



**CITY OF PHOENIX  
Finance Department  
Procurement Division**

**REQUEST FOR PROPOSAL  
RFP 13-008**

**LAW ENFORCEMENT RECORDS MANAGEMENT SYSTEM**

**CONTACT PERSON  
Larry Jue  
Senior Buyer  
Procurement Division  
602-262-7188  
[larry.jue@phoenix.gov](mailto:larry.jue@phoenix.gov)**



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 Procurement Division  
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 8<sup>th</sup> Floor  
 Phoenix, AZ 85003  
 Phone: (602) 262-7181

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## SECTION I - SOLICITATION INSTRUCTIONS

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### 1. INTRODUCTION

The City of Phoenix (the "City") invites sealed proposals (each a "Proposal") for a law enforcement records management system ("RMS"). As set forth below, the City intends to purchase a new RMS, the term of the contract shall be for seven (7) years, commencing on or about July 15, 2013. The successful Offeror shall be required to implement the RMS during the first year of the contract, provide City employees with ninety (90) days of support after implementation is complete, and provide a one (1) year warranty commencing upon acceptance of the RMS by the City and five (5) years of product maintenance, in accordance with the specifications and provisions contained herein. Throughout this solicitation, the terms "Offeror", "Proposer", "Contractor", and "System Contractor" are used interchangeably.

### 2. BACKGROUND

The Phoenix Police Department's (PPD's) current RMS is referred to as PACE (Police Automated Computer Entry). PACE supports roughly 6,000 user accounts, provides inbound/outbound feeds to over 20 external systems, supports real time access to over 20 law enforcement agencies within the region and stores approximately four terabytes of data. PACE is nearly 28 years old; well beyond its anticipated lifespan. Consequently, full-time personnel are necessary to maintain the hardware and software. On August 1, 2014, full time support will no longer be available, compelling the new RMS to be accepted and live no later than July 15, 2014.

In early 2012, the City established a core project team to: develop a project plan and charter, evaluate the current technical and business environment, begin documenting functional specifications, and retain third-party consulting assistance. By July 1, 2012, the core project team was staffed by twelve full-time employees who report to Project Director Commander Kim Humphrey. Commander Humphrey reports to the Project Sponsors (comprised of the Assistant Police Chief, the Executive Assistant Fire Chief, the Assistant Chief Prosecutor, the Assistant Chief Presiding Judge, the Assistant Chief Information Officer, and the Deputy Finance Director), who report to the City's Criminal Justice Coordination Committee. The core project team is housed in a 2,000 square-foot dedicated project office located within police headquarters.

PPD wishes to implement an innovative, state of the art RMS that is comprehensive, efficient, user friendly, intuitive, adaptive, and capable of supporting excellent service to the community, law enforcement partners, and employees, by July 15, 2014.

### 3. PROJECT BUDGET

The City has budgeted approximately six million dollars (\$6,000,000) in anticipated contractor costs for this project. However, depending on the nature of the proposals received, some percentage of that amount may be required for internal costs including: City project team staff time and overhead, contingencies, consulting, and other third party services.

### 4. SOLICITATION NOTICE

A notice of this solicitation was issued via the City's Vendor Management System (<http://bizopps.phoenix.gov>) using the following Commodity Codes. To receive any future notifications regarding this solicitation, companies and/or individuals must register with the City's Vendor Management System and select one or more of the following codes.

Commodity Codes:      209-37 Data Processing software, Mini/Mainframe Computer  
                                 209-69 Project Management  
                                 209-87 software, Mini/Mainframe Computer (Not Otherwise Classified)



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### 5. SCHEDULE OF EVENTS

Solicitation Event	Estimated Dates
Solicitation Issue Date	August 16, 2012
Mandatory Pre-Offer Conference	August 28, 2012 from 9:00am to 11:00am (local Phoenix time)
Written Inquiries Due Date	September 7, 2012, 2:00pm (local Phoenix time)
Proposal Due Date and Time	September 28, 2012, by 2:00pm (local Phoenix time)
Evaluation Panel Meets	October 22, 2012
Interviews	December 3-14, 2012
City Council Approval	July 15, 2013

Proposal Submittal Location: Calvin Goode Building  
 City of Phoenix  
 Finance Department  
 Procurement Division  
 251 W. Washington Street, 8th Floor  
 Phoenix, AZ 85003

Pre-Offer Conference Location: Calvin Goode Building  
 Conference Room 10E  
 251 W. Washington Street  
 Phoenix, AZ 85003

The City reserves the right to change dates and/or locations as necessary.

### 6. OBTAINING A COPY OF THE SOLICITATION AND ADDENDA

Interested parties may download the complete Solicitation and addenda from <http://www.phoenix.gov/business/contract/opportunities/goods/finbids/index.html>. Internet access is available at all public libraries. Any interested Offerors without Internet access may obtain this Solicitation by calling (602) 262-7181 or by retrieving a hard copy during regular business hours at the City of Phoenix ("City") Finance Department, Procurement Division, 251 W. Washington Street, 8th Floor, Phoenix, AZ, 85003.

This Solicitation is available in large print, Braille, audio tape, or thumb-drive. Note that interface specifications will be distributed to Offerors at the Pre-Offer Conference, as the information is considered sensitive, and should not be distributed to the general public. Please call Larry Jue, Senior Buyer, at (602) 262-7188/Fax (602) 534-1933 or TTY (602) 534-5500 for assistance.

### 7. PREPARATION OF PROPOSALS

- 7.1. Proposals shall be signed by an individual authorized to bind the Offeror. The Proposal shall provide the name, title, address and telephone number of individuals with authority to contractually bind the company and who may be contacted during the period of the Contract.
- 7.2. Proposals shall be typewritten for ease of evaluation and shall be submitted in an 8½ x 11



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- inch loose leaf three-ring binder preferably using double-sided copying and at least 30% post-consumer content paper. In addition, proposals must be submitted in electronic format, on the thumb-drive which will be distributed to Offerors at the mandatory pre-proposal conference.
- 7.3. All Proposals shall include the forms provided in Section V, Submittal. Submittals must be complete and include all of the information required in the Solicitation Instructions and the additional instructions provided in Section V, Submittal. Erasures, interlineations, or other modifications of your proposal shall be initialed in original ink by the authorized person signing the proposal. No Proposal shall be altered, amended or withdrawn after the specified due time and date. The City is not responsible for Offeror's errors and/or omissions. All time periods stated as a number of days shall be calendar days.
- 7.4. It is the responsibility of all Offerors to examine the entire Solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after the due date and time. Offerors are strongly encouraged to:
- A. Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services.
  - B. Study and carefully correlate Offeror's knowledge and observations with this Solicitation document and other related data.
  - C. Promptly notify the City of all conflicts, errors, ambiguities, or discrepancies which an Offeror has discovered in or between the RFP document and such other related documents.
- Offerors are responsible for clearly identifying any and all changes or modifications to any solicitation documents upon submission to the City
- 7.5. The City does not reimburse the cost of developing, presenting or providing any response to this Solicitation. Proposals submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Offeror is responsible for all costs incurred in responding to this Solicitation. All materials and documents submitted in response to this Solicitation become the property of the City and will not be returned.
- 7.6. Offerors are reminded that the specifications stated in this Solicitation are the minimum level required and that proposals submitted must be for services that meet or exceed the minimum level of all features specifically listed in this Solicitation. Proposals offering less than the minimums specified should not be submitted and are subject to rejection as not responsive.
- 7.7. If provisions of the detailed specifications in this Solicitation preclude an otherwise qualified Offeror from submitting a proposal, Offeror(s) shall submit a written request for modification to the Deputy Finance Director at least seven (7) calendar days prior to the proposal Due Date and Time. If the City concurs with any of the requested modifications, the City may issue an addendum to this Solicitation.
- 7.8. Prices shall be submitted on a per unit basis by line item, when applicable. In the event of a disparity between the unit price and extended price, the unit price shall prevail.
- 7.9. Prices offered shall not include applicable state and local taxes. The City will pay all applicable taxes. For the purposes of determining the lowest cost, the City will not take tax into consideration. Taxes must be listed as a separate item on all invoices.



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### 8. SOLICITATION ADDENDA

The City shall not be responsible for any oral instructions made by any employees or officers of the City in regard to the bidding instructions, plans, drawings, specifications, and/or contract documents. Any changes to the plans, drawings specifications and/or contract documents will be in the form of an addendum, which will be available at:

<http://phoenix.gov/business/contract/opportunities/goods/finnumb/index.html> or by calling (602) 262-7181. It is the responsibility of the Offeror to obtain any solicitation addenda. Addenda may be issued to do any or all of the following:

- 8.1. Make changes in the solicitation;
- 8.2. Correct defects or ambiguities;
- 8.3. Provide additional information or instructions; or
- 8.4. Extend the offer due date and time if the City determines that an extension is in the best interest of the City.

Any/all Solicitation Addenda submitted by an Offeror shall be signed by an individual authorized to bind the Offeror and shall be included in the proposal.

### 9. PRICES AND PRICING

Offerors must submit pricing in the forms provided in Exhibit B. See Section VI, Exhibits. All prices in any resulting contract shall be firm and fixed to the contract term.

### 10. LICENSES

If required by law for the operation of the business or work related to this Solicitation, Offeror must possess all valid certifications and/or licenses as required by federal, state and local laws by the proposal Due Date and Time.

### 11. CERTIFICATION

By signature in the offer section of Submittal 1, Offeror certifies as follows:

- 11.1. The submission of the Offer did not involve collusion or other anti-competitive practices.
- 11.2. The Offeror shall not discriminate against any employee, or any applicant for employment in violation of Federal or State Law.
- 11.3. The Offeror has not given, offered to give, nor intends to give, at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted proposal.

### 12. PROPOSAL CONTENTS

Proposals shall include the following submittals:

**Submittal 1 – Offer Form.** In accordance with the Solicitation Instructions, Preparation of Proposals, Offers shall include a signed Offer Submittal form.

**Submittal 2 – Solicitation Addenda.** In accordance with the Solicitation Instructions, Solicitation Addenda, Offers shall include and attach signed copies of any and all Solicitation Addenda, to the attached Submittal form.

**Submittal 3 – Cover Letter.** In accordance with the Solicitation Instructions, the Offeror must prepare a cover letter which addresses the requested topics.

**Submittal 4 – Mandatory Requirements.** Offerors must review and affirm their compliance with the mandatory requirements of this solicitation.





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**Submittal 5 – Functional and Technical System Requirements.** In accordance with the Solicitation Instructions, Offerors must provide responses to the Functional and Technical System Requirements, located in Exhibit A. See Section VI, Exhibits. The responses must be filled in as instructed in Exhibit A using the provided Microsoft Excel workbook (provided on a thumb-drive to attendees at the mandatory pre-proposal conference). Offerors must submit their responses to Exhibit A in both printed, and electronic, formats (Offerors must submit their electronic proposal on the thumb-drive provided at the pre-proposal conference).

**Submittal 6 – Implementation and Support.** In accordance with the Solicitation Instructions, Offerors must provide responses to the questions and requirements pertaining to the Offeror's capacity to implement and support the RMS Solution. Offerors shall respond to questions in the attached Submittal form.

**Submittal 7 – Contractor's Qualifications, Experience, and References.** In accordance with the Solicitation Instructions, Offerors must provide responses to the questions and requirements pertaining to the Offeror's organizational qualifications, experience and prior clientele. Offerors shall respond to questions in the attached Submittal form.

**Submittal 8 – Cost Proposal.** Offerors must complete the cost proposal forms using the provided forms as instructed herein and in Exhibit B. One copy of the completed spreadsheet must be printed and included in the proposal response. Proposals that contain improperly or incomplete cost proposal forms may be rejected as being nonresponsive.

**Submittal 9 – Compliance with Terms and Conditions.** In accordance with the Standard Terms and Conditions and the Special Terms and Conditions, Offerors shall respond with their acceptance of these terms and conditions by submitting Submittal 9.

**Submittal 10 – Exceptions to Terms and Conditions.** In accordance with the Standard Terms and Conditions and the Special Terms and Conditions, Offerors shall respond with their acceptance of these terms and conditions by submitting Submittal 10.

**Submittal 11 – Confidential Information.** In accordance with the Public Records clause in the Standard Terms and Conditions, Offerors shall list any and or all contents of their proposal they deem to be confidential, in this Submittal form or attached immediately to this form.

### 13. SUBMISSION OF PROPOSAL

Offerors shall submit one (1) original and seven (7) complete copies of their proposal. Proposals must be in the actual possession of the Procurement Division on or prior to the exact time and date indicated in the Schedule of Events. Late proposals shall not be considered. The prevailing clock shall be the City Finance Department, Procurement Division's time stamp clock. Proposals must be submitted in a sealed envelope and the following information must be noted on the outside of the envelope:

Offeror's Name  
Offeror's Address (as shown on the Offer Form)  
RFP Number  
RFP Title

### 14. WITHDRAWAL OF OFFER

At any time prior to the solicitation due date and time, an Offeror (or Offeror's designated representative) may withdraw the proposal by submitting a request in writing and signed by a duly authorized representative. Withdrawal requests shall be submitted to Senior Buyer Larry Jue via USPS or e-mail. Facsimiles, telegraphic or mailgram withdrawals shall not be considered.



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### 15. OFFER AND ACCEPTANCE PERIOD

Proposals shall remain in effect for a period of one hundred eighty (180) calendar days from the proposal Due Date and Time. Upon the City's written request and with the Offeror's written concurrence, the offer and acceptance period may be extended for additional periods of time as necessary.

### 16. PROPOSAL OPENING

Proposals will be opened on the proposal due date, time and location indicated in the Schedule of Events at which time the name of each Offeror shall be read. Proposals and other information received in response to this Solicitation shall be shown only to authorized City personnel having a legitimate interest in them or persons assisting the City in the proposal evaluation process. Proposals are not available for public inspection until after an award recommendation has been posted on the City's website.

### 17. EVALUATION COMMITTEE AND CRITERIA

In accordance with City of Phoenix Administrative Regulation 3.10, the Evaluation Committee shall recommend to the City Council that any contract resulting from this Solicitation be awarded to the responsive and responsible Offeror whose Proposal is determined in writing to be the most advantageous to the City based upon the evaluation criteria listed below (collectively, the "Evaluation Criteria"). The Evaluation Criteria are listed in the relative order of importance.

- |    |   |                  |
|----|---|------------------|
| A. | Functional and Technical System Requirements            | 300 Points (30%) |
| B. | Implementation and Support                              | 200 Points (20%) |
| C. | Contractor's Qualifications, Experience, and References | 200 Points (20%) |
| D. | Cost Proposal   | 200 Points (20%) |
| E. | Compliance with Terms and Conditions                    | 100 Points (10%) |

### 18. EVALUATION

The City shall evaluate Proposals as set forth below.

#### Step 1: Minimal Responsiveness

Upon receipt, the City shall review each Proposal to determine whether it meets the minimum requirements set forth in paragraph 13, Section I, of this Solicitation to qualify for initial evaluation. Any Proposals that, in the City's determination, do not meet the minimum requirements, may be set aside and not considered further. The City shall promptly notify Offerors if their Proposal was set aside as not meeting the minimum requirements, unless the City determines in writing that doing so would unreasonably compromise the City's ability to continue the evaluation process for the remaining Proposals.

#### Step 2: Initial Evaluation

The Evaluation Committee shall evaluate all Proposals determined to meet the minimum requirements based on the Evaluation Criteria set forth in this Solicitation. As the result of this initial evaluation, the Evaluation Committee shall determine which of the most highly rated Proposals are within the competitive range and have a reasonable chance of being accepted (the "Competitive Offerors"). Any Proposals that, in the Evaluation Committee's determination, are not within the competitive range may be set aside and not considered further. The City shall promptly notify Offerors if their Proposal was set aside by the Evaluation Committee as not being within the competitive range, unless the City determines in writing that doing so would unreasonably compromise the City's ability to continue the evaluation process for the remaining Proposals.



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### Step 3: Discussions

The City shall invite Competitive Offerors to participate in Discussions, including any product demonstrations requested by the Evaluation Committee. Discussions may be conducted orally or in writing, and may address any aspect of the Competitive Offeror's Proposal. During Discussions, the City shall ensure there are no disclosures of Proposal contents to other Offerors.

### Step 4: Proposal Revisions

At the conclusion of Discussions, the City shall request revisions from each Competitive Offeror with whom Discussions have been conducted (a "Proposal Revision"). The City shall include in the written request for a Proposal Revision (a) the date, time, and place for submission of the Proposal Revision; and (b) a statement that if a Competitive Offeror does not submit a Proposal Revision, their Proposal shall stand as-is. Competitive Offerors may revise any aspects of their Proposal in their Proposal Revision. The City shall request a Proposal Revision only once, unless the City makes a written determination that it is advantageous to the City to hold further Discussions and request a further Proposal Revision.

### Step 5: Revised Evaluation

Upon receipt of any Proposal Revisions, the Evaluation Committee may revise its initial evaluations to reflect any changes included in the Proposal Revisions.

#### 19. AWARD RECOMMENDATION

Based on the evaluation process set forth above, the Evaluation Committee may recommend award of the contract to the most highly rated Competitive Offeror if doing so is advantageous to the City. The City shall post the award recommendation to the City's website and forward the recommendation to the City Council for appropriate action.

#### 20. ONLY ONE PROPOSAL RECEIVED

If only one Proposal is received, the City may require that the Offeror submit cost data in sufficient detail for the City to perform a cost/price analysis to determine if the Proposal's price is fair and reasonable.

#### 21. REFERENCES

The City may check all references and may contact any City departments or third parties that may have previously worked with the Offeror, whether or not such parties were listed as a reference.

#### 22. CONFLICT OF INTEREST

The City reserves the right to disqualify any Offeror on the basis of any real or apparent conflict of interest that is disclosed by the proposal submitted or any conflict of interest made apparent from other data available to the City. This disqualification is at the sole discretion of the City. Any Offeror submitting a Proposal herein waives any right to object to a disqualification based upon a conflict of interest now, or at any future time, before any body or agency, including but not limited to, the City Council of the City of Phoenix or any court.

#### 23. AWARD RECOMMENDATION

A response to this Solicitation is an offer to contract with the City based upon the terms, conditions, and specifications contained in the City's Solicitation. A Proposal does not become a contract until it is authorized by the City Council and executed by the Deputy Finance Director and the successful Offeror. Notwithstanding any other provision of this Solicitation, the City reserves the right to:

- A. Waive any immaterial defect or informality; or



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- B. Reject any or all proposals or portions thereof; or
- C. Withdraw this Solicitation and reissue a new solicitation.

### 24. SOLICITATION TRANSPARENCY

Beginning on the date the Solicitation is issued and until the date the contract is awarded or the Solicitation withdrawn, all persons or entities that respond to the Solicitation, including their employees, agents, representatives, proposed partner(s), subcontractor(s), joint venturer(s), member(s), or any of their lobbyists or attorneys, (collectively, the Offerors) will refrain, from any direct or indirect contact with any person (other than the designated Solicitation Contact Person) who may have or has a part in the selection process, including members of the evaluation panel, the City Manager, Assistant City Manager, Deputy City Managers, Department heads, the Mayor and other members of the Phoenix City Council. As long as the solicitation is not discussed, Offerors may continue to conduct business with the City and discuss business that is unrelated to this Solicitation with the City staff who are not involved in the selection process.

Offerors may discuss their proposal or the Solicitation with the Mayor or one or more members of the Phoenix City Council, provided such meetings are scheduled through the Solicitation Contact Person, are conducted in person at 251 West Washington, Phoenix, Arizona, 85003, and are posted as open meetings with the City Clerk at least twenty-four (24) hours prior to the scheduled meetings. The City Clerk will be responsible for posting notice of the meetings. The posted notice shall identify the participants and the subject matter, as well as invite the public to participate.

With respect to the selection of the successful Offerors, the City Manager and/or the City Manager's Office will continue the past practice of exerting no undue influence on the process. In all solicitations of bids and proposals, any direction on the selection from the City Manager, the City Manager's Office and/or any Department Heads (or representatives) to the proposal review panel or selecting authority must be provided in writing to all prospective Offerors.

This policy is intended to create a level playing field for all Offerors, assure that Contracts are awarded in public, and protect the integrity of the selection process. **OFFERORS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED.**

### 25. PROTESTS

Recommendations to award the Contract to a particular Offeror shall be posted on the Procurement Division's website at:

<http://phoenix.gov/business/contract/opportunities/goods/fintabsnumb/index.html> . Any unsuccessful Offeror may file a protest no later than seven (7) calendar days after the recommendation is posted on the website. All protests shall be in writing, filed with the Procurement Authority identified in the solicitation and include the following:

- A. Identification of the RFP or Solicitation number;
- B. The name, address and telephone number of the protester;
- C. A detailed statement describing the legal and factual grounds for the protest, including copies of relevant documents;
- D. The form of relief requested; and
- E. The signature of the protester or its authorized representative.

The Procurement Authority will render a written decision within fourteen (14) days after the protest is filed. The City will not request City Council authorization to award the contract until the protest process is completed.



## SECTION I - SOLICITATION INSTRUCTIONS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

### 26. ELECTRONIC DOCUMENTS

This Solicitation is provided in an electronic format. Any unidentified alteration or modification to any solicitation documents, to any attachments, exhibits, forms, charts or illustrations contained herein shall be null and void. In those instances where modifications are identified, the original document published by the City shall take precedence. As provided in the Solicitation Instructions, Offerors are responsible for clearly identifying any and all changes or modifications to any solicitation documents upon submission to the City.



## SECTION II - STANDARD TERMS AND CONDITIONS

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### 1. DEFINITION OF KEY WORDS

**Shall, Must:** Indicates a requirement. Failure to respond to such requirements may result in the rejection of a proposal as non-responsive.

**Should:** Indicates something that is recommended but not required. If the Offeror fails to provide recommended information, the City may, at its sole option, ask the Offeror to provide the information or evaluate the offer without the information.

**May:** Indicates something that is not required, but permissible.

For purposes of this Solicitation, the following definitions shall apply:

Acronym/Term	Definition
<b>Acceptance Test Plan (ATP)</b>	An Acceptance Test Plan (ATP) is a written document that contains the procedures that will be used to verify that the system meets the RFP's requirements and specifications.
<b>Arizona Crime Information Center (ACIC)</b>	The ACIC is a state repository of files on persons, property, misdemeanor and felony warrants and houses the copy/edited files for stolen/abandoned vehicles, stolen vehicle parts, and stolen license plates.
<b>Arizona Criminal Justice Information System (ACJIS)</b>	The Arizona Criminal Justice Information System (ACJIS) is a network maintained by the Arizona Department of Public Safety, and made available to authorized local, state, and federal criminal justice agencies and is connected to two important national computer networks: National Law Enforcement Telecommunications System (NLETS) and National Crime Information Center (NCIC).
<b>Arizona Counter Terrorism Information Center (ACTIC)</b>	The Arizona Fusion Center, also known as the Arizona Counter Terrorism Information Center (ACTIC), is a joint effort between the Arizona Department of Public Safety, Arizona Department of Homeland Security, Federal Bureau of Investigation and other participating agencies. To support the Arizona homeland security effort the Arizona Fusion Center was established and became operational in October of 2004. The Center operates on a 24/7 basis, providing both intelligence, investigative and technical support to state, local, tribal and federal law enforcement agencies as well as other agencies critical to Arizona and the country's homeland security efforts.
<b>Active Directory (AD)</b>	Active Directory is a technology created by Microsoft that provides a variety of network services, including: <ul style="list-style-type: none"> <li>• Lightweight Directory Access Protocol (LDAP)-like directory services</li> <li>• Kerberos-based authentication</li> <li>• Domain Name System (DNS)-based naming and other network information</li> </ul>
<b>Advanced Encryption Standard (AES)</b>	An Advanced Encryption Standard (AES) is a data encryption standard that was adopted by the U.S. Government. It was initially announced by the National Institute of Standards in 2001, became effective as a standard in 2002 and is now used worldwide.



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Acronym/Term	Definition
<b>Application Programming Interface (API)</b>	Application Programming Interface (API) is an interface that a software Application implements in order to allow other software applications to interact with it; much in the same way that software might implement a user interface in order to allow humans to interact with it. API's are implemented by applications, libraries and operating systems to define how other software can make calls to or request services from them. An API determines the vocabulary and calling conventions the programmer should employ to use the services. It may include specifications for routines, data structures, object classes, and protocols used to communicate between the consumer and implementer of the API.
<b>Application Service Providers (ASPs)</b>	A business that provides computer-based services to customers over a network.
<b>A.R.S.</b>	Arizona Revised Statute
<b>Automated Field Reporting (AFR)</b>	Automated Field Reporting (AFR) is a component of a law enforcement records management system that enables system users to complete their reports remotely through mobile devices located in the field.
<b>Automated Fingerprint Identification System (AFIS)</b>	Automated Fingerprint Identification System (AFIS) is the process of automatically matching one or many unknown fingerprints against a database of known and unknown prints.
<b>Automatic Location Identification (ALI)</b>	Automatic Location Identification (ALI) is a feature of enhanced 9-1-1 telephone systems that provides the street address or geographic location of the calling device.
<b>Automatic Number Identification (ANI)</b>	Automatic Number Identification (ANI) is a feature of enhanced 9-1-1 telephone systems that identifies the telephone number of the calling party.
<b>Backup</b>	A copy of data, applications and / or operating systems on an alternate device or media.
<b>Bandwidth</b>	Bandwidth is a measure of available or consumed data communication resources expressed in bit/s or multiples of it (kbit/s, Mbit/s etc).
<b>Be On The Lookout (BOLO)</b>	An all-points bulletin, also known as a be-on-the-lookout (BOLO) is a broadcast issued from one US law enforcement agency to another. It typically contains information about a wanted person who is to be arrested or a person of interest, whom law enforcement officers are to look for. They are usually dangerous or missing persons. Such an alert may also be called a lookout or an "attempt to locate" (ATL).
<b>Boolean Logic</b>	Boolean Logic is a complete system for logical operations, used in many systems and includes Boolean operators such as "true", "false", "and", "not", "or", etc.
<b>Border Gateway Protocol (BGP)</b>	The core routing protocol of the Internet. It maintains a table of IP networks or 'prefixes' which designate network reachability among autonomous systems (AS). It is described as a path vector protocol. BGP does not use traditional Internet Gateway Protocol (IGP) metrics, but makes routing decisions based on path, network policies and/or rule sets.



