

## **REQUEST FOR PROPOSAL**

**Bid Number: 16-02-1466VJ**

The Navajo Nation Office of the Controller- Purchasing Department is soliciting for sealed proposal(s) and bids to acquire a Computer Aided Dispatch (CAD) and Records Management System (RMS) for Navajo Division of Public Safety (NDPS). The intent is for the vendor to identify a Commercial-off-the Shelf (COTS) product and service and we expect the market price structure to be identified for these products and service. Additionally, this RFP shall seek to identify Industry leasing options for the CAD/RMS program. NDPS may exercise a lease or managed service option for this system or it may decide to purchase the system and the attending leases.

To obtain a Request for Proposal (RFP) package, contact Victor Joe with the Navajo Nation Purchasing Department at [www.nnooc.org](http://www.nnooc.org), (928) 871-6141. Or, you may contact Michele Tom with the Navajo DPS- Fiscal Management Section at (928) 871-7584/7532 or [mmtom@navajonnsn.gov](mailto:mmtom@navajonnsn.gov)

Closing date is March 30, 2016 at 3:00 pm (M.S.T). Any proposal(s) received after this date and time will not be accepted and will be returned to the sender. No faxed or email proposals will be accepted.

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All proposals MUST have the Prospective Respondent's name and contact information on the outside of the Sealed Proposal (envelopes). If not included, it will be considered "Non-Responsive."

All proposals are to be submitted to:

Mailing Address:

Navajo Division of Public Safety  
Attention: Michele Tom SCA  
PO Box 3360  
Window Rock, AZ 86515  
Phone: 928-871-7584/7532

Hand Delivery:

Window Rock Public Safety Building  
Route 12 and Window Rock Boulevard  
Window Rock, AZ 86515

All proposals and bid form shall be sent in sealed envelope, clearly marked with the following information:

**Respondent's Contact Information**

RFP Bid Number: 16-02-1466VJ

Description or Title: NDPS RMS/CAD System

Contact persons: Victor Joe, Buyer  
Navajo Nation Office of the Controller-Purchasing Department  
Phone (928) 871-6141 Website: [www.nnooc.org](http://www.nnooc.org)

Michele Tom, SCA  
Navajo Division of Public Safety  
PO Box 3360  
Window Rock, AZ 86515  
Work Phone (928) 871-7584  
Email: [mmtom@navajo-nsn.gov](mailto:mmtom@navajo-nsn.gov)

Please submit an Original and three (3) copies of proposals

Due date: March 30, 2016

**Navajo Department of Public Safety  
Request for Proposal – CAD & RMS**

This is a Request For Proposal (RFP) issued to acquire a Computer Aided Dispatch (CAD) and Records Management System (RMS) for the Navajo Division of Public Safety NDPS. The following pages describe the requirements for the CAD and RMS system. Please ensure that any sensitive or protected Proposal is marked as such.

Responses to this RFP are solicited to identify a Commercial-off- the Shelf (COTS) product and service and we expect the market price structure to be identified for these product and service. Additionally, this RFP shall seek to identify Industry leasing options for the CAD/RMS program. NDPS may exercise a lease or managed service option for this system or it may decide to purchase the system and the attending licenses.

**BACKGROUND**

NDPS currently performs dispatch and incident management utilizing the CODY CAD/RMS system. NDPS has identified the need to acquire a new CAD and RMS system to support its law enforcement programs by procuring a new, COTS CAD and RMS System that will provide dispatch personnel an automated incident and officer management system, provide police communications, and be able to integrate with a Records Management System (RMS) to support its mission requirements.

**SCOPE**

The goal of this potential requirement is to obtain a comprehensive, convenient, secure and easily accessible automated system through which public safety personnel can:

- Quickly and effectively dispatch response personnel to the scene of an incident through technology.
- Manage, track and prioritize patrol and response activity for up to 350 officers in seven distinct patrol zones.
- Be able to, in a three to five year time frame, consolidate all seven patrol districts CAD and RMS system into one Public Service Answering Point with the CAD and RMS software and hardware housed under one roof but to provide unique incident numbers for all seven distinct patrol zones.
- Provide real-time incident reporting.
- Maintain case report records through RMS.
- Interface with the existing CODY RMS/CAD to transfer legacy documents into the new system.

The system solution should build on the current functionality of industry standard commercial off-the-shelf (COTS) Geographic Information Systems (GIS) and RMS software and include a comprehensive application customization, implementation, training,

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maintenance, and support.

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## **FUNCTIONAL REQUIREMENTS**

The functional requirements are functions or features that must be included in CAD in order to meet the business needs and be acceptable to the system users. This section includes the data and process requirements for each identified functional area of the system.

### **1. Standards Compliance**

1. The system shall be fully National Incident Based Reporting System (NIBRS) compliant.
2. The system shall provide for the consolidation of data from multiple sources, checks for duplicate records, and create incidents and reports using the required NIBRS coding structure.
3. The system shall provide data input modules to capture all required NIBRS elements from CAD transactions or directly from the user entry in an application.
4. Data in CAD shall be validated upon entry against a list of authorized NIBRS codes.
5. The system shall adhere to Emergency Data Exchange Language (EDXL) communication standards.
6. Wireless Radio System Interface - The system shall have the ability to integrate with wireless radio infrastructures for messaging using the APCO-25 standards. This requirement is necessary for planned future capability. The interface between the existing P25 wireless radio system and CAD will be defined during system requirements.

