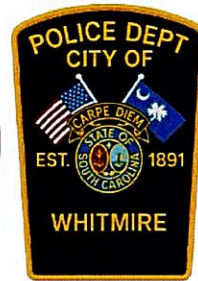
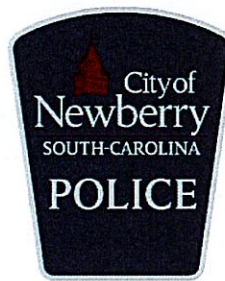


NEWBERRY COUNTY, SOUTH CAROLINA



Request for Proposals (RFP) NO. 2026-14
For
PUBLIC SAFETY & EMERGENCY SERVICES SOFTWARE
For
**Computer Aided Dispatch (CAD),
Records Management System (RMS),
a Mobile Field Reporting System,
and a Jail Management System (JMS)**

Issued: 8 / 10 / 2026

Deadline for Questions: 08 / 24 / 2026

Proposal Deadline: 09 / 02 / 2026



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1. PURPOSE, OBJECTIVES, & GUIDELINES

The purpose of this Request for Proposals (RFP) is to solicit sealed proposals to establish a contract through competitive negotiation for the purchase of a fully integrated Public Safety Software Systems for the Newberry County Sheriff's Department (NCSO), Newberry City Police Department (NPD), Prosperity Police Department (PPD), and Whitmire Police Department (WPD). This solution must include the following suites: (a) Computer-Aided Dispatch (CAD), (b) Mobile Data Computing (MDC), (c) Records Management System (RMS) and Jail Management System (JMS).

For the purposes of this RFP, "The Agency," "Agency," "Agencies," "Sheriff's Office," "Newberry County", and "Newberry County Sheriff's Office (NCSO)" shall be considered interchangeable and refer to the same entity.

The purpose of this procurement is to acquire a fully integrated, multi-jurisdictional, and multi-agency Public Safety Software solution that includes Computer-Aided Dispatch (CAD), Records Management System (RMS), and Jail Management System (JMS) within a single unified platform. The system must support real-time information sharing across all Newberry County law enforcement agencies and enhance operational effectiveness to ensure the highest levels of public safety and service for the residents of Newberry County, South Carolina.

The system requirements outlined by the Newberry County Sheriff's Office (NCSO) are provided for the purpose of evaluating vendor capabilities and proposed solution functionality. These requirements are not intended to represent final, exhaustive, or mandatory specifications. Vendors are encouraged to propose solutions that meet or exceed the described operational, technical, and functional needs.

All proposed systems must incorporate state-of-the-art technology, deliver reliable and secure performance, and comply with all applicable standards for the protection of Criminal Justice Information (CJI). The solution must support future scalability and integrate seamlessly with required third-party systems. All components proposed must be fully functional at the time of implementation; beta or testing-phase components will not be accepted.

The resulting agreement will be structured as a firm-fixed-price contract.



1.1 Reason for Procurement

The current systems utilized by the NCSO, NPD, PPD, WPD are outdated and no longer supported by the current vendor, and lack the necessary features to support modern law enforcement demands, including:

- Inefficient Data Entry and Retrieval: Manual data entry and cumbersome search functions lead to delays in accessing critical information, hindering timely response to incidents and investigations.
- Lack of Mobile Capabilities: Limited mobile access to critical information restricts officers' ability to effectively respond to incidents in the field and access necessary data in real-time.
- Limited Reporting and Analytics: The current systems lack robust reporting and analytical capabilities, making it difficult to generate meaningful insights for performance evaluation, resource allocation, and strategic planning.
- Lack of Information Sharing Capabilities: The current system used by all agencies lacks the ability to effectively share information (CAD, Reports, Arrest, Booking Information) within and across the system.

1.2 Scope of Work

The proposed systems shall encompass the following key functionalities:

1.2.1 Computer-Aided Dispatch (CAD)

- Incident Management: Receive and prioritize emergency and non-emergency calls; dispatch units efficiently and effectively to incidents; track unit status and locations in real-time; and generate automatic vehicle location (AVL) reports.
- Incident/Case Numbers: Ability to assign a unique incident/case number for each agency.
- Resource Management: Manage personnel, equipment, and resources effectively; schedule and track officer assignments; optimize resource allocation based on call volume and incident severity.
- Data Integration and Analytics: Integrate and leverage open-standard interfaces with other departmental systems, including RMS, JMS, NCIC, court systems, criminal justice databases, and other third-party applications; provide robust reporting and analytics capabilities to identify trends, analyze, and evaluate performance; support data-driven decision-making for resource allocation, crime prevention; automatically populates incoming E-9-1-1 information, performs NCIC queries/searches, and includes optional interfaces to RMS applications,



protocol-integration solutions, and other third-party databases.

- Mobile Capabilities: Provide officers with secure and reliable mobile access to critical information, including incident details, suspect information, and arrest warrants; enable officers to complete reports and other tasks in the field.
- GIS Mapping: Allow dispatchers to create incidents and dispatch from the map, which when integrated with the CAD database provides location specific information.
- System Administration and Maintenance: Provide comprehensive system administration tools for user management, data backup and recovery, and system maintenance; offer ongoing technical support and training for system users.



1.2.2 **Record Management System (RMS)**

- **Incident Reporting:** Provide all law enforcement agencies with the ability to enter incident reports under their unique Originating Agency Identifier (ORI) and perform all South Carolina reporting requirements.
- **Electronic Ticketing:** Offer an e-ticketing solution compliant with the South Carolina Uniform Traffic Ticket Information Exchange System (SCUTTIES) and South Carolina Public Contact Warnings.
- **Mobile Photo / Audio Collection:** The system supports the use of a mobile device or sending a secured link to a mobile device to collect or upload photographs or utilize the device's microphone to dictate content directly into RMS or JMS without requiring application installation or rendering the mobile device discoverable or subpoena eligible.
- **Court:** Offer a solution for courts to document, bond amounts, bond types, court type, court dates, and dispositions.
- **Photo Lineup / Facial Recognition:** Offer a solution for photo lineup creation within RMS, JMS, or both. The ability to run facial recognition against photos within our system or connected systems.
- **Arrest & Warrants Reporting:** Allow for arrest information to be entered and provided in satisfaction with South Carolina reporting requirements (SCIBRS); allow for entry, identification, and lookup of warrants and assignments.
- **Evidence:** Allow for entry and easy search / retrieval of forms / logs for evidence and chain of custody.
- **Civil Process & Case Management:** Allow for the sharing / production with prosecuting agencies and courts; allow for the tracking of court pleadings, deadlines, and requirements.
- **Sex Offender Registry Management:** Allow for documenting and tracking of local Sex Offender Registry
- **Financial Records Management:** Offer a solution to generate, manage, and retain general-purpose receipts for financial transactions conducted by the Agencies.
- **Miscellaneous Permit Records Management:** Provide a solution for producing and providing the citizens of Newberry County with nonferrous metal permits.
- **Employment Files:** Whether in the RMS and/or JMS system, there should be the ability to maintain, access, and monitor an officer's or jailer's employment and training records, including disciplinary and property records.



1.2.3 Jail Management System (JMS)

- Inmate / Detainee Information from Booking to Release: Contain a repository and storage, including information manually entered and those imported or scanned in, for inmates from booking to release, including booking information (*i.e.*, mug shots, inmate property, arrest information, intake questions, etc.), court dates and sentencing with reminders to staff, daily activities (*i.e.*, logs, programs, disciplinary, incidents, etc.), and release; allow staff to easily access, search, and compile data relevant to inmates / detainees.
- Medical / Mental Health Professionals: Allow for the sharing / production between jail personnel and medical and/or mental health professionals of pertinent information concerning inmates / detainees. with jail medical staff all pertinent medical prosecuting agencies; allow for the tracking of court pleadings, deadlines, and requirements.
- Signature: Allow for the capture of electronic signatures.
- Inmate Tracking: Offer a solution for tracking inmate movement within the facility as well as outside appointments via an RFID-based system

1.2.4 Citizen Portal / Public Access Module

- Vendors must have an available citizen-facing portal or website and at a minimum provide the following:
 - View arrest records from JMS
 - File citizen-initiate incident reports online
 - Submit on-line records request
 - Submit crime tips
 - File citizen complaints
 - Request Property Checks
 - View crime mapping integrated with the existing GIS/WTH mapping
 - View local sex offender registry information and create and export sex offender registry data to WTH for local registry mapping.



1.3 **Desired Outcomes**

The successful implementation of the new CAD / RMS / JMS systems is expected to improve response times to emergencies, enhance responder / personnel safety and efficiency, improve data accuracy and completeness, streamline administrative processes, improve communication and collaboration within the NCSO and with other agencies within Newberry County, and provide valuable insights for data-driven decision-making.

1.4 **Ownership of Data**

All data collected by any of the systems, as well as all data converted from prior systems shall belong to Newberry County Sheriff's Office.