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Acronym/Term	Definition
<b>Business Processes</b>	A business process or business method is a collection of related, structured activities or tasks that produce a specific service or product (serve a particular goal) for a particular customer or customers. It often can be visualized with a flowchart as a sequence of activities.
<b>Business Process Reengineering (BPR)</b>	Business process reengineering (BPR) is, in computer science and management, an approach aimed at improvements by means of elevating efficiency and effectiveness of the business process that exist within and across organizations. The key to BPR is for organizations to look at their business processes from a "clean slate" perspective and determine how they can best construct these processes to improve how they conduct business.
<b>Buyer</b>	City of Phoenix, City Procurement Division staff person responsible for the solicitation.
<b>CBP</b>	US Customs and Border Patrol.
<b>Call for Service (CFS)</b>	A Call For Service (CFS) is a request for assistance made by the public to an emergency communication (9-1-1) center.
<b>Central Processing Unit (CPU)</b>	The Central Processing Unit (CPU) or processor is the portion of a computer system that carries out the instructions of a computer program, and is the primary element carrying out the computer's functions.
<b>City</b>	The City of Phoenix, Arizona.
<b>Comma Separated Value (CSV)</b>	A comma-separated values (CSV) file is used for the digital storage of data structured in a table of lists form, where each associated item (member) in a group is in association with others also separated by the commas of its set. Each line in the CSV file corresponds to a row in the table. Within a line, fields are separated by commas, each field belonging to one table column. Since it is a common and simple file format, CSV files are often used for moving tabular data between two different computer programs, for example between a database program and a spreadsheet program.
<b>Compact Disc (CD)</b>	An optical disc used to store digital data.
<b>Compact Disc Read Only Memory or Media (CD-ROM)</b>	A pre-pressed compact disc that contains data accessible to, but not writable by, a computer.
<b>Comparative Statistics (CompStat)</b>	CompStat is the name given to the New York City Police Department's accountability process and has since been replicated in many other departments. CompStat is a management philosophy or organizational management tool for police departments. It is a multilayered dynamic approach to crime reduction, quality of life improvement, and personnel and resource management. CompStat employs Geographic Information Systems and was intended to map crime and identify problems.





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Acronym/Term	Definition
<b>Computer Aided Dispatch (CAD) System</b>	Computer Aided Dispatch (CAD) is a computerized system that assists in the dispatching of emergency responders to an emergency event, maintaining the status of emergency resources, and tracking all transactions associated with emergency events and resources. The existing CAD in Phoenix is provided by Versaterm, and brand-named Versadex.
<b>Computer Room</b>	A room or set of rooms that contains appropriate environmental, power, heating, ventilation, air conditioning, and communications required by typical computer servers.
<b>Contract</b>	The legal agreement executed between the City of Phoenix, AZ and the contractor.
<b>Contract Representative</b>	The City employee or employees who have specifically been designated to act as a contact person or persons to the contractor, and responsible for monitoring and overseeing the contractor's performance under this contract.
<b>Contractor</b>	The individual, partnership, or corporation who, as a result of the competitive process, is awarded a contract by the City of Phoenix.
<b>Criminal Investigation and Identification Number (CII)</b>	Identification number assigned by a State or the US Department of Justice.
<b>Crystal Reports</b>	Crystal Reports is a business intelligence application owned by SAP's Business Objects division and is used to design and generate reports from a wide range of data sources.
<b>Data Aggregation</b>	Data aggregation is a process in which detailed information is mathematically or statistically aggregated and presented in summary format.
<b>Data Portal</b>	A software application that provides standard reporting as well as ad hoc reporting on information stored within the system.
<b>Database Management System (DBMS)</b>	A Database Management System (DBMS) is a set of computer programs that controls the creation, maintenance, and the use of databases in a computer platform or of an organization and its end users. It allows organizations to place control of organization-wide database development in the hands of database administrators (DBAs) and other specialists. A DBMS is a system software package that helps the use of integrated collection of data records and files known as databases. It allows different user application programs to easily access the same database.
<b>Date of Birth (DOB)</b>	Date of Birth (DOB) corresponds with the date that an individual was born.
<b>Days</b>	Means calendar days unless otherwise specified.
<b>Department of Justice (DOJ)</b>	The United States Department of Justice (DOJ) is part of the Federal Government's executive branch. DOJ's mission is to enforce the law and defend the interests of the United States according to the law; to ensure public safety against threats foreign and domestic; to provide federal leadership in preventing and controlling crime; to seek just punishment for those guilty of unlawful behavior; and to ensure fair and impartial administration of justice for all Americans.
<b>Department of</b>	The Arizona Department of Public Safety (DPS) is a state agency whose mission



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Acronym/Term	Definition
<b>Public Safety (DPS)</b>	is to protect human life and property by enforcing state laws, deterring criminal activity, ensuring highway and public safety, and providing vital scientific, technical, and operational support to other criminal justice agencies.
<b>Deputy Finance Director</b>	The contracting authority for the City of Phoenix, AZ, authorized to sign contracts and amendments thereto on behalf of the City of Phoenix, AZ.
<b>Designated Project Manager</b>	Individual designated by the Offeror to manage the Offeror's components of the Project and to be the main point of contact during the Project's implementation should the Offeror be selected to implement the Project.
<b>Disaster Recovery (DR)</b>	Preparations for recovery or continuation of technology infrastructure critical to an organization after a natural or human-induced disaster. Disaster recovery planning is a subset of a larger process known as business continuity planning and should include planning for resumption of applications, data, hardware, communications (such as networking) and other IT infrastructure.
<b>Domain Name System (DNS)</b>	A hierarchical naming system for computers, services, or any resource participating in the Internet. It translates domain names meaningful to humans, into the numerical (binary) identifiers associated with networking equipment, for the purpose of locating and addressing these devices worldwide.
<b>Dynamic Host Configuration Protocol (DHCP)</b>	A network application used by devices (DHCP clients) to obtain configuration information for operation in an Internet Protocol network.
<b>Employer</b>	Any individual or type of organization that transacts business in this state, that has a license issued by an agency in this state and employs one or more employees in this state. Employer includes this state, any political subdivision of this state and self-employed persons. In the case of an independent contractor, employer means the independent contractor and does not mean the person or organization that uses contract labor. (A.R.S. 23-211).
<b>Entity Relationship Diagrams (ERDs)</b>	In software engineering, an Entity-Relationship Model (ERM) is an abstract and conceptual representation of data. Entity-relationship modeling is a database modeling method, used to produce a type of conceptual schema or semantic data model of a system, often a relational database, and its requirements in a top-down fashion. Diagrams created using this process are called entity-relationship diagrams, or ER diagrams or ERDs for short.
<b>Environmental Systems Research Institute (ESRI)</b>	Environmental Systems Research Institute (ESRI) is a geographic information system company located in Redlands, CA.
<b>EPA</b>	Environmental Protection Agency
<b>ESRI ArcGIS Server</b>	ArcGIS Server is a GIS product manufactured by ESRI. Organizations use an ArcGIS Server to distribute maps and GIS capabilities via Web mapping applications and services to improve internal workflows, communicate vital issues, and engage stakeholders.
<b>Extensible Markup Language (XML)</b>	XML is a set of rules for encoding documents electronically with a focus on enabling document transport and storage in a universal format. XML's design goals emphasize simplicity, generality, and usability over the Internet. Although XML's design focuses on documents, it is widely used for the representation of arbitrary data structures, for example in web services.
<b>FIFRA</b>	Federal Insecticide, Fungicide and Rodenticide Act.



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Acronym/Term	Definition
<b>File Transfer Protocol (FTP)</b>	File Transfer Protocol (FTP) is a standard network protocol used to exchange and manipulate files over a TCP/IP based network, such as the Internet. FTP is built on a client-server architecture and utilizes separate control and data connections between the client and server applications. FTP is also often used as an application component to automatically transfer files for program internal functions. FTP can be used with user-based password authentication or with anonymous user access.
<b>FIS</b>	Federal Inspection Services.
<b>Geofile</b>	A Geofile is a geographic reference file that may actually be composed of one or more separate component files. Geofiles are used by public safety systems for a variety of purposes including location validation, mapping, coordinate assignment, shortest path calculation, boundary assignments, and other geographic related functions. Geofiles typically contain topologically structured street networks with street names, valid addresses or address ranges, and other attribute information. Geofiles can contain point, linear, and polygon information such as landmarks, rivers and streams, and police and fire reporting districts.
<b>Geographic Information System (GIS)</b>	A Geographic Information System (GIS) is a computerized system that captures, stores, analyzes, manages, and presents data that is linked to locations. Typically, Geographic Information Systems are composed of geographic data (e.g., street network, police district boundaries, traffic accident locations, etc.) and information about the geographic data, otherwise known as attribute information. In addition to data storage, geographic information system typically provide a variety of spatial functions such as mapping, network analysis, location validation, shortest path analysis, point in polygon analysis, etc.
<b>Global Justice XML Data Model (GJXDM or Global JXDM)</b>	The Global Justice XML Data Model (GJXDM or Global JXDM) is a data reference model for the exchange of information within the justice and public safety communities. The Global JXDM is a product of the Global Justice Information Sharing Initiative's (Global) Infrastructure and Standards Working Group (ISWG), and was developed by the Global ISWG's XML Structure Task Force (XSTF).
<b>Global Positioning System (GPS)</b>	The Global Positioning System (GPS) is a U.S. space-based global navigation satellite system. It provides reliable positioning, navigation, and timing services to worldwide users on a continuous basis in all weather, day and night, anywhere on or near the Earth.
<b>General Packet Radio Service (GPRS)</b>	General packet radio service (GPRS) is a packet oriented mobile data service available to users of the 2G cellular communication systems global system for mobile communications (GSM), as well as in the 3G systems. In 2G systems, GPRS provides data rates of 56-114 kbit/s.
<b>Graphical User Interface (GUI)</b>	<p>A Graphical User Interface (GUI) is an interface between the user and the computer program that takes advantage of the computer's graphics capabilities to make the program easier to use. Well-designed graphical user interfaces can free the user from learning complex command languages. Graphical user interfaces, such as Microsoft Windows and the one used by the Apple Macintosh, feature the following basic components:</p> <ul style="list-style-type: none"> <li>• Pointer – A symbol that appears on the display screen and that users move to select objects and commands</li> <li>• Pointing device – A device, such as a mouse or trackball that enables</li> </ul>



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Acronym/Term	Definition
	<p>users to select objects on the display screen.</p> <ul style="list-style-type: none"> <li>• Icons – Small pictures that represent commands, files, or windows. By moving the pointer to the icon and pressing a mouse button, users can execute a command or convert the icon into a window.</li> <li>• Desktop – The area on the display screen where icons are grouped is often referred to as the desktop because the icons are intended to represent real objects on a real desktop.</li> <li>• Windows – Users can divide the screen into different areas called a window. In each window, users can run a different program or display a different file.</li> <li>• Menus – Most graphical user interfaces let users execute commands by selecting a choice from a menu.</li> </ul>
<b>Health Insurance Portability and Accountability Act (HIPAA)</b>	<p>The Health Insurance Portability and Accountability Act (HIPAA) was enacted by the U.S. Congress in 1996. Title I of HIPAA protects health insurance coverage for workers and their families when they change or lose their jobs. Title II of HIPAA, known as the Administrative Simplification (AS) provisions, requires the establishment of national standards for electronic health care transactions and national identifiers for providers, health insurance plans, and employers. Title II helps people keep their medical information private.</p>
<b>Heating, Ventilation, and Air Conditioning (HVAC)</b>	<p>The technology of proper heating, ventilation, and air conditioning for a facility.</p>
<b>IEEE 802.11</b>	<p>IEEE 802.11 is a set of standards carrying out wireless local area network (WLAN) computer communication in the 2.4, 3.6 and 5 GHz frequency bands. They are implemented by the IEEE LAN/MAN Standards Committee (IEEE 802).</p>
<b>IEEE 802.16</b>	<p>IEEE 802.16 is a series of Wireless Broadband standards authored by the IEEE. The current version is IEEE 802.16-2009 amended by IEEE 802.16j-2009.</p>
<b>Information Exchange Package Documentation (IEPD)</b>	<p>An IEPD, or Information Exchange Package Documentation, is a NIEM specification for a data exchange and defines a particular data exchange. For example, there is an IEPD that defines the information content and structure for an Amber Alert, a bulletin or message sent by law enforcement agencies to announce the suspected abduction of a child. It is a set of artifacts consisting of normative exchange specifications, examples, metadata, and documentation encapsulated by a catalog that describes each artifact. The entire package is archived as a single compressed file. When uncompressed, the catalog is a hyperlinked index into the IEPD and can be opened in a standard browser. The user may use the catalog to overview the IEPD contents or to open each individually.</p>
<b>Intergovernmental Agreement (IGA)</b>	<p>An Intergovernmental Agreement (IGA) is a formal contract between two government agencies that specifies a working relationship between the two agencies, and the work to be done by one or both of the agencies, information to be shared, or some other mutually agreeable relationship between the two agencies referenced in the IGA.</p>
<b>ITB (Information Technology Bureau)</b>	<p>The City of Phoenix Police Department's Information Technology Bureau is responsible for management, policy setting, strategic planning and leadership in the use of computer, radio, and telecommunications technologies, to support the delivery of effective law enforcement technology services.</p>



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Acronym/Term	Definition
<b>Jail Management System (JMS)</b>	A Jail Management System (JMS) is a computerized system that is used to manage jail facilities and inmates.
<b>Java Database Connectivity (JDBC)</b>	An Application Programming Interface (API) that defines how a client accesses a database.
<b>Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Jeanne Clery Act)</b>	A federal law that requires colleges and universities to disclose certain timely and annual information about campus crime and security policies.
<b>Law Enforcement Information Technology Standards Council (LEITSC)</b>	The Law Enforcement Information Technology Standards Council (LEITSC) program fosters the growth and strategic planning and implementation of integrated justice systems. It is comprised of four of the nation's leading law enforcement associations: the International Association of Chiefs of Police, the National Organization of Black Law Enforcement Executives; the National Sheriffs' Association, and the Police Executive Research Forum.
<b>Law Enforcement National Data Exchange (N-DEx)</b>	N-DEx is a criminal justice information sharing system that provides nationwide connectivity to disparate local, state, tribal, and federal systems for the exchange of information. N-DEx provides law enforcement agencies with a powerful investigative tool to search, link, analyze, and share information (for example, incident and case reports) on a national basis. N-DEx primarily benefits local law enforcement in their role as the first line of defense against crime and terrorism.
<b>Linux</b>	Linux is a generic term referring to Unix-like computer operating systems based on the Linux kernel. Their development is one of the most prominent examples of free and open source software collaboration; typically all the underlying source code can be used, freely modified, and redistributed, both commercially and non-commercially, by anyone under the terms of the software licenses.
<b>Local Area Network (LAN)</b>	A Local Area Network (LAN) is a computer network covering a small physical area, like a home, office, or small group of buildings, such as a school, or an airport. The defining characteristics of LANs, in contrast to wide-area networks (WANs), include their usually higher data-transfer rates, smaller geographic area, and lack of a need for leased telecommunication lines.
<b>Manufacturer</b>	A firm that operates or maintains a factory or establishment that produces on the premises, the materials, supplies, articles or equipment required under the contract
<b>Master Location Index (MLI)</b>	A Master Location Index (MLI) is a central depository of location based information in a records management system. All system involvements at a particular location are stored and accessible through the MLI.
<b>Master Name Index (MNI)</b>	A Master Name Index (MNI) is a central depository of information regarding individuals in a records management system. All system involvements of a specific person, as well as historical and current information about that individual, are stored and accessible through the MNI.
<b>Master Property Index (MPI)</b>	A Master Property Index (MPI) is a central depository of information regarding property in a records management system. All system involvements of a specific property item, as well as historical and current information about that property, are



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Acronym/Term	Definition
	stored and accessible through the MPI.
<b>Master Vehicle Index (MVI)</b>	A Master Vehicle Index (MVI) is a central depository of information regarding vehicles in a records management system. All system involvements of a specific vehicle, as well as historical and current information about that vehicle, are stored and accessible through the MVI.
<b>Mobile Data Computer (MDC)</b>	A Mobile Data Computer (MDC) is a powerful, fully functional personal computer used to communicate with other mobile data computers, with attached devices, with centralized application servers, with computer aided dispatch systems, and to run local applications.
<b>Mobile Data Terminal (MDT)</b>	A Mobile Data Terminal (MDT) is a simple computerized device used to communicate with other MDTs and/or a central dispatch office. Mobile data terminals feature a screen on which to view information and a keyboard or keypad for entering information, and may be connected to various peripheral devices. MDTs typically do not have the computing capabilities of personal computers and are simple devices used to primarily send and receive text-based information.
<b>Modus Operandi (MO) or Method of Operation</b>	Modus operandi (often used in the abbreviated forms M.O. or simply Method) is a Latin phrase, approximately translated as "method of operating". The term is used in English to describe someone's habits or manner of working, the method of operating or functioning. It is often used in a criminal sense, to profile the methods employed by individuals during the execution of a crime, and may also be used in offender profiling, where it can also be used to find clues to the perpetrator's psychology. It largely consists of the methods used to execute the crime, prevent detection, and facilitate escape.
<b>National Crime Information Center (NCIC)</b>	The National Crime Information Center (NCIC) is the United States' central database for tracking crime-related information. Since 1967, the NCIC has been maintained by the Federal Bureau of Investigation's Criminal Justice Information Services Division, and is interlinked with similar systems that each state maintains. Data is received from federal, state and local law enforcement agencies, as well as tribal law enforcement agencies, railroad police, and non-law enforcement agencies, such as state and federal motor vehicle registration and licensing authorities.
<b>National Incident Based Reporting System (NIBRS)</b>	The National Incident Based Reporting System (NIBRS) is an incident-based reporting system for crimes known to law enforcement. For each crime incident coming to the attention of law enforcement, a variety of data are collected about the incident. These data include the nature and types of specific offenses in the incident, characteristics of the victim(s) and offender(s), types and value of property stolen and recovered, and characteristics of persons arrested in connection with a crime incident. Incident-based data provide an extremely large amount of information about crime. The information is also organized in complex ways, reflecting the many different aspects of a crime. NIBRS is a part of the program that provides a nationwide view of crime based on the submission of crime information by law enforcement agencies throughout the country. NIBRS data are submitted either through a state intermediary or directly to the national reporting program, which is administered by the FBI.



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Acronym/Term	Definition
<b>National Information Exchange Model (NIEM)</b>	NIEM is an information sharing framework based on the World Wide Web Consortium (W3C) Extensible Markup Language (XML) Schema standard. In February 2005, the U.S. Departments of Justice (DOJ) and Homeland Security (DHS) signed a cooperative agreement to jointly develop NIEM by leveraging and expanding the Global Justice XML Data Model (GJXDM) into multiple domains. NIEM is a result of a combined government and industry effort to improve information interoperability and exchange within the United States at federal, state, tribal, and local levels of government.
<b>National Institute of Standards and Technology (NIST)</b>	Founded in 1901, NIST is a non-regulatory federal agency within the U.S. Department of Commerce. NIST's mission is to promote U.S. innovation and industrial competitiveness by advancing measurement science, standards, and technology in ways that enhance economic security and improve the quality of life.
<b>National Law Enforcement Telecommunications System (NLETS)</b>	National Law Enforcement Telecommunications System (NLETS), is the International Justice and Public Safety Information Sharing Network - a state-of-the-art secure information sharing system for state and local law enforcement agencies. It provides electronic messaging to allow information exchange between state, local, and federal agencies and support services to justice-related computer programs. The network is operated by NLETS, a non-profit corporation owned and operation by the states and funded solely by fees for service.
<b>Network Time Protocol (NTP)</b>	The Network Time Protocol (NTP) is a protocol for synchronizing of clocks of computer systems over packet-switched variable-latency data networks. NTP also refers to a reference software implementation that is distributed by the NTP Public Services Project.
<b>Offer</b>	Means a proposal or response to this Solicitation.
<b>Offeror</b>	Means a vendor who responds to this Solicitation.
<b>Open Database Connectivity (ODBC)</b>	In computing, Open Database Connectivity (ODBC) provides a standard software Application Programming Interface (API) method for accessing data stored in database management systems (DBMS). The designers of ODBC aimed to make it independent of programming languages, database systems, and operating systems.
<b>Open Source Software</b>	Software whose source code is published and made available to the public, enabling anyone to copy, modify and redistribute the source code without paying royalties or fees. Open source software evolves through community cooperation and collaboration. These communities are composed of individual programmers as well as corporate entities.
<b>Organizational Unit</b>	A work group, division, detail within a law enforcement agency that is focused on a particular crime type, a geographic area, or some other function such as auto theft, assault and homicide, records, precinct, etc.
<b>Original Equipment Manufacturers (OEM)</b>	An Original Equipment Manufacturer, or OEM, manufactures products or components which are purchased by a second company and retailed under the second company's brand name. It is a form of outsourcing.



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Acronym/Term	Definition
<b>Originating Agency Identifier (ORI)</b>	Agencies are required to have an Originating Agency Identifier in order to access information from NCIC, and NLETS via CJIS. This identifier consists of a series of letters and numbers. The level of access to this information is dependent upon the applicant agency's mission and statutory authority as mandated by Federal and State regulations.
<b>Personal Computer (PC)</b>	A personal computer (PC) is any general-purpose computer whose size, capabilities, and original sales price make it useful for individuals, and which is intended to be operated directly by an end user, with no intervening computer operator.
<b>Phoenix Police Department (PPD)</b>	PPD is short for Phoenix Police Department.
<b>Police Automated Computerized Entry (PACE)</b>	PACE is the legacy records management system being replaced by this procurement.
<b>Production Environment</b>	The Production Environment is the operational portion of the system that is used on a daily basis to conduct the City's business processes.
<b>Project</b>	The Records Management System (RMS) and the work required to implement it.
<b>Project Management Institute</b>	The Project Management Institute (PMI) is the world's leading organization for the project management profession. PMI serves practitioners and organizations with standards that describe good practices, credentials that verify knowledge and experience, and resources for professional development, networking and community. PMI certifies an individual as a Project Management Professional (PMP) after they have attained appropriate, sufficient, and verifiable project management experience, have undergone substantial project management training, and have successfully passed a written examination.
<b>Project Management Professional (PMP)</b>	A certification issued by the Project Management Institute (PMI).
<b>Record of Arrest and Prosecution (RAP) Sheet</b>	A document detailing the criminal history of an individual along with that individual's mugshot, if it is available.
<b>Records Management System (RMS)</b>	A Records Management System (RMS) is a computerized system that provides data entry screens for, stores and enables editing of, and provides reports and statistics regarding information housed within the system. It is usually focused on one aspect of an enterprise such as fire, law enforcement, etc.
<b>Relational Database Management System (RDBMS)</b>	A Relational Database Management System (RDBMS) is a Database Management System (DBMS) that is based on the relational model as introduced by E.F. Codd. Most popular commercial and open source databases currently in use are based on the relational model.
<b>Request for Proposal (RFP)</b>	This document that specifies the requirements for the system, the procedures that must be followed to prepare a proposal, the criteria that will be followed to evaluate responses, and the terms and conditions that will apply to the procurement process and any resulting contract.
<b>Resource Access Control Facility (RACF)</b>	RACF, short for Resource Access Control Facility, is an IBM software product. It is a security system that provides access control and auditing functionality for the z/OS and z/VM operating systems.