### **2. Arrest Information**

1. The system shall have the capability to add arrest information to new and existing records from other sources and look up criminal history (open warrants, citations, misdemeanors, etc.). The additional sources to be interfaced will be defined during requirements definition.
2. The system shall segregate adult information and cases, from those involving juveniles, as required by law.
3. The system shall allow capturing and tracking of aliases and other information that requires multiple instances (for example, names, jobs or addresses).
4. The system shall provide standard word processing functions and capabilities for selected narrative and text fields. These capabilities shall include spell checking, word wrap, cut and paste, and find and replace.

### **3. Law Enforcement Officer User Requirements**

1. The system shall provide the ability to assign none, one or multiple law enforcement officers (LEOs) to geographical locations (sector/beat/area); including post assignments. There are approximately 350 LEOs covering a geographical area the size of West Virginia and assigned to seven police districts. Response assignments will be defined during system configuration.
2. The system shall provide the ability to search and review all activities of a specific LEO.
3. The system shall provide the ability to assign none, one or multiple LEOs to an incident.
4. The system shall provide the ability to alert dispatcher after a specified duration has elapsed since last communication with the LEO.
5. The system shall provide the ability to search LEO information by partial string and/ or multiple fields.
6. The system shall provide the ability to report LEO activity/history.
7. The system shall provide the ability to assign on-duty LEOs.
8. The system shall provide the ability to store LEO check-in information; including time of last check-in, duration to next check-in and status.
9. The system shall provide the ability to track dispatch, arrival and completion date/times for each LEO assigned to incident.
10. The system shall provide the ability to track travel mileage to and from the incident location for each LEO (using GIS).
11. The system shall provide the ability to store and update additional identifiable information about a LEO; including (but not limited to): assigned vehicle and radio call sign, in addition to customizable data fields for LEO information.

### **4. Call Receipt and Dispatch**

1. CAD shall be able to dispatch from seven dispatch centers situated in two states.
2. The system shall provide the capability to automatically populate the CAD screen with building information from an external database system based on the building number, address or common name.
3. The system shall provide a list of questions to ask the caller, based on the type of incident. The list may be modified at the request of the user (e.g., if a caller requests help for a shooting, the dispatcher may ask if medical assistance is required or if the perpetrator fled). Emergency Medical Dispatch is not required.
4. The system shall provide look up capabilities for all coded screen entries, emergency contact and hazard information, map information and building schematics and/ or NIBRS codes.

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5. The system shall allow users to enter multiple instances of all fields - names, addresses, and phone numbers. For example, if a suspect uses more than one name, the system should allow input for each of the names the suspect uses.
6. The system shall provide a method for displaying valid activity codes based on partial string entry by user (input process for initial call entry or dispatch).
7. The system shall allow key fields on screen to FLASH in programmable colors or style to indicate an alert (e.g., individual has a history of violence or weapons possession).
8. The system shall provide situation reports and notifications for customer-defined (types) incidents to other offices based on type and priority of call (bomb threats, hostage situations, fire).
9. The system shall provide the ability to send dispatch and pre-arrival instructions to LEOs.
10. The system shall provide to the user pertinent information to notify other Law Enforcement Agencies involved in an incident.
11. Based on user defined rules, the system shall provide the ability to recommend units for dispatch based on the type of call and location of the incident.
12. The system shall provide the ability to display the current status of all active units.
13. The system shall identify standard procedures for each call type, as defined by the user.
14. The system shall provide the ability to report multiple incidents that occur at the same location, at the same time in one incident report.
15. The system shall provide the ability to communicate between the dispatcher and the LEO, and other logged on users.
16. The system shall provide the ability to access local responder information through an external building information database.
17. The system shall provide the capability to identify when notification of, or coordination with other agencies is necessary, and retain a record of when such coordination or notification has been made.
18. The system shall provide a cross reference link to suspicious vehicles, persons, or incidents using license plates numbers or VIN.
19. The system shall provide access to information on all citations issued by NDPS.
  - A. The CAD system shall provide computer aided dispatching and unit update views, showing available units and stations, active units' status, and active call views. Please provide a detailed list of all available status views.
  - B. The system shall be seamlessly integrated with the NG9-1-1 system to

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allow automatic population of ANI/ALI information into the Incident Creation mask eliminating redundant data entry and the need for a legacy RS-232 CAD spill.

- C. The system shall automatically assign an incident number to each CAD event. The format of these numbers shall be configurable by agency to include an incrementing counter. The counter must be configurable to be reset yearly.
- D. The system shall allow case numbers to be automatically assigned on incidents where desired.
- E. The system must maintain a complete call detail record for each event.
- F. The system shall allow for the entry of an incident disposition when an incident is closed.
- G. The system shall provide a list of disposition codes to be displayed when entering a disposition code. Codes must be able to be specific to each dispatch group.
- H. The system shall provide a list of event codes (complaint types, incident types) to be displayed upon demand when entering a new incident. Types must be able to be specific to each dispatch group.
- I. The system shall allow multiple CAD functions to be in progress at the same time.
- J. The system shall provide function key, or command line codes for frequently used functions.
- K. Please describe if the system shall allow a closed CAD incident to be re-opened. If so, please describe in detail what can be done to that CAD incident once re-opened.
- L. Please describe if the system shall maintain a file of all calls received whether dispatched or not. Please describe in detail.
- M. The system shall function in a single or multi-jurisdictional environment as there are seven police districts spread over the geographical area of approximately 27,000 square miles in the states of Arizona, New Mexico, and Utah.
- N. The system shall color-code events in the System Monitor window by priority.
- O. The system shall update All CAD stations, including MDTs if in use, with new status and narrative information automatically and immediately.
- P. The system shall allow multiple users to concurrently add narrative information, users and apparatus to an incident at any time.
- Q. The system shall provide users the ability to stack, or assign low priority calls to a busy unit.