1.5 **Disclaimer**

Newberry County (including the NCSO), to the best of its knowledge, represents information and data herein that are current and applicable to this RFP. Newberry County provides the information contained herein as a courtesy to the Vendor. Newberry County neither guarantees nor warrants that the information contained in this RFP or referenced documents is accurate and complete. Newberry County is not and will not be liable for omissions and/or errors contained in this RFP, and it is the Vendor's responsibility, in its sole discretion, to use and verify this information as part of any proposal, negotiation, and/or contract implementation through its own due diligence.

1.6 **Preparation Costs**

Newberry County is not responsible for the costs incurred by a response to this RFP.

1.7 **Completeness of Response**

Failure to include all information requested in this RFP is cause for rejection of the proposal.

1.8 **Compliance with Industry Regulations & Standards**

During any work, construction, implementation, installation, data conversation, or the like, Vendor and all contractors and/or subcontractors must meet or exceed current federal and state standards applicable to Vendor, contractors, subcontractors, and/or the NCSO, including but not limit to the following: Federal Communications Commission (FCC), Electronic Industries Association (EIA), Institute of Electrical and Electronic Engineers (IEEE), American National Standards Institute (ANSI), Environmental Protection Agency (EPA), Contractor Work Hours and Safety Standards Act, Equal Opportunity Act, and Federal Aviation Authority (FAA).

1.9 **Addenda to this RFP**

Newberry County will not be responsible for oral interpretations and/or representations given by any of its employees, representatives or others. The issuance of a written addendum is the only official method whereby interpretation, clarification, or additional information can be given. If any addenda are issued to this RFP, Newberry County will attempt to notify all prospective Vendors who have secured the RFP. However, it will be the responsibility of each Vendor, prior to submitting the competitive proposal, to contact the Point of Contact to determine if addenda were issued and to make such addenda a part of its competitive proposal.

**1.10 New Equipment, Software Version**

Newberry County will only accept new equipment and the latest version of software and/or operating systems. Used and/or remanufactured equipment will not be accepted.

1.11 Vendor Commitment

The Vendor shall offer maintenance and upgrades for the operational software and hardware at its then-current public-released level during the term of the contract or any subsequent maintenance contracts with Newberry County, pursuant to this RFP.

1.12 Independent Contractor Status

It is expressly understood and agreed that the proposing Vendor is always an independent contractor and for all purposes hereunder. Officers, employees, or representatives of the Vendor will not be deemed in any way to be and shall not hold themselves out as employees, servants, representatives, or agents of Newberry County.

1.13 Assignment of Contractual Rights

It is agreed that the successful Vendor shall not assign, transfer, convey, or otherwise dispose of the contract or its rights, title, or interest in any part thereof, without prior written agreement by Newberry County. All subcontractors providing on-site services must be approved by the NCSO.

1.14 Statement of Time

A period, unless stated as a number of workdays, shall include Saturdays, Sundays and holidays.

1.15 Non-discrimination in Employment

During the performance of this contract, the Vendor agrees as follows:

- a. The Vendor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Vendor. The Vendor agrees to post, in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
- b. The Vendor, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, will state that such Vendor is an equal opportunity employer.
- c. Notices, advertisements, and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this RFP.

1.16 Compliance with the Law

Vendors shall adhere to all applicable federal, state and local laws, ordinances, and regulations while rendering services pursuant to any Agreement entered into as a result of this RFP.

1.17 Licenses, Permits, & Approvals

The Vendor will obtain and pay for all permits, licenses, and approvals necessary for it to perform its contracted services.



2. BACKGROUND & SPECIFICATIONS

2.1 Demographics & Statistics

The following table provides specific information about Newberry County and community served:

Table 1. Current Demographics

Description	Details
Population served	39,561
<u>CAD / RMS</u>	
Total number of sworn officers	120
Average annual calls for service	24,000
Total number of concurrent users	75 - 100
Average number of concurrent users for CAD	75 - 100
Number of full dispatch stations	5 (primary) 3 (backup)
Number of dispatchers per shift	4
Number of Public Safety Answering Points (PSAP)	1
Number of municipalities / police departments dispatched	4
Number of Fire agencies dispatched (Paid)	1
Number of Fire / Rescue agencies dispatched (Volunteer)	19
Number of EMS agencies dispatched	1
Number of mobile units	100
<u>IMS</u>	
Total number of Detention Centers	1
Maximum capacity of detainees / inmates	137
Average number of detainees / inmates per day	80
Number of full-time jailers	32
Number of jailers per shift	5 - 6

These figures are an estimate and may need to be adjusted.

2.2 Explanation on Specifics.

The Newberry County Sheriff's Department provides law enforcement and emergency services for Newberry County, South Carolina, which has a population of an approximate population of 39,561. The City of Newberry (NPD) has an approximate population of 10,891, Town of Prosperity (PPD) has an approximate population of 1,320 and the Town of Whitmire has an approximate population of 1,500. The departments are comprised of approximately 165 full-time sworn law enforcement officers, part-time or reserve sworn law enforcement officers, detention officers, and civilian administrative employees.



The Sheriff's Office is broken down into separate divisions, including patrol, investigations, civil process, school resource, and dispatch. The Sheriff's Office has one detention center serving all law enforcement agencies with a capacity of 137 inmates / detainees

All law enforcement departments currently use LawTrak as its RMS vendor. Newberry County Sheriff's Office uses LawTrak as its CAD, RMS, and JMS vendor its CAD vendor. Where Technology Happens (WTH) as its AVL/ GIS Mapping vendor, and AT&T and Comtech as its E-911 provider.

Required Interfaces

The following interfaces must be provided:

Table 2. Required Interfaces

Interface	Purpose
Where Technology Happens (WTH)	GIS mapping, AVL, active calls, hydrants
Active Alert / Active 911 (web based)	Sending alerts to fire / rescue via phone app from CAD
Rapid SOS (web based)	Provide GPS coordinates to dispatch consoles and map
NCIC – eAgent 2.0 (web based)	Query state and federal databases
First Due	County Fire Reporting vendor
CMS (Court Management System)	Used by court for traffic summons and Warrants
VineLink	Receives information from JMS on arrest
DataWorks	Fingerprinting at Detention Center
McDaniels Supply	Commissary
Combined Public Communications (CPC)	Inmate phones & visitation



3. SERVICE REQUIREMENTS

3.1 Project Management

The Vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart at Newberry County for the duration of the project. Project management and implementation services are necessary for successful and timely project installation.

3.2 System Configuration and Setup

The Vendor must provide system configuration and setup services to the Agency as part of this project. These services are necessary to ensure that the new systems are configured to match the processes and current procedures of the NCSO.

3.3 Training

The Vendor must provide user and administrator level training for software management. After training is complete, end-users should be able to effectively and efficiently operate the system. Although System Administrators are not expected to be experts by the end of training, they should be highly proficient and know where to find answers to questions.

3.4 Data Conversion

The Vendor must include data conversion, with all data conversion to be complete within 10 weeks of the contract award unless otherwise specified and agreed upon. The databases to be converted include all CAD, RMS, and JMS data. All data must be converted before go-live and must be available to the users on the new systems at that time unless otherwise specified. The CAD data conversion must include (a) all incident data, (b) Bolo data, (c) dispatcher notes file, (d) premise / location data, and (e) MSAG data.

3.5 Warranty, Maintenance, & Support

It is critical that the public safety software acquired by Newberry County works as intended for the duration of a maintenance and support agreement. The Vendor selected should have the people, processes, and financial resources necessary to provide a dependable warranty, regularly scheduled software upgrades and releases (Maintenance), and a dedicated support team capable of resolving customer issues quickly. Any updates, upgrades and maintenance should be done with minimal to end users.



4. PROPOSAL SCHEDULE AND INSTRUCTIONS

4.1 Schedule

Proposers who submit a response to this RFP will adhere to the following schedule:

Table 3. Schedule

Event	Date
Deadline for submitting questions	August 24, 2026, by 5:00 p.m.
Proposal due	September 2, 2026, by 3:00 p.m., local time
Finalists notified	TBA
Final presentations/demonstrations	TBA
Presented to County Council for Award	September 16, 2026, tentative

4.2 Date Changes

All dates past the proposal due date are tentative. The timeline is merely a projection and Newberry County reserves the right to modify this schedule as needed to accommodate the completion of this RFP process.

4.3 Agency Contact

All communication regarding this RFP shall be directed to the following agency contacts, and shall be submitted in writing:

Lieutenant Ryan Dickert
Newberry County Sheriff's Department
550 Wilson Road
Newberry, South Carolina 29108
Office: 803-405-7708
Email: mdickert@ncso.sc.gov

Copy all communications to the Purchasing Director, Crystal Waldrop @ cwaldrop@newberrycounty.gov

Contact with other agency employees regarding this RFP is prohibited without prior consent. Vendors that directly contact employees risk elimination.

4.4 Questions

Vendors shall submit any questions in writing. Written responses, including the questions, will be provided to all participating vendors in the form of addendum. All addenda and information related to this RFP will be on the County website, under the Purchasing link for solicitations. It is the sole responsibility of the vendor to ensure receipt of all addenda. Questions may be emailed to the Agency Contacts identified in § 4.3 above.