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Acronym/Term	Definition
<b>Reporting District (RD)</b>	A law enforcement reporting district (RD) is a geographic area for which one or more law enforcement officers are responsible for patrolling.
<b>Simple Network Management Protocol (SNMP)</b>	Simple Network Management Protocol (SNMP) is a UDP-based network protocol. It is used mostly in network management systems to monitor network-attached devices for conditions that warrant administrative attention. SNMP is a component of the Internet Protocol Suite as defined by the Internet Engineering Task Force (IETF). It consists of a set of standards for network management, including an application layer protocol, a database schema, and a set of data objects.
<b>Sex Offender Register (SOR)</b>	Division/detail of a law enforcement agency focused on registered sex offender activities.
<b>Solicitation</b>	A Request for Proposal (RFP).
<b>Solution</b>	The entirety of the Offeror's proposal to provide the City of Phoenix with complete law enforcement records management system technology.
<b>SOUNDEX</b>	SOUNDEX is a phonetic algorithm for indexing names by sound, as pronounced in English. The goal is for homophones to be encoded to the same representation so that they can be matched despite minor differences in spelling. The algorithm mainly encodes consonants; a vowel will not be encoded unless it is the first letter. SOUNDEX is the most widely known of all phonetic algorithms as it is a standard feature of MS SQL and Oracle, and is often used (incorrectly) as a synonym for "phonetic algorithm". Improvements to SOUNDEX are the basis for many modern phonetic algorithms.
<b>Special Weapons and Tactics Team (SWAT)</b>	A SWAT (special weapons and tactics) team is an elite tactical unit in American and some international law enforcement departments. They are trained to perform high-risk operations that fall outside of the abilities of regular officers. Also known as Special Assignments Unit (SAU) in the Phoenix Police Department.
<b>State Identification Number (SID)</b>	The State ID (SID) is a unique Identification number assigned to an arrestee based on analysis of that individual's fingerprints. An individual should only have one State ID (SID) number per state.
<b>Storage Area Network (SAN)</b>	Storage area network (SAN) is an architecture to attach remote computer storage devices (such as disk arrays, tape libraries, and optical jukeboxes) to servers in such a way that the devices appear as locally attached to the operating system.
<b>Structured Query Language (SQL)</b>	SQL (Structured Query Language) is a database computer language designed for managing data in relational database management systems (RDBMS). Its scope includes data query and update, schema creation and modification, and data access control.
<b>Suppliers</b>	Firms, entities or individuals furnishing goods or services directly to the City.
<b>Switched Networks</b>	Switched network is a type of network that provide switched communication system and in which users are connected with each other through the circuits, packets switching and the control devices. An example is a public switch telephone network.
<b>System Administrator</b>	A system user with specific system configuration privileges.
<b>TCP/IP</b>	The Transmission Control Protocol (TCP) is one of the core protocols of the Internet Protocol Suite. TCP is one of the two original components of the suite (the other being Internet Protocol, or IP), so the entire suite is commonly referred to as TCP/IP. Whereas IP handles lower-level transmissions from computer to



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Acronym/Term	Definition
	<p>computer as a message makes its way across the Internet, TCP operates at a higher level, concerned only with the two end systems, for example a Web browser and a Web server. In particular, TCP provides reliable, ordered delivery of a stream of bytes from a program on one computer to another program on another computer. Besides the Web, other common applications of TCP include e-mail and file transfer. Among its other management tasks, TCP controls segment size, flow control, the rate at which data is exchanged, and network traffic congestion. The Internet Protocol (IP) is a protocol used for communicating data across a packet-switched internet-work using the Internet Protocol Suite, also referred to as TCP/IP. IP is the primary protocol in the Internet Layer of the Internet Protocol Suite and has the task of delivering distinguished protocol datagrams (packets) from the source host to the destination host solely based on their addresses. For this purpose the Internet Protocol defines addressing methods and structures for datagram encapsulation.</p>
<b>Testing Environment</b>	<p>The Testing Environment is that portion of the system that is used by system administrators to test the system (e.g., new version releases, problem data sets, new configuration parameters, etc.). Actions taken and transactions completed in the Testing Environment must not affect the Production Environment.</p>
<b>Training Environment</b>	<p>The Training Environment is that portion of the system that is used to train new system users. Actions taken and transactions completed in the Training Environment must not affect the Production Environment.</p>
<b>Uniform Crime Reports (UCR)</b>	<p>Uniform Crime Reports (UCR) contain official data on crime that is reported to law enforcement agencies across the United States who then provide the data to the Federal Bureau of Investigation (FBI). UCR focuses on index crimes, which include homicide and non-negligent manslaughter, robbery, forcible rape, aggravated assault, burglary, larceny/theft, motor vehicle theft, and arson. UCR is a summary-based reporting system, with data aggregated to the city, county, state, and other geographic levels. Crime statistics are compiled from UCR data and published annually by the FBI in the publication "Crime in the United States" series.</p>
<b>UNIX/Unix</b>	<p>Unix (officially trademarked as UNIX, sometimes also written as Unix) is a computer operating system originally developed in 1969 by a group of AT&amp;T employees at Bell Labs. Today the term Unix is used to describe any operating system that conforms to Unix standards, meaning the core operating system operates the same as the original Unix operating system. Today's Unix systems are split into various branches, developed over time by AT&amp;T as well as various commercial vendors and non-profit organizations.</p>
<b>Unix-Based Server</b>	<p>A server running under the UNIX operating system.</p>
<b>Vehicle Identification Number (VIN)</b>	<p>A Vehicle Identification Number, commonly abbreviated to VIN (but sometimes incorrectly referred to as VIN number), is a unique serial number used by the automotive industry to identify individual motor vehicles.</p>
<b>Vendor</b>	<p>A seller of goods or services.</p>



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Acronym/Term	Definition
<b>Virtual Private Network (VPN)</b>	A Virtual Private Network (VPN) is a computer network in which the links between nodes are formed over logical connections or virtual circuits between hosts of a larger network, such as the Internet. The Link Layer protocols of the virtual network are said to be tunneled through the transport network. VPNs are often installed by organizations to provide secure remote access to a secure organizational network, but similar services can be provided by VPN service providers.
<b>Web-based Application</b>	Web-based application is an application that is accessed via a web browser over a network such as the Internet or an Intranet.
<b>Wide Area Network (WAN)</b>	A Wide Area Network (WAN) is a computer network that covers a broad area (i.e., any network whose communications links cross metropolitan, regional, or national boundaries). The largest and most well-known example of a WAN is the Internet.
<b>Windows Management Instrumentation / Interface (WMI)</b>	Windows Management Instrumentation (WMI) (or Windows Management Interface) is a set of extensions to the Windows Driver Model that provides an operating system interface through which instrumented components provide information and notification. WMI is Microsoft's implementation of the Web-Based Enterprise Management (WBEM) and Common Information Model (CIM) standards from the Distributed Management Task Force (DMTF).
<b>Work Breakdown Structure (WBS)</b>	A work breakdown structure (WBS) in project management and systems engineering, is a tool used to define and group a project's discrete work elements (or tasks) in a way that helps organize and define the total work scope of the project.

## 2. CONTRACT INTERPRETATION

### 2.1. APPLICABLE LAW:

This Contract shall be governed by the laws of the State of Arizona, and any lawsuits or proceedings pertaining to this Contract shall be brought only in Federal or State courts in Maricopa County, State of Arizona.

### 2.2. IMPLIED CONTRACT TERMS:

Each and every provision of law and any clause required by law to be in the Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise, any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the Contract shall forthwith be physically amended to make such insertion or correction.

### 2.3. CONTRACT ORDER OF PRECEDENCE:

In the event of a conflict in the provisions of the Contract, as accepted by the City and as amended (if applicable), the following shall prevail in the order set forth below:

- A. Special terms and conditions
- B. Standard terms and conditions
- C. Statement or scope of work
- D. Specifications



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- E. Attachments
- F. Exhibits
- G. Solicitation Instructions
- H. Other documents referenced or included in the Request for Proposal

### 2.4. ORGANIZATION – EMPLOYMENT DISCLAIMER:

The Contract resulting hereunder is not intended to constitute, create, give rise to or otherwise recognize a joint venture agreement or relationship, partnership or formal business organization of any kind, and the rights and obligations of the parties shall only be those expressly set forth in the Contract. The parties agree that no persons supplied by or working with the contractor in the performance of contractor's obligations under the agreement are considered to be City's employees and that no rights of City civil service, retirement or personnel rules accrue to such persons. The contractor shall have total responsibility for all salaries, wage bonuses, retirement, withholdings, workmen's compensation, occupational disease compensation, unemployment compensation, other employee benefits and all taxes and premiums appurtenant thereto concerning such persons, and shall save and hold the City harmless with respect thereto.

### 2.5. SEVERABILITY:

The provisions of this Contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the Contract which may remain in effect without the invalid provision or application.

### 2.6. NON-WAIVER OF LIABILITY:

The City of Phoenix, as a public entity supported by tax monies and in execution of its public trust, cannot agree to waive any lawful or legitimate right to recover monies lawfully due it. Therefore, any contractor agrees that it will not insist upon or demand any statement whereby the City agrees to limit in advance or waive any right the City might have to recover actual lawful damages in any court of law under applicable Arizona law, or any other applicable law, including federal law, under Choice of Law rules.

### 2.7. PAROL EVIDENCE:

This Contract is intended by the parties as a final expression of their agreement and is intended also as a complete and exclusive statement of the agreed upon terms. No course of prior dealings between the parties and no usage in the trade shall be relevant to supplement or explain any term used in this Contract. Acceptance or acquiescence in a course of performance rendered under this Contract shall not be relevant to determine the meaning of this Contract even though the accepting or acquiescing party has knowledge of the nature of the performance and had the opportunity to object.

## 3. CONTRACT ADMINISTRATION AND OPERATION

### 3.1. RECORDS:

All books, accounts, reports, files and other records relating to the Contract shall be subject at all reasonable times to inspection and audit by the City for five years after completion of the Contract. Such records will be produced at a City of Phoenix office as designated by the City.



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### 3.2. PUBLIC RECORD:

Offeror acknowledges that the City is a public agency and must comply with all Public Records laws. All proposals submitted in response to this Solicitation shall become the property of the City and, subsequent to award recommendation, become a matter of public record available for review pursuant to Arizona Public Records Law.

If an Offeror believes that a specific section of its proposal response is confidential, that should be withheld from the public record, the Offeror shall isolate the pages and mark them as confidential in a specific and clearly labeled section of its proposal response. The Offeror shall include a written statement as to the basis for considering the marked pages confidential including the specific harm or prejudice if disclosed. The City Procurement Division will review the material and make a determination as to the confidentiality of any of the information and/or material contained within the Offeror's submittal to this Solicitation.

Further, as set forth in Submittal 10 of this Solicitation, each Offeror shall mark any information include in the Offer's Proposal that the Offeror deems confidential or proprietary (collectively, "Proprietary Information"). If the City receives a request to review or disclose such Proprietary Information, the City will provide the Offeror with written notice of the request to allow the Offeror the opportunity to obtain a court order within seven (7) calendar days from the date of the notice. If no court order is issued and received by the City within such seven (7) day period, the City may disclose or allow the review of such Proprietary Information.

The City will respond to all confidentiality requests in accordance with Arizona Public Records Law.

### 3.3. CONFIDENTIALITY AND DATA SECURITY:

All data, regardless of form, including originals, images and reproductions, prepared by, obtained by, or transmitted to Contractor by the City in connection with this Contract is confidential, proprietary information owned by the City. Except as specifically provided in this Contract, the Contractor shall not disclose any of this data, nor any data generated in the performance of this Contract, to any third person without the prior written consent of the City Manager, or his/her designee.

Personal identifying information, financial account information, or restricted City information, whether in electronic format or hard copy, must be secured and protected at all times to avoid unauthorized access. At a minimum, Contractor must encrypt and/or password protect electronic files. This includes data saved to laptop computers, computerized devices or removable storage devices.

When personal identifying information, financial account information, or restricted City information, regardless of its format, is no longer necessary, the information must be redacted or destroyed through appropriate and secure methods that ensure the information cannot be viewed, accessed or reconstructed.

In the event that data collected or obtained by the Contractor in connection with this Contract is believed to have been compromised, Contractor shall notify the City Privacy Officer immediately. Contractor agrees to reimburse the City for any costs incurred by the City to investigate potential breaches of this data and, where applicable, the cost of notifying individuals who may be impacted by the breach.

Contractor agrees that the requirements of this section shall be incorporated into all subcontractor agreements entered into by the Contractor. It is further agreed that a



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violation of this section shall be deemed to cause irreparable harm justifying injunctive relief in court. A violation of this section may result in immediate termination of this Contract without notice.

The obligations of Contractor under this section shall survive the termination of this Contract.

### **3.4. DISCRIMINATION PROHIBITED:**

Contractor agrees to abide by the provisions of the Phoenix City Code (P.C.C.) Chapter 18, Article V as amended. Any Supplier in performing under this Contract shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age or disability nor otherwise commit an unfair employment practice. Any Supplier and/or lessee will take action to ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, or national origin, age or disability. Such action shall include but not be limited to the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeships. The Supplier further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this Contract. Supplier further agrees that this clause will be incorporated in all subcontracts, job-consultant agreements or subleases of this Contract entered into by Supplier.

### **3.5. LICENSES AND PERMITS:**

Contractor shall keep current Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.

### **3.6. ADVERTISING:**

Contractor shall not advertise or publish news releases concerning this Contract without the prior written consent of the Deputy Finance Director, and the City shall not unreasonably withhold permission.

### **3.7. EXCLUSIVE POSSESSION:**

All computer program elements, software, equipment, systems, reports, and other deliverables which may be created under this Contract are the sole property of the City and shall not be used or released by the Contractor or any other person except with prior written permission by the City.

### **3.8. OWNERSHIP OF INTELLECTUAL PROPERTY:**

Any and all intellectual property, including but not limited to copyright, invention, trademark, trade name, service mark, and/or trade secrets created or conceived pursuant to or as a result of this Contract and any related subcontract ("Intellectual Property"), shall be considered "work for hire" under Title 17, United States Code, and the City shall have all rights, title and interest to such Intellectual Property and Contractor shall have no ownership interest therein. The department, division, board or commission of the City requesting the issuance of this Contract shall own (for and on behalf of the City) the entire right, title and interest to the Intellectual Property within the United States. Contractor shall notify the City, within thirty (30) days, of the creation of any Intellectual Property by it or its subcontractor(s). Contractor, on



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behalf of itself and any subcontractor(s), agrees to execute any and all document(s) necessary to assure ownership of the Intellectual Property vests in the City and shall take no affirmative actions that might have the effect of vesting all or part of the Intellectual Property in any entity other than the City. The Intellectual Property shall not be disclosed by Contractor or its subcontractor(s) to any other entity without the express written authorization of the City. If by operation of law, the Intellectual Property is not owned in its entirety by the City automatically upon its creation, then Contractor agrees to assign and hereby assigns to the City the ownership of the Intellectual Property. The Contractor agrees to take such further action and execute and deliver such further agreements and other instruments as the City may reasonably request to give effect to this Paragraph 3.8. It is expressly agreed by Contractor that these covenants are irrevocable and perpetual. Contractor agrees that the requirements of this paragraph shall be incorporated into all subcontractor agreements entered into by the contractor.

### **3.9. HEALTH, ENVIRONMENTAL AND SAFETY REQUIREMENTS:**

The Contractor's products, services and facilities shall be in full compliance with all applicable Federal, State and local health, environmental and safety laws, regulations, standards, codes and ordinances, regardless of whether or not they are referred to by the City. At the request of City representatives, the contractor shall provide the City:

- A. Environmental, safety and health regulatory compliance documents (written safety programs, training records, permits, etc.) applicable to services provided by the Contractor in this Contract.
- B. A list of all federal, state, or local (EPA, OSHA, Maricopa County, etc.) citations or notice of violations issued against contractor's firm or Contractor's subcontractors including dates, reasons, dispositions and resolutions.

The City shall have the right, but not the obligation to inspect the facilities, transportation vehicles or vessels, containers and disposal facilities provided by the contractor or its subcontractor. The City shall also have the right to inspect operations conducted by the Contractor or its subcontractor in the performance of this Contract.

### **3.10. COMPLIANCE WITH LAWS:**

Contractor agrees to fully observe and comply with all applicable Federal, State and local laws, regulations, standards, codes and ordinances when performing under this Contract regardless of whether or not they are referred to by the City. Contractor agrees to permit City inspection of Contractor's business records, including personnel records to verify any such compliance.

Because the Contractor will be acting as an independent contractor, the City assumes no responsibility for the Contractor's acts.

### **3.11. IRAN AND SUDAN:**

Pursuant to A.R.S. §§ 35.391.06 and 35-393.06, Contractor certifies that it does not have a scrutinized business operation, as defined in A.R.S. §§ 35.391 and 35-393, in either Iran or Sudan.



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### 3.12. CONTINUATION DURING DISPUTES:

Contractor agrees that notwithstanding the existence of any dispute between the parties, insofar as is possible, under the terms of the Contract, the Contractor shall continue to perform the obligations required of contractor during the continuation of any such dispute unless enjoined or prohibited by an Arizona Court of competent jurisdiction.

### 3.13. EMERGENCY PURCHASES:

The City reserves the right to purchase from other sources those items or services that are required on an emergency basis and cannot be supplied immediately by the Contractor.

### 3.14. STRICT PERFORMANCE:

Failure of either party to insist upon the strict performance of any item or condition of the Contract or to exercise or delay the exercise of any right or remedy provided in the Contract, or by law, or the acceptance of materials or services, obligations imposed by this Contract or by law shall not be deemed a waiver of any right of either party to insist upon the strict performance of the Contract.

## 4. COSTS AND PAYMENTS

### 4.1. PAYMENT TERMS:

The City shall make every effort to process payment for the purchase of material or services within thirty (30) calendar days after receipt of a correct invoice unless a good faith dispute exists to any obligation to pay all or a portion of the account. Payment terms are specified in the Contract.

### 4.2. PAYMENT DEDUCTION OFFSET:

Contractor acknowledges that the City Charter requires that no payment be made to any contractor as long as there is an outstanding obligation due to the City. Contractor agrees that any obligation it owes to the City will be offset against any payment due to the Contractor from the City.

### 4.3. LATE SUBMISSION OF CLAIM BY CONTRACTOR:

The City will not honor any invoices or claims which are tendered one (1) year after the last item of the account accrued.

### 4.4. DISCOUNTS:

Payment discounts will be computed from the date of receiving acceptable products, materials and/or services or correct invoice, whichever is later to the date payment is mailed.

### 4.5. NO ADVANCE PAYMENTS:

Advance payments are not authorized. Payment will be made only for actual services that have been performed or commodities that have been received.

### 4.6. FUND APPROPRIATION CONTINGENCY:

The Contractor recognizes that any agreement entered into shall commence upon the day first provided and continue in full force and effect until termination in accordance with its provisions. The Contractor and the City herein recognize that the continuation of any contract after the close of any given fiscal year of the City of





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Phoenix, which fiscal year ends on June 30 of each year, shall be subject to the approval of the budget of the City of Phoenix providing for or covering such contract item as an expenditure therein. The City does not represent that said budget item will be actually adopted, said determination being the determination of the City Council at the time of the adoption of the budget.

### **4.7. MAXIMUM PRICES:**

The City shall not be invoiced at prices higher than those stated in any contract resulting from this proposal. Offeror certifies, by signing this proposal that the prices offered are no higher than the lowest price the Offeror charges other buyers for similar quantities under similar conditions. Offeror further agrees that any reductions in the price of the goods or services covered by this proposal and occurring after award will apply to any undelivered balance. The Offeror shall promptly notify the City of such price reductions.

## **5. CONTRACT CHANGES**

### **5.1. CONTRACT AMENDMENTS:**

Contracts shall be modified only by a written contract amendment signed by the City's designated Project Manager and persons duly authorized to enter into contracts on behalf of the contractor.

### **5.2. ASSIGNMENT - DELEGATION:**

No right or interest in this Contract nor monies due thereunder shall be assigned in whole or in part without written permission of the City, and no delegation of any duty of Contractor shall be made without prior written permission of the City's designated Project Manager, which may be withheld for good cause. Any assignment or delegation made in violation of this paragraph shall be void.

### **5.3. NON-EXCLUSIVE CONTRACT:**

Any contract resulting from this Solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the City of Phoenix. The City reserves the right to obtain like goods or services from another source when necessary.

### **5.4. AUTHORIZED CHANGES:**

The City reserves the right at any time to make changes in any one or more of the following: (a) specifications; (b) place of delivery; (c) time of delivery; and/or (d) quantities. If any change causes an increase or decrease in the cost of or the time required for performance, an equitable adjustment may be made in the price or delivery schedule, or both. Any claim for adjustment shall be deemed waived unless asserted in writing within thirty (30) days from the receipt of the change. Price increases or extensions of delivery time shall not be binding on the City unless evidenced in writing and approved by the Deputy Finance Director prior to the institution of the change(s).

## **6. RISK OF LOSS AND LIABILITY**

### **6.1. TITLE AND RISK OF LOSS:**

The title and risk of loss of material or service shall not pass to the City until the City actually receives the material or service at the point of delivery; and such loss, injury, or destruction shall not release Contractor from any obligation hereunder.



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### 6.2. ACCEPTANCE:

All material or service is subject to final inspection and acceptance by the City. Material or service failing to conform to the specifications of this Contract shall be held at contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. Noncompliance shall conform to the cancellation clause set forth in this document.

### 6.3. GENERAL INDEMNIFICATION:

Contractor shall indemnify, defend, save and hold harmless the City and its officers, officials, agents, and employees (hereinafter referred to as "Indemnitee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "Claims") for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any Claim or amount arising out of or recovered under the Workers' Compensation Law or arising out of the failure of such Contractor to conform to any Federal, State or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnitee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnitee, be indemnified by Contractor from and against any and all Claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of this Contract, the Contractor agrees to waive all rights of subrogation against the City, its officers, officials, agents, and employees for losses arising from the work performed by the Contractor for the City.

### 6.4. INDEMNIFICATION – PATENT, COPYRIGHT AND TRADEMARK:

In addition to any other indemnification requirements, Contractor agrees to defend, at its own expense, and to indemnify and hold harmless the City and its officers, agents, and employees from and against all judgments, claims, damages, suits, liabilities, settlements, costs and demands, including reasonable attorney fees, suffered or incurred by City as a result of any claim that the Deliverables infringe the patents, copyrights, trade secrets or other intellectual property rights of third parties, provided that Contractor is notified in writing of such claim. The City may be represented by and actively participate through its own counsel in any such suit or proceedings if it so desires. The City will cooperate with Contractor, at Contractor's expense, in a reasonable manner to facilitate the settlement or defense of such claim. If, as a result of any claim of infringement, the City is enjoined from using the Deliverables provided under this Agreement, or if Contractor reasonably believes that the Deliverables are likely to become the subject of a claim of infringement, Contractor may, at Contractor's option and expense, (1) procure the right for the City to continue to use the Deliverables, or (2) replace or modify the Deliverables so as to make them non-infringing. It is expressly agreed by the Contractor that these covenants are irrevocable and perpetual.

### 6.5. FORCE MAJEURE:

Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure. The term "force majeure" means



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an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force majeure shall not include late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition.

If either party is delayed at any time in the progress of the work by force majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practical, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand-delivered or mailed certified-return receipt and shall make a specific reference to this provision, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by Contract modification for a period of time equal to the time delay resulting from force majeure which prevented the delayed party from performing in accordance with this Contract.

### **6.6. LOSS OF MATERIALS:**

The City does not assume any responsibility, at any time, for the protection of or for loss of materials, from the time that the contract operations have commenced until the final acceptance of the work by the Department Contact Person for services performed under this Contract.

### **6.7. DAMAGE TO CITY PROPERTY:**

Contractor shall perform all work so that no damage to City buildings, City grounds, or City property results. Contractor shall repair or have repaired at Contractor's cost any damage caused by Contractor or Contractor's subcontractors to the satisfaction of the City and at no cost to the City. Contractor shall take care to avoid damage to adjacent finished materials that are to remain. If finished materials are damaged, Contractor shall repair and finish to match existing material as approved by the City at Contractor's expense.

## **7. WARRANTIES**

### **7.1. WARRANTY AGAINST INFRINGEMENT:**

Contractor warrants that the Deliverables will be free of the rightful claim of any third party by way of infringement or misappropriation of patent, copyright, trade secret, trademark or other rights arising under the laws of the United States. Contractor further warrants that no act or omission of Contractor will result in a third party holding a claim that interferes with the City's use and enjoyment of the Deliverables.

Contractor warrants that it owns or possesses the necessary rights, title and licenses necessary to perform its obligations hereunder.

Contractor warrants that, as of the Effective Date and throughout the term of this Contract, Contractor has not conveyed any rights or licenses to any third party regarding the Deliverables.

### **7.2. SOFTWARE WARRANTY:**

Contractor warrants that for a period of one (1) year (365 days) (the "Warranty Period"), the software shall be free of any condition which would make the software fail to perform other than in material accordance with the Specifications (each such condition to be considered an "Error"). If the City reports to Contractor any Errors in such software during the applicable Warranty Period, Contractor shall, at its expense,



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use reasonable commercial efforts to modify or replace the software, or provide updates to correct such Errors.

During and after the expiration of the Warranty Period, if a written maintenance and support agreement has not yet been finalized by the parties, the City has the right to receive Basic Maintenance as hereinafter described in addition to the warranty service described above. For purposes of this Agreement, "Basic Maintenance" shall consist of:

1. The right of the City to contact Contractor by telephone or e-mail and to consult with Contractor regarding the installation, functions and operation of the Deliverables, free of charge;
2. The right of the City to contact Contractor by telephone or e-mail to consult with Contractor regarding Errors, free of charge;
3. The right to obtain from Contractor updates for the Deliverables which are reasonably necessary to correct Errors, free of charge;
4. The right to have Contractor use commercially reasonable efforts to correct Errors, free of charge.

