integration.	We purchased IA Pro earlier this year and use it to complete our Internal Affairs Reports, Use of Force Reports and Accident Reviews. It is a standalone software program housed on one of our servers. We are curious if any vendors have prior history of writing an interface so that the crime report, accident or call for service auto-populates the IA Pro system when we are conducting a review. **This is not a requirement.**
Police: Online Reporting	It is an online reporting system which is accessed through our City website. It was written by one of our I.T. staff.

Is the City currently using an Online Reporting system? If so, provide the system name.	We are open to looking at anything which any of the vendors offer.
Police: Paperstore What is the intent for integration with Paperstore and the proposed CAD/RMS system? Are the Paperstore documents stored in Laserfiche or its own separate system? If not, provide the following information: • How are the files stored; in a flat file, SQL database, or other method? • What is the format of the legacy report stored in; PDF?	**This has been withdrawn from the RFP.**
License Counts: • How many CAD training seats are required? • Total number of Fire mobile devices. • Total number of EMS mobile devices. • Total number of RMS workstations	15-20 training seats Approximately 20 Fire/EMS iPad mobile devices Approximately 80 RMS workstations
False Alarm Management: Does the City have an existing third party False Alarm Management system? If not, please provide responses to the following questions: • Who within the City or an outside vendor is currently managing the false alarm program including permitting, billing, collections and monthly reconciliations? • How many City Employees does the City expect to be in the system and what type of access will they need?	We do not have a third party false alarm system. We have an Access program which pulls from our RMS and produces a list of false alarms. A Police Department employee then sends notices to violators of the alarm ordinance. We would like to see a proposal which has a false alarm system.

• What kind of query and reporting capability does the City expect to see? • How many current alarm permits are issued in the City? • What were the total number of alarm calls over the last three years? • What were the total number of False Alarms over the last three years? • What was the amount billed for False Alarms over the last three years? • What was the amount collected for false alarms over the last three years? • What is the current permitting process? • In reference to attached excel, Laguna Beach Attachment A: Initial courtesy letter generation on false alarms. When and how quickly on alarm call is disposed as a false alarm and within what period should a courtesy letter go out? 1.1 What are the other false alarm reduction measures that the city is currently undertaking? 1.2 What is the false alarm reduction that the city has accomplished in the last 2-3 years? 1.3 How are dispatch and patrol officers able to access the permit information currently along with key holder contact information?	

For CLETS interface for CAD/RMS- Please clarify the current state and future request/requirement. Is it "Query Only" or "Query and Entry?"	We have query and entry capabilities. For instance, we enter stolen vehicles and boats, missing persons, weapons, etc.