4.5 **Proposal Submission**

Proposals must be submitted according to the following guidelines:

- One (1) electronic and eight (8) hard copies of the complete original (nonredacted) version of the proposal submitted to the Newberry County Purchasing Director, either via hand-delivery or mailing, at the addresses below by the submission deadline.
- Proposals cannot be withdrawn or corrected after submission.
- Newberry County reserves the right to accept and/or reject any/or all responses and award the contract to the vendor it deems to be in the best interest of Newberry County.

If mailing a proposal, you should allow delivery time to ensure timely receipt of your proposal. All physical hard copies shall be submitted to the attention of:

Hand Delivered: Newberry County ATTN: Crystal Waldrop 1309 College Street Newberry SC 29108	Mailed: Newberry County ATTN: Crystal Waldrop PO Box 156 Newberry SC 29108
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All responses shall have the following information on the outside of the envelope, as well as the RFP No. 2026-14: "Public Safet & Emergency Services Software: CAD, RMS, JMS"

4.6 **Proposed Contract**

Any vendor submitting a response must provide a draft of what would be their proposed contract, including all proposed terms, with their response.

4.7 **Proposal Format**

Vendors must organize their proposals in the following format:

- RFP Cover Sheet
- Executive Summary
- Proposal Documents (*see* § 5)
- Pricing (*see* § 7)
- Proposed Contract (*see* § 4.6)
- Attachment A: Technical Specifications

4.8 **Proposal Document and Organization**

Proposals should be as brief as possible and should not include any unnecessary promotional material. Proposals that are substantially incomplete or lack key information may be rejected by Newberry County.



4.9 Attachment A

4.9.1 Functional Specifications

Complete the tables in each of the system “suite” tabs located in the “RFP Technical Specifications Excel Workbook” (**Attachment A**). The Vendor’s proposed application software must be capable of meeting the mandatory requirements as set forth therein. Newberry County prefers that all proposed software be currently developed and installed in other jurisdictions. While some modification of the proposed software may be required on the part of the Vendor to meet NCSO’s requirements, Newberry County will not consider options where new systems development is proposed for entire modules. The intention of Newberry County is to purchase commercial off-the-shelf (COTS) software that has a high degree of functionality.

When packages do not precisely meet Newberry County’s requirements, the Vendor must state the costs and schedule to update the packages to meet Newberry County’s specifications. The cost of all modifications to the Vendor’s software must be included in the proposal submitted to Newberry County. Modifications to the software must be made in such a way that the NCSO will not be prevented from implementing future releases of Vendor’s software.

Responsive vendors must complete ALL tabs in the Technical Specifications Excel Workbook and must use the codes in **Table 4** below. When the “P” or “M” code is used, the Vendor must also insert an explanation in the “Comments” column.

Table 1. Requirements/Capabilities Response Indicators

Description	Definition
Complies “C”	Feature/Function is included in the current software release. The specification is met without modification or work around and will be implemented as part of the proposal from vendors in accordance with agreed upon configuration planning.
Partial “P”	The proposed software meets part of the specification. Use the comment column to explain.
Modification “M”	Feature/Function is not included in the current software release and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in Cost Worksheet.
Does Not Comply “DNC”	Proposed software solution does not meet the specification and cannot be modified.

Attachment A must be completed and returned in the original Excel format (PDF is not an acceptable format). Please copy Attachment A on a thumb drive and include with the printed proposal. You do not need to print Attachment A.



4.10 **Signatures**

Proposals shall be signed by an authorized representative of the submitting firm with the authority to enter the Vendor into an agreement.

4.11 **Oral Presentations & Software Demonstrations**

Vendors who submit a proposal in response to this RFP may be required to give an oral presentation and software demonstration to Newberry County. This provides an opportunity for the Vendor to clarify or elaborate on the proposal. This is a fact-finding and explanation session only and does not include negotiation.

4.12 **Evaluation Criteria**

Newberry County will consider the following in its evaluation of each proposal using the following 100-point system for grading responses:

- Proposal Response
- Company Profile & Fiscal position of the company
- Vendor References
- Software capabilities, Warranty, maintenance, and support
- Project Schedule

The award of the contract will be made after all submittals are equally evaluated for responsiveness and completeness. The awarded contract shall agree to offer the terms and conditions offered herein to other government agencies who wish to participate in a cooperative purchase program.

5. **PROPOSAL CONTENT**

5.1 **Vendor Background**

5.1.1 Provide the following Vendor information:

- Company name
- Address
- City, state, and zip

5.1.2 Provide the following Primary Contact Information for the Vendor:

- Name and title
- Address
- City, state, and zip
- Phone
- Email

5.1.3 State the number of years in business and provide a brief historical overview of the company, including how many times the company has been sold, merged, or acquired.



- 5.1.4 Specify by name and location how many agencies are currently using the Vendor's public safety software, including CAD, RMS, and/or JMS system.
- 5.1.5 Specify the Vendor's commitment to research and development, in terms of company focus, staff hours dedicated, and revenue re-invested.
- 5.1.6 Provide a financial overview of the company, W-9, and a Certificate of Insurance showing \$1,000,000.00 General Liability Insurance and proof of Workers Compensation Insurance. The awarded vendor will be required to list Newberry County as a certificate holder, as well as an additional insured on the GL policy.
- 5.1.7 Describe the Vendor's ability to provide long-term financing options for this project. If the vendor can provide financing, describe the preferred method.

5.2 Vendor References

Provide at least three (3) references that are currently using a system being proposed in this RFP. Include the following information:

- Agency name
- Address, city, state, and zip
- Contact name, title, phone number, and email address
- Years using system
- Programs/modules in use

5.3 System Overview

- 5.3.1 Identify the manufacturer providing each major suite or service in your proposed system in the form of **Table 5** below.

Table 5. System Overview

Module/Service	Vendor
CAD, RMS, JMS software	
Mobile software	
Mapping software	
Project management	
Training	
Software maintenance and support	

**Provide contact information for each of the above to include:
Name, Contact Number, and Email**

- 5.3.2 Provide a detailed overview of the proposed system. Include a list of all the proposed modules included in the proposed system and identify if any are priced as Optional. (See section 7 below.) Include screenshots where



applicable.

- 5.3.3 Identify whether all system modules query a single database. Describe the database structure including any internal interfaces between proposed modules.
- 5.3.4 Describe the system's customization capabilities.
- 5.3.5 Describe how the agency administrators establish security privileges and permissions within the system.
- 5.3.6 Identify whether the system create both preformatted and *ad hoc* reports. Describe the system's reporting capabilities.
- 5.3.7 Describe the system's imaging capabilities, including how users capture, store, and use media.
- 5.3.8 Describe which types of media files can be attached to an individual record (for example, image, sound, and video files). Identify whether attachments be opened in their native formats?
- 5.3.9 Describe the proposed system's link analysis capability to connect all record types associated with a case.

5.4 **System Requirements**

- 5.4.1 Describe the system's minimum networking requirements.
- 5.4.2 Identify how many servers will be required to operate the proposed system and describe the purpose of each proposed server.
- 5.4.3 Provide the following hardware specifications for EACH server required:
 - Number of concurrent users supported
 - Operating systems supported
 - Number of processors and speed
 - Total memory required
 - Storage
 - Type
 - Speed
 - RAID levels supported
 - Capacity
 - Network Adapters
 - Number of ports
 - Speed
- 5.4.4 Provide the following recommended specifications for user (non-dispatch)



workstations:

- Operating Systems
- Processor
- Memory
- Network card
- Screen resolution (pixels)
- Hard disk space
- Monitor
- Additional applications/software

5.4.5 Provide the following recommended specifications for dispatch workstations:

- Operating Systems
- Processor
- Memory
- Network card
- Screen resolution (pixels)
- Hard disk space
- Monitor
- Additional applications/software

5.4.6 Provide the following recommended specifications for Mobile Laptops:

- Operating Systems
- Processor
- Memory
- Network card
- Screen resolution (pixels)
- Hard disk space
- Monitor
- Additional applications/software

5.5 **Implementation**

5.5.1 Describe the typical implementation process for a project of this scope including the roles of key members of the implementation team.

5.5.2 Provide the resume of the project manager assigned to this opportunity.

5.5.3 Provide a project team organization chart.

5.5.4 Describe the tools employed by the implementation team to collaborate with NCSO regarding project milestones.

5.5.5 Describe the Vendor's training services.



- 5.5.6 Does the vendor provide a practice database that utilizes NCSO County's data? If so, describe.
- 5.5.7 Describe any online training courses that are available.
- 5.5.8 Describe all other training documentation and instructional support available.
- 5.5.9 Describe any instances where the Vendor has completed implementation after the deadline or exceeded the agreed budget.
- 5.5.10 Describe any instances where the Vendor failed to complete an implementation.
- 5.5.11 Attach an implementation timeline that outlines specific milestones and deliverables.