Final acceptance of Deliverables shall be provided only after successful completion of testing of the Deliverables. Final acceptance shall not occur until all phases of implementation have been successfully performed.

Additionally, Contractor represents and warrants the following:

- **Performance to Specifications:** The system, including all components and upgrades supplied by Contractor shall operate in accordance with Acceptance Criteria, or Specifications (which may be updated from time to time), and all documentation during the Warranty Period.
- **All Necessary Materials:** The City has all necessary materials and that no other equipment, software, interfaces, applications, or other products and/or services are required to be used in conjunction with the system in order for the system to operate in accordance with the Acceptance Criteria and documentation.
- **System Compatible:** The system is compatible with the City's existing data files and systems as applicable and identified in this Contract and shall run in accordance with the documentation.
- **No Material Defects or Viruses/Illicit Code:** The system (A) is free of any defect in material of the media in which it is delivered; and (B) is free of any virus, Trojan horse, spyware, malware, or other program routine designed to erase, disable or otherwise harm the City's equipment, data or other programs that Contractor or any subcontractor to Contractor knew or should have known was contained in the software or other code or program.
- **Illicit Code:** Contractor's software and any third party software shall not:
  - Contain any hidden files that Contractor or any subcontractor to Contractor knew or should have known were contained in the software or programming.



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- Replicate, transmit, or activate itself without the control of an authorized person operating computing equipment on which it resides, unless requested or authorized by the City's Project Manager.
- Alter, damage or erase any data or computer programs without the control of an authorized person operating the computing equipment on which it resides.
- Contain any key, node lock, time-out or other function, whether implemented by electronic, mechanical or other means, which restricts or may restrict use or access to any programs or data developed under this Contract, based on residency on a specific hardware configuration, frequency of duration of use or other limiting criteria (any of the foregoing shall constitute "illicit code").

### **7.3. RESPONSIBILITY FOR CORRECTION:**

It is agreed that the Contractor shall be fully responsible for making any correction, replacement, or modification necessary for specification or legal compliance. In the event of any call back, Contractor agrees to give the City first priority. Contractor agrees that if the product or service offered does not comply with the correction terms defined in this Solicitation (and the resulting Contract), the City has the right to cancel the purchase at any time with full refund within thirty (30) calendar days after notice of non-compliance and Contractor further agrees to be fully responsible for any consequential damages suffered by the City.

### **7.4. LIENS:**

Contractor shall hold the City harmless from claimants supplying labor or materials to the Contractor or its subcontractors in the performance of the work required under this Contract. Contractor shall provide written certification that all liens against materials and labor have been satisfied, before the City will make payment.

### **7.5. QUALITY STANDARDS OF MATERIAL AND SERVICES:**

If desired by the City, the items or services comprising the subject matter of this proposal shall be subjected to testing, dissection or analysis by a recognized testing laboratory or consultant selected by the City to determine that the items or services submitted for proposal conform to the proposal specifications. The cost of testing, dissection or analysis shall be borne by the Offeror.

### **7.6. REPAIR AND REPLACEMENT PARTS:**

Repair or replacement parts for existing equipment may be accomplished by the contractor using other than original equipment manufacturer's (OEM) parts. However, all parts or equipment furnished must be equal or exceed that of the original equipment manufacturer(s) in material and warranty.

### **7.7. WORKMANSHIP:**

Where not more specifically described in any of the various sections of this RFP, the specifications and workmanship shall conform to all of the methods and operations of the best standards and accepted practices of the trade or trades involved, and shall



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include all items of fabrication, construction or installation regularly furnished or required for completion of the services. All work shall be executed by personnel skilled in their respective lines of work.

### 8. CITY'S CONTRACTUAL RIGHTS

#### 8.1. RIGHT TO ASSURANCE:

Whenever one party to this Contract in good faith has reason to question the other party's intent to perform, the former party may demand that the other party give a written assurance of the other party's intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of this contract.

#### 8.2. NON-EXCLUSIVE REMEDIES:

The rights and remedies of the City under this Contract are non-exclusive.

#### 8.3. DEFAULT IN ONE INSTALLMENT TO CONSTITUTE BREACH:

Each installment or lot of the Contract is dependent on every other installment or lot and a delivery of non-conforming goods or non-conforming services, or a default of any nature under one installment or lot will impair the value of the whole Contract and constitutes a total breach of the Contract as a whole.

#### 8.4. ON TIME DELIVERY:

Because the City is providing services which involve health, safety and welfare of the general public, delivery time is of the essence. Delivery must be made in accordance with the delivery schedule promised by the contractor.

#### 8.5. DEFAULT:

In case of default by the Contractor, the City may, by written notice, cancel this Contract and repurchase from another source and may recover the excess costs by (1) deduction from an unpaid balance due; (2) collection against the proposal, or (3) a combination of the aforementioned remedies or other remedies as provided by law.

#### 8.6. COVENANT AGAINST CONTINGENT FEES:

Contractor warrants that no person or selling agent has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employers or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this covenant, the City shall have the right to annul the Contract without liability or in its discretion to deduct from the Contract price a consideration, or otherwise recover the full amount of such commission, brokerage or contingent fee.

#### 8.7. ESTIMATED QUANTITIES OR DOLLAR AMOUNTS:

Any quantities and dollar amounts listed herein are the City's best estimate and do not obligate the City to order or accept more than City's actual requirements during the time period of this Contract, as determined by actual needs and availability or appropriated funds. It is expressly understood and agreed that the resulting Contract is to supply the City with its complete actual requirement for the contract period, except that the estimated quantity shown for each proposal item shall not be exceeded by ten (10) percent without the express written approval of the Deputy Finance Director, Procurement Division. Any demand or order made by any



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employee or officer of the City of Phoenix, other than the Deputy Finance Director, Procurement Division or designated representative, for quantities in excess of the estimated quantities and dollar amounts shall be void if the written approval of the Deputy Finance Director was not received prior to the Contractor's performance.

### 9. CONTRACT TERMINATION

#### 9.1. GRATUITIES:

The City may, by written notice to the Contractor, cancel this Contract if it is found that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City making any determinations with respect to the performing of such Contract. In the event this Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity.

#### 9.2. CONDITIONS AND CAUSES FOR TERMINATION:

This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty (30) days written notice to Contractor. The City at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City shall be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date of termination. Title to all materials, work-in-process and completed but undeliverable goods, will pass to the City after costs are claimed and allowed. The Contractor shall submit detailed cost claims in an acceptable manner and shall permit the City to examine such books and records as may be necessary in order to verify the reasonableness of any claims.

The City reserves the right to cancel the whole or any part of this Contract due to failure of Contractor to carry out any term, promise, or condition of the Contract. The City will issue a written notice of default to Contractor for acting or failing to act as in any of the following:

- In the opinion of the City, Contractor provides personnel who do not meet the requirements of the Contract;
  - In the opinion of the City, Contractor fails to perform adequately the stipulations, conditions or services/specifications required in this Contract;
  - In the opinion of the City, Contractor attempts to impose on the City personnel or materials, products or workmanship, which is of an unacceptable quality.
  - Contractor fails to furnish the required service and/or product within the time stipulated in the Contract;
  - In the opinion of the City, Contractor fails to make progress in the performance of the requirements of the Contract and/or give the City a positive indication that Contractor will not or cannot perform to the requirements of the Contract.
- a. **City Termination for Cause.** In addition to the preceding causes, the City may terminate this Contract for the following reasons, which constitute cause for purposes of this Section:



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- i. The City may terminate this Contract if Contractor: (a) becomes insolvent, makes a general assignment for the benefit of creditors; (b) suffers or permits the appointment of a receiver for its business or assets; (c) becomes subject to any proceeding under any bankruptcy or insolvency law whether domestic or foreign, and such proceeding has not been dismissed within a sixty (60) day period; or (d) has wound up or liquidated, voluntarily or otherwise.
  - ii. The City may terminate this Contract if Contractor fails to provide Warranty or maintenance services or Contractor has not cured its failure to provide maintenance as provided and paid for in this Contract.
  - iii. The City may terminate this Contract for Material Breach if the system or product exhibits Errors causing serious disruption of Use and/or repeated periods of downtime, over a continuous period of six (6) months or more.
  - iv. In the event that Contractor assigns its obligations to provide products and/or Services under this Contract to any third party in a manner other than as set forth in Section 5.2, Assignment, the City shall have the option to terminate this Contract or any Statement of Work or Change Order for products and/or Services, and promptly receive a pro rata refund for fees paid for such products and/or Services.
- b. **City Termination for Contractor Breach.** In the event of termination by the City due to a Material Breach by Contractor, then the City may complete the Project itself, by agreement with another contractor, or by a combination thereof. In the event the cost of completing the work exceeds the remaining unpaid balance of the total compensation provided under this Contract, then Contractor shall pay to the City the amount of the reasonable excess. In the event of any Material Breach by Contractor, which Breach shall not have been cured as agreed to between the parties, the City shall have the ability to pursue the City's rights at law.

### 9.3. CONTRACT CANCELLATION:

All parties acknowledge that this Contract is subject to cancellation by the City of Phoenix pursuant to the provision of Section 38-511, Arizona Revised Statutes.





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### 1. CONTRACT CUSTOMERS AND CONTACT

The Contract shall be for the use of the Phoenix Police Department.

The Phoenix Police Department shall provide for the day-to-day operational oversight of the Contract. The Contact Person for the Phoenix Police Department (Department Contact Person) and their related contact information are as follows.

Department Contact: Commander Kim Humphrey  
Area: Records Management Project Team  
Email address: [kim.humphrey@phoenix.gov](mailto:kim.humphrey@phoenix.gov)  
Phone: 602-261-8582  
Address: 620 West Washington Street, Phoenix, AZ 85003

### 2. CONTRACT TYPE

The Contract shall be fixed price with price adjustments during the implementation period. Thereafter, annual maintenance costs will be capped at the amounts defined in the Master Support Agreement.

### 3. TERM OF CONTRACT

The initial Contract term shall commence on or about July 10, 2013, for a one-year implementation period, followed by a one-year warranty period (without cost), and five years of product maintenance, unless the Contract is otherwise changed, terminated or canceled in accordance with the provisions set forth herein.

### 4. EXTENSION OF CONTRACT TERM

The City may, at its sole option, extend the Contract's term for additional periods of time. In the event that the City exercises such right, all terms, conditions and provisions of the Contract in place immediately prior to the extension shall remain unchanged and continue to apply during the extension period unless otherwise expressly changed in a Contract Amendment as set forth herein.

### 5. PRICES AND PRICE ADJUSTMENTS

All prices submitted shall be firm and fixed for the initial Contract term.

### 6. METHOD OF ORDERING (PURCHASE ORDERS)

**Issuance of written purchase order(s) by the Purchasing Division.** Contractor shall deliver items and/or services only upon receipt of a written purchase order issued by the Purchasing Division. All contractor invoices and packing/delivery tickets must include the City of Phoenix purchase order number.

### 7. METHOD OF ORDERING (VENDOR INVOICE)

Invoice must include the following:

- A. City purchase order number, requisition number, or Contract number.
- B. Items listed individually by the written description and part number.
- C. Unit price, extended and totaled.
- D. Quantity ordered, back ordered, and shipped.
- E. Applicable tax.
- F. Invoice number and date.
- G. Requesting department name and "ship-to" address.
- H. Payment terms.
- I. FOB terms.



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**8. INSURANCE REQUIREMENTS:**

Contractor and its subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The City in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this Contract by the Contractor, his agents, representatives, employees or subcontractors and Contractor is free to purchase additional insurance as may be determined necessary.

**MINIMUM SCOPE AND LIMITS OF INSURANCE:** Contractor shall provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the minimum liability requirements provided that the coverage is written on a "following form" basis.

**A. Commercial General Liability – Occurrence Form:** Policy shall include bodily injury, property damage and broad form contractual liability coverage.

General Aggregate	\$2,000,000
Products – Complete Operations Aggregate	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Each Occurrence	\$1,000,000

The policy shall be endorsed to include the following additional insured language: "The City of Phoenix shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor".

**B. Automobile Liability:** Bodily Injury and Property Damage for any owned, hired, and non-owned vehicles used in the performance of this Contract.

Combined Single Limits (CSL)	\$1,000,000
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The policy shall be endorsed to include the following additional insured language: "The City of Phoenix shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, including automobiles owned, leased, hired or borrowed by the Contractor".

**C. Worker's Compensation and Employers' Liability:** Workers' Compensation and Employers' Liability

Each Accident	\$100,000
Disease – Each Employee	\$100,000
Disease – Policy Limit	\$500,000

Contractor's insurance policy shall contain a waiver of subrogation against the City of Phoenix.

This requirement shall not apply when a contractor or subcontractor is exempt under A.R.S. 23-901, AND when such contractor or subcontractor executes the appropriate sole proprietor waiver form.



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**Professional Liability (Errors and Omissions Liability)**

The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Services of this Contract.

Each Claim                    \$1,000,000  
Annual Aggregate            \$2,000,000

In the event that the professional liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

**ADDITIONAL INSURANCE REQUIREMENTS:** The Contractor’s insurance policies shall include, or be endorsed to include, the following provisions:

On insurance policies where the City of Phoenix is named as an additional insured, the City of Phoenix shall be an additional insured to the full limits of liability purchased by the Contractor even if those limits of liability are in excess of those required by this Contract.

The Contractor's insurance coverage shall be primary insurance and non-contributory with respect to all other available sources.

**NOTICE OF CANCELLATION:** For each insurance policy required by the insurance provisions of this Contract, the Contractor must provide to the City, within two (2) business days of receipt, written notice that a policy has been suspended, voided or cancelled for any reason. Such notice shall be mailed to City of Phoenix Finance Department, Procurement Division, 251 W. Washington Street, Phoenix, Arizona 85003; emailed to: [purchasing.admin@phoenix.gov](mailto:purchasing.admin@phoenix.gov) ; or sent by facsimile transmission to (602)-534-1933.

**ACCEPTABILITY OF INSURERS:** Insurance is to be placed with insurers duly licensed or authorized to do business in the State of Arizona and with an “A.M. Best” rating of not less than B+ VI. The City in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

**VERIFICATION OF COVERAGE:** Contractor shall furnish the City with certificates of insurance (ACORD form or equivalent approved by the City) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by the City before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract or to provide evidence of renewal is a material breach of contract.

All certificates required by this Contract shall be sent directly to City of Phoenix, Deputy Finance Director/Purchasing, 251 West Washington, Phoenix, Arizona 85003. The City project/contract number and project description shall be noted on the certificate of insurance. The City reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time. **DO NOT SEND CERTIFICATES OF INSURANCE TO THE CITY’S RISK MANAGEMENT DIVISION.**



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**SUBCONTRACTORS:** Contractors' certificate(s) shall include all subcontractors as additional insureds under its policies or contractor shall furnish to the City separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

**APPROVAL:** Any modification or variation from the insurance requirements in this Contract shall be made by the Law Department, whose decision shall be final. Such action will not require a formal Contract amendment, but may be made by administrative action.

### 9. **CONTRACTOR AND SUBCONTRACTOR WORKERS BACKGROUND SCREENING:**

All Contractor personnel requiring access to any Phoenix Police Department facility shall complete a background check which will include at a minimum a local and national fingerprint check. Personnel not meeting Phoenix Police Department standards will be removed from the project. Contractor agrees that all workers and subcontractors (collectively "Contract Worker(s)") that Contractor furnishes to the City pursuant to this Contract shall be subject to background and security checks and screening (collectively "Background Screening") at Contractor's sole cost and expense as set forth in this Paragraph 10. The Background Screening provided by Contractor shall comply with all applicable laws, rules and regulations. Contractor further agrees that the Background Screening required in this Paragraph 10 is necessary to preserve and protect public health, safety and welfare. The Background Screening requirements set forth in this Paragraph 10 are the minimum requirements for this Contract. The City in no way warrants that these minimum requirements are sufficient to protect Contractor from any liabilities that may arise out of Contractor's services under this Contract or Contractor's failure to comply with this Paragraph 10. Therefore, in addition to the specific measures set forth below, Contractor and its Contract Workers shall take such other reasonable, prudent and necessary measures to further preserve and protect public health, safety and welfare when providing services under this Contract. The City further reserves the right to require additional security requirements under certain circumstances regarding public safety.

**Background Screening Requirements and Criteria:** Because of the varied types of services performed, the City has established three levels of risk and associated Background Screening. The risk level and Background Screening required for this Contract is **Maximum Risk**.

**Minimum Risk and Background Screening ("Minimum Risk"):** A Minimum Risk Background Screening shall be performed when the Contract Worker: 1) will not have direct access to City facilities or information systems; or 2) will not work with vulnerable adults or children; or 3) when access to City facilities is escorted by City workers. The Background Screening for Minimum Risk shall consist of the screening required by Arizona Revised Statutes §§ 41-4401 to verify legal Arizona worker status.

**Standard Risk and Background Screening ("Standard Risk"):** A Standard Risk Background Screening shall be performed when the Contract Worker's work assignment will: 1) require a badge or key for access to City facilities; or 2) allow any access to sensitive, confidential records, personal identifying information or restricted City information; or 3) allow unescorted access to City facilities during normal and non-business hours. The Background Screening for this Standard Risk level shall include the Background Screening required for the Minimum Risk level and a background check for real identity/legal name, and shall include felony and misdemeanor records from any county in the United States, the state of Arizona, plus any other jurisdiction where the Contract Worker has lived at any time in the preceding seven (7) years from the Contract Worker's proposed date of hire.



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**Maximum Risk and Background Screening (“Maximum Risk”):** A Maximum Risk Background Screening shall be performed when the Contract Worker’s work assignment will: 1) have any contact with vulnerable people such as children, youth, elderly, or individuals with disabilities; or 2) have any responsibility for the receipt or payment of City funds or control of inventories, assets, or records that are at risk of misappropriation; or 3) have unescorted access to City data centers, money rooms, or high-value equipment rooms; or 4) have access to private residences; or 5) have access to Homeland Defense Bureau identified critical infrastructure sites/facilities. The Background Screening for this Maximum Risk level shall include the Background Screening required for the Standard Risk level, plus a sexual offender search, a credit check, and driving record search for the preceding seven (7) years from the Contract Worker’s proposed date of hire. Contract Workers who work directly with children or vulnerable adults are also subject to fingerprint verification through the Arizona Department of Public Safety as mandated by Phoenix City Code, § 2-45.6.

### **CONTRACTOR CERTIFICATION; CITY APPROVAL OF MAXIMUM RISK BACKGROUND SCREENING**

By executing this Contract, Contractor certifies and warrants that Contractor has read the background screening requirements and criteria in this Paragraph 10, understands them and that all background screening information furnished to the City is accurate and current. Also, by executing this Contract, Contractor further certifies and warrants that Contractor has satisfied all such background screening requirements for the minimum and standard risk background screening as required.

In addition, for maximum risk background screening, Contractor shall furnish to the Project Manager or his designee, for the City’s review and approval, such background screenings for any Contract Worker considered for performing services under this Contract where human safety or facility security is classified as a maximum risk level. The subject Contract Worker shall not apply for the appropriate City of Phoenix identification and access badge or keys until Contractor has received the City’s written acceptance of the subject Contract Worker’s maximum risk background screening. The City may, in its sole discretion, accept or reject any or all the Contract Workers proposed by Contractor for performing work under this Contract. A Contract Worker rejected for work at a maximum risk level under this Contract shall not be proposed to perform work under other City contracts or engagements without the City’s prior written approval.

### **TERMS OF PARAGRAPH 9 APPLICABLE TO ALL OF CONTRACTOR’S CONTRACTS AND SUBCONTRACTS**

Contractor shall include the terms of this Paragraph 10 for Contract Worker background screening in all contracts and subcontracts for services furnished under this Contract including, but not limited to, supervision and oversight services.

### **MATERIALITY OF BACKGROUND SCREENING REQUIREMENTS; INDEMNITY**

The background screening requirements of this Paragraph 10 are material to City’s entry into this Contract and any breach by Contractor shall be a material breach of this Contract. In addition to the indemnity provisions set forth in this Contract, Contractor shall defend, indemnify and hold harmless the City for any and all claims arising out of this background screening Paragraph 10 including, but not limited to, the disqualifications of a Contract Worker by Contractor or the City for failure to satisfy this Paragraph 10.

### **CONTINUING DUTY; AUDIT**

Contractor’s obligations and requirements that Contract Workers satisfy this background screening Paragraph 10 shall continue throughout the entire term of this Contract. Contractor shall notify the City immediately of any change to a maximum risk background screening of a



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Contract Worker previously approved by the City. Contractor shall maintain all records and documents related to all background screenings and the City reserves the right to audit Contractor's compliance with all background screenings and requirements of Paragraph 10.

### 10. PARTIAL PAYMENTS – CONTRACT ORDER RELEASES

Partial payments are not authorized on individual contract order releases (COR) issued for this procurement. Payment will be made upon final delivery and acceptance of all supplies or services ordered on each COR issued against the Contract.

### 11. SUSPENSIONS OF WORK

The City reserves the right to suspend work wholly or in part if deemed necessary for the best interest of the City. This suspension will be without compensation to the Contractor, other than to adjust the Contract completion/delivery requirements.

### 12. PERFORMANCE INTERFERENCE

Contractor shall notify the Department Contact Person immediately of any occurrence and/or condition that interferes with the full performance of the Contract, and confirm it in writing within twenty-four (24) hours.

### 13. LEGAL WORKER REQUIREMENTS

The City of Phoenix is prohibited by A.R.S. § 41-4401 from awarding a Contract to any contractor who fails, or whose subcontractors fail, to comply with A.R.S. § 23-214(A). Therefore, under this Paragraph, Contractor agrees that:

- A. Contractor and each subcontractor it uses warrants their compliance with all federal immigration laws and regulations that relate to their employees and their compliance with A.R.S. § 23-214(A).
- B. A breach of a warranty under this Paragraph shall be deemed a material breach of the Contract that is subject to penalties up to and including termination of the Contract.
- C. The City of Phoenix retains the legal right to inspect the papers of any contractor or subcontractor employee(s) who work(s) on the Contract to ensure that the Contractor or subcontractor is complying with the warranty under this Paragraph.

### 14. EMERGENCY TWENTY-FOUR HOUR SERVICE

Emergency twenty-four (24) hour service is to be provided by Contractor at no additional cost. Contractor shall provide an emergency contact person, with phone number, who is authorized to release material to the City during non-business hours, in the event of an emergency repair requirement. Any changes in contacts must be promptly submitted to the City.

### 15. KEY PERSONNEL

Contractor shall assign specific individuals to the key positions in support of the Contract. Once assigned to work under the Contract, key personnel shall not be removed or replaced without the prior written approval of the City. Upon the replacement of any key personnel, Contractor shall submit the name(s) and qualifications of any new key personnel to the Department Contact Person. With the concurrence of the Department Contact Person, the City shall amend the Contract to reflect the name(s) of any replacement key personnel. Upon any unplanned departure of key personnel, Contractor shall immediately notify the Department Contact Person.

### 16. SUBCONTRACTORS

Contractor may utilize subcontractors in the performance of services under the Contract, subject to City approval. Any subcontract entered into with respect to performance under the Contract



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shall in no way relieve the Contractor of any responsibility for performance of all requirements under the Contract. Contractor shall certify that all subcontracts used to support the services provided under this Contract, incorporate by reference the terms and conditions of this Contract. Contractor shall not change or add any subcontractors, for the performance of services under this Contract, without the advance written approval of the Deputy Finance Director. When requesting the City's approval, the Contractor shall list all outgoing subcontractors, all new subcontractors, their contact information, their proposed responsibilities under the Contract as well as their qualifications to perform the intended work. With the request, Contractor shall certify that all new subcontracts incorporate by reference the terms and conditions of this Contract.

### 17. LIQUIDATED DAMAGES

If the Contractor fails to deliver the supplies or perform the services within the time specified in the Contract, or any extension thereof, the actual damages to the City for the delay will be difficult or impossible to determine. Therefore, in lieu of actual damages, the Contractor shall pay to the City as fixed, agreed, and liquidated damages for each calendar day of delay, the amount of \$5,000. The City may terminate this Contract in whole or in part as provided in the "Default" provision. In that event, the Contractor shall be liable for such liquidated damages accruing until such time as the City may reasonably obtain delivery or performance of similar supplies and services. The Contractor shall not be charged with liquidated damages when the delay arises out of causes beyond the control and without the fault or negligence of the Contractor.

### 18. SOFTWARE SUPPORT

Contractor agrees to offer for each software program licensed to the City a Source Code Escrow Agreement that provides for release of the source code version of the licensed software program from escrow upon the occurrence of certain release events, including (a) Contractor's failure to provide required maintenance services as agreed; (b) any rejection or termination of the License Agreement by Contractor or its successors or representatives in breach of the provisions of the License Agreement including in all events any rejection or termination of the License Agreement or any proposal to do so under Title 11 of the United States Code, as now constituted or hereafter amended (the "Bankruptcy Code"), or any other federal or state bankruptcy, insolvency, receivership, or similar law; (c) failure of a trustee, including Contractor as debtor in possession in any bankruptcy case hereafter filed by or against Contractor to assume the License Agreement within fifteen (15) days after the filing of the initial bankruptcy petition or to perform the License Agreement within the meaning of Section 365(a)(4)(i) of the Bankruptcy Code; (d) the termination of substantially all of Contractor's ongoing business operations relating to the subject of the License Agreement and (e) any liquidation of Contractor, or any sale, assignment, or foreclosure of or upon assets that are necessary for the performance by Contractor of its responsibilities under the License Agreement and any agreed upon Support or Maintenance Agreement.