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- R.** The system shall allow Dispatchers to have the ability to update unit statuses by right click function, from the map or via command line.
- S.** The CAD application shall track units during non-emergency or routine functions that take up a unit's time, such as time spent in court or in the squad room.
- T.** The CAD application must allow multiple CAD functions to be in progress at the same time.
- U.** The CAD application must provide an interactive help function with computer-initiated dialogues such as menu selections or Windows-based point and click functions.
- V.** The CAD must have the ability to automatically determine the priority of the incident based upon the incident type.
- W.** The CAD application will color-code events in the System Monitor window by priority.
- X.** All CAD stations will be updated with new status information automatically and immediately.
- Y.** The CAD MIS application will have the ability to be "View Only", which will allow users to have no access to actual dispatch or call-taking functions, only the ability to view the events.
- Z.** The CAD application must differentiate between active (dispatched) and pending (non-dispatched) calls in the System Monitor.
- AA.** The CAD application must allow units to be added as assisting (backup) units on a call after it has been dispatched.
- BB.** The CAD application must automatically send a call back to the pending call queue if all assigned units are removed from that call.
- CC.** The CAD application must provide a pre-formatted input screen for quick entry of officer-initiated traffic stops.
- DD.** The CAD application will allow users to place a call on hold in order to take another call.
- EE.** The CAD application will allow users the ability to save partially completed calls for service, which the user will then be able to retrieve and finish processing in any order.
- FF.** The CAD application will allow users to inquire into past CAD incidents via a form where they can input search variables.
- GG.** The CAD application will allow users' immediate access to summary or detail on all incidents visible on their screens with User ID's and time stamps for all actions.
- HH.** The system shall allow users, including MDTs if in use, to place a unit en-route or on-scene after notification from the unit even if the unit was not dispatched.

- II.** The system must allow users to quickly select any call from the display monitor or map for updating.
- JJ.** The system must allow for assignment of wrecker companies from a rotating wrecker company assignment table and must allow for automatic assignment of the next company in a user-defined rotation.
- KK.** The system must allow for assignment of wrecker companies outside of the rotation (owner's request) to accommodate callers requesting a specific wrecker company.
- LL.** The system will allow users the ability to save partially completed calls for service, which the user will then be able to retrieve and finish processing in any order.
- MM.** The system must allow users, including MDTs if in use, to enter a narrative of unlimited length on incidents.
- NN.** The system must allow users, including MDTs if in use, to add to a narrative as an incident progresses.
- OO.** Please describe if the system shall allow dispatchers to add to a narrative after an incident is closed.
- PP.** The system must provide text notification and or e-mail to users or groups of users for incident creation, unit dispatch times and incident closure. Please describe in detail how this function works.
- QQ.** The system must allow dispatchers to send messages to mobile units if interfacing with MDTs.
- RR.** The system must allow dispatchers to inquire into past CAD incidents.
- SS.** The system shall allow users to enter Pre-Fire Plans or other images, PDF's in a knowledge base based on locations. These should hyperlink immediately to the data element as needed at any time during an event.
- TT.** If an AVL interface is equipped, the system shall show the location and status of vehicles equipped with AVL devices on the map display if such systems are in use in the field.
- UU.** Please describe if the system supports transport mileage logging for ambulances and other agencies.
- VV.** Please describe if the system supports the export of fire incident information to industry standard fire incident reporting application. If so, please state the systems supported and describe the method(s) of connectivity supported.
- WW.** The CAD application must provide pre-designed reports that can be run on demand.
- XX.** The CAD application must provide the ability to drill into the CAD data "data mining" by time, date, dispatch group, user, unit, location, etc. allowing users to get information necessary not available in pre-

designed reports.

**YY.** Pre-defined reports should include Department or agency analysis, Incident analysis, Call Response times, Agency and Unit response times, rotational service analysis and complete 9-1-1 call through Incident compilations.

## **5. Geospatial Information System Interface**

1. The GIS system shall have Automatic Vehicle Locator (AVL) modules and provide the ability to link with AVL equipment in cars. The AVL system has not been defined, nor does it exist in NDPS vehicles. However, whichever AVL solution is selected will meet requirements of the selected COTS product. The system shall use geospatial information to display relevant neighborhood information, improve routing, and track vehicles. NDPS does not currently have GPS Vehicle Location devices but anticipates this integration as a future capability. This capability is for a future implementation.
2. The system shall automatically determine the geographic location of a vehicle and transmit the information to a dispatcher.
3. The system shall provide the ability to display vehicles nearest to a given location.
4. The system shall provide the ability to display premises information from GIS that falls within range of a given location (e.g. allows operator to locate hazardous materials, floor plans, evacuation plans, etc. within proximity of a given location).
5. The system shall provide playback capability to recreate fleet movements for dispatchers, administrative and supervisory review. Playback retention shall be provided within the limits of the COTS product.
6. The system shall have the capability to add/input map layers.
7. The system shall provide zoom in and out capabilities and map layers.
8. The system shall integrate with a base map platform.
9. The system will support Esri map layers. Describe the process to include Esri map layers into the CAD system.
10. The CAD system will have the ability to utilize an external mapping solution in lieu of your native map application.

## **6. Incident Tracking**

1. The system shall provide the ability to enter information, including LEO initiated "police reports" directly into the RMS from remote sites (field reporting) using desk top computers, laptop computers and Mobile Computing

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Devices (MCDs). Electronic copies of paper forms will not be required. Data entry fields will provide direct input into the RMS component of CAD. Reports generated from that RMS component will comply with NDPS requirements, which will be defined in the requirements definition phase.