5.6 User Licenses

- 5.6.1 Site licensing represents the preferred licensing method for CAD, RMS, and JMS platforms due to its ability to streamline procurement activities, eliminate the complexities associated with managing individual or per-seat licenses, and ensure uniform system availability across all operational roles. This approach delivers predictable expenditure patterns, supports compliance with procurement standards, and enhances overall lifecycle management for mission-critical public safety systems.
- 5.6.2 Using the form in **Table 6**, describe the proposed licensing structure (user, concurrent, site etc.) and the number of proposed licenses for each proposed component that requires a license. (Add rows as needed).

Table 6. Proposed License Structure

Licensed Component or Module	License Type (User, Concurrent, Site, etc.)	# of Proposed Licenses



5.6.3 Specify if there will ever be additional charges for workstation or mobile licenses as the agency expands and more users are added to the system.

5.6.4 Using agency-defined privileges, specify whether Newberry County will be able to grant unlimited, view-only licenses to outside departments, such as the Solicitors Office, and other law enforcement agencies within Newberry County without incurring additional license fees.

5.7 **Warranty, Maintenance, & Support**

5.7.1 Warranty

- A. Identify when the warranty begins and the length of the warranty.
- B. Describe if the warranty includes both maintenance and support services.

5.7.2 Maintenance

- A. State the Vendor's commitment to supporting the proposed system for a minimum of five years. Describe how long the Vendor is willing to commit to supporting the proposed system.
- B. If the Vendor is (or will be) acquired, describe the Vendor's guarantee of the system's continuation.
- C. Describe if there are any cost associated with system updates, enhancements, and bug fixes.
- D. For this project, describe the Vendor's anticipated annual maintenance increases for the proposed system.
- E. Describe incentives / savings the Vendor offers for pre-paid maintenance for this project.
- F. Describe if there is a clearly defined process for customers to influence product enhancements.



- G. Describe how Newberry County receives new enhancements and releases. Indicate whether Newberry County is required to update the system when a new enhancement is released.
- H. When an enhancement becomes available, can Newberry County elect to retain a previous release? If so, define how long the Vendor will provide maintenance for the original release.

Identify if the Vendor preserves agency customizations to the system during the enhancement process free of charge.

5.7.3 Support

- A. Describe the account management resources available to the agency.
- B. Describe the Vendor's standard support services.
- C. For telephone support, provide the following information:
 - Does the vendor provide 24-hour support?
 - What is the vendor's average time to resolve issues?
- D. Describe the vendor's online educational database resources.

6. PROPOSAL TERMS & CONDITIONS

6.1 **True & Accurate**

By submitting a proposal, Vendors certify that all information provided in response to this RFP is true and accurate.

6.2 **Incurred Expenses**

Newberry County will not be liable for any cost incurred by the Vendors in preparing and submitting proposals or attending oral presentations and software demonstrations.

6.3 **Evaluation of Proposals**

Proposals shall be evaluated based on those requirements that are set forth in the Request for Proposals, and Newberry County's policies, procedures, and ordinances. This solicitation is being procured by competitive negotiation. Price will not be controlled in the awarding of this procurement.

6.4 **Open Procurement**

Newberry County reserves the right to lease and/or purchase more or less of each item or service at the unit price offered in the Vendor's system, unless the Vendor specifically and explicitly limits the response in this regard. Newberry County reserves the right to negotiate with Vendors regarding variations to the original proposal(s) that may be in the best interest of the NCSO. Newberry County reserves the right to accept or reject any or all bids and to waive informalities and irregularities in bids or bidding procedures and to accept any bid



determined by Newberry County to be in its best interest, even though not the lowest bid. Bids shall remain firm for one hundred eighty (180) days from opening.

6.5 Qualifications of Vendors

Newberry County reserves the right to conduct any investigation deemed necessary to determine the vendor's ability to perform the required services and/or furnish the specified goods. Vendors shall provide all information and documentation requested by Newberry County for this purpose.

Furthermore, Newberry County retains the right to reject any proposal if the information submitted by the vendor, or the results of any investigation conducted, fails to demonstrate the vendor's capacity to satisfactorily fulfil the obligations outlined in this Request for Proposals (RFP).

6.6 Acceptance of Proposal Prices

Vendor warrants by virtue of proposing that prices, terms, and conditions quoted will be firm for a period of one-hundred and eighty (180) days from the date of proposal opening, unless otherwise stated by the Vendor. There is no binding agreement, no contractual relationship, no understanding or mutual assent until a contract is signed, executed, and exchanged by and between the Vendor and Newberry County.

6.7 Award of Contract

Selection shall be made of one or more Vendor(s) deemed to be fully qualified and best suited among all the Vendors based on the evaluation criteria, including price. Negotiations shall then be conducted with the Vendor(s) selected. Price shall be considered but need not be the sole determining factor. After negotiations have been conducted, Newberry County shall select the Vendor which, in its opinion, best meets the long-term needs of Newberry County, and shall award the contract to that Vendor. Should Newberry County determine in its sole discretion that only one Vendor is fully qualified, or that one Vendor is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Vendor.



7. PRICING

7.1 Modules & Interfaces

Provide the pricing information in **Table 7** for each suite of the proposed system:

Table 7. Pricing

Product Suite	Total
Software & Interfaces	\$
Services Total	\$
Total	\$
1st Year Subscription	\$
2nd Year Subscription	\$
3rd Year Subscription	\$
4th Year Subscription	\$
5th Year Subscription	\$
TOTAL 5 YEAR COST	\$

7.2 Optional Pricing

Use **Table 8** to provide **optional pricing** for 10-year lifecycle costs.

Product Suite	Total
Software & Interfaces	\$
Services Total (10 Year)	\$
Total	\$
6th Year Subscription	\$
7th Year Subscription	\$
8th Year Subscription	\$
9th Year Subscription	\$
10th Year Subscription	\$
TOTAL 10 YEAR COST	\$

Vendor is required to provide an authorized signature certifying that the submitted bid includes ALL costs associated with the proposed project.

Signature: _____

Name: _____

Title: _____

ATTACHMENT A

ATTACHMENT A

RESPONDING VENDOR NAME:	
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Instructions:

Complete the following Worksheets by indicating one of the following for each requirement or function: Mandatory, General, CAD, Mobile, RMS, JMS Requirements. Newberry County will total the spreadsheets once received. Return this attachment on a thumb drive along with the paper copy of the response.

Use the following responses, with color codes, in your responses.

Requirements / Capabilities Response Indicators	
Description	Definition
Complies "C"	Feature/Function is included in the current software release. The specification is met without modification or work around and will be implemented as part of the proposal from vendors in accordance with agreed upon configuration planning.
Partial "P"	The proposed software meets part of the specification. Use the comment column to explain.
Modification "M"	Feature/Function is not included in the current software release and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in Attachment C – Cost Worksheet.
Does Not Comply "DNC"	Proposed software solution does not meet the specification and cannot be modified.

Mandatory Requirements			
Requirement Description	Vendor Response	Comments	
System Interfaces & Mandatory Requirements			
Where Technology Happens GIS Mapping (WTH)			
Active Alert / Active 911			
Rapid SOS			
First Due			
Court Management Systems (CMS)			
VineLink			
eAgent 2.0			
McDaniels Supply			
Combined Public Communications (CPC)			
Responding vendors are able to go live with the new system on or before December 31, 2026.			

General System Requirements

10/10/2026 10:00 AM

10/10/2026 10:00 AM

10/10/2026 10:00 AM

System - General

The system is compatible with Microsoft Windows™ Operating systems.		
The system is FIPS 140 compliant for all network communication, including wired and wireless communication.		
Vendor allows for "priority licensing" where workstations cannot be locked out, regardless of the number of concurrent users.		
Vendor provides site licensing for all desktop and mobile modules.		
Vendor includes unlimited upgrades, including version and name changing upgrades, as part of their routine support and maintenance.		
The system automatically checks for and installs any available software updates on each of the individual CAD, RMS, JMS and/or Mobile workstations when a user logs in.		
The system provides authorized users with the ability to report an issue or request an enhancement that they would like to see for the products from directly within the CAD, RMS and JMS applications.		
System Security		
The system includes multiple levels of data security control, including access by user and user group.		
The system includes access levels, including view, edit, delete, and admin for each component of the system for users and user groups.		
The system supports agency configuration of password complexity rules.		
The system supports agency configuration specifying the frequency of required password changes.		

The system includes a method for users to reset their password without the need for agency administrator assistance in the event they have forgotten their password.		
The system includes a method for a user to reset their password without the need for agency administrator assistance in the event they have been locked out of their account due to too many incorrect password attempts.		
The system allows the secure sharing of data between multiple agencies, with the host agency being able to set limits of shared information.		
The agency can define security on world, agency, group, and individual levels for all screens within the system.		
User access can be defined per screen, record, field, and function (view, add, modify, delete, etc.).		
The system never displays passwords and stores passwords as hashed values in the database.		
Client Services		
The software provider's customer support is located in the United States and not outsourced to a call center or facilities that resides outside the Country.		
The software provider's remote access to any agency systems must be performed from within the United States and only when the computer accessing and the individual operating the computer and viewing any screens is within the Country.		
The software provider's support and development resources that may have access to control or view any agency systems must have CJIS certification.		
The software provider provides all software "patches" and or bug resolution releases for the installed product(s), free of cost to the agency as available, and as scheduled in accordance with agency convenience.		