- a. **Escrow of Source Code.** The Escrow Agent (the entity that retains the source code pursuant to the Source Code Escrow agreement) shall be approved in advance by the City. The escrow of Source Code for the software shall be governed by a separately executed Source Code Escrow Agreement which shall be incorporated by Amendment to this Contract, the terms and conditions of which shall be agreeable to the City.
  - i. Within thirty (30) days of the Final System Acceptance Date, Contractor shall deposit a complete copy of the Source Code for the software in the most current version of the RMS as installed for the City, including all customizations, modifications, updates, and upgrades. All escrow fees shall be paid by Contractor.



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- ii. Contractor covenants with the City that Contractor will continue to promptly deliver to the Escrow Agent all revisions, corrections, upgrades, customizations, or other modifications to all versions of the Source Code (the “Changes”) so that the Source Code held in escrow constitutes a machine-readable program of the most current release of the software in use by the City. Contractor shall promptly notify the City in writing that the Changes have been made and the Escrow Agent has been provided with all such Changes. For convenience, the documentation segment of the Source Code may be placed in machine-readable form or in a form suitable for photocopying.
- iii. Upon release of the Source Code pursuant to the Escrow Agreement, the City shall have the additional right to modify the Source Code. The rights provided for in this Contract are in addition to those granted to the City as licensee.

### 19. STORAGE SPACE - ONSITE

The Contractor may store supplies, materials and equipment in a storage area on the City of Phoenix facility premises (in a location to be defined by PPD). The Contractor agrees to keep its portion of this storage area in accordance with all applicable fire regulations. The use of City storage facilities will be on a space available basis and subject to the approval of the representative.

No materials or equipment will be stored or temporarily set in restrooms, under stairwells or other spaces accessible to the public.

Hazardous chemicals such as solvent based strippers and cleaners will not be stored on City property.

If storage is in an electrical closet, a minimum of thirty-six (36) inches shall be provided in front of all electrical panels. The width shall be a minimum of thirty (30) inches or the width of the panel. The width of working space in front of the electrical equipment shall be the width of the equipment or thirty (30) inches, whichever is greater. In all cases, the work space shall permit at least a ninety (90) degree opening of equipment doors or hinged panels.

### 20. ACCEPTANCE TESTING

The City will require the Solution to undergo acceptance testing prior to final acceptance and the commencement of the warranty period, subject to the following terms:

- a. **Right to Perform Acceptance Testing.** Prior to accepting the system, the City shall have the right to perform Acceptance Testing. Acceptance Testing shall be completed at City-designated facilities using system software, infrastructure, and data.
- b. **Obligations of Contractor in Acceptance Testing.** Contractor shall cooperate with the City in the development of Acceptance Criteria and the Acceptance Test Plan that shall codify and set forth the location, date, and other specifications of the Acceptance Tests. Specifically, contractor shall provide the following services and material:
  - i. Sufficient training for the City personnel to accomplish the testing on their own.
  - ii. Qualified Contractor staff to perform and/or assist City personnel to complete the required Acceptance Tests.
  - iii. Non-system equipment and software required to complete Acceptance Tests.





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iv. Appropriate combination of the above sufficient to complete Acceptance Tests.

- c. Acceptance Criteria and Acceptance Test Plan.** The City and the Contractor agree to establish the Acceptance Criteria in writing in an Acceptance Test Plan for the purpose of conducting Acceptance Testing. Acceptance Criteria and the detailed Acceptance Test Plan shall be finalized and agreed to by the Contractor and the City, and shall be incorporated into the Statement of Work and thereby into this Contract.

The Acceptance Test Plan shall include the following types of Acceptance Tests, each of which shall be considered successfully completed when the City issues a Certificate of Acceptance for all the specific products or Deliverables tested:

- i. Installation Acceptance Testing shall include installing and configuring system equipment at its final/permanent locations along with verifying functionality of all system components. System equipment and equipment components must perform within Original Equipment Manufacturer (OEM) specifications and the specifications set forth in this Contract for the Installation Acceptance Testing to be considered successfully completed.
- ii. Functional Acceptance Testing shall demonstrate the correct operation of the system's functions as specified in the Contract, including all of the Interfaces, system security, and data confidentiality components. Functional Acceptance Testing must also demonstrate the ability of the system to recover from various fault scenarios, as well as the expected operational capabilities during these faults (e.g., CPU Failure, hard drive Failure, network connection Failures, etc.). System functions must perform as specified in the Contract for the Functional Acceptance Testing to be considered successfully completed.
- iii. Data Configuration Acceptance Testing shall demonstrate that the system operates as specified in the Contract after configuration data specific to the City (e.g., Geofile loaded, user definitions created, validation tables loaded, approval processes implemented, historical data converted, etc.) have been configured, converted, or created as appropriate. System functions must perform as specified in the Contract after City specific data are loaded into the system, historical data converted, components integrated, and the system customized and configured as required for operation in a Production Environment for the Data Configuration Acceptance Testing to be considered successfully completed.
- iv. Throughput/Projected Load Acceptance Testing shall include placing a load on the installed system comparable to the maximum anticipated system load and demonstrating over a specified time period that the System Response Times that users would experience are compliant with the requirements in the Contract. System Response Times must meet the metrics in the Specifications during the peak system loads experienced during the Throughput/Projected Load Acceptance Testing for this test to be considered successfully completed.
- v. Reliability Acceptance Testing includes operating and monitoring the complete system in a live production mode for a period of ninety (90) consecutive calendar days during which the system meets the performance and response requirements of the specifications while providing the functions and capabilities specified in the specifications. The City must be able to utilize the system for its



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intended purposes (in-service use) in a Production Environment to test all operational modes and equipment configurations, with the system fully loaded to peak activity to ensure that all operational modes function properly and that all system problems have been corrected. The City's use of the system during the Reliability Acceptance Testing period shall not be interpreted as acceptance of the system by the City. The system repair and maintenance procedures in effect during the Reliability Acceptance Testing must be the same repair and maintenance procedures that will be in effect during normal system operation after Final System Acceptance. Because the system will be in production mode during the Reliability Acceptance Testing period, the Contractor will not be afforded full access to the system in order to fix any encountered problems. Forced shutdowns of the system in order to replace or gain access to failed components must only occur with the express written permission of City representatives, which may not be granted until proper arrangements have been made to secure system databases and work in progress and to ensure that production is not adversely affected. Failures that are not attributable to the system as provided by the Contractor are not charged against the Acceptance Testing period. If such Failures occur, the Acceptance Test will be suspended until the problems are corrected. The Acceptance Test will then be re-started from the time it was suspended. The period of suspension will not count as part of the Reliability Acceptance Testing period. The system must operate for ninety (90) successive Calendar Days without any major failures of equipment (provided by Contractor), software, and/or system functions and capabilities for the Reliability Acceptance Testing to be considered successfully completed. Major Failures are defined as system failures that result in a Level 1 or Level 2 Severity System Error as defined in Paragraph 21, Maintenance Provisions, of this Contract. After the condition that caused a major failure is remedied, the Reliability Acceptance Testing period is restarted from the beginning and the system must operate for another ninety (90) successive calendar days without any major failures for the Reliability Testing to be considered successfully completed.

- vi. The City will issue Final System Acceptance only after the successful completion of all of the above individual Acceptance Tests and the Reliability Acceptance Test.

**d. Procedure and Timetable.** Unless otherwise specified in the Statement of Work, the following procedures will be used for Acceptance Testing and are applicable to Acceptance Tests for single Deliverables or products, components of the system, and the Reliability Acceptance Test:

- i. The City shall commence Acceptance Testing no later than thirty (30) calendar days after receipt of a Deliverable;
- ii. Contractor shall provide, at no additional cost to the City, reasonable and appropriate support, assistance, and consultation regarding the system in order to facilitate Acceptance Testing;
- iii. Unless mutually agreed to in writing by the Parties, Acceptance Testing for a specific Deliverable shall not exceed thirty (30) calendar days or other period as specified in the Acceptance Test Plan for a specific Deliverable or Acceptance



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Test. The City will make all reasonable efforts to complete Acceptance Testing within the time period specified. If the Acceptance Testing is successful the City shall issue a written statement of acceptance.

- e. Failure of Acceptance Test.** The City will notify Contractor if a Deliverable or a portion of a Deliverable or the system, fails to pass an Acceptance Test and will specify in reasonable detail the identified Failures and possible reasons for Failure. After the City's notification, Contractor shall correct the Deliverable, or the affected portion, within ten (10) calendar days, or other period as mutually agreed in writing, and notify the City that the correction has been completed. After Contractor's correction notification, the City shall perform a second Acceptance Test. If the Deliverable, or portion of the Deliverable, fails to pass the second Acceptance Test, the City shall notify Contractor in writing, and the City may, in its sole discretion: (a) terminate the Contract or Statement of Work or Change Order with no further liability; (b) request Contractor to replace the Deliverable or defective portion of the Deliverable at no additional cost to the City, (c) request Contractor make further corrections to prepare for retesting; (d) accept the Deliverable at a reduced cost to be negotiated between the parties; or (e) issue an Acceptance Certificate entitled "Acceptance with Exception(s)."
- i. If the City issues an "Acceptance with Exception(s)" the City will list the exception(s) and the date for Contractor's correction. If exceptions are corrected by the listed date(s), the City agrees to commence further Acceptance Testing of the Deliverable or affected portion(s). If the Deliverable passes the Acceptance Tests, the City will issue a Certificate of Acceptance.
- f. City Acceptance of Failure.** If the City elects to accept a Deliverable or the system even with the failure(s), then the City may request that Contractor issue a refund to the City in an amount equal to a percentage of the full fee value of the Deliverable or system that the parties mutually determine represents the loss of functionality of the Deliverable or system.
- g. Revocation of Acceptance.** The City shall have the right to revoke "Acceptance with Exception(s)" if the City granted an "Acceptance with Exception(s)" based on Contractor's commitment to correct the Error within a reasonable period of time, but the defect has not been so corrected.
- The City shall have the right to revoke Acceptance if the City accepted the system or the Deliverable without discovery of the defect, and the Acceptance was reasonably induced by Contractor's assurances or by the difficulty of discovery of the defect before Acceptance. Revocation is effective only if it occurs within a reasonable time after the City discovers or should have discovered the reasons for revocation.
- h. Termination Based on Failure of Acceptance.** If the system fails to pass the Reliability Acceptance Test(s), the City may terminate this Contract for Material Breach. Upon termination of the Contract, Contractor shall refund all monies paid for the system or any combination of products in U.S. Dollars within fifteen (15) calendar days. The refund shall be in and not in the form of future credits from Contractor.
- i. No Waiver.** Acceptance shall not relieve Contractor from its responsibility under any Warranty. Payment for products, services, or the system does not constitute Acceptance, nor does it constitute a waiver of any Warranty applicable to the City.



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### 21. MAINTENANCE PROVISIONS

The following provisions shall apply to all maintenance and repairs to the system, including any software, equipment, and product(s). These provisions shall cover any third party software supplied by Contractor as components of the system. Should any ambiguities or conflicts arise between this Paragraph and the balance of the Contract, this Paragraph shall prevail over all others in matters of maintenance and repair.

- a. **Term.** Contractor's obligations in connection with maintenance shall be for twelve (12) months, commencing on the date of expiration of the Warranty Period. The City shall have the option to renew maintenance support for twelve (12) month periods as long as this Contract is in effect, at the price for annual maintenance support set forth in this Contract.
- b. **Services Included:** During the Warranty Period and any period of maintenance, Contractor shall provide solutions, changes and corrections to the system as required to keep the system conforming in all material respects to the Acceptance Criteria and all applicable documentation, and to correct reported problems that are replicated and diagnosed by the City as defects or Errors in the system. Services shall include the following:
  - i. **Preventative.** Maintenance shall include preventative services and tools for the system such as the following, without limitation, (A) the development, release and assistance in installation of updates and upgrades which are designed to prevent operational errors, bugs, viruses, and the like; and (B) the monitoring, queue management, evaluation, or any other similar diagnostic applications or tools, and assistance in the installation and operation of same.
  - ii. **Repair.** Within the time specified herein, Contractor shall repair all Errors that have been identified by Contractor or by the City in maintenance requests: (A) if software, by providing patches on portable media, by download, or by e-mail; or (B) if equipment, by dispatching a repair team, or authorizing the City to send items to repair facilities as applicable in which case Contractor shall provide backup equipment as a hot swap pending repair and/or replacement of the defective component. Contractor shall provide loaner equipment or reasonable workarounds to assist the City in reducing the impact of such failure to the City's operations. Contractor shall replace defective software that cannot be repaired. Contractor shall replace defective equipment with like equipment if the defect is non-repairable, and or repair costs would exceed the then depreciated value of the equipment, less any trade-in value. In the event that neither replacement nor repair can be made, the remedies, as stated within this Contract, at the City's sole discretion shall apply. A work around or patch which temporarily eliminates the symptoms of the particular Error or failure reported, but impairs the efficiency of the City's operations, shall be deemed an "interim repair," not a repair. An interim repair cannot last longer than seven (7) calendar days, unless otherwise mutually agreed in writing by the parties.
  - iii. **Coverage Hours.** Shall be twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year.
  - iv. **Telephone Helpline/Staffing.** During the Coverage Hours, Contractor shall maintain a telephone hotline at no cost to the City. Contractor shall staff the hotline with competent technical consultants who shall be trained in and



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thoroughly familiar with the system and with the City's applicable configuration. Telephone support and all communication shall be delivered in English from within the United States.

- c. Response.** Contractor's support specialists shall respond to a maintenance request from the City within the times specified in this Contract. Such response times shall be measured from the time the City contact requests support.
- d. New Releases/Upgrades.** In the event the software is upgraded, modified, or enhanced, including interim updates, block releases, patches or fixes of major or minor bugs, Contractor shall automatically provide such upgrades, updates, changes, enhancements, or fixes to the City at no additional cost. The maintenance cost under this Contract is intended to include those updates/upgrades listed in the previous sentence and therefore will remain unchanged and will not be increased due to such upgrades, updates, enhancements, or fixes.
- e. Training.** At the City's request, Contractor shall provide the City on-site training in connection with upgrades or major repairs that change the functional operation of the system or any software or equipment component whether repair or alteration is a permanent or interim modification. Training shall be provided at no cost to the City and a time and location convenient to the City's business operations and staff.
- f. Version Support.** If the City elects not to install any software or product upgrade, Contractor shall, at the City's request, maintain the ability to support one (1) earlier version of the product(s) in operation. Contractor shall provide the City with at least twelve (12) months prior written notice, before discontinuing maintenance in support of product(s) currently in use by the City.
- g. Redundant Systems.** Contractor shall provide maintenance for a redundant system/product on the exact same basis as for a primary system/product. All rights, obligations, warranties, and other services which apply and extend to a primary system/product shall apply and extend to an equal extent to a redundant system/product.
- h. Other Standard Services.** Contractor shall, at no additional cost to the City, provide other standard services which Contractor offers to its customers generally.
- i. Severity Level, Escalation and Response Time.** Contractor shall provide maintenance as outlined in this section under the response and resolution times set forth for specific severity levels in the table below. Regardless of service specifications in a subsequent Change Order, Contractor shall, at a minimum, respond timely to maintenance requests by, depending upon the nature of the Error identified, diagnosing the problem on-line; assisting over the telephone; sending patches, code fixes or workarounds; replacing any defective system, equipment, software or product(s) or component thereof, providing loaner product(s), installing and testing the software and equipment; or, if necessary, sending personnel to the City's site to deliver maintenance service in person. In the event of an Error, the City shall have direct access, without prior escalation, to competent technical consultants who shall be trained in and thoroughly familiar with the software, equipment, or product and with the City's applicable configuration. Should remote access be required, Contractor will follow all City policies regarding remote access.



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### Severity Levels of Errors or Defects

Level	Definition	Response Commitments	Resolution Commitments
1	A critical function is inoperative, causing significant impact to City operations, and no work-around is available, or errors or defects that cause significant amount of data to be lost.	Response time shall not exceed one (1) hour. Contractor shall submit progress reports outlining the status of resolution, at least once every two (2) hours thereafter, unless the parties agree to written progress reports at some other interval.	Resolution time shall not exceed eight (8) consecutive business hours.
2	A non-critical function or overall performance is materially impaired, or a critical function is impaired but temporary work-around is available.	Response time shall not exceed two (2) hours (counting hours around the clock). Contractor shall submit progress reports at least once every eight (8) hours thereafter, unless the parties agree to progress reports at some other interval.	Resolution time shall not exceed three (3) calendar days.
3	A problem arises which does not materially impair the City's essential operations	Response time shall not exceed one (1) calendar day.	Resolution time shall not exceed fifteen (15) calendar days; or if the problem is software, the next upgrade is scheduled to be released within thirty (30) days of the problem report, then at the subsequently scheduled release.
4	The City requires information or assistance about product capabilities or installation configuration.	Response time shall not exceed one (1) business day.	Resolution is not necessary as no defect exists.

In the event that Contractor fails to resolve a problem within the time period set forth in this section, the following terms and conditions shall apply:



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Failure Severity Level	Contractor's Obligations
1	<p>Upon the City's notification to Contractor of Contractor's failure to resolve a Severity 1 Error or Defect within the resolution time set forth in the previous table, Contractor shall immediately provide expert personnel to resolve the problem, either on-site or by means of secure remote access, at City's sole option. All costs incurred in connection with on-site or remote support shall be borne by Contractor. Contractor shall maintain such expert support until the Error or Defect is repaired to the satisfaction of the City. In the event that the failure is not resolved within eight (8) hours from the time of the City's notification, City may deem Contractor in Material Breach of its obligations under this Contract.</p>
2	<p>Upon the City's notification to Contractor of Contractor's failure to resolve a Severity 2 Error or Defect within the resolution time set forth in the previous table, Contractor shall immediately provide expert personnel to resolve the problem, either on-site or by means of secure remote access, at City's sole option. All costs incurred in connection with on-site or remote support shall be borne by Contractor. Contractor shall maintain such expert support until the Error or Defect is repaired to the satisfaction of the City. In the event that the problem is not resolved within three (3) days from the time of the City's notification, the City shall be entitled, at the City's option, to (a) continue using the system until resolution is achieved, during which time maintenance shall be at no charge or; (b) require that Contractor replace the system, equipment, software, or product; or (c) return the system, equipment, software, or product to Contractor at Contractor's cost, and receive a refund of all costs paid by the City including the annual maintenance fee in addition to any other remedies to which the City may be entitled.</p>
3	<p>Upon the City's notification to Contractor of Contractor's failure to resolve a Severity 3 Error or Defect within the resolution time set forth in the previous table, the Contractor shall immediately provide expert personnel off-site to resolve the Error or defect. All remote access and off-site assistance shall be at no additional cost to the City. If Contractor cannot resolve the Error or Defect off-site within fifteen (15) days after the City's notification, Contractor shall immediately provide a sufficient number of expert personnel, (using remote access via a City approved secure methodology), on an around-the-clock basis to resolve the problem within 48 hours.</p> <p>If the City elects, the City may also require Contractor to provide simultaneous on-site support. Contractor shall maintain such support until the problem is resolved to the satisfaction of the City. However, in the event Contractor's Solution is a work-around or patch, the use of which, in the City's sole opinion, adversely impacts the City's operations, Contractor is required to provide a final resolution to the City's satisfaction.</p> <p>In the event that the software Error or Defect is not resolved within thirty (30) days from the time of the City's initial notice of failure to resolve the Error or defect, the City is entitled, at the City's option, to (a) continue using the system until resolution is achieved; (b) require Contractor to replace the system or the failed component; or (c) return the system, equipment, software, or product, at Contractor's cost, and Contractor shall promptly refund to the City all costs including the annual maintenance fee paid by the City, in addition to any other remedies to which the City may be entitled.</p>

- j. Failure to Provide Maintenance.** In addition to the City's rights and remedies as set forth in the table above, Contractor shall pay the City a percentage of the annual



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maintenance fees for the system under the current year of maintenance, calculated as follows:

### Maintenance Fee Refund Schedule

Status of Maintenance Problem	Period of Failure (following Restore Time Period)	Percentage Refund of Annual Maintenance Fee
Severity Level 1 or 2	0 to 8 hours	17%
	9 to 16 hours	34%
	17 to 24 hours	51%
	25 to 32 hours	68%
	33 to 40 hours	85%
	41 to 48 hours	100%
Severity Level 3	0-1 days	20%
	2-3 days	50%
	4-5 days	75%
	6-7 days	85%
	8-9 days	95%
	9-10 days	100%

For the purposes of this Section, the term “Failure” means the partial or complete inability of the system to operate in accordance with the Acceptance Criteria, or documentation and “Severity Level” means the level at which the City’s operations are adversely affected by the Failure of the system, as defined in the first table titled Severity Levels of Errors or Defects.

- k. Maintenance Remedies.** In addition to any other remedies provided for in this Contract or at law or in equity, the City shall have the right to obtain one or more of the following non-exclusive remedies in the event of any material breach involving maintenance under this Contract by Contractor: (a) suspension of contested payment obligations accruing during the period for which Contractor is in material breach; (b) termination of this Contract in its entirety, or of any affected maintenance request, in the City’s sole discretion; and (c) a refund of all fees for maintenance paid by the City to Contractor for the period beginning from the date of the material breach to the expiration of the Contract.
- l. Access to City Facilities.** Contractor agrees that Contractor’s physical or remote access to the City facilities shall be subject to the security interests and controls necessary to protect public property.

## 22. SOFTWARE LICENSE PROVISIONS

The following provisions shall apply to all software, including updates, upgrades, software enhancements, customizations, or software preloaded into equipment. These provisions shall not cover any third party software supplied by Contractor except where specifically addressed. Should any ambiguities or conflicts arise between this Section and the balance of the Contract, this Section shall prevail in matters of software, upgrades, Enhancements, customizations, and repairs.

- a. Grant of License.** Contractor hereby grants the City a non-exclusive, perpetual, irrevocable license to use, access, and operate all software components of the system,





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whether or not Contractor is the original manufacturer of the software, including that which may be preloaded on any equipment. Contractor shall be responsible for effecting licensure of all third party software required for the system, which shall be subject to the provisions of this Contract. Except as otherwise expressly provided in this Contract, Contractor grants the right to use, access and operate the software without restriction, as may be applicable, to any number of City users, geographic area, market, location, duration, CPU, site, MIPS, or other measurement or platform restrictions. If the software is permanently installed on the hard disk or other storage device of any computer (other than a network server) functioning as a component of the system and one person uses that computer more than eighty percent (80%) of the time it is in use, then that person may also use the software, subject to the provisions of this Contract, via remote access, on a portable or home computer or other handheld device. In the event that any such person is unable to perform duties or is replaced for any reason whatsoever, all rights and privileges granted in this Contract shall apply to substitute/replacement personnel.

- b. Copies.** The City may reproduce the software and documentation, and any web-based or computer-based training materials, if applicable, provided that each copy thereby produced shall be marked with Contractor's proprietary markings as delivered to the City. Unlimited copies of software may be used for testing, including testing within a City lab, or other lab as agreed to between the parties, on a mirrored server for purposes of redundancy, back up, archive, and disaster recovery purposes and in such manner as may be necessary to facilitate the continuation of the City's governmental operations.
- c. Ownership.** Contractor shall retain all ownership rights, including trademarks, patents, copyrights, and other forms of intellectual property, in any pre-existing software or any software developed independently of and unrelated to the Records Management System.

  - i. Title to all tangible personal property, including title to the medium or media of delivery of the software, shall vest in the City upon delivery.
- d. Credit for Technology Migration.** The City shall have the right, but not the obligation, to retire any existing software in connection with a technology migration.

  - i. If the City licenses software for installation on a particular hardware platform, and such software is available on multiple hardware platforms, or if the City elects to migrate to another hardware platform, the City will notify Contractor of the City's intent to migrate such software and Contractor will assist the City with the migration at no additional licensing or other cost to the City. Contractor shall promptly deliver to the City a version of such software appropriate to the platform to which the City wishes to migrate and the City will cease to use software licensed on the initial platform and either (a) return such software and documentation therefore to Contractor; or (b) certify destruction of such software and documentation, as may be mutually agreed to by Contractor and the City, except that the City may retain one back up copy for archive purposes.
  - ii. Use of any software/product customized or developed by Contractor for the City under this Contract shall not require return of such software/product to Contractor by the City. Contractor shall gain no right, whatsoever, in any such software/product due to the City's cessation of use.
- e. Substitution of Software at No Charge.** In the event that Contractor ceases to provide maintenance for any standard software within six years of Final Acceptance of that



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software, Contractor shall substitute functionally similar new software, which shall conform in all aspects to the Acceptance Criteria and shall in no way degrade performance or functionality of the system, at no additional cost to the City.