2. The system shall provide the ability to flag incidents that require investigative follow up.
3. The system shall provide a method of identifying individual reports written for an incident.
4. The system shall check for duplicate names and display choices for user selection or allow new entry.
5. The system shall provide the ability to cross check against the dispatcher's incident number record to determine if an associated case control record exists.
6. The system shall allow for routing reports to one or more approving authorities and log report approval, disapproval, or changes.
7. The system shall be able to "lock" an incident or case report (i.e. no further changes can be made to the report) once it has been approved.
8. The system shall provide the capability for information from a GIS to populate the forms to the maximum extent possible.
9. The system shall provide electronic signature capabilities to sign off on reports.
10. The system shall not allow modifications to the original incident file.
11. The system shall be able to create a supplement/follow-up incident report.
12. The system shall provide the capability to indicate the status of a report or case (with categories).

**7. Online Help Capabilities**

1. The system shall provide online user documentation including tutorials for each component.
2. The system shall provide the ability to print the help system information.
3. The system shall provide a help system that can be updated by the system administrator.
4. The system shall provide a help system that supports keyword searches.
5. The system shall provide the ability for the help system to access a list of frequently asked questions.
6. The system shall provide context-sensitive on line help capabilities at the field, module, and application level; help includes error messages, corrective actions, field description, hypertext links, and field or screen function.

## **8. Error Management**

1. The system shall have the ability to log errors to an error log.
2. The system shall provide the user with an error message on the screen when an error occurs, describing the error and whenever possible providing corrective actions.
3. The system shall provide the ability to notify users when requests have been aborted due to an application failure when running queries and/or on-line reports.
4. The system shall provide the capability to retain erroneous transactions in the application until they are corrected or deleted.

## **9. Investigative Case Management**

1. The system shall configure the case number to user specification or standard and automatically assign it.
2. The system shall give users the ability to reopen or close cases based on user access levels.
3. The system shall be able to list all investigations in progress (open) using a standard query and report.
4. The system shall list all cases that currently require follow-up as of a specified date.
5. The system shall ensure that the case number generated in CAD is the key field for accessing case file for case management information.
6. The system shall maintain a history of all LEOs and investigators ever assigned to a case (by name, date, and number).
7. The system shall allow supervisors the ability to add additional review dates without deleting the previous review dates for a case.
8. The system shall maintain a history/log of all review dates by case.
9. The system shall allow users the ability to inquire, change, and delete specific actions on a case prior to final approval.
10. The system shall allow users the ability to relate multiple cases to a single master case.
11. The system shall provide the ability to indicate if another law enforcement agency has the primary responsibility for NIBRS reporting purposes (e.g. local police department reports rather than NDPS).
12. The system shall provide a listing of cases that have been assigned for investigation with status and due dates.

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13. Based on user defined business rules, the system shall allow reports to be "sanitized" prior to release and log requestors' name, phone, and date report was released.
14. The system shall provide multiple possible statuses for a case (example: closed, open-complete, and open-incomplete).
15. The system shall be available to all internal affairs personnel for investigative research and statistical analysis.

**10. Internal Affairs Case Management**

1. The system shall configure the case number to user specification or standard and automatically assign it.
2. The system shall give users the ability to reopen or close cases based on user access levels.
3. The system shall be able to list all internal investigations in progress (open) using a standard query and report.
4. The system shall list all cases that currently require follow-up as of a specified date.
5. The system shall ensure that the case number generated in CAD is the key field for accessing an internal case for case management information.
6. The system shall maintain a history of all LEOs and investigators ever assigned to an internal affairs case (by name, date, and number).
7. The system shall allow supervisors the ability to add additional review dates without deleting the previous review dates for a case.
8. The system shall maintain a history/log of all review dates by case.
9. The system shall allow users the ability to inquire, change, and delete specific actions on a case prior to final approval.
10. The system shall allow users the ability to relate multiple cases to a single master case.
11. The system shall provide the ability to indicate if another law enforcement agency has the primary responsibility for NIBRS reporting purposes (e.g. local police department reports rather than NDPS).
12. The system shall provide a listing of cases that have been assigned for internal investigation with status and due dates.
13. Based on user defined business rules, the system shall allow reports to be "sanitized" prior to release and log requestors' name, phone, and date report was released.
14. The system shall provide multiple possible statuses for a case (example: closed, open-complete, and open-incomplete).

15. The system shall be available to all internal affairs investigators for investigative research and analysis.

#### **11. Fire Department User Requirements**

1. The system shall provide the ability to assign none, one or multiple Fire Department engines to geographical locations (sector/area). There are approximately 11 FTE Firemen (FM) and 33 Volunteer firemen covering a geographical area of 27,000 square miles in the states of Arizona, New Mexico, and Utah and assigned to 6 fire department districts (FD). Response assignments will be defined during system configuration.
2. The system shall provide the ability to search and review all activities of a specific fire district.
3. The system shall provide the ability to alert dispatcher after a specified duration has elapsed since last communication with the FD.
4. The system shall provide the ability to search FD information by partial string and/ or multiple fields.
5. The system shall provide the ability to report FD activity/history.
6. The system shall provide the ability to assign on-duty FMs.
7. The system shall provide the ability to store FD check-in information; including time of last check-in, duration to next check-in and status.
8. The system shall provide the ability to track dispatch, arrival and completion date/times for each FD assigned to incident.
9. The system shall provide the ability to track travel mileage to and from the incident location for each FD (using GIS).
10. The system shall provide the ability to store and update additional identifiable information about a FM; including (but not limited to): assigned vehicle and radio call sign, in addition to customizable data fields for FM information.