The software provider provides all new "major" software releases to the installed product line(s) free of cost to the agency as available and as scheduled according to agency convenience.		
The software provider performs all upgrades to the system remotely, unless on site resources are required in which case the vendor is responsible for the cost		
The software provider provides 24 x 7 x 365 support included in standard support agreement.		
The software provider provides multiple methods to log a request for help or trouble ticket, to include: - o Toll free phone number - o Email - o Web portal		
The solution provides authorized users with the ability to report an issue or request an enhancement that they would like to see for the products from directly within all applications.		
The vendor should have a structured program for collecting user feedback and incorporating it into product development, ensuring the solution evolves in line with the changing needs of public safety agencies.		
System Functionality		
The system gives users the ability to combine searches from multiple tables.		
The system provides a backup option for the database?		
Users can create and save ad hoc reports in the system, specifying which fields appear in the report, column titles, and how the fields are sorted.		
Users can schedule recurring reports to run at user-defined times and dates within the system.		
The system provides the ability to change text size, colors, add/remove fields, or resize fields at the user level.		
All data in transit is encrypted to CJIS standards.		

System Specifications		
All system modules are integrated through one central database to maximize information sharing and reduce redundant entry.		
System modules can be added, licensed, and implemented separately as needed?		
The system is ODBC-compatible.		
The system includes an N-DEx IEPD compliant interface.		
The system allows administrators to oversee all system modules.		
The agency can hide fields in the system without the need for vendor assistance.		
The agency can create templates for narrative fields on any screen.		
The system includes narrative fields of virtually unlimited length?		
The system provides spell check for narratives.		
The system provides cut, copy, and paste functionality.		
The system allows pictures and scanned documents to be stored within reports.		
System Searching		
Users can search any field, on any screen, in any order.		
Searches can be performed directly within the data entry screens, without the need for a separate search application or window.		
Users can search any field with wildcard characters.		
Users can search multiple criteria within the same table or search combined criteria across multiple tables.		
The system can display a list of all records matching the search criteria.		
Users can search all agency databases from a single query.		
System Reporting		
The system offers pre-formatted reports that can be modified by the agency.		
Preformatted reports can include data from multiple tables or databases.		

Users can create and save a report format, defining the applicable table, fields, column titles, etc.		
The system can create NIBRS reports.		
Users can schedule recurring reports to run at user-defined times and dates.		
Users can output reports in various formats such as PDF and HTML.		
System Training		
The system includes an online training resource for ongoing learning.		
Agency administrators can run reports to view each training compliance and progress.		
The system includes a separate training environment where changes made in the training environment will not impact the live system.		
The software provider provides on-demand training catalogs that cover all aspects of the system provided.		

Computer Aided Dispatch (CAD)		
General		
Application capable of running on a mobile device or a workstation, depending on the user experience.		
Login screen allows for users to reset password		
Application notifies users of an update at Login, and provide for launching the update.		
CAD capable of running NCIC/DMV queries from the application		
Software notifies the user of any expired safety time for Units.		
CAD software displays active bulletins for each user, with notification of unread messages.		
Software supports the following viewing options for users:		
Home screen showing both Active Events and Units		
Screen showing active events only		
Screen showing map only		
CAD software provides for rotations for various resources (wreckers, detectives, EMS, etc.)		
Rotations allow the agency to determine how the place in rotation is affected.		
CAD software provides the user with the ability to search for all major areas of the application:		
-Events		
-Unit Status changes		
-Addresses (with history)		
-People		
-Phone numbers		
-Property		
-Vehicles		
-Event notes		
-Places		
-Rotations		

-Towing records		
Software allows the user to sort active events by: event ID number, status, type, time/date received, status time, or priority		
Active events sorted in either ascending or descending order		
Calls capable of being grouped by status, priority, type, or none		
CAD application provides the ability to filter out everything except for the desired events.		
Software displays the number of all active events for the user's reference.		
The active event screen displays, at minimum:		
-Event type (with icon if desired)		
-Event ID number		
-Event location		
-SOP's associated with the event		
-Event status		
-Units assigned to the event		
-Notes associated with the event		
-Dispositions		
-Attachments to the event		
-Agency specific case numbers		
-All parties involved in the event		
-Any zones designated for the location of the event		
-Vehicles involved in the event		
The CAD sends manual SMS and email notifications		
The CAD sends automated SMS and email notifications		
Event CAD sheets provide the ability to print an internal report, as well as an agency defined external print.		
All active units are displayed to the user with Unit ID, name, status, time of status, known location, and patrol zone, if applicable		
Active units are sorted by the following methods, in either ascending or descending order:		
-Unit name		

-Status			
-Division			
User have the ability to sort units by:			
-Agency			
-Status			
-Zone			
-Division			
-None			
Users have the ability to display either single or multiple agencies, based on permissions for each.			
Both active events and units support pinning, giving priority to each, as needed.			
CAD supports bidirectional communication about incident data with the current mapping solution in use (WTH GIS map)			
Event handling			
Incoming events from PSAP equipment (ANI/ALI) populate in the add call screen.			
Associated ALI information automatically parses to the correct fields on answering the call			
Users have the ability to manually create events			
Software has the ability to display address/location by entering any part of an address/location, street number (or part of it), and/or street name, city, place name, etc.			
Software displays all possibilities based on the characters typed by the user. Example: typing the street number "128" shall show all verified addresses with those numbers, 5128, 1289, etc. Same for any portion of the street name, city name, or place name.			
On selection of a validated address, address fields are populated, and location is pinned to a map view within the new event window			
Software allows for event type to be selected from an agency defined list.			
Upon entry of location and event type, software displays ESN and/or zone information			

Software automatically checks for duplicate events based on location, status and time factors.		
Software offers the following options for saving events:		
-Rip and run		
-Save		
-Save and Close		
-Cancel		
Users are able to create events from the active unit status		
Dispatching events		
Users are able to dispatch units to an event using drag and drop		
Users are able to dispatch units from the unit status window		
There are no limits on how many units may be assigned to an event, nor from which agency or discipline		
Once a unit is dispatched to an event, changing that unit's status will also affect the status of the event: i.e.; dispatched, enroute, arrived, etc.		
An indication that all units are completed on an event, the event will remain active in a completed status		
Removal of all units from an event must return the event to a pending status if no unit was marked as completed on the event		
Software displays how many units have been added to the event		
Users are able to enter an unlimited number of notes to an event		
Notes are stamped with the user's username along with the date and time of entry		
Notes to an event can be entered by multiple users at the same time		
Dispatchers can assign the same unit to multiple events, stacking calls.		
Software capable of attaching any type of electronic file		
Software capable or recommending units based on:		
-Availability		
-Required resources for the event		
-Proximity (where location services is used by field units)		

Dispatchers retain the ability to over-ride dispatch recommendations			
Dispatchers can enter dispositions prior to closing an event.			
Dispositions are agency specific			
Each agency dispatched may establish whether a disposition is required prior to closing the event			
Users have the ability to re-open previously closed events			
Dispatchers have the ability to send notifications from within an event (SMS and/or email message)			
Units			
All available units are displayed for the dispatcher			
Current unit status is displayed, along with the time of the status change			
Software shows a time lapsed timer for immediate reference			
Users are able to bring single or multiple units on duty			
Users are able to log either a single unit or multiple units off duty			
Unit's last known location are displayed to the dispatcher			
Software indicates how many events a unit is currently assigned to			
Software displays, for each agency:			
-Number of units on duty			
-Number of units off duty			
-Number of units on stand-by (available but not on active view)			
Dispatcher is able to create a new event based on a unit's status: traffic stop, suspicious person, etc.			
User is able to limit the view on screen to only active units.			
CAD Map			
Software includes an integrated map product			
Map displays all active events with event ID and icon, if used			
Map supports standard features: pan, zoom out, zoom in			
Dispatchers are able to dispatch units to events using the map			

Users able to set a "home" view that can be returned to with a single click			
Where field units are utilizing location services, that location should be displayed for all active units			
Map is capable of displaying various layers/polygons (ESNs, Zones, etc.)			
Map pin indicates the status of the event, and the unit (where applicable)			
Agency is able to display the map alone, on a separate monitor, when needed			
Agency is able to filter the map by agency and device status. For example: Inactive			
Map display includes the ability to show:			
-Center-line data			
-Center-line data with terrain			
-Satellite view			
-Active polygons			
Notifications			
Dispatchers have the ability to send notifications from CAD (SMS/email)			
Agency is able to set up individual recipients for notifications			
Agency is able to set up groups, made up of individuals, to receive notifications			
Notifications are accessed from within an event or outside an event			
Notifications sent from within an event are captured on the CAD event sheet: recipient(s), method, body of message, date/time sent			
Agency is able to create an unlimited number of notification templates			
Agency is able to set one of the templates as the default			
Notifications can be triggered automatically (depending on agency, event type, required resources, etc.)			
User Security			