- f. Infringement Indemnity.** Contractor shall, at its own expense, hold harmless, indemnify, and defend the City, its directors, officers, employees, agents and affiliates from and against any and all claims, demands, damages, liabilities, losses, and expenses (including reasonable attorneys' fees (whether or not at trial and/or on appeal), arising out of or in connection with any actual or alleged violation or infringement by the software of any proprietary right of any person whosoever, including any copyright, patent, trade name, trademark, or misappropriation of the trade secrets of any third party. The City agrees to notify Contractor of the claim and gives Contractor sole control of the defense of the claim and negotiations for its settlement or compromise. No settlement that prevents the City's continuing use of the software shall be made without the City's prior written consent. If any third party claim causes the City's use of the software to be endangered, restricted or disrupted, Contractor shall (i) cause the software to be replaced, at no additional charge, with a compatible functionally equivalent and non-infringing product; (ii) cause the software to be modified to avoid the infringement; (iii) obtain a license for the City to continue using the software and pay any additional fee required for such license; or (iv) if, after Contractor uses all due diligence or standard of care none of the foregoing alternatives is possible, Contractor will terminate the license and refund to the City any and all license fees actually paid by the City and any direct damages documented by the City for the affected software and documentation.
- g. Security.** Contractor shall provide immediate notification to the City's Project Manager of any online security breach that affects the City systems. Contractor shall provide notification to the City's Project Manager of any incident relating to system integrity such as a computer virus.
- i. Contractor shall comply with the City of Phoenix Police Department's Security Standards.

### 23. DISPUTE RESOLUTION

Contractor shall cooperate with the City to assure that all claims and controversies which arise during Contractor's performance of services under this Contract and which might affect the quality of such services will be resolved as expeditiously as possible in accordance with the following resolution procedure:

- a.** Any dispute between the City and Contractor arising prior to completion of Contractor's services or the earlier termination of the Contract shall be resolved, if possible by the Project Manager or their designee on behalf of the City and on behalf of Contractor.
- b.** If the Project Manager or the Project Manager's designee and Contractor are unable to resolve any dispute within three (3) business days after notice of such dispute is given by either party to the other, the matter shall be submitted to the City's Chief Technology Officer and the Contractor's President for resolution, if possible.
- c.** If the parties fail to resolve a dispute, the City reserves the right to litigate the dispute in court in Maricopa County, Arizona and in accordance with Arizona law.



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### 24. DISCLOSURE OF LITIGATION OR FINANCIAL CONDITION

Contractor warrants and represents that there are no suits, actions, other proceedings, or reasonable anticipation of litigation in any judicial or quasi-judicial forum that will or may adversely affect Contractor's ability to fulfill its obligations under this Contract. Contractor further warrants that it will immediately notify the City if, during the term of this Contract or any extension of this Contract, Contractor becomes aware of any lawsuits, actions or proceedings or has reasonable anticipation of litigation in any judicial or quasi-judicial forum that involve Contractor or any of Contractor's subcontractors and that will or may adversely affect Contractor's ability to fulfill its obligations under this Contract or any extension of the Contract.

### 25. WARRANTY AGAINST PLANNED OBSOLESCENCE AND RECLAIMED PARTS AND EQUIPMENT

The Contractor warrants that at the time of delivery of products, it has no plans in the next twelve (12) months for announcing replacement products for those products delivered pursuant to this Contract or any plans that would result in reduced support for the products delivered.

### 26. CONTRACTOR PERSONNEL

The City has designated key positions under this Contract. The job titles and persons set forth herein include the equivalent positions which may have different position titles in Contractor's proposal. The named individuals set forth in Contractor's proposal to fill these key positions are key personnel.

- a. **Substitution of Key Personnel.** Any substitutions or replacements of key personnel require the written approval of the City. Contractor shall provide the City with the maximum possible period of notice of substitution or replacement of key personnel in order to allow for background screening, fingerprint checks, and other investigation as may be required.

During the first ninety (90) calendar days of performance of this Contract, Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. Contractor shall notify the City within ten (10) calendar days after the occurrence of any of these events. For any proposed substitute key personnel, Contractor shall provide the following information to the City: a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any additional information requested by the City. Proposed substitutes should have qualifications comparable to, or better than, those of the persons being replaced. The City will notify Contractor within thirty (30) calendar days after receipt of all required information of the acceptability of proposed substitute key personnel. No change in Contract prices may occur as a result of substitution or replacement of key personnel.

### 27. FINAL INSPECTION AND APPROVAL

The City will request the Contractor to conduct a final inspection after the project is complete. The Project Manager will prepare a "punch-list" and will forward a copy of the "punch-list" to the City. After the "punch-list" items have been corrected, the Contractor will request a final approval by the City's Project Manager. Final project approval is contingent upon the City's Project Manager's final inspection and written approval.



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### 1. SCOPE OVERVIEW

The City of Phoenix Police Department (PPD) intends to contract for technology and services necessary to implement a state-of-the-art, turnkey integrated records management system (RMS) and automated field reporting (AFR) solution, with internal and external system interfaces (collectively, the "system"). Additionally, part of this Contract will include perpetual and non-exclusive software licenses, upgrades and annual service and maintenance to the proposed system. It is the City's intent to procure the best combination of software and services at the most reasonable cost. The products and services provided by the selected vendor should meet all of the requirements outlined in this RFP.

The technology Solution must be based on Global Justice Extensible Markup Language (GJXML) standards, as well as the nationally developed RMS standards published by the Law Enforcement Information Technology Standards Council (LEITSC) in 2008, and NIEM conformance. These requirements will serve as the building block for the PPD and specific requirements are located in the requirements portion of the RFP.

### 2. REQUIRED FEATURES

All system components should be highly reliable and fully integrated, eliminating the need for redundant data entry. All interfaces to ancillary or external systems should also be designed and developed to eliminate redundant data entry. The following general system-wide features are expected to be included in the vendor's Solution:

- **Use of Graphical User Interface (GUI) and "Windows" Technologies** - The system should be designed for ease of use, taking advantage of industry standard graphical interfaces. For example, use of "pull down" fields with automatic defaults and automatic fill (i.e., character matching).
- **Flexible Search Capabilities** - The new system should provide for flexible search capabilities, e.g., phonetic/SOUNDEX, text, and field searches. Additionally, these systems should provide the ability to search by descriptors such as names/aliases; physical characteristics; vehicle information; geographic locations; and others.
- **Ad-Hoc Reporting Capabilities** - Advanced and flexible query and search capabilities through user-friendly, ad-hoc reporting facility.
- **"Super" Query Capabilities** - Ability to query multiple databases, e.g., local and state name databases, through use of a single transaction.
- **Integration of Commercial and Departmental Electronic References** - Electronic access to reference materials such as maps, general orders, legal source book, penal codes, etc.
- **Electronic Routing of Documents** - Ability to define document workflow/routing for review, approval, or informational purposes.
- **Security** - Flexibility to secure data based on various parameters, e.g., user ID, database field, etc. Information regarding juveniles should be secured from the public.
- **Data Entry Interface Flexibility** - Ability to accommodate either text-based or form-based entry. For example, "straight" data entry functions may be faster with text-based entry forms. Also, prompting for required data fields is desired.
- **Streamline Data Entry** - Reduce, or eliminate, redundant data entry. Internal and external databases should be "linked" to the greatest extent possible to take advantage of common database elements such as names and locations, and to electronically transfer data from and to other systems as appropriate. For example, property records should be "linked" to appropriate case records.



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- **Validation and Edits** - Accommodate multi-agency, multi-jurisdiction data edits. Standardize where feasible, e.g., use of crime codes, location abbreviations, addresses, etc.
- **Consolidated Workstation Access** - Access to pertinent applications/systems should be provided through a single end user device (i.e., PCs, laptops, SmartPhones, iPads, etc.). For example, access to Department of Justice (DOJ) law enforcement databases, RMS applications, office automation, etc., could all be performed from a single workstation.
- **Open System Architecture** - The system should be open, allowing for access to as many regional information sources as possible. The database should adhere to GJXML and open database connectivity (ODBC) standards and have a documented, accessible schema.
- **Loosely Coupled Interfaces** - Interfaces with other systems should be designed so that upgrades to one system do not significantly impact other systems. The interfaces should utilize standard data communications protocols and message formats.
- **Redundant Processing Systems** - To the greatest extent possible, and where practical, single points of potential failure in hardware and network components should be eliminated.
- **System Availability** - The RMS application should be available at a 99.99% uptime rate (four nines).
- **Data Conversion** - To ensure that data is not lost, data conversion would be required (from archived sources, including the existing PACE RMS).

### 3. INTERFACES

The City requires the following RMS-related interfaces. **A detailed Interface Control Document will be provided to vendors attending the pre-proposal conference (in particular; the ICD will include requirements for exchanging data between PPD and the Phoenix City Prosecutor's Office/Law Department, and Municipal Court Management System).**

- (1) Computer Aided Dispatch (CAD)
- (2) Mobile CAD Solution
- (3) Maricopa County Adult & Probation
- (4) Maricopa County Attorney
- (5) Maricopa County Pre-Booking Portal
- (6) Maricopa County Pawn
- (7) Arizona Criminal Justice Information System (ACJIS)
- (8) Arizona Criminal Justice Information System (ACJIS) Masks
- (9) Arizona Disposition Reporting System (ADRS)
- (10) AZTraCS
- (11) Automated Fingerprint Identification System (AFIS) & Live Scan
- (12) GANGNet – State/DPS
- (13) Victim Criminal Apprehension Program (ViCAP)
- (14) ALPR
- (15) COPLINK
- (16) Document Imaging



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- (17) Department Online Reporting System (DORS)/eReporting
- (18) GIS
- (19) IAPro/Blue Team
- (20) IBM MQ Series
- (21) JusticeTrax – LIMS/iResults
- (22) Justice Web Interface (JWI)
- (23) LeadsOnline
- (24) PeopleSoft - Oracle
- (25) Property Tracking System (PTS)
- (26) Phoenix City Municipal Court Management System (CMS)
- (27) Phoenix City Prosecutor's Office/Law Department
- (28) Public Crime Reporting (BAIR Analytics RAIDS Online & ATAC RAIDS)
- (29) SAS/Memex
- (30) System Master Clock
- (31) Vehicle Impounds (Recovered/Stolen/Impounded Vehicles)
- (32) Microsoft Outlook/OWA 2010
- (33) Lojack – Stolen Vehicle Tracking System
- (34) Pronet/ETS – Bank Robbery Tracking System
- (35) TaxMantra
- (36) Sex Offender System - similar to Offender Watch
- (37) City of Phoenix Fire Department
- (38) Other Agency Systems – Social Services, crime and vehicle information databases
- (39) Other Law Enforcement Data Sharing Efforts
- (40) Administrative Office of the Court

#### 4. RMS SOFTWARE FEATURES

**Records Management System (RMS):** The Records Management System (RMS) is to replace the current RMS with a complete Solution that provides integrated modules for law enforcement records functions, and standard technology as defined by the Law Enforcement Information Technology Standards Council (LEITSC), including:

- **Master Name Index (MNI):** Incorporates subject records from various sources. Individuals identified in incident or crime reports (suspect, victim, witness, complainant, department names, etc.) would be permanently stored in GJXML and NIEM standards. Field interview records, warrants, missing person reports and all other name based data entry would be indexed to this file. The software would provide a menu for name search both by exact spelling and by phonetic (SOUNDEX) search capability.
- **Master Vehicle Index (MVI):** Incorporates vehicle records from various sources. Vehicles identified in incident or crime reports would be stored. Additionally, vehicle attributes would be stored



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whenever ACIC inquiries are accessed that involve vehicles. The software would provide a menu for searching for vehicles by selected attributes including partial license plates and support ACIC/MVD entry from the application.

- **Additional Master Indices:** In addition to MNI and MVI, RMS must provide basic master indices that correlate and aggregate information in the following areas: locations, property, and organizations (including businesses and gangs), as well as air and watercraft. Master index records link records to all of their associated system involvements (i.e., data entry related system transactions), regardless of whether the involvements resulted from manual or automatically generated data entry. Graphical display of master indices enabling the user to select a master record and request further associations with that object (both direct and indirect), and allow the user to reposition records in the display while maintaining network connectivity. In addition, the module also includes master event and activity indices. The Solution shall also include required gang functionality, enabling PPD to enter and monitor gang-related data elements (both on an individual level in the MNI, as well as on the organizational level in the Master Organization Index).
- **Calls for Service (CFS) Reporting:** A unidirectional transfer of calls for service (CFS) data elements from the Versadex CAD to RMS. Integrated CAD/RMS permits bidirectional exchange of CFS data, enabling RMS master indices to import direct or indirect matches to CAD.
- **Incident Reporting:** Includes criminal and non-criminal activity reporting. Incident reports may be completed for any incident that requires documentation. Normally, incidents would originate from dispatched calls for service. The disposition of the incident from CAD would determine whether a report would accompany the officer's response to the event.

An automatic and sequential report number would be obtained from the RMS automated system that would provide a single case number. The Versadex CAD-generated incident information would be transferred to the RMS for supplemental data entry and summary analysis. The software would provide the ability to obtain report numbers from agency-defined workstations (i.e., front desk officers, offsite personnel). Additional incident report data entry would supplement the basic transferred CAD incident record. The proposed Solution must be capable of supporting Uniform Crime Reporting (UCR) as well as the National Incident Based Reporting System (NIBRS), which would be captured automatically based on the information supplied by dispatch and the assigned officer. Incident and subject information would be purged according to State record retention schedules.

The software would produce the required monthly UCR and/or NIBRS reports, meeting all federal and state requirements. Statistics would be reported for the specified month, year-to-date and the previous month; for the month specified during the previous year and the previous year-to-date, as well as the percentage change. Changes made to records in the past (beyond one month) would automatically result in supplemental records that are incorporated in the current month's tally.

- **Investigative Case Management:** As a tool for investigators and supervisors, the case management tools provide for the efficient management of investigative caseload. The module will continuously monitor filed reports in RMS for any reports that require investigative follow up. Based on the information entered by the officer and records, the RMS will automatically assign solvability factors to the report and make recommendations for assignment based on investigator workload. The module analyzes the UCR/NIBRS-related statistics contained in the crime report to make investigative assignment recommendations which consider existing workload and areas of specialization. Solvability factors are extracted from the report, and used to enhance the investigative recommendation. The RMS will allow detectives to enter investigative updates through a worksheet format and to keep track of their progress in solving crimes.



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- **Property and Evidence:** This module involves the receipt, tracking, storing, auction, disposal and disposition of all property received and secured by PPD. All property entering the department is associated with a written incident report describing how the property was obtained.

As property and evidence are received, descriptive, storage and receipt information is recorded into the automated system. When applicable, serial numbers would automatically be entered into ACIC/NCIC. The system will enable bar code reading to automate property transactions. Assignment of serial numbered bar code labels would accompany initial processing of the property by the assigned personnel booking the item. Movement of the property would be tracked as the items are checked in, checked out, moved, disposed of, or released based upon the bar code.

- **Warrants:** The Warrant module is designed to track warrants that the law enforcement agency will be serving and indicate the physical location of the warrant. It also tracks and records any warrant-related activity or status changes. The documentation of each activity includes the type of activity, contact with the subject (if any), the date of the activity, and the result of the activity. Warrant data is exchanged with the issuing court using the associated NIEM IEPD (likely between the court and the law enforcement agency). Abstracts are PDF renderings, stored as local images when executed.
- **Arrest and Booking:** The arrest module captures arrestee data at the time an arrest is made (whether in the jail or in the field via portable devices). The module exports the data to the master indices, as well as external parties (via interface). RMS captures and validates booking data (against internal and external databases) and associates the booking to the subject. The booking module captures the agency's standardized booking data elements regarding the arrested subject (i.e., name, date of birth, physical descriptors, location information, identification data, etc.). Fingerprints and photographs are captured using peripheral devices and added to the subject's master name record.

The booking module is capable of exporting arrestee booking data (including biometric data such as photographs and fingerprints) to local area receiving jail facilities without requiring the officer to re-enter the data into e-Corridor's Pre-Booking System which then transfers to the Maricopa County's Jail Management System (JMS). The module also includes an interface with AFIS.

The module supports the NIEM IEPD associated with transferring booked prisoners (facilitating both the export of data to the jail, and the import of prisoner booking status information to the RMS).

- **Juvenile Contact:** Juvenile contact data must be captured and stored separately from adult data. RMS facilitates the data entry and storage. RMS includes the capability to automatically archive juvenile contacts after a requisite period of time (as governed by state law) has passed since the entry or when the subject turns 18 years of age (whichever occurs first). Additionally, the RMS keeps juvenile information separate, physically, from adult data.
- **Traffic Accident Reporting:** RMS stores the facts surrounding a traffic accident (i.e., vehicle data, passenger information, property/evidence data, DUI information, commercial enforcement data, etc.).
- **Citations:** When citation data are entered (or uploaded) into RMS, links are established with the associated master indices (name and vehicle) and the module captures court data such as the: case number, date, court date (auto populated) and time, and the court's disposition of the citation.
- **Field Interviews:** Field contact data is shared with the crime analysis module (available for searching by investigators). The module allows officers to collect data on the demographics of the people involved for statistical reporting in bias-based policing programs. The application would provide an electronic format for the entry of field contacts and the circumstances surrounding the contact. The information will be updated into RMS for access by investigators, dispatch and other authorized personnel. In addition, the module allows the system to automatically transmit field contact information to fusion centers and/or information sharing environments based on a Suspicious Activity Report (SAR).





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- **Pawn:** The RMS pawn module collects, stores, and tracks pawn data; compares it with lost or stolen property, and supports the investigative process for matches or patterns (including automated identification number checks against external regional, state, and federal systems). The module also exports pawn data to state pawn clearinghouses. In addition, the module provides the following features:
  - Electronic import of transaction data from the pawnshops
  - Automated serial number checking against the NCIC stolen article files and smart matching so typographical errors can be identified
  - Automatic email/paging notification when flagged items are entered/claimed
  - Embedded processes to detect and warn of potential criminal activity
  - Web interface for easy, low-cost access (for pawn shops/second hand stores)

Lastly, the module supports the NIEM IEPD associated with exchanging pawn data (serial numbers, physical descriptors) between the agency and pawn shops.

- **Civil Processing:** RMS modules enable civil paper processing (data entry, serving, tracking), and provide the ability to record the disposition of all actions required by the order including court-ordered eviction, the seizure of property, and collection of court-ordered fees. RMS provides a civil process module (not merely a derivation of the standard RMS) with a comprehensive forms generator and accounting features (to collect associated fees).
- **Protection Orders and Restraints:** The module will store protection and restraint orders and their relationship to the entities within the RMS, as well as the conditions of the order itself (which include the issuing authority, effective time period, location, distance, restrictions, and type of contact prohibited). RMS provides an alert feature to notify designated users of specific activities to be performed. The alerts may be based on a selected date/time or a type of event or system action. The module supports the NIEM IEPD associated with exchanging protection order and restraint order information between the agency and the issuing court, resulting in a bidirectional interface.
- **Permits and Licenses:** The Permits and Licenses module records and tracks the issuance of permits and licenses by the department. Examples of devices and activities that may require a license include but are not limited to electronic alarms, firearm ownership, and operating massage parlors. Examples of permits include parades, races, or demonstration permits.
- **Equipment and Asset Inventory:** RMS captures the receipt and source of equipment and assets, as well as the name/date/time it is assigned to someone, checked in-out, broken, or repaired. The module often generates reports to support physical inventory and audits, which assist in managing the repair, disposal, and maintenance of agency equipment. The module provides automated bar-coding to enable more efficient equipment/asset management. As an option, the module relies on passive radio frequency identification (RFID) tags which are affixed to equipment, assets and vehicles, enabling automated inventory management. When coupled with active RFID tags on employees, the module also provides automated inventory, maintenance, service, and replacement auditing.
- **Personnel:** The Personnel module allows law enforcement managers to capture and maintain information on the individuals in their department, including volunteers and people outside the department who have received training (i.e., people attending a citizen's academy) including the person's basic information (emergency contacts, current and past assignments, education, training history, and certifications). PPD prefers to avoid duplicating the data entry and maintenance of the parent organization's human resources (HR) solution [the City's PeopleSoft Electronic Centralized Human Resources Information System (E-CHRIS)]. Rather, the RMS should be capable of exchanging data with E-CHRIS (in particular scheduling data and training mandates).



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- **Internal Affairs:** The module captures, stores, and shares data associated with internal affairs cases and is generally afforded a greater level of access and security controls (given the sensitivity of the contained data). PPD prefers to avoid duplicating the data entry and maintenance of the existing IA Pro Solution. Rather, the RMS should be capable of exchanging data with IA Pro.
- **Training:** For use by the training staff, the module provides for automated storage of training-related files and materials. Most modules are flexible and adapt to the organization's needs, including one-time training, special training, recurring training, reimbursements (including automatic reimbursement request printouts), firearms proficiency, etc. The module would include an automated weekly, monthly and annual training calendar to prepare the training staff for upcoming training events. The system would also have substantial ad hoc search capabilities.
- **RMS Reporting:** The reports module documents officer and agency-wide activity or performance in a given area. Many reports are created over the course of conducting police business (e.g., arrest report and incident report). Aggregated reports are conducted by line and supervisory staff and reviewed by law enforcement executives. Role-based security should restrict access to some reports. Sworn personnel are able to generate standardized reports and aggregate reports, as well as query the RMS to produce ad hoc reports from the module. Examples of reports include the following report types: incidents, accident, property/evidence, citation, field interviews, Uniform Crime Reporting (UCR)/National Incident-Based Reporting System (NIBRS), case management, billing, and summary reports (for warrants, citations, CFS, traffic accidents, and employees).

The RMS is certified to exchange crime statistics with the state and federal government, and provides an extensive library of the most commonly used reports, as well as a shared library built by user-submitted reports.

- **System Administration:** A module which permits dedicated, routine RMS maintenance (tables, configurations, security, geofile, data). RMS administration is not prescriptive (enabling PPD to configure/adapt the Solution to the local administrative procedures), and is fully integrated with the balance of the public safety Solution.
- **Automated Field Reporting (AFR):** Utilizing dynamic forms, users will enter data into a single form that can share its data with all forms that are related. Dynamic forms will extract relevant data from the original dispatcher entry fields into a primary incident report. At the user's discretion, the data from the primary report may be accepted, amended or shared with any additional individual reports (supplements, arrest, etc.) automatically. The report writing module will include all the features commonly found in word processing software such as type ahead, spell check, word wrap, etc. The module will enable digital signature authorization for report approval. The AFR must preclude officers from submitting reports until required/mandatory fields have been populated. Upon completion, the AFR wirelessly submits the report to supervisors for electronic review and approval. Rejected reports may be returned electronically to the submitting officer, with notes. The AFR does not maintain permanent records of draft reports. The module will be installed on networked devices, as well as on mobile devices (i.e., laptops, iPads, etc.) for consistency of training and use.
- **Crime Analysis:** Analytical support (crime analysis) is the systematic process of collecting, collating, analyzing, and disseminating timely, accurate, and useful information that describes patterns, trends, problems, and potential suspects in criminal activity. The RMS supports the tools used by the analyst in this work, subdivided into four categories: 1) **Tactical** (pertaining to deployment and arrest tactics), 2) **Strategic Analysis** (long range problems), 3) **Administrative** (supports administrative decisions), and 4) **Forecasting** (blend of tactical, strategic, and administrative analysis).



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The module should provide the ability to bidirectionally exchange information with Arizona Counter Terrorism Information Center (ACTIC), the regional fusion center, using standards developed by the Department of Homeland Security (DHS)<sup>1</sup>. Using the standards set forth by DHS, the RMS provides the agency's investigative and patrol staff with analytic resource management for capturing, recording and manipulating intelligence from a variety of data sources including but not limited to internal sources, external policing entities, civilian organizations, the Internet, and private information providers. Specifically, the RMS should be capable of serving as both a management and analysis resource for volumes of intelligence data in an "all hazards" capacity (meaning that the range of sources is not specific to one particular niche of intelligence collection, rather; the RMS should be able to accommodate intelligence pertaining to law enforcement, medical/hospitals, private institutions, etc.).

The RMS should be NIEM compliant, and produce analyzed data from disparate data sources, performs link analysis, identifies and categorizes information, and performs data mining functions. Additionally, it should provide "situational awareness" features (providing graphical representations of historic and current user-requested data to achieve situational awareness). Situational awareness is a human mental process that can be enhanced using technology to access, analyze, and present information to have a greater understanding of existing conditions and how they will change over time (in law enforcement, situational awareness is achieved by relying on CAD, RMS and GIS data to provide users with access to information based on their circumstances).

The module performs federated searches on multiple databases and data sources simultaneously and returns normalized results which can be linked graphically, by their Solution. The module is integrated with the FBI's OneDOJ (OneDOJ provides the ability to search, view, and analyze both OneDOJ data and data of designated partners stored in their own repositories).

- **Officer Notification:** Flag to denote that a person, property, or vehicle is being investigated. This would allow investigators to coordinate and field officers to be aware of potential safety issues. For example when a vehicle is "tagged" for investigative purposes, a warning could "flash" for the dispatcher or officer who queried the vehicle. Conversely, detectives that have flagged individuals, vehicles, or locations will receive updates (by email or text messaging) when a person of interest has been contacted by another member of the department.