#### **12. Emergency Medical Technician User Requirements**

1. The system shall provide the ability to assign none, one or multiple emergency medical technicians (EMT) to geographical locations (sector/area); including post assignments. There are approximately 169 EMTs covering a geographical area of 27,000 square miles in the states of Arizona, New Mexico, and Utah and assigned to 13 EMS districts. Response assignments will be defined during system configuration.
2. The system shall provide the ability to search and review all activities of a specific EMT.
3. The system shall provide the ability to assign none, one or multiple EMTs to an incident.

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4. The system shall provide the ability to alert dispatcher after a specified duration has elapsed since last communication with the EMT.
5. The system shall provide the ability to search EMT information by partial string and/ or multiple fields.
6. The system shall provide the ability to report EMT activity/history.
7. The system shall provide the ability to assign on-duty EMTs.
8. The system shall provide the ability to store EMT check-in information; including time of last check-in, duration to next check-in and status.
9. The system shall provide the ability to track dispatch, arrival and completion date/times for each EMT assigned to incident.
10. The system shall provide the ability to track travel mileage to and from the incident location for each EMT (using GIS).
11. The system shall provide the ability to store and update additional identifiable information about an EMT; including (but not limited to): assigned vehicle and radio call sign, in addition to customizable data fields for EMT information.

**13. Master Name Information**

1. The system shall have the capability to pull all related offenses committed by a suspect/offender, by name.
2. The system shall link incident/case report number to Master Name Information.
3. The system shall allow for indicator flags (medical/criminal/warrant status) linked to the Master Name files.
4. The system shall have the ability to search and present similar names, based on parameters such as contain misspelling, etc.

**14. Special Events Information**

1. Dispatcher shall be able to enter Special Events in real time for reference by other dispatchers and personnel prior to the event's date and time.
2. The system shall provide users the special event notification including: date, time, and duration. Sample types of special events: street closings, demonstrations, Very Important Persons (VIP) visits, threats & warnings, Federal Emergency Management Agency (FEMA) Mission Assignments, Deployment of the Critical Incident Response Team.
3. The system shall provide the user notification of National Special Security Events (NSSEs) or Incidents of National Significance.
4. The system shall provide the ability to access a calendar to allow for event scheduling, reviewing planned activities, etc.



### **15. System Administration Requirements**

1. The system shall provide the ability to distribute upgrades to remote sites from a central location or approved method (**Peer to Peer Architecture is not permitted by DHS architectural standards**).
2. The software shall have a unique version identification number for each release, and software updates or new releases should be included in the leasing.
3. The system shall provide product upgrade and rollback support by separating and isolating version changes.
4. The vendor shall provide documentation with each release specifying changes made to application and data structures.
5. The vendor shall provide disaster recovery plan and capabilities.
6. The system shall provide ability to schedule routine system activity (backups, updates, standard reports, and archiving).
7. The system shall provide the ability to create new user logon IDs with group security access.
8. The system shall provide the ability to add/update dispatcher information.
9. The system shall provide the ability to search and review all activities of a specific Dispatcher.
10. The system shall provide the ability to assign a dispatcher to an incident.
11. The system shall provide the ability to assign multiple access levels or permissions to customize allowable activities for dispatcher, supervisors and system administrators.
12. The system shall allow authorized system administrators the ability to add or delete users in "real-time"
13. The system shall have the ability to store updates on the local machine (identified as a PC or mobile device) if connectivity is lost and resume updates once reconnected.
14. The system shall have the ability to track user printing of incidents and user visits of an incident.
15. The system will have the ability to que information retrieved by a user in remote areas on a local machine (identified as a PC or mobile device) without data connectivity that is then synced with the master database on return of data connectivity.

### **16. System Process and Functionality**

1. The system shall provide the user the ability to query CAD incident status.

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2. The system shall provide review of workflow or transaction status at all levels (individual transactions to organizational processes), and detail how often, how long and at what interval similar transactions occur.
3. The system shall allow users to escalate transaction priority, which will be defined during the requirements definition phase.
4. The system shall allow for workload balancing between different dispatch centers.
5. The system shall be configurable to support end-user defined workflows that are available within the COTS product.
6. The system shall provide the capability to assign priorities to transactions depending on the performance requirements that are desired.
7. The system shall allow for multiple tasks to take place without disputing dispatch and reporting capabilities (i.e. if a lengthy query is being run, this should not slow down other system operations).

**17. Universal Clock**

1. The system shall provide the ability to work with and display a standard, system wide clock, for establishing baseline times (e.g., Coordinated Universal Time (UTC)).
2. The system shall be capable of identifying and maintaining accurate local time for dispatching and incident reporting across different time zones (from a centralized dispatch office).

**18. System Environment**

1. Immediate Goal – Equip all 7 PSAPs with a state-of-the-art CAD/RMS system. Including the ability to enable all 7 PSAPs to function autonomously by jurisdiction but enable any PSAP to quickly takeover for another PSAP that is rendered out of service.
2. Long Term Goal – Consolidation of the 7 PSAPs into a single PSAP with a primary and a backup facility.
3. The data shall be replicated to a central backup in Window Rock, Arizona.
4. The system shall provide seamless transition from primary dispatch center and backup center in the event of a catastrophic or technical failure.
5. The system shall provide for automatic synchronization of databases.
6. The system at any one location shall be able to take over and or handle the workload of the entire NDPS foot print and user base.
7. The system will have to be able to move from the seven police districts into a single PSAP environment in the next three years.