System supports unique user ID and password for software access			
Software allows administration to establish a default application and a default agency			
Users have the ability to allow for password change by the user			
Software follows CJIS security standards for passwords and password change intervals			
Agency able to set roles and profiles to accommodate users and their assignments			
Security limits, by permissions, the ability to create, edit or delete records and data elements			
Agency has the ability to lock out or disable user accounts			
Software maintains a record of logins, login attempts, and logouts of each user, along with the workstation being used			
Administrators are able to set unique case numbering schemes for each agency			
Administrators are able to set dispositions for each agency			
Administrators are able to enter email addresses so that event sheets may be sent to the corresponding agency			
Permissions may be established for each user based on:			
-Allowed applications			
-Functionality within each application			
-Individual fields/codes within each area of the software			
Permission levels will be based on:			
-View only			
-Create			
-Edit			
-Delete			
-View deleted			
Users are automatically locked from software after the pre-determined incorrect login attempts and can initiate own password change to regain access to software			
Administrators have the ability to unlock or lock user accounts			
Administrators retain the ability to force a password change for any user			

Mobile Data Devices		
General		
Authorized mobile users are allowed to design standard window layout(s) to ensure consistency among deployed devices, but also to allow users flexibility in configuring their own displays as allowed by the agency.		
Authorized mobile users have the ability to switch the applications display to utilize alternate color schemes (day/night mode).		
Administrators or authorized users can configure the following using agency preferred terminology or preferences:		
-Visible Table Columns		
-Table Column Widths		
-Table column labels or titles		
-Position of buttons that appear within the application		
-Labels that display on buttons within the application		
-Font Size		
Agency can configure system hot keys.		
Command line driven actions are supported		
Touch screen devices are supported.		
Agency can enable or disable pop-up windows to display when predefined events occur, or new information is received within the application.		
Visual notifications when the application receives a notification but the application has been minimized on the screen.		
System automatically checks for any application updates when the application is first launched and does not require the user to first logon.		
System downloads and automatically apply all application updates over the air without requiring the user to manually apply any updates.		

The system ensures that users are not able to indefinitely postpone application updates by declining an update once the update has been installed on the server.		
System ensures that agencies are able to limit the deployment of an application update to be distributed to test users for a period of time before the update is made available to all users.		
System supports the ability to launch external applications or web pages used by the agency from within the application.		
System supports multi-jurisdictions and multiple agencies within those jurisdictions (ie. Differing law enforcement agencies, fire, ems).		
Authorized users and administrators are allowed to identify which users are logged in.		
Authorized administrators are allowed to log a user off remotely.		
System utilizes color-coding to emphasize priority of messages.		
Audible alerts are used to sound based on user or system activities.		
Provision of a "dashboard" to display summary information from any modules the user has permission to access.		
Agency is allowed to customize the "dashboard" display to include the key data points the agency finds relevant without requiring all elements to be visible.		
The solution dashboard allows the user to perform actions within the application by selecting an item that displays.		
Agency is allowed to adjust commonly altered variables such as codes without the services of a professional programmer or without contacting the bidder.		
Visual indicators are displayed so that mobile users are able to quickly and easily identify when a unit is not in their vehicle.		
Use of spellchecking.		
Provision of Single Sign-On access.		
Authorized users are able to report an issue or request an enhancement that they would like to see for the products from directly within the Mobile application.		

AVL		
Ability to geographically plot agency units who are transmitting AVL information on the map display.		
Messaging		
Internal messaging component where users may exchange communications with one another.		
One-on-one conversations between users, and group messaging conversations between multiple users.		
An audit log of all messaging conversations between users is maintained.		
Ability to exchange images within the messaging component.		
Broadcast message capabilities based on administrator-defined tables (shifts, divisions, teams, zones, task force).		
Ability to mark a message as "high priority".		
Ability to play an audible alert when a message that has been marked as high priority is received.		
State and NCIC queries		
Ability to conduct NCIC queries and manage the returns to inquiries into a single response summary.		
Authorized staff are allowed to maintain NCIC ORI/Agency Identifier numbers.		
Return responses to local and federal sources in a single screen summary view.		
Supports the ability to attach NCIC returns to a CFS and not in a narrative.		
Ensures that all state / NCIC response data is properly encrypted while in transit and stored encrypted when at rest.		
Maintains an audit log of all state/NCIC transactions to include:		
-Username of person who initiated the query		
-Date & time of query		
-Text supplied in query		
-Workstation identifier		
Provides built in methods of detecting "hits" from State/NCIC sources.		

Supports the ability to customize agency specific "hit text" that may be used to elevate a response as a hit.			
The solution provides authorized users with the ability to configure audible alerts for "hits".			
Supports agency defined automatic queries to additional databases upon query to State/NCIC system.			
Vendor incorporates changes at no cost to the agency whenever the local CJIS authority requires a modification to a given query transaction.			
Presents State/NCIC response data in a format suitable for printing.			
Authorized users are allowed to view all query responses from the state, NCIC, NLETS, and other solutions in the exact format the data was received.			
Users are allowed to "subscribe" to persons and vehicles so that they will be notified if another user at their agency runs a CJIS query on an individual or vehicle that matches the subscription.			
Ability to download an app to Android or Apple device through			
Ability to use department issued mobile devices for taking photographs through an application without subjecting device to discovery or subpoena			
Ability to use department issued mobile devices for utilizing device microphone to dictate content directly into CAD, RMS, and CAD without subjecting device to discovery or subpoena			
Ability to use department issued mobile devices to send a secure link to a mobile device to for sending photographs without application installation or rendering the device discoverable or subpoena eligible			
Ability to use department issued mobile devices to send a secure link to a mobile device to utilize device microphone to dictate content directly into RMS without application installation or rendering the device discoverable or subpoena eligible			

Law Enforcement Records Management System (RMS)

Request for Proposal # 2026-14

Version 1.0

General

RMS must contain at minimum the following:

-Incident Reporting

-Citations

-Evidence Tracking

-Warrants

-NIBRS / SCIBRS Reporting

RMS uses SQL Database

RMS is accessible from any modern browser on any device with access to the internet, including a mobile device

RMS gives several view options of agency's incidents including a compact list view and detail list view at minimum.

Incident detail list view (see item above) should show at minimum offenses, parties, property, times and status.

Must have the ability to maintain multiple agencies within a single RMS

Release notes are provided with every update

Vendor provides video(s) training that can be accessed as needed for new employees at no additional charge

RMS must allow for agency specific workflow for routing reports.

Solution can integrate with V300/V700 body worn cameras to correlate incident video to an incident or RMS record

Security

Complies with CJIS software application security requirements.

Complies with State defined security requirements.

Provides Active Directory integration.

Allows for Multi-Factor Authentication.

Data Validation & Sharing

Performs data validation at time of entry.

Validates data to ensure that only valid codes have been used.			
Validates any data field that includes master index data against master indices.			
Provides the ability for corrected data in a field (e.g., address) to auto populate across related modules.			
Allows users to validate location information at time of data entry.			
Allows users to indicate unverified locations and/or information.			
Has the ability to share data with other agencies' within the CAD, Mobile, RMS & JMS Systems.			
Supports the sharing of certain data between law enforcement agencies.			
Provides the ability to populate fields in the RMS from data in other application components (e.g., CAD, Mobile software, JMS).			
<i>Ease of Use/Workflow</i>			
Provides the ability to link master indices records throughout the system without having to reenter information.			
Allows for as-you-type location matches when entering addresses throughout the system.			
Allows for narrative/comment fields of unlimited length.			
Provides the ability to auto-populate all date and time fields with date and time stamp.			
Provides the ability to accept digital signatures.			
The solution provides the ability to require users to acknowledge notifications to progress with workflow.			
Provides the ability to accelerate routine data entry tasks (i.e., workflow functionality) such as: o Code-driven drop down menus o Type ahead based on drop down menus o Shortcut keys (e.g., BR = Brown) o Default menus			
Contains clear distinctions between mandatory and optional fields, and prompts users to complete mandatory field.			
Performs data validation at time of data entry.			