### 5. HARDWARE AND SYSTEM SOFTWARE

The City expects the vendor to identify all hardware and system software (e.g., operating system software and database management system software) required to implement the proposed Solution with optimum performance. All proposed hardware and system software should be non-proprietary, commercial off the shelf. The City will procure the hardware and system software based on the vendor's recommendations. The City has an existing agreement with HP, and requires three months lead-time for ordering hardware.

### 6. SITE PREPARATION

The vendor shall provide and represent the minimum and maximum electrical requirements (as well as all other permitted ranges of environmental variations) satisfactory for operation of the system. The vendor shall be responsible for visiting City facilities to determine what is necessary to fully prepare the installation site. Upon completion of site preparation by the City, the vendor shall inspect the premises and notify the City in writing that the City has complied with such requirements. The cost of any physical or environmental alteration or modification required for the successful installation, operation, and/or maintenance of the system (by either the vendor or the City) that is attributable to incomplete or erroneous site specifications provided by the vendor shall be borne by the vendor at no cost to the City.

<sup>1</sup> The standards are presented in the September 2008 DHS Fusion Center Baseline capabilities publication



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### 7. PROJECT MANAGEMENT

The vendor will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, production control, configuration management, quality assurance, test plan, conversion plan, training plan, implementation methodology, post-implementation support, and documentation (e.g., work plan, configuration management, requirements, fit gap analysis, general and detailed system design, test plan, training plan, system and application manuals). Project management methodologies shall conform to the City of Phoenix Police Department's ITB standards.

The vendor shall provide a Project Manager who, along with the City's Project Manager, will be responsible for coordinating the following:

- Project plan development and implementation, project status reporting and any sub-contractor work
- System changes and modifications requested to the project plan
- All technical, educational, documentation and support services

During the course of the project, until final system acceptance, the vendor's Project Manager will:

- Attend weekly and monthly status meetings
- Submit weekly and monthly status reports, covering such items as:
  - Progress of work being performed
  - Milestones attained
  - Resources expended
  - Problems encountered
  - Corrective action taken
- Participate in weekly project status conference calls

### 8. IMPLEMENTATION PLANNING

The vendor will develop a detailed implementation plan in conjunction with the City's project team that describes how the implementation will be completed and includes the following:

- Scope Statement for each phase (describing tasks that are "in" and "out" of scope)
- Approach (including methodologies and procedures, project team, their roles and responsibilities)
- Schedule and Milestones for each implementation phase (including tasks, deliverables, resources, duration, begin/end dates).
- Communication Plan (status reporting, problem escalation, quality assurance checkpoints and approvals)
- Assumptions/Constraints
- Change Management Plan
- Risk Management Plan (including risk identification, triggers, and mitigation plans)

### 9. TESTING

The implementation should include adequate provisions for functional, integration, interface, performance and reliability testing. This includes development of all test plans and parallel testing, if appropriate, to assure that the system delivers the expected results. Key tasks will include:



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- **Hardware and Software Installation:** The City will purchase all required hardware and will install the operating system and anti-virus software, configure and burn-in the servers. The vendor will install, configure and test the database management software, application software and third party software on the City's server equipment, located in City facilities.
- **Software Configuration:** The vendor shall work in conjunction with the City's project team to configure the databases and enter agency specific information such as code tables, personnel, etc.
- **Prototype and Test Software Tailoring and/or Customization Changes:** The vendor will create and test a prototype system reflecting the desired tailoring and/or customization changes.
- **Develop and Test Interfaces:** The vendor will develop and test all internal and external interfaces, and complete all interface documentation.
- **Workflow Testing:** Scripted end-to-end testing which duplicates specific workflows which are expected to be utilized by the end-user.
- **Develop and Test Data Conversion:** The vendor will test the methodology of converting legacy data from the existing PACE RMS into the new system, and validate the results. The vendor is expected to perform a knowledge transfer of the data conversion techniques used to the City project staff.
- **Prepare Test Materials:** The vendor will work in conjunction with the City's project team to prepare test scenarios with expected results, test data sets, test operator instructions, evaluation forms, and other materials necessary to conduct acceptance testing.

### 10. DOCUMENTATION

The vendor shall provide system documentation that reflects any tailoring or configuring changes made for the City and include the following at a minimum:

- User documentation for all applications
- System documentation including administration
- Database setup and maintenance
- Configuration documentation
- Interface documentation
- Data dictionaries
- Entity relationship diagrams
- Data flow diagrams
- Report creation and maintenance
- System topology
- Contingency planning
- Customer support help desk documentation
- User acceptance documentation
- Product performance documentation
- Security documentation
- Hardware documentation
- Network capacity testing documentation



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- Integration workflow documentation
- Load testing documentation
- Failover testing documentation
- Production cutover plan

### 11. IMPLEMENTATION AND SUPPORT

The vendor, with appropriate involvement from the City employees, must perform all tasks required to implement the proposed system, including all configuration and construction of interfaces where required. Key tasks will include:

- **Update Implementation Plan for this Phase:** The vendor will revise the implementation plan for this phase (including a revised schedule and detailed task plan) in conjunction with the City's project team.
- **Refine Database(s) Configuration:** The vendor shall work in conjunction with the City's project team to refine the database(s) configuration (e.g., code tables, workflow).
- **Prepare Operations Manual:** The vendor will load the manuals appropriately for on-line reference by system users. The vendor will document this process for the City, so the City personnel can load manuals for on-line reference on an ongoing basis.
- **Install Client Software:** The vendor will install, configure, test, and validate all applicable database and application software on all user workstations and mobile devices.
- **Perform Acceptance Testing:** Satisfactory completion of a mutually agreed-upon acceptance test for each stage of the implementation is required. This acceptance test will include a confirmation of each functional requirement identified in the RFP, in addition to standard acceptance procedures that PPD may require.
- **Production Cutover:** Once functional, integration, conversion, performance and reliability testing is complete, the vendor will certify system is operational and ready for production operation and assist the City in placing the system into productive use. The vendor will also provide on-site support after production cutover, until no Priority I/Critical Issues remain.

### 12. IMPLEMENTATION WARRANTY

The City requires a warranty for implementation services (e.g., work products, developed modifications, and system configuration) for a minimum of twelve (12) months after the formal system acceptance date. The vendor will warrant its responses to the requirements included in this RFP and will agree to attaching its responses to any contract reached with the City.

### 13. POST-IMPLEMENTATION SUPPORT

The vendor and its implementation team, with appropriate involvement from the City employees, must provide ongoing support for ninety (90) days after the date of successful implementation in a production environment. Upon completion of the ninety (90) day period, if there are no outstanding issues, the City will provide formal acceptance of the system, which will be the date the system warranty period begins to run.

### 14. SUPPORT AND MAINTENANCE

The RMS must be fully functional twenty-four (24) hours a day, seven (7) days a week, three-hundred and sixty-five (365) days a year (24/7/365). Telephone response time must not exceed one hour for critical problem calls (as prioritized by the City). The vendor will be responsible for supporting all components of the system, including, but not limited to, software and interfaces. The vendor will be



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responsible for maintaining all software related system components while the City will maintain all system hardware. The City expects that the vendor will be the single point of contact for all problems relating to the system. The vendor must provide a problem escalation procedure that assures appropriate management contacts can be made in the event that the support response is not effective. This procedure should include the designation of a single point of contact for the problem resolution. In addition, the vendor is expected to provide maximum time limits for repair of software defects within their warranty, maintenance and service agreements.

### 15. TRAINING

The City recognizes that the involvement, understanding and commitment of its employees are critical to the successful implementation of the proposed system. The City employees will assist in all key process design and configuration issues. The vendor will prepare test equipment, training scenarios, training data files, manuals, visual aids, handouts, quick reference guides and other materials required for the training programs. Training will be provided during all department hours twenty-four (24) hours a day, seven (7) days a week, three-hundred and sixty-five (365) days a year (24/7/365) to accommodate all the City employees and agency personnel. The vendor is expected to provide the following types of training programs:

- A training program for the City's core project implementation team to include the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities, workflow configuration options, etc.
- A training program for application administrators to include the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system.
- Direct training for each records technician, and possibly each dispatcher.
- Employing a "train-the-trainer" approach for RMS trainers, and all mobile users.
- Post-implementation training for on-going end-user training of the initial system, as well as for future version releases.
- On-site refresher training for system administrators, application administrators and end-user trainers.

### 16. OUT OF SCOPE ITEMS

The following are beyond the scope of this initiative:

- Radio technology
- Wireless infrastructure
- Desktop hardware upgrade or replacement
- Office and mobile printers
- E-citation devices



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### PROPOSAL CHECKLIST:

Check off each of the following as the necessary action is completed.

- 1. All forms have been signed. All of Section V, Submittals, are included.
- 2. The prices offered have been reviewed.
- 3. The price extensions and totals have been checked.
- 4. Any required drawings or descriptive literature have been included.
- 5. Review the insurance requirements, if any, to assure you are in compliance.
- 6. The specified number of copies of your offer has been included in hard copy and electronic format.
- 7. Any addenda have been signed and are included.
- 8. The mailing envelope has been marked in accordance with the Solicitation Instructions.
- 9. The response will be mailed in time to be received no later than the Due Date and Time.
- 10. Any exceptions and/or request for consideration of alternate terms have been clearly marked.





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**SUBMITTAL 1: OFFER**

**OFFER TO THE CITY OF PHOENIX**

The Undersigned hereby offers and agrees to furnish the material and or service(s) in compliance with all terms, conditions, specifications, and addenda issued as a result of this Request for Proposals and any written exceptions in the offer.

**Arizona Sales Tax No.** \_\_\_\_\_

**Use Tax No. for Out-of State Suppliers** \_\_\_\_\_

**City of Phoenix Sales Tax No.** \_\_\_\_\_

**Taxpayer's Federal Identification No.** \_\_\_\_\_

Proposer certifies that Proposer has read, understands, and will fully and faithfully comply with this Request for Proposals, any attachments and any referenced documents. Proposer also certifies that the prices offered were independently developed without consultation with any of the other proposers or potential proposers.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title

**Company Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**City, State and Zip Code** \_\_\_\_\_

**Telephone Number** \_\_\_\_\_

**Company's Fax Number** \_\_\_\_\_

**Company's Toll Free #** \_\_\_\_\_

**Email Address** \_\_\_\_\_

**Website** \_\_\_\_\_

**Payment Address:** (If different from above)

**NOTE:** Any assignment of proceeds must go through the City of Phoenix, Division of Accounts, and formal assignment procedure. Please also refer to the Assignment Provision within the Standard Terms and Conditions:

**Company Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**City, State and Zip Code** \_\_\_\_\_



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### **SUBMITTAL 2: SOLICITATION ADDENDA**

In accordance with the Solicitation Instructions and any Solicitation Addenda, offers shall include and attach signed copies of any and all Solicitation Addenda, to the attached submittal form.



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### **SUBMITTAL 3: COVER LETTER**

The cover letter must contain the information below. Failure to provide such information may be grounds for finding the Offeror non-responsive, and may lead to the entire proposal being disqualified.

- a) Contact information (i.e., name, title, mailing address, delivery address if different from the mailing address, facsimile number, telephone number, and email address) of the person authorized to represent the Offeror throughout the proposal evaluation process.
- b) Contact information of the person authorized to represent the Offeror in negotiating the costs, terms, and conditions contained in the Offeror's proposal.
- c) Identity of all subcontractors, if any, included in the proposal along with a summary of the work, products, and materials to be delivered by each subcontractor.
- d) Disclosure of all parent or affiliate corporate relationships. For purposes of this requirement a corporate parent is a corporate entity that owns or controls the Offeror entity. For purposes of this requirement, a corporate affiliate is a corporate entity for which the Offeror entity is part of a corporate parent of, or along with the Offeror entity, is part of a group of affiliated corporations with a common corporate parent.



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### **SUBMITTAL 4: MANDATORY REQUIREMENTS**

The requirements within this Submittal are mandatory. Offerors that do not provide the requested information, or do not comply with all of the mandatory requirements, will be eliminated from further consideration. Please affirm all of the following along with providing the requested information:

- a) The Contractor shall have completed, in the past five years, the installation of one or more law enforcement RMS solutions in a law enforcement agency of comparable size and scope to that of the City of Phoenix Police Department (key comparison metrics: 3,002 sworn personnel, 1,058 non-sworn, service population of 1.4M people, service area of approximately 500 square miles). Please provide contact information for the law enforcement agencies used to comply with this requirement including, at a minimum: each agency's name, number of officers, system installation date, and contact information for the person that can verify the information (Name, title, phone number, and email or physical address).
- b) Contractor shall have been in operation a minimum of ten years. The Contractor's normal business activity during the past five years will have entailed providing the scope of work listed in this solicitation.



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### **SUBMITTAL 5: FUNCTIONAL AND TECHNICAL SYSTEM REQUIREMENTS (300 POINTS)**

This Submittal must contain the fully completed responses to the Functional and Technical System Requirements, located in Exhibit A. The responses must be filled in as instructed in Exhibit A using the provided Microsoft Excel workbook (provided on a portable-drive to attendees at the mandatory pre-proposal conference). Offerors must submit their responses to Exhibit A in both printed, and electronic, formats. The electronic submission must be provided on the portable-drive given to the Offeror during the mandatory pre-proposal conference, using the provided Microsoft Excel workbook. In the event of a discrepancy between the two, the printed copy will take precedence.



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### SUBMITTAL 6: IMPLEMENTATION AND SUPPORT (200 POINTS)

Offerors shall respond to each question in this Submittal, maintaining the Submittal's organization (including numbering, headings, etc.):

- 6.1. Proposed Project Tasks and Milestones:** Offerors must list and describe the major project tasks proposed for the project including an overview of the work to be completed and the milestones achieved within each task.
- 6.2. Proposed Project Schedule:** Offerors must provide a Microsoft Project schedule that relates the proposed tasks and milestones to the project's completion schedule. **Time is of the essence.** Note that the City requires the RMS deployment to be complete no later than July 15, 2014.
- 6.3. Proposed Training Approach:** Offerors must provide a preliminary and final Training Plan that details the Offeror's strategy for training the department's approximately 5,000 system users and various system administrators.
  - 6.3.1. Preliminary Training Plan:** The Offeror must include a preliminary Training Plan that defines the approach employed in providing system, application and system administration training (taking into account the number and type of potential users, the Application Software, system administration requirements, and the wide range of functions and capabilities available in the system). The preliminary plan must:
    - a) Specify the number and types of classes that are included in the Offeror's proposal.
    - b) Identify the maximum number of participants for each class.
    - c) Identify any required skills or knowledge for each class.
    - d) Identify the length of each class in hours.
    - e) Identify the total number of trainer hours proposed.
    - f) Identify optional classes or training that is available from the Offeror but is not included (proposed) in the proposal.
    - g) Describe the level of participation of the Offeror's staff in the specified train-the-trainer classes and the eventual end-user training by the trained trainers.
    - h) Describe the roles and associated tasks of the Offeror's staff as well as the tasks and responsibilities of the City in the development of, and execution of the final Training Plan.
    - i) Include an approach to train at least sixty (60) train-the-trainer instructors in overall system functionality from a law enforcement officer's point of view.
    - j) Include an approach to train at least twenty (20) train-the-trainer instructors in overall system functionality from a records user point of view.



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- k) Include an approach to train at least five (5) system administrators in configuring and maintaining the system.
- l) Include an approach to train at least five (5) Geographic Information System (GIS) professionals in how to establish and maintain the system's geographic components and Geofile.
- m) Include an approach to train at least ten (10) crime analysts in utilizing the system's crime analysis capabilities.
- n) Include an approach to train at least three (3) database administrators in configuring and maintaining the system's databases.
- o) Include an approach to train at least three (3) information technology specialists on how to backup and restore the system's files and databases.
- p) Include an approach to train at least five (5) report writing specialists on how to maintain existing, and create new ad hoc and system reports.
- q) Identify any recommend additional or alternative training class configurations.

**6.3.2. Final Training Plan:** During implementation, the Offeror must enhance the preliminary Training Plan in cooperation with City project and training representatives. The Final Training Plan must:

- a) Include the training formats (e.g., train-the-trainer, end user training), locations, time frames, curriculum, etc of each training class.
- b) Include refresher training for all training types.
- c) Be approved in writing by the City at least three (3) months prior to its execution.

**6.3.3. Training Materials:** The Offeror must provide the City with the training materials required for each training class a minimum of three (3) weeks prior to the start of the training. In addition, training materials must:

- a) Be customized for the version of the system that is being deployed including all City specific customizations and configurations and not reference any items that are specific to previous system versions or releases.
- b) Be provided to the City in electronic format, with the City possessing the right to duplicate the materials at their discretion.

**6.3.4. Training Environment:** The Offeror must commit to providing a training environment that enables the City to train its users on a system that simulates live operations while configuration and additional system components are installed on the production system prior to cutover on the live system.

**6.4. Documentation:** The Offeror is to confirm its company's compliance with the following documentation requirements, noting any exceptions:

**6.4.1. As-Built Documentation:**



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- a) One set of site-specific As-Built documentation is provided.
- b) A minimum of three (3) copies of As-Built documentation is provided.
- c) The As-Built documentation for the system fully describes the installed system including site drawings where applicable.
- d) The As-Built documentation for the system includes detailed functional block diagrams for installed system hardware and software.
- e) The As-Built documentation for the system includes all site-specific acceptance test results for all installed system hardware and software.

### 6.4.2. General System and Online Help

- a) System documentation including support manuals are provided in both printed and electronic format and the City must be granted the right to make unlimited copies of the provided documentation for internal usage.
- b) The system includes all system documentation online in an interactively accessible format that enables any user to retrieve information on system operations, such as command syntax, field definitions, and mandatory fields.
- c) The system's online documentation must be searchable by topic and keywords.
- d) Information contained in the system's online documentation that references other sections of the documentation must be linked (i.e., contain hyperlinks) enabling users to jump to the related area without having to perform another search.
- e) Authorized system administrators are able to maintain the online system documentation including interactive reference links and key word searches by adding, changing, and deleting information without requiring any assistance from the system Offeror.
- f) The system provides the literal (e.g., common language) translation for codes used in the system.
- g) The system is able to maintain on-line user-defined, agency-specific documentation and procedures.
- h) The system's on-line help includes a searchable glossary of terms.
- i) The system's on-line help includes the ability to quickly determine (e.g., search for) the definitions of technical terms used in the system and/or associated documentation.
- j) The system's on-line help includes searchable policies and procedures and system reference documentation.
- k) The system's on-line help includes a "commonly asked questions" section tailored to the City.
- l) The system includes an on-line context-sensitive help module that enables users to easily access help information regarding their current operation (e.g., pressing F1 from any field must list code table, help definition, and/or other information for the current transaction.)





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- m) The system's documentation and on-line help files reflect customized and tailored City functionality.
- n) System documentation may be upgraded to reflect the most recent release of the system and be compatible with the current revision being used by the City.
- o) The system Offeror provides a complete listing of all system software source code with embedded documentation that explains the logic employed within each section of code along with explaining the overall function of that section.

### 6.4.3. Maintenance Documentation

- a) Suitable maintenance manuals are included with the system to allow system administrators and technicians to maintain the software and hardware components of the system.
- b) The maintenance manuals included with the system contain a complete narrative description of the system with reference to functional block diagrams.
- c) The maintenance manuals included with the system contain complete test and maintenance instructions including trouble-shooting charts.
- d) The maintenance manuals included with the system contain schematic diagrams showing the as-built configuration.
- e) The maintenance manuals included with the system contain component location drawings or pictorials showing component reference designators.
- f) The maintenance manuals included with the system are plainly indexed and contain only the information applicable to the equipment and software delivered.
- g) Service bulletins and modifications, where appropriate, are provided for the life of the equipment (at least seven years).

### 6.4.4. System Administrator Documentation

- a) The system Offeror will supply the original manufacturers' documentation for all third-party software products supplied as a part of the system
- b) The system Offeror will provide the operating system documentation associated with all operating systems provided as part of the system.
- c) The system Offeror will provide an application reference manual for the system.
- d) The system Offeror will provide any application system tutorials and associated documentation that is available for the system.
- e) The system Offeror will provide a system administration reference manual for all applications, servers, and workstations incorporated in the system.
- f) The system Offeror will provide a system database setup and maintenance manual for the databases provided with the system.



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- g) The system Offeror will provide an interface design and maintenance manual for the interfaces included in the system
- h) The system Offeror will provide an Application Programming Interface (API) design, use, and maintenance manual for all API's available in the system.
- i) The system Offeror will provide a database model, database schematics, and data dictionaries for all of the databases incorporated in the system.
- j) The system Offeror will ensure, as part of its maintenance responsibilities, that the City receives a copy of each documentation release or change, produced by third-party software and hardware used in the system.

### 6.4.5. User Documentation

- a) A user manual is included with each software module and device provided.
- b) User manuals describe in non-technical language the use of the equipment and software including the functioning of all user accessible controls and adjustments.
- c) User manuals include start, stop, power fail, and recovery procedures.
- d) User manuals include plain language descriptions of system malfunction/Error messages and appropriate user action for each malfunction/Error.
- e) User manuals describe all system commands and functions along with expected results and system impacts.
- f) The Offeror will supply documentation specifically designed to inform different user roles (e.g. end users, system and application administrators, database administrators, interface administrators, etc.).

**6.5. System Installation Requirements:** Offers must provide an explanation of how the proposed system meets the following requirements and/or how the Offeror will provide the required services and system functionality and capabilities during the project, along with any specific information requested in this paragraph. Explanations should be at a sufficient level of detail to enable the City to determine whether the proposed system installation approach will provide the requisite functionality.

**6.5.1. Case Numbering:** Please describe how the system can issue an appropriate case number if the Computer Aided Dispatch System (CAD) cannot issue case numbers or if an Automated Field Reporting (AFR) report requires one without an associated CAD incident.

**6.5.2. AFR Report Contents and Layout:** During system implementation, the City plans on collaboratively working with the system contractor on determining the content and layout of the set of data elements that will be collected in the field by PPD officers, investigators, and other sworn personnel. Please:

- a) Describe the process that will be employed to collaboratively develop the required set of AFR data entry forms,



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- b) Describe any available tools that will enable the City to modify these data entry forms during system implementation without requiring extensive support from the system contractor, and
  - c) Describe any available tools that will enable the City to modify these data entry forms in the future and the level of involvement required by the system contractor's staff in implementing any required changes.
- 6.5.3. Internet-Based RMS Functionality:** Describe the system's ability to display data to, and collect information from the public through the Internet. For example, explain whether and how the system is able to enable permit renewals through the Internet, display neighborhood crime maps to the public, allow citizens to access reports online, etc.
- 6.5.4. User Setup:** With over 5,000 potential system users and the many record types, data fields, data entry screens, and transactions available within the system, an efficient process should be available for initially setting up system users and their privileges along with all of the required security information, as well as maintaining it in the future. Please explain the procedures required to initially set up system users (e.g., enter them into the system, define their roles, define their security privileges, etc.) and to maintain their database and security profiles in the future.
- 6.5.5. Role and Group Based Security:** System administrators should be able to assign and track access privileges for individual users and user groups at a system database field level (i.e., establish which users can access which system database fields). Please describe the steps and procedures required to implement this requirement for the 5,000 system users initially and the procedures and tools available for system administrators to maintain it in the future.
- 6.5.6. Security Record Audits:** System administrators need to audit security records for individuals and user groups. Please describe how this can be accomplished in the system.
- 6.5.7. System's Geographic Files (Geofile):** Please describe the Geofile conversion, loading and testing tools and services included in the proposal. Explain whether the following Geofile related tools and services have been included in the proposal, along with explaining the following:
- a) All of the services required to complete an initial conversion of the available ESRI GIS data to the format required by the system,
  - b) All of the utilities and procedures required to complete an initial conversion of the available ESRI GIS data to the format required by the system,
  - c) All of the services required to load the converted data into the system's Geofile,
  - d) All of the services required to test the converted data to make sure it operates as specified in the RFP, and
  - e) All of the utilities and procedures required to test the converted data to make sure it operates as specified in the RFP.



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**6.6. System Configuration Requirements:** This section of the RFP contains system configuration requirements. Provide an explanation of how the proposed system meets the requirements and/or how the Offeror will provide the required services and system functionality and capabilities during the Project, along with any specific information requested in the paragraphs.

**6.6.1. AFR in Standalone Mode:** Please identify and explain any reduced functionality resulting from the AFR client module being in standalone mode (i.e., not connected to the system's servers). Can data that was entered during standalone mode be uploaded to the system at a later time when the MDC is connected to the system's servers? How is this accomplished?

**6.6.2. AFR Font Sizing:** Please explain how an AFR form's/report's font size can be changed (increased or decreased) to make the report or form more legible. Please explain any limitations in the font sizes that can be used in AFR reports and forms.

**6.6.3. System Configuration Parameters:** The system should be configurable via configuration parameters that are stored in user-accessible system databases and tables. Please identify any configuration parameters that are not stored in user-accessible system databases or tables (e.g., .ini configuration files, etc.).