**19. User Interface**

1. The system shall be configurable to select data and data layout of the information presented on a screen.
2. The system shall be able to auto-populate data elements wherever possible.
3. The system shall provide the ability to handle standard and user defined hot key shortcuts (via keyboard) for commonly used actions.
4. The system shall provide a consistent Graphical User Interface (GUI) look and feel across the entire product line. The GUI look and feel will be determined by the capabilities of the COTS product. All screens should be existent in the product being proposed.
5. The system shall be accessible through web enabled devices.
6. The system shall be web-based, not a client-server.
7. The system shall provide the capability to use "pick lists" for optional entries for fields where the user has predefined choices.
8. The system shall provide the common capability to enter a report or other information directly into an application through a CAD Terminal, desk top computer, and laptop or touch screen tablet.
9. The system shall prioritize incident alert type indicated by color and/or audio signal.
10. The system shall be capable of accessing internet enabled closed circuit televisions. This is considered a future capability, not to be a part of the requested requirements at this time.

**20. Reporting Requirements**

1. The system shall provide the ability to create reports linked to the specific time zone in which the incident occurred and display UTC.
2. CAD shall be able to produce and save ad-hoc reports.
3. The system shall provide the ability to create and send situation reports for a specific incident. The report will be based on the requirements definition phase.
4. The system shall provide the ability to create and send incident summary reports for a specific date/time range.
5. The system shall provide the ability to send incident information to LEOs.
6. The system shall provide the ability to report all incidents, at a minimum, for a specific location, agency, activity code, incident type, date/time range.
7. The system shall provide the ability to create and e-mail incident information to a predefined list of user type based on business rules that identify the type of information that can be reported.

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8. The system shall provide the ability to perform statistical analyses and identify trends and patterns in all reported incidents across all NIBRS codes based on factors including geographic location, facility security level, and others.
9. The system shall limit a user's ability to print reports based on defined use access level.
10. The system shall provide the capability to create, manage, and maintain ad-hoc queries.
11. The system shall provide the capability to create custom forms, queries, and report definitions.
12. The system shall provide the ability to export data in different formats, such as Excel, Extensible Markup Language (XML), TXT, etc.
13. The system shall provide the capabilities to electronically forward RMS data to external data sources based on agency rules embedded within the system.
14. The system shall provide the ability for queried data to be viewable on screen, able to be sent to a printer or saved to a file.
15. The system shall provide the ability to record and query specific details about persons (or vehicles) questioned through routine interviews conducted by Law Enforcement Officers and Criminal Investigators.
16. The system shall provide the ability to record the following information about each interview:
  - Location
  - Personal identifiers (SSN, date of birth, address, passport information)
    - Including a Tribal Census Number.
  - Physical attributes of person
  - Vehicle information and identifiers
  - Interviewing Officer
  - Reason for questioning
  - Citation number (if issued)

**21. Interfaces**

**1. CAD shall be NIBRS compliant:**

NIBRS - CAD provides data input modules to capture all required NIBRS information from CAD transactions or directly from the user entry in an application. The CAD components determine the agency responsible for reporting the crime. If NDPS is responsible for reporting the data, the CAD provides for the consolidation of data from multiple sources, checks for

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duplicate records, and creates required NIBRS output, in the format and on the media specified by the FBI.

2. CAD shall have the capability to build interfaces to the following systems or standards:
  - NCIC (National Crime Information Center) - Provides a computerized database for ready access by a criminal justice agency making an inquiry and for prompt disclosure of information in the system from other criminal justice agencies about crimes and criminals.
  - NLETS (National Law Enforcement Telecommunication System) – warehouses data such as motor vehicle registrations, driver's data, Interpol warrants, and ICE Services databases in addition to state and local databases for wants, warrants, and criminal history. The system shall provide support for custom processes that interface with external applications using the EDXL standards.
  - DHS/ICE Geospatial Database - provides local base map and map layer data access for use by the CAD system in the ESRI format. Dispatchers will require access to all maps, and LEOs will require access to regional and local maps. The ESRI toolsets in use will be defined during requirements definition phase. The Geodatabase will be split into subsections.
  - CAD shall have the capability to build future interfaces to systems or organizations (internal systems):
  - The GIS system shall have Automatic Vehicle Locator (AVL) modules and provide the ability to link with AVL equipment in cars. The AVL system has not been defined, nor does it exist in NDPS vehicles. However, whichever AVL solution is selected will meet requirements of the selected COTS product. The system shall use geospatial information to display relevant neighborhood information, improve routing, and track vehicles. NDPS does not currently have GPS Vehicle Location devices but anticipates this integration as a future capability. This capability is for a future implementation.
  - The system shall be upgradable to E-911 capability. This is a future requirement.
3. The CAD/RMS solution will be required to import the existing CAD/RMS data from the CODY CAD/RMS currently being used. Data from the CODY CAD/RMS began on January 1, 2005 to present date. Please describe the formats, protocols and processes you provide for importing data from other CAD/RMS systems.

## **22. Data Requirements and Management**

1. The system shall provide the capabilities to manage and maintain data concurrency and redundancy in two environments that uses a replicated architecture.