Provides integration and seamless data transfer of information across proposed modules.			
Allow users to be logged onto multiple workstations at the same time (e.g., logged onto a mobile computer in a vehicle and a station computer simultaneously).			
Allows for copy and paste across fields, individual reports, and modules without losing formatting			
Provides spell check and grammar check on narrative entries.			
Allows users to attach multiple supporting documents/files of all common file types, to include at a minimum: pdf, jpg, jpeg, bmp, png, doc, docx, xls, xlsx, txt, ppt, vsf, avi, wav, mp4.			
Allows users to upload multiple attachments simultaneously			
Ability to Audit Trail			
Provides an audit trail function for all transactions, with date and time stamps for each.			
Maintains an audit trail at each of the following levels: User, Field, Record, Module, & Application			
Stores audit trail data including User ID, Username, Date and time stamp, Action taken (e.g., print, edit, deletion), Before and after values of modified data			
Provides the ability to review all system activity performed by a specified user during a period of time.			
Complies with NCIC Interstate Identification Index (III) logging requirements.			
Provides the ability to extract reports from the audit log.			
Prevents audit report records from being deleted or edited once created.			
Ability to Customize Reports			
Allows for the customization (addition or modification) of forms at no additional cost.			
Agency is able to create, add, or modify the following types of custom forms:			
Incidents			

Field Contacts		
Field Arrests		
Vehicles		
Cases		
Warrants		
Citations		
Court Papers		
Fleet Vehicles and Assignments		
Case Activity		
Criminal Complaints		
Personnel including training and issued equipment		
Freestanding Forms		
Incident Reporting		
Incident Event dispatch information to include:		
Event Occurred From/to Date and Time		
Event Enroute Date and Time		
Event Arrived Date and Time		
Event Completed Date and Time		
Event Category/Type		
Lighting at time of Event		
Weather at time of Event		
Synopsis or short summary of Event		
Disposition of the event or incident		
Zone(s) or district involved in the event or incident		
Address of event includes prefix, number, suffix, street name, city, state, zip code, county		
System will store addresses in the database for future retrieval.		
System will keep a history of all events that have occurred at a particular address.		
Assign a zone or sector to each address		
Assign lat/long coordinates to each address		

Assign place or business names to addresses			
Ability within an incident to search for an address by either the physical address or the place/business name (ex: search by 123 Main street OR by Lincoln Park OR by McDonalds)			
Ability to add multiple addresses to a single incident report			
Ability to attach a photo to an address record			
Ability to attach a video file to an address record			
Ability to attach an audio file to an address record			
Ability to attach a document file to an address record			
System will store people in the database for future retrieval.			
System will keep a history of all people and events they have been involved in.			
Must be able to attach an unlimited number of people to an incident.			
Person demographics must include:			
race, sex, ethnicity			
birth date, age or range if unknown			
height, weight			
eye color, hair color,			
social security number			
operator license number, license state			
Ability to attach a photo of individual to a person record			
Ability to attach a photo of scars, marks and/or tattoos to a person record			
Ability to attach a video file to a person record			
Ability to attach an audio file to a person record			
Ability to attach a document file to a person record			
Store address on each person record			
Store multiple phone numbers on each person record			
Store email on each person record			

Person records contain employment information including place of employment, employment address, employment phone number, employment email address		
Ability to add notes to each person record		
Print a person history report showing event and incident activity within the system across a selected date range		
Any change to a person on an incident should be viewable by a user with a history provided showing at minimum of: created by user with date/time created and the last updated user with date time updated.		
Ability to attach multiple property items to an incident		
Incident property types should include at minimum: Item, Firearm, Jewelry, Structure, Substance, Vehicle		
Store property related information at minimum: description, value and owner		
Any change to property on an incident should be viewable by a user with a history provided showing at minimum the created by user with date/time created and the last updated user with date/time updated.		
Ability to attach a photo file to a property record		
Ability to attach a video file to a property record		
Ability to attach an audio file to a property record		
Ability to attach a document file to a property record		
Property identifying information. At minimum, fields for: description, value and owner		
Property storage. At minimum, fields for: storage location, date/time stored at that location		
Property disposition. At minimum, fields for: current disposition, date/time disposition added		
Ability to attach multiple evidence items to a single incident		

Any change to evidence on an incident should be viewable by a user displayed as a history showing at minimum the created by user with date/time created and the last updated user with date/ time updated.		
Collection of Evidence. At minimum fields for who collected the evidence, date collected, location where evidence was collected, location where evidence was submitted.		
Submission of Evidence. At minimum fields for person who submitted the evidence, date evidence was submitted.		
Ability to attach a photo file to an evidence record		
Ability to attach a video file to an evidence record		
Ability to attach an audio file to an evidence record		
Ability to attach a document file to an evidence record		
Evidence identifying information. At minimum, fields for: category, type, description and owner		
Field to store a tag number on each evidence item		
Field to store the condition of each evidence item		
Evidence storage. At minimum, fields for: storage location, sub location and container in addition to the date/time the item was stored at that location		
Evidence item disposition. At minimum, fields for: final disposition status of each item, who disposed of the item, date of disposal and a disposition note field		
Evidence Custody. System must keep a chain of custody for each item of Evidence with the ability for barcode scanning		
Evidence Custody. At minimum fields for: custody status, custody transferred from whom, custody transferred to whom, reason for transfer, custody transition notes.		
Multiple narratives can be added to a single incident.		

Drag to narrative feature. The narrative will contain a drag and drop, drop down or some other copy feature that prevents the user from having to leave the narrative creation to copy and prevents the user from having to retype basic incident information into the narrative.		
Drag to narrative feature. Ability to drag the location and address from the incident into the narrative.		
Drag to narrative feature. Ability to drag the parties from the incident into the narrative.		
Drag to narrative feature. Ability to drag the property from the incident into the narrative.		
Drag to narrative feature. Ability to drag evidence from the incident into the narrative.		
Drag to narrative feature. Ability to drag the offenses from the incident into the narrative.		
CAD Narrative automatically populates the RMS record or links to the CAD record.		
Narrative provides the ability to change basic text functions including at minimum: bold, italic, underline, font size and font selection.		
Narrative has a spellcheck function.		
Solution is capable of supporting AI-assisted report narrative creation		
System can support AI-assisted narrative creations through multiple video source inputs		
RMS contains all required NBIRS/SCIBRS data elements.		
NBIRS/SCIBRS errors should be shown to the user while the user is within the incident		
Any NBIRS/SCIBRS errors detected by the software should provide a link to the screen where the error can be corrected.		

Any change to the NBIRS/SCIBRS submission status on an incident should be viewable by a user within the incident and a history provided showing at minimum the created by user with date/time created and whether the incident was a resubmission.		
Authorized users have ability to filter NBIRS/SCIBRS reportable incidents by date		
Authorized users have ability to filter NBIRS reportable incidents by IBR status		
Authorized users have ability to filter NBIRS/SCIBRS reportable incidents by IBR report status		
Authorized users have ability to filter NBIRS/SCIBRS reportable incidents by reports with/without errors.		
Authorized users can run a test NBIRS/SCIBRS report prior to submission		
A notification that NBIRS/SCIBRS errors exist should be shown to the user when preparing the NBIRS/SCIBRS report for submission		
System should allow the user to mark an incident previously submitted to NBIRS/SCIBRS for resubmission as needed		
Authorized users should be able to view a list of incidents pending submission		
Authorized users should be able to view a list of incidents previously submitted		
Court Cases & Appearances		
The solution provides an integrated Court Cases Module at no additional cost.		
The solution provides an integrated Court Appearances Module at no additional cost.		
The solution allows authorized users the ability to create and manage court appearances.		
The solution allows authorized users the ability to create and manage court cases against arrestees and offenders.		
Analytical Tools		

The solution provides the ability to analyze activity using the following analysis options, including, but not limited to: - o Dashboard - o Activity Analysis - o Data Aggregation - o Trend analysis - o Frequency analyses (e.g., analyses with only one variable) - o Spatial analysis (e.g., analyses by user-defined geographical area). - o Time analysis (e.g., by time, date, date range) - o Link analysis (e.g., relationship between non-key related fields) - o Simple relational analyses (e.g., seeking relationships between two data fields) - o Complex relational analysis (e.g., seeking relationships among three or more data fields).		
The solution provides customized dashboards by user to identify that, among other things, provides snapshots of crime activity.		
The solution provides the ability to display warrants assigned to the logged-on user regardless of area when displaying active warrants during spatial analysis.		
The solution provides the ability to display warrants assigned to the logged-on user regardless of area when displaying court papers during spatial analysis.		
Expungement, Seal, and Redaction		
The solution provides the ability for authorized users to expunge selected records from entire system.		
The solution provides the ability for authorized users to un-expunge records.		
The solution provides the ability to expunge a single charge from a case when there are multiple charges.		
The solution provides the ability to electronically redact information when printing reports.		

The solution provides the ability for authorized users to manually remove information from within the system.			
The solution provides the ability to save a copy of the redacted report.			
The solution provides the ability to seal records.			
The solution provides the ability to unseal sealed records.			
The solution provides the ability to seal a case without sealing an entire person.			
The solution provides the ability to prevent all users without the authority to see a sealed record from seeing that the record exists.			
Fleet Management			
The solution provides an integrated Fleet Management Module at no additional cost.			
The solution maintains the following fleet vehicle information: - o Year - o Make - o Model - o VIN - o Type - o Style - o License # - o License State - o Primary Color - o Secondary Color - o Description			
The solution provides the ability to associate custom forms with fleet vehicle records.			
The solution provides the ability to associate custom forms with assigned records.			
The solution provides authorized users the ability to schedule a vehicle for any type of maintenance.			
The solution tracks a vehicle's maintenance history.			