**6.6.4. System Changes:** Please explain how the system can be modified and extended in the future in order to support the evolving business processes of PPD without extensive involvement of the system contractor in at least the following scenarios:

- a) A new vehicle or property type needs to be added to the system along with all the data elements required to support it,
- b) An AFR report needs to be modified to contain additional data elements or to remove existing data elements currently included in the report,
- c) The validation logic or data elements tracked by NIBRS is modified by Federal or State governments,
- d) PPD switches from UCR reporting to NIBRS reporting,
- e) PPD switches from eight (8) reporting districts to ten (10) and all of the report workflows, geographic boundaries, and underlying existing data (e.g., which cases and reports belong to which precincts) need to be updated.
- f) PPD divides one or more reporting district to create a new reporting district and all of the report workflows, geographic boundaries, and underlying existing data (e.g., which cases and reports belong to which reporting districts) need to be updated.
- g) PPD decides to use a system module (e.g., false alarm tracking, property and evidence, etc.) that it is not currently being used and all the configuration parameters, user access privileges, and workflows need to be established.



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- h) An application needs to be developed outside of the system that requires an ODBC or equivalent connection to system data.
  - i) Employees are reassigned from one division to another making it necessary to modify the assignments and workflows of affected individuals. For example, ten (10) officers and two (2) detectives are re-assigned from the Traffic Division to Patrol. Explain how the assignments and workflows in the system are modified to account for this change.
- 6.6.5. Transaction Auditing:** Please describe the impact on the system's response time and availability resulting from turning the system's audit function on or off for all user transactions, a subset of user transactions, and for a subset of user actions. Describe the steps necessary for turning the system's audit function on and off for typical transactions and user actions.
- 6.6.6. Security Testing:** Describe the methodologies and tools used for security testing the products.
- a) Explain whether your organization hires external staff to test its security features by trying to 'hack into' its software products.
- 6.6.7. Languages and Development Tools:** Describe all programming languages and development tools used in the development of the proposed system.
- 6.6.8. Online Data Storage:** Define how many years of data the system can maintain online and still support performance requirements as outlined in the RFP.
- 6.7. System Management Requirements:** This section of the RFP contains system management requirements. Provide an explanation of how the proposed system meets the requirements and/or how the Offeror will provide the required services and system functionality and capabilities during the Project, along with any specific information requested in the paragraphs.
- 6.7.1. Associated System Files and Images:** Many of the system's record types (e.g., MNI records, MVI records, case records, report records, etc.) can have associated files and images linked to them. Explain the process for loading an associated file (diagram, image, scanned document) into the system and linking it with a system record or specific report.
- a) Explain how users are informed that images and files are associated with database records and how they can display and print them.
  - b) Identify file size limitations, and how users would be informed of excessive file sizes.
- 6.7.2. Confidential Information Management:** Please explain how confidential information is managed in the system including, at a minimum:
- a) How users indicate that a specific data element or system record contains confidential information,
  - b) How confidential information can be assigned differential access (i.e., different groups of users are allowed to view different types of confidential information) by agency (i.e., PPD or Tempe, which may have



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access to RMS through an intergovernmental agreement), by specific user, and by user groups, and

- c) The system tools available for managing confidential information (e.g., creating, establishing system administrators of, and adding and deleting users from confidentiality user groups or equivalents)

**6.7.3. Data Validation:** With the exception of free format text fields (e.g., narratives, description, comments, etc.), each data entry field within the system should be validated against a pre-defined set of acceptable validation values and the system should reject any values entered by system users that are not contained within the set of acceptable validation values associated with system's data entry fields. Please identify any data fields or field types that are not validated in the system and all other exceptions to this requirement.

**6.7.4. Non Database Driven Values:** The system should use database tables to store acceptable validation values that are associated with the system's data entry fields. Please identify any validation values that are not database table driven, and the manner in which such a scenario could occur. How will PPD manage/change non-database driven values (i.e. does PPD require vendor support or is this something that system administrators will have the capability to do?).

**6.7.5. Drawing and Diagramming Tools:** Several of the RFP requirements refer to drawing and diagramming tools for crime scenes and traffic accidents. If the system supports these types of tools and they are included in the proposal, please fully describe their capabilities for creating, storing, editing, and displaying traffic accident and crime scene diagrams and how the diagrams and drawings are seamlessly integrated with the system and associated reports. Also describe whether these are third-party products, and indicate the version supported.

**6.7.6. System Databases:** Most, if not all of the system's data will be located in the system's Relational Database Management System (RDBMS); which should be accessible via Open Database Connectivity (ODBC), Java Database Connectivity (JDBC), and/or Structured Query Language (SQL). Please identify any system files and data that are not accessible through ODBC, JDBC and/or SQL. Are there any tools available to access these files if ODBC, JDBC and SQL are not available?

**6.7.7. System Environments:** Please explain how system administrators can refresh the testing, training and production environments to known or desired states including:

- a) Updates of the production environment to contain a new system version release that was fully tested in the testing environment,
- b) Updates of the production environment to contain a new Geofile that was fully tested in the testing environment,
- c) Refresh of the training environment to a desired state after trainees have modified it through their data entry and other activities, and



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- d) Moving a set of production environment databases and configuration parameters to the testing environment in order to enable modification and testing of changes to those configuration parameters and databases.
- 6.7.8. System Geographic File (Geofile) Maintenance and Update:** The City will have to update the system's Geofile (from the ESRI formatted GIS data) in order to account for new construction, and street and boundary changes. Please describe the steps and processes required to accomplish a Geofile update and indicate the estimated time required to accomplish the update for the geographic area and number of streets and structures included in the system.
- 6.7.9. System Notifications:** A number of system requirements specify that one or more users are notified of system transactions, errors, and other conditions including: exceeding the limit of unsuccessful login attempts, searches of confidential information, selective notifications on an individual's new involvement with the system, certification expiration, etc. Please explain how these notifications are accomplished in the system (e.g., system messaging, e-mail, etc.). In addition, describe how users are notified of the following:
- a) New reports have been routed to them or to their user group,
  - b) Completed reports have been submitted for approval,
  - c) Reviewed reports have been rejected and contain explanations on what needs to be corrected, and
  - d) Ability to display a message of "record contents locked for security reasons - contact <name, case agent, etc.> for more information" to users without appropriate security access when searching for a locked/confidential item.
- 6.7.10. Report Notifications:** Please describe how notification parameters are established by agency and investigative divisions that, for example, notify appropriate users and user groups when a report exceeds its assigned:
- a) Completion time
  - b) Supervisor review time
  - c) Correction time, and
  - d) Investigator status updates time
- 6.7.11. System Reports:** Identify (list) the pre-defined reports that are included in the system, including:
- a) Each report's title and
  - b) A brief description of each report's purpose and/or typical usage
  - c) Provide samples of each for PPD to review
- 6.7.12. Report Creation:** Please explain how ad hoc reports can be created by system users along with how advanced ad hoc reports can be created by Information Technology (IT) professional for use by normal system users. In addition, describe:
- a) How users select a system report, modify or enter search parameters for the report, execute the report, and display or print the results.



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- b) Please explain how users, after being informed that an AFR report is ready to be reviewed or was returned for error correction by them, can be selected, retrieved, and displayed.
  - c) Please explain how report font sizes can be changed (increased or decreased) to make report results more legible. Are there any limitations in the font sizes that can be used in system reports?
  - d) Does the proposed system architecture have a separate reporting database optimized for reporting (e.g. Does your Solution have an integrated data warehouse/data mart Solution or does it integrate with a third-party Solution?) Please describe.
  - e) If the proposed system does have an integrated data warehouse/data mart Solution, what kind of data warehouse tools are used? Please describe.
  - f) Does the proposed Solution have the ability to create and edit reports from a business view (i.e., a semantic layer)?
  - g) Does your Solution provide a web-based reporting tool that is available to all authorized users, eliminating the need to install software on individual workstations? If so, describe.
  - h) Is the proposed reporting and analysis tool developed internally or is it part of an OEM agreement with a third-party vendor? If a third-party vendor then please list the vendor.
  - i) Does the proposed Solution provide a print-friendly report format? Please provide examples.
  - j) Does the proposed Solution provide the ability to schedule standard and user-defined reports? If so, describe.
  - k) Does the proposed Solution provide the ability for reports to be e-mailed to recipients or placed in a file directory for retrieval? If so, describe.
  - l) What kind of canned reports does the proposed Solution provide? Please provide examples.
  - m) Does the proposed Solution allow canned reports to be modified?
  - n) Does the proposed Solution's query and reporting tool(s) allow ease of use for end-users? If so, describe.
- 6.7.13. Report Narrative Templates:** The system should be able to use narrative templates (e.g., outlines, questions, formatted sections, etc.) that help guide system users in the completion of their narratives. Please explain how system administrators can create and modify these narrative templates without requiring any assistance from the system contractor.
- 6.7.14. Crime Analysis:** Crime analysts and other users should be able to complete complex data searches such as combining call for service incident information with method of operations data with incidents occurring over a user specified time range that could include the reported date and time, occurred start date and time, and occurred end date and time. Describe the system steps necessary, along with some sample results, to complete complex system searches such as these.





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**6.7.15. Predictive Analysis:** Please explain how predictive analytic reports that, for example; predict the likelihood of a particular crime occurring in conjunction with factors such as: (a) defined events, (b) geographical areas, (c) dates, (d) times, (e) additional data (e.g., weather), and (f) the presence of prolific criminals who may be likely to repeat specific crimes can be created. Also please define how quickly this type of analysis can be completed (given the large and variable datasets).

**6.8. Data Conversion:** PACE contains data that has been collected for more than twenty-two (22) years, and the PPD is exploring the feasibility of converting all data in this system into the new RMS. Prior to 1997, some information was purged from PACE for various reasons, and since that time some fields have changed in PACE (added fields/deleted fields). The data in PACE is periodically scrubbed and cleaned during the Uniform Crime Reports (UCR) reporting processes to the extent that about 50% of the data is routinely cleaned in a manual process. Currently, all PACE data is exported into a replica SQL Server Database in real time, a system referred to as "DataBridge". That system provides improved access for data analysis and reporting opportunities.

**6.8.1. Data Elements:** PPD wants the following data files to be converted and loaded into the Records Management System in accordance with the final Data Conversion Plan.

**a) Name and Business Records:** There are approximately 21.6 million records in the Name Index sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. There is not an MNI in PACE. The datasets within this sub-system of PACE are as follows:

i.	Person	3.59 million records
ii.	Business	0.32 million records
iii.	Address	2.84 million records
iv.	ID	3.91 million records
v.	Warrants	0.10 million records
vi.	Arrest	3.47 million records
vii.	FI	0.21 million records
viii.	Departmental Reports	5.94 million records
ix.	File Stops (<4000)	0.00 million records
x.	Miscellaneous	1.26 million records

**b) Vehicles:** Contains approximately 2.4 million records in this sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. The datasets within this sub-system of PACE are as follows:

i.	Vehicle File	2.36 million records
ii.	Impound Vehicles	0.04 million records

**c) Case Management Information:** Contains approximately 59.9 million records in this sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. The datasets within this sub-system of PACE are as follows:

i.	Cases	4.43 million records
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- ii. Case History 55.54 million records
  
- d) Arrest/Custody: Contains approximately 3.7 million records in this sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. The datasets within this sub-system of PACE are as follows:
  - i. Adult Arrest 1.09 million records
  - ii. Adult Charges 2.20 million records
  - iii. Juvenile Arrest 0.20 million records
  - iv. Juvenile Charges 0.27 million records
  
- e) Field Interrogations: Contains approximately 0.8 million records in this sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. The datasets within this sub-system of PACE are as follows:
  - i. Location 0.31 million records
  - ii. Person 0.51 million records
  - iii. Property (<2,000) 0.00 million records
  
- f) Impounded Property: Contains approximately 39.2 million records in this sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. The datasets within this sub-system of PACE are as follows:
  - i. Property Invoices 2.15 million records
  - ii. Person 2.37 million records
  - iii. Item Records 4.17 million records
  - iv. Chain of Custody 30.53 million records
  
- g) Stolen Property: Contains approximately 904 thousand records in this sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. There is one dataset within this sub-system of PACE.
  
- h) Departmental Report System: Contains approximately 334.4 million records in this sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. There are more than 30 datasets within this sub-system of PACE, which includes header information, narratives, subject details, workflow information, and other similar data. The narrative dataset is comprised of more than 299 million of these total records.
  
- i) UCR System: Contains approximately 13.0 million records in this sub-system of PACE, which will be fully described in a data conversion packet, to be provided to vendors at the mandatory pre-proposal conference. The datasets within this sub-system of PACE are as follows:
  - i. Departmental Reports Log 4.42 million records
  - ii. Departmental Reports Victim/Properties 4.17 million records



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- iii. Arrest Log 1.61 million records
- iv. Arrest Charges 2.78 million records

**6.8.2. Conversion Support:** Please review the data elements contained in the preceding paragraphs and confirm that the system is able to support all of them so that they can be loaded into system databases and can be readily accessed as required during productive use of the system. If exceptions are not taken in the response to the RFP, the City assumes that all of the identified data elements are supported by the system (i.e., have equivalent data elements already defined in the system’s databases). During implementation, the Contractor will be solely responsible (technically and financially) for any system customization that is required to support PACE legacy data elements that were not identified as not being supported by the system in the Contractor’s Proposal.

**6.8.3. Data Conversion Plan:** The proposal must contain a preliminary Data Conversion Plan that addresses the requirements contained in this section of the RFP, documents the procedures and methodology that will be used to convert the specified data and load it into the system, and addresses the training of relevant City personnel in how to convert and load additional legacy data in the future. The Data Conversion Plan will be collaboratively adjusted, as necessary, during contract negotiations with the selected Offeror and during the Project. The City will be responsible for preparing the data to be converted as required by the Contractor and correct any errors in the data that are identified during the conversion process. However, please identify in the proposed Data Conversion Plan the work that needs to be completed by the City in order to prepare the data for conversion and to fix any identified errors prior to loading the converted data into the System. In addition:

- a) The Contractor will be responsible for refining the proposed Data Conversion Plan and developing a detailed Final Data Conversion Plan during system implementation in collaboration with the City.
- b) The Contractor will only initiate implementation of the final Data Conversion Plan after it has been approved in writing by the City.

Please describe how the proposed Data Conversion Plan conforms to the requirements of this section of the RFP.

**6.8.4. Staging Tables:** Shortly after the final Data Conversion Plan is completed, the City will extract and load the data files described in in Paragraph 6.8.1 into a series of SQL Server “staging tables.” The Contractor will then be responsible for analyzing the data to identify any inconsistency, integrity and other errors using a data analysis tool. City staff will assist with this analysis in order to learn the required types of analysis and the methodologies employed. The goals of the analysis are to:

- a) Prepare (clean up) the data as much as possible prior to proceeding with the remaining data conversion steps; and
- b) Educate the City staff regarding the types of analysis that need to be completed in order for the City staff to be able to successfully apply the analysis methodology to other legacy data, either during implementation or in the future, without requiring any (or minimal) levels of assistance from the Contractor.



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### 6.9. Proposed External System Interfaces

- 6.9.1. General Interface Requirements:** Unless otherwise specified, the City will collaboratively develop a single data exchange schema for each of the data exchanges (interfaces) specified herein. XML-based, NIST, National Information Exchange Model (NIEM) conformant exchanges are preferred. Although not all of the data elements agreed upon for a specific data exchange (interface) will contain data in each exchange instance, the City will strive, with the system Contractor's assistance, to maintain a set of consistent and valid data exchanges across all of the system's interfaces. The intent is to keep the interfaces and data exchanges as simple and as standardized as possible. Please explain how you will participate in this process.
- 6.9.2. General Standards Conformance:** The City prefers that proposals conform to criminal justice standards including but not limited to Department of Justice's (DOJ) National Information Exchange Model (NIEM)<sup>2</sup>, Global Justice Reference Architecture (JRA)<sup>3</sup>, and standards developed by the National Institute of Standards and Technology (NIST)<sup>4</sup>. In particular, the JRA provides a framework for decision making about information sharing solutions by defining highly adaptive justice system service oriented architecture (SOA). Please describe how the proposed system will conform to these standards.
- 6.9.3. Bandwidth Requirements:** The City will be responsible for providing adequate network connectivity between the system and the external systems and databases interfaced to the system as described herein. Please identify in your response to this Paragraph the bandwidth requirements between the system and externally interfaced systems and databases necessary to effectively accomplish the interfaces. Where the network requirements for a specific interface differ from the requirements identified in the response to this Paragraph, the specific network requirements for the interface should be described in the response/explanation for that interface.
- 6.9.4. Data Formatting and Transformation:** The City prefers a system that performs any required data formatting and transformation for exchanging information (e.g., discrete data, data streams, files, images, etc.) between system databases and external systems and databases. Please describe how the proposed system will provide this functionality.
- Describe any vendor supported Extract, Transform and Load (ETL) tool or metadata integrations.
  - Describe how the proposed data analysis tool provides for online analytical processing (OLAP) style analysis (i.e. slicing and dicing).
- 6.9.5. Single Log-In:** The City prefers a system in which the users are able to access all system interface capabilities with a single, one time login and authentication without having to either exit the system application/module

<sup>2</sup> <http://www.niem.gov/>

<sup>3</sup> <http://it.ojp.gov/default.aspx?area=nationalInitiatives&page=1015>

<sup>4</sup> <http://www.nist.gov/>



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and/or requiring a second login process to access interface functions. Please describe how the proposed system will provide this functionality.

- 6.9.6. Traffic:** The City prefers a system that is able to store and queue transactions if the external network is unavailable or busy. Please describe how the proposed system will conform to this preference.
- 6.9.7. Asynchronous Exchanges:** The City prefers a system that is able to properly accommodate, retrieve, and display asynchronous responses/data exchanges with externally interfaced systems and databases. Asynchronous responses/data exchanges are responses and data exchanges that do not arrive immediately after a request for an exchange with an external interface or database is made or that arrive in multiple, discrete packages. For example, an exchange with, or query to the Arizona Crime Information Center (ACIC), may result in additional queries to state crime databases and the response from each state, as routed back to the system, may arrive in discrete instances and at different times as opposed to a single response. Please describe how the proposed system will provide this functionality.
- 6.9.8. Notifications:** The City desires a system that is able to notify users if access to an interface or interface network is unavailable. Please describe how the proposed system will provide this notification functionality.
- 6.9.9. Enterprise Service Bus (ESB):** As a preferred approach, Offerors may provide the services necessary to leverage the City's existing Enterprise Service Bus (ESB), IBM's WebSphere MQ (for more detail, see: <http://www-01.ibm.com/software/integration/wmq/>), which efficiently and effectively facilitates the interaction, data exchanges, and communication protocols between various systems. The ESB may be used for a single, a subset, or all of the specified interfaces. Please identify and describe the specific interfaces that will be supported by the ESB through this approach. *Please note that the City, at its option, will determine whether the ESB based, non-ESB based interface option, or some combination of both will be used during contract negotiations with the selected Offeror.*
- a) Pricing Instructions Related to ESB:** ESB pricing must be complete and include all of the required services, software, infrastructure, project management, etc. that is necessary to implement any interfaces that use the ESB, any enhancements or upgrades to the ESB itself, plus all the interfaces that do not use the ESB. This will enable the City to compare the interface costs of a Solution that uses the ESB, in whole or in part, against the costs of a Solution that does not use the ESB.
- b) Data Formatting and Transformation:** If the Offerer proposes ESB, either the ESB or other components of the system should perform any required data formatting and transformation for exchanging information (e.g., discrete data, data streams, files, images, etc.) between system databases and external systems and databases. Please describe how the proposed system will provide this data formatting and transformation.
- 6.9.10. Application Programming Interface (API):** The City prefers to further develop and enhance the system over time, without having to rely solely on the Contractor for such improvements. An Application Programming Interface (API) that can securely and appropriately reference system data potentially provides this capability. The City prefers a system that includes a



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fully documented API that enables the City and any third-party developed applications to dynamically access system data and functions. Please describe how the proposed system can provide this functionality.

- 6.9.11. Versaterm Computer Aided Dispatch (CAD):** The City requires the RMS be interfaced with the City of Phoenix's Versaterm CAD system. Describe how the proposed system will provide the following interface functionality.
- a) Case Numbering:** The CAD interface provides the ability for the system to respond to a "next case number" query from the Versaterm CAD system by generating and returning the next sequential Case number for the appropriate agency. The Versaterm query should include the CAD incident ID and the agency and user ID of the officer responsible for the CAD incident. In addition, the system is able to initiate a skeleton offense report record for the officer responsible for the incident report. Please describe how the proposed system will provide this additional interface functionality. Is there a possibility of a duplicate case record in the system and if so how is that handled?
  - b) Skeleton Offense Report Creation:** CAD events that require a follow up offense report result in the creation of a skeleton offense report record within the system. Officers responsible for completing reports should be able, upon their command, to cause the system to automatically pre-fill appropriate data fields of their offense reports with the information captured by the CAD system for the incident resulting in the report. The CAD incident information for their report should be available via their mobile devices or desktop workstations. Please describe how the proposed system will provide this Skeleton Offense Report Creation functionality.
  - c) Data Fields:** The City and the Contractor will collaboratively develop a set of data fields/elements that will be included in the skeleton offense report records exchanged between the Versaterm CAD and the Contractor's RMS. Please describe whether and how, at a minimum, the exchange includes the following data elements:
    - i. Report author's full name,
    - ii. Report author's ID,
    - iii. System case number,
    - iv. All associated case numbers,
    - v. CAD incident number,
    - vi. Associated CAD incident numbers,
    - vii. Final event location (address, intersection, landmark, etc),
    - viii. Final event location's latitude and longitude coordinates,
    - ix. Incident nature code,
    - x. Narrative comments associated with the event, along with the ID of the person that entered each comment and a date and time stamp of when it was entered,
    - xi. Involved vehicle information,
    - xii. Involved person information, and entities
    - xiii. Incident remarks
  - d) Calls for Service:** Upon closure of a CAD event involving law enforcement responders/resources, the City desires that the CAD system transfer the CAD event record to the system for storage, retrieval



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and analysis through this interface. To support this functionality, the City and the Contractor will collaboratively develop a single set of data fields/elements included in all CAD event records exchanged between the Versaterm CAD and the system. In addition to the data elements exchanged during the creation of a skeleton offense report record, as described above, the City desires that the call for service data exchange includes at least the following data elements:

- i. Event date and time stamps (e.g., call receipt, call entry, dispatched, call closure, etc.),
- ii. All event locations (address, intersection, landmark, etc), along with the date and time stamp of any changed locations, and the ID of the person changing the location,
- iii. Disposition codes associated with the event,
- iv. IDs of all Units Dispatched, IDs of all officers in each dispatched unit, all incident related status changes, and the date and time stamp of each status change,
- v. Primary Clearing Unit ID and officers within it,
- vi. Call origination type (on view, 9-1-1 call, admin line call, device, etc.), and
- vii. Assigned incident priority and any changes to it, along with date and time stamps of the initial priority assignment and any changes.

**6.9.12. Maricopa County Pre-Booking Portal:** The RMS System should be sufficiently integrated with the Maricopa County Sheriff's Office Pre-Booking Portal to enable the data exchanges and support the queries and responses described herein. The functionality supported by the Pre-Booking Portal interface fall into the following categories:

- a) **Pre-Booking:** Upon completion of an arrest report, users should be able to invoke the system to:
  - i. Transform information contained in the arrest report,
  - ii. Create a pre-booking data record instance for the arrestee, and
  - iii. Transfer the data to e-Corridor's Pre-Booking System.

Please describe how the proposed system will provide this pre-booking data exchange functionality.

The City currently uses a pre-booking exchange record, located in Exhibit D, which contains the required pre-booking data elements. Operationally, the MCSO Jail Management System (JMS) will have the officer's pre-booking information loaded and available (thereby eliminating redundant data entry and minimizing any resulting data errors). Please describe how the proposed system will provide this functionality.

**6.9.13. Arizona Criminal Justice Information System (ACJIS):** The Arizona Criminal Justice Information System (ACJIS) is a network maintained by the Arizona Department of Public Safety, and made available to authorized local, state, and federal criminal justice agencies. ACJIS is administered by the Arizona Department of Public Safety (DPS) and is the law enforcement portal to the National Crime Information Center (NCIC), the National Law



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Enforcement Telecommunications System (NLETS), and other national and international crime and public safety databases. The functionality supported by the ACJIS interface falls into the following categories:

- a) **Queries:** The City desires the ability to query and use returned information from ACJIS to pre-fill appropriate data entry screens within the system. Upon user command, the system should:
  - i. Validate that the user was authorized/certified to execute the requested query,
  - ii. Use information previously entered into a system data entry screen to compose an NCIC transaction in the proper format,
  - iii. Validate that a proper transaction can be completed with the composed transaction,
  - iv. Report an error to the user if the transaction is not valid,
  - v. Transmit the transaction to ACJIS if the transaction is valid,
  - vi. Display the response to the user, and
  - vii. Upon user command, use information contained in the response to pre-fill appropriate system data entry screen fields.
  
- b) **AFR:** For Automated Field Reporting (AFR) module data entry screens, this functionality should be provided either by enabling the queries directly or by “mining” (re-using) the results of equivalent queries completed by the CAD client resident on the user’s mobile workstation. Please describe how the proposed system will provide this functionality.
  
- c) **ACJIS Entry and Update Transactions:** Authorized users should be able to automatically upload appropriate