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2. The system shall provide the capabilities to manage and maintain data concurrency in an architecture where a server manages information pertinent for each of two locations separately but is accessible by the entire user community.
3. The system shall provide fail-over capabilities allowing another dispatch center to assume the processing for a failed location.
4. The system shall provide a Data Base Management System (DBMS) enforced referential integrity for all stored information.
5. The system shall provide the ability to integrate the data dictionary with other functions such as help, query, and field selection.
6. The system shall provide capabilities to manage, maintain, and print the data dictionary.
7. The system shall provide the capability to add data elements when necessary (for data management, control, internal and external reporting requirements) based on user access level.
8. The system shall provide the ability to define “user-defined” fields. User-defined fields can be configured for a specific data element as part of an incident record.
9. The system shall provide the ability to store/add/update NIBRS codes to define incident types.
10. The system shall provide the ability to store media including pictures, voice recordings, and scanned files. The system shall provide the ability to store arrest information; including personal suspect data.
11. The system shall provide the capability to resolve conflicts where two or more people attempt to access the same record.
12. The system shall provide the capability to periodically purge selected data.
13. The system shall provide the ability to expunge files (in the rare case of court orders, etc.)
14. The system shall provide the common capability to add or delete field contents, or to modify existing fields based on user access levels.
15. The system shall provide the ability to search all data elements by partial string.
16. The system shall provide the ability to import data from a variety of database systems and, including but not limited to, ORACLE, MS SQL Server, Informix, and American Standard Code for Information Interchange (ASCII) delimited files.
17. The system will have to include a field that identifies the Tribal Census number of a person. A tribal census number is a critical jurisdictional component for the unique circumstances of the Navajo Nation.

**23. Data Sharing**

1. The system shall provide workflow integration. (i.e., MS Office, MS Outlook, SharePoint, Adobe PDF etc.)
2. The system shall provide support for custom processes that interface with external applications using the DHS EDXL standards.
3. The system shall be able to communicate with current applications in addition to new applications being developed, and provide shared access to data, data operations, and methods under appropriate security, integrity, and access control mechanisms.
4. The system shall access read only building information data from other DHS systems.

**24. Data Retention**

1. Dispatch reports, incident records, and case reports shall be maintained indefinitely.
2. The system shall provide the ability to archive and restore data. Any active records shall be indefinitely available, anything that has a disposition or is closed, minimum 12 months.
3. The system shall provide the ability to archive and restore subsets of data.
4. The system shall provide access to archived data for reporting purposes.
5. The system shall provide search, read and view capabilities on archived data.
6. The system shall provide the ability to schedule automatic archival processing of records.

**25. CAD Deployment Considerations**

The following consideration shall be recognized, specifically as they relate to the deployment of CAD:

1. The CAD servers and system shall be completely installed, tested, implemented, and operational for at least three months in the seven dispatch center, prior to deploying to MCD users.
2. All dispatch and system administrator users shall be trained prior to operational implementation of the system. Please describe your recommended training to accommodate x# of dispatchers, x# of Supervisors and x# of System administrators. The vendor will train all dispatchers and provide train-the-trainer sessions for supervisors. System Administrator training can be a single session. Dispatcher and supervisor training must take into consideration training across multiple shifts. Please detail the maximum # of participants, the estimated length of class and any pre-requisites required for each trainee for each type of training.

**3. Geographic locations of clients:**

- Dispatch clients are located in the seven dispatch centers of Window Rock, Arizona, Shiprock, New Mexico, Crownpoint, New Mexico, Tuba City, Arizona, Chinle, Arizona, Kayenta, Arizona and Dilkon, Arizona.
- Regional/Reporting Clients, including mobile and desktop users, are located in three states assigned to seven police districts.
- All clients, stationary and mobile, shall have the ability to install the required software, upgrades and patches using the existing DIT network. Follow up with individual users for completion of installation will be accomplished by Help Desk personnel.
- Mobile Computing Devices (MCDs)
- It is the desire of the NDPS to deploy a new CAD/RMS system as quickly as possible with consideration to the near and long term goals of the Division of Public Safety.
  - .1. Immediate Goal – Equip all 7 PSAPs with a state-of-the-art CAD/RMS system. Including the ability to enable all 7 PSAPs to function autonomously by jurisdiction but enable any PSAP to quickly takeover for another PSAP that is rendered out of service.
  - .2. Long Term Goal – Consolidation of the 7 PSAPs into a single PSAP with a primary and a backup facility.

Please describe how your system will meet these goals without substantial new hardware/software purchases and limited disruption of services. Describe the required network bandwidth and requirements to support immediate and long term goals.

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## **OPERATIONAL REQUIREMENTS**

### **26. Security**

1. The system shall meet the requirements in the MD4300-A handbook.
2. CAD shall not be designed to handle information marked at the “sensitive level.”
3. The system shall adhere to the Information Access Division (IAD) standards for advance technologies dealing with access to multimedia and other complex information.
4. The submitting vendor should provide any certificates that identify their current CAD/RMS versions have been tested for intrusion attempts and have passed.

### **27. Audit Trail**

1. The system shall have an audit trail record that specifies: the type of event and its result, when the event occurred, the User ID associated with the event and the program or command used to initiate the event.
2. The system shall have an "audit trail" function that can be queried by User ID, Terminal ID, date, time or other set of parameters to run reports of selected information.
3. The system shall provide the ability to identify the most current modification of a report (require access level).
4. The system shall provide an audit trail (times/dates/identities of who accessed or updated a report or case file).
5. The system shall provide an audit trail (times/dates/identifies of who accessed and printed case reports that were previously closed or completed).

### **28. Availability Requirements**

1. The system implemented shall have an availability that provides 24 x 7 x 365 operational readiness with minimal outages for maintenance and implementation of software application changes and upgrades. Since this is a Law Enforcement System, the Navajo Nation wants the system to be available and operational as close to 99.5 % of the time as is possible. Solutions provided herein shall clearly specify the level of availability expected.

### **29. Performance**

The CAD application shall satisfy the following performance requirements:

1. The system shall be able to support the number of all transaction processing transmissions shall take < 3 seconds.
2. The system shall process 90% of defined report transactions in less than 60 seconds based on current canned reports provided in the COTS product.