The solution tracks vendors that have performed maintenance on a vehicle.		
The solution tracks vehicle maintenance costs.		
The solution records a vehicle's fuel and oil usage.		
The solution has the ability to attach supporting documents to a vehicle record.		
<i>Inventory Management</i>		
The solution provides an integrated Inventory Management Module at no additional cost.		
The solution provides dedicated fields to capture, maintain, and track equipment assigned to personnel, including, but not limited to, the following: - o Issued to - o Equipment type - o Equipment ID - o Serial number - o Make - o Model - o Manufacturer - o Description - o Condition - o Cost - o Year - o Comments - o Date Purchased - o Date Issued - o Quantity - o Vendor - o Vehicle Type - o Purchase Order Number - o Department/Owner - o Responsible Employee - o Location of Equipment		

The solution provides the ability to capture history of equipment assigned to an individual.		
The solution provides the ability to capture history of equipment assigned to a vehicle.		
The solution provides the ability to associate life cycles with equipment (e.g., equipment expires after 5 years of issuance).		
The solution provides the ability to track inventoried items (e.g., equipment/supplies not yet assigned to individuals).		
The solution provides the ability to dynamically update inventory totals upon receipt of new inventory.		
The solution provides the ability to dynamically update inventory totals upon assignment of inventoried items.		
The solution provides the ability to check equipment back into inventory.		
The solution provides the ability to unlink equipment from personnel upon check-in.		
The solution provides the ability to track returned/replaced equipment.		
Personnel Management		
The solution provides an integrated Personnel Management Module at no additional cost.		
The solution has the ability to capture an image with a digital camera for the purpose of storage with an employee record.		
The solution has the ability upload an image from a camera, computer disk or any standard scanned image file format (e.g., PDF, JPG).		
The solution supports Personnel and Training Module access security at the user level.		
The solution has the ability, at a minimum, to enter and maintain personnel information on every employee.		
The solution has the ability to upload and maintain copies of employee certificates.		

The solution has the ability to track information about the equipment issued to each employee.			
The solution has the ability to track information about the training/certifications of personnel.			
Training			
The solution provides an integrated Training Module at no additional cost.			
The solution has the ability to create and maintain records on all the training courses for which personnel can register.			
The solution allows authorized users to manually add previously attended training courses.			
The solution allows authorized users to manually add previously attained certifications.			
The solution links the course / certification / program information and each individual personnel / training record.			
The solution has the ability to attach multiple supporting documents of various types to each course record.			
The solution has the ability to upload supporting documents and attach to each course record.			
The solution has the ability to create, maintain and track training program records.			
The solution provides the ability to associate multiple required courses with a training program or certification program.			
The solution provides the ability for authorized users to print ad hoc reports as determined by the agency.			
The solution provides the ability to document training received by employee.			
The solution provides the ability to track mandatory training.			
The solution provides the ability to allow individuals to view (not edit) their training records.			
The solution provides the ability to associate costs with each training course.			

The solution provides the ability to associate expiration dates of training.			
The solution provides the ability to attach files to training records.			
The solution provides the ability to track recertification dates.			
The solution provides the ability to track mandatory training requirements.			
The solution provides the ability to define type of training (e.g., in-service, specialized).			
The solution provides the ability to retrieve training records by individual and/or course			
Early Warning System			
The solution provides the ability to identify, track, and intervene with at-risk officer behavior before misconduct occurs			
Early Warning System must include at a minimum the ability to track excessive use of force reports, frequent citizen complaints, and stress-related performance			

Jail Management System (JMS)

Dashboard

JMS includes a dashboard screen capable of showing at minimum:

Current Inmate Window

Assigned Housing Window

Current Housing Location

Dashboard screen must be customizable by the User.

Current inmates window is customizable by the User, showing only desired information.

Current inmate window is capable of displaying (in any user defined combination):

Inmate ID number

Inmate full name

Inmate housing assignment

Inmate booking ID number

Classification level

Inmate alias name

Inmate current age

Inmate birth date

Inmate physical descriptors

Existence of a photo/mugshot

Existence of prints

Inmate citizenship

Inmate current location

Inmate bond information (if allowed)

Current inmate window displays a summary of information to include:

Total number of current inmates

Classification of inmates, by percentage and numeric value

Sex of current inmates, by percentage and numeric value

Current inmates window must allow for the following printed reports:			
Selected inmate			
List of inmates			
Booking information of selected inmate			
Press release			
Wrist band for inmate			
The system includes a separate window for assigned housing. Housing areas listed along with inmates assigned to each area			
The system includes a separate window for current locations. Current locations may include housing and common areas, and a listing of inmates in each area			
System includes a separate window for displaying other locations inmates may be located in (court, hospital, etc.)			
Jail must allow for dragging and dropping of inmates between these separate windows to change locations.			
System records in an activity log, any movement of any inmate from one location to another			
Activity log must also display other activities associated with an inmate (visitations, watches, assessments, etc)			
Dashboard displays a summary of the facility census: race of inmates, sex of inmates, class of inmates and any gang affiliation of current inmates			
BOOKING AND INTAKE PROCESSING			
The booking intake module allows for the following steps:			
Person search from master name index			
Person information, to include physical descriptors			
Booking/arrest information			
Personal (inmate's) property			
Issued property (by the agency)			
Visual assessment			
Mugshot capture/reminder			
Initial housing assignment			

The data entry screens in the intake process must be customizable by the agency.		
Customization shall include:		
Required fields (determined by agency)		
Layout of data fields		
Name/labels of data fields		
RELEASE DASHBOARD		
JMS includes a dashboard displaying release information, based on date/time.		
Release dashboard shows full name, projected release date and time		
JMS prevents the release of any inmate with an active warrant or detainer/hold. Inmate cannot be released until detainer or warrant has been cleared.		
System must allow for the creation of a detainer for any inmate.		
Detainer information must include:		
Inmate information		
Office and or Agency issuing the detainer		
Date/time of issuance of detainer		
Notes specific to the detainer		
Method to show that detainer is no longer active		
EVENTS		
System includes the ability to add facility events (type to be defined by agency).		
Events may be pre-scheduled		
System must allow User to add all parties involved in a facility event.		
TRANSPORTS		
System shall be capable of creating and/or scheduling transports		
Transport information shall include:		
Start location		
End location		

Transport type			
Notes specific to the transport			
Date and time of transport			
Inmates to be transported			
Officers assigned to complete the transport			
USER SPECIFIC DASHBOARD ITEMS			
System shall include a notification "dashboard" displaying the following information:			
Facility incidents assigned to the User			
Facility incidents that the User has clearance access to view			
Facility incident's view must show where the incident is in the workflow process			
Dashboard must display any events scheduled for the User			
Dashboard must display hearings assigned to the User			
ANALYTICS			
JMS shall include a data analytics tool, showing specific activity reports:			
Bookings by day of the week			
Bookings by hour of the day			
Bookings by month			
Bookings by type			
Bookings by Year			
Intake statistics			
Analytics reports should be printable.			
Analytics reports shall be capable of being exported to various file formats: pdf, image, spreadsheet			
VISITATIONS			
JMS must track all inmate visitations.			
Visitation log must display inmate, authorized visitor, and start and end date/time of visitation			
WATCHES			
System should be capable of logging watches.			
Watches shall be defined by the agency (suicide, detox, etc)			

ADDITIONAL FEATURES		
System must be capable of receiving and entering bond payments.		
JMS must allow for entry of disciplinary hearings		
Agency must be able to define the following for hearings:		
Hearing type		
Plea		
Verdict		
Decision		
Sentence		
Representative		
Hearing location		
Date/time of hearing		
Jail must be capable of tracking warrant information.		
Warrant information screen must be customizable by agency.		
System must be capable of alerting Users to the existence of active warrants.		
Jail must have the ability to duplicate existing warrants to reflect additional charges.		
An inmate's booking record must track all of that inmate's activities/movements.		
System shall allow for assessments to be done at any time (visual, medical, PREA.		
System shall allow for an inmate to be "re-assessed" at any time.		
Inmate booking record shall display all known associates.		
Booking record shall display a list of all classifications done for that inmate.		
System must track all mail for the inmate, incoming and outgoing.		
System shall maintain a history of all mugshots taken for the inmate.		
System shall track all monetary transactions for the inmate.		

System shall allow for the capture of electronic signatures.		
System shall allow for scanning and storing of two-sided hard copies.		
System integrates with inmates' McDaniels Commissary accounts		
System integrates with inmates' CPC (Combine Public Communications) telephone and tablet accounts		
JMS sends updates and notifications to users via internal messaging and or M365 emails		
REPORTS		
JMS should offer the following standard reports:		
Audit summary		
Billing report		
ICE Report		
Daily inmate count		
Restrictions report		
Federal summary		
Meal report		
Meal summary		
Inmate charges		
SSA report		
System shall be capable of notifications to enforce conflict rules according to the following:		
Housing capacity		
Housing classification		
Housing associates		
Housing rival gangs		
Transport associates		
Transport rival gangs		
Current location capacity		
Current location associates		
Current location rival gangs		
Current location classification		