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3. The system shall provide performance statistics for the system that shows process and various query response times for the above specified workload.

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## **KEY CONSIDERATIONS**

### **Solution Requirements:**

**Federal Enterprise Architecture:** Solutions must be implemented in a manner consistent with the Performance, Business, Technical, Service and Data Reference models outlined in the Federal Enterprise Architecture (FEA), which may be viewed at:  
<http://www.whitehouse.gov/omb/egov/a-1-fea.html>

**Non-exclusivity:** The solution must preserve benefits of competition.

**Interfaces:** The solution must interface with and leverage e-government initiatives and program support systems, where applicable.

**Section 508 Requirements:** All electronic and information technology procured must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.accessboard.gov/sec508/508standards.htm>. All deliverables will be Section 508 compliant.

**Security:** The solution must comply with the government-wide security requirement defined in NIST 800-53, effective date April, 2004, which will replace FIPS 199, and which may be viewed at <http://csrc.nist.gov/publications/nistpubs/>.

**Privacy Act:** Work on this project may require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

**Law Enforcement Information Technology Standards Council (LEITSC):** The solution should consider compliance with the LEITSC Standard Functional Specifications for Law Enforcement Computer Aided Dispatch (CAD) Systems Version 1, which may be viewed at <http://www.leitsc.org/Cad.htm>. The system shall provide logical access control that performs to the most current version of DHS Management Directive (MD4300.1), Information Technology Systems Security.

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## **RFP RESPONSES**

The detail provided through this RFP will better assist NDPS in refining the necessary scope of work. Information offered shall also help define the procurement strategy selected that represents the best interest of the Navajo Nation, the vendor community and will supply a solution that will ensure mission critical success.

### **Scope of Work Information**

- Q:** In your review of the above requirements do you believe your company can support the full mission? If so please briefly explain your approach to successfully executing this effort to include detail on the potential use of subcontractors. In this brief explanation please include any relevant efforts that your company recently supported or is currently supporting to include size/scope and agency supported. If subcontractor support is anticipated please detail the percentage of work supported per vendor.
- Q:** In your review of the above requirements do you believe such support can be provided for in full through a Federal Supply Schedule (FSS), specifically a General Services Administration (GSA) contract? If so please supply additional detail regarding the particular FSS considered or why you believe a FSS might not be appropriate in supporting the total scope of work.
- Q:** In consideration of the above requirements, please provide a Rough Order of Magnitude (ROM) charge you would estimate for each phase of your solution based on your company's analysis of the requirements. This may be in the form of pricing associated with applicable GSA FSS schedules, or commercial pricing if your company offers products / solutions on the Open Market. Any pricing information received is solely for information-gathering and planning purposes.
- Q:** Please identify the possibility of providing a cost for a lease option for this request and/or a fee for services payment option. Any pricing information received is solely for information-gathering and planning purposes.
- Q:** In your review of the above requirements which NAICs do you believe such support is best covered by? Please provide additional detail regarding the particular NAICs supplied.

### **Vendor Information**

- Q:** Is your company interested in this requirement? Please provide additional detail regarding your response to this question, specifically whether you are interested in this requirement as a prime contractor, subcontractor etc.?
- Q:** Are you a business owned in whole or part by a recognized Navajo? If so please supply additional detail regarding ownership.

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**Q:** Are you a small business? If so please supply additional detail regarding any small business preferences.

**Security Information**

**Q:** Has your company supported such an effort that required access or use of a DHS system and/or network?

**Q:** Has your company supported efforts that have required cleared (Secret, Top Secret, etc.) support? Please provide additional detail supporting your response to this question to include whether or not your company at this time currently has the ability to provide cleared (Secret, Top Secret, etc.) support.

**General Information**

**Q:** Based off of the information provided for in this RFP is there any additional detail that you consider to be of critical importance that you feel will assist the Navajo Nation in better defining its requirement and in the process of selecting a suitable procurement strategy? Please be sure to include any/all information such as marketing and reference materials as appropriate in support of your response herein.

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**CONCLUSION**

In submitting responses please include your full company name and address, applicable POC e-mail address and your DUNS. Please ensure that your response only addresses the questions provided for in this RFI. A **10 page limit** is set on all responses which will allow for the reviewing team to review and process the detail provided in a timely manner.

**NOTE PAGE ONE OF THE RFP IS CONTROLLING FOR SUBMISSION OF THE RFP**

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# Request for Taxpayer Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

Print or type  
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
2 Business name/disregarded entity name, if different from above	
3 Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <b>Note.</b> For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
5 Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
6 City, state, and ZIP code	
7 List account number(s) here (optional)	

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number									
				-				-	
or									
Employer identification number									
				-					

## Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶	Date ▶
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## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

# NAVAJO NATION CERTIFICATION

## Regarding Debarment and Suspension

Applicant acknowledges that to the best of his/her knowledge that their company and principal participants on this contract:

1. Are not debarred, suspended, or otherwise slated for debarment, ineligible and/or excluded from participation on Federal, State, and Tribal Government contracts etc.
2. Are not presently nor have been under criminal indictment or civilly charged by a governmental entity (Federal, State, and Tribal Government) for fraud, forgery, falsification, theft, bribery, destruction of records, receiving stolen property and other criminal offenses in the administration of a government contract.
3. Have not been terminated for cause or convenience by a governmental entity in the administration of a government contract (Federal, State, and Tribal Government).
4. If the Navajo Nation determines that the Certificate provided herein is not true, it will be grounds to terminate the contract and pursue other legal remedies.

### Applicant's Address

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Name & Signature of Applicant

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Type or Print Name

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Signature

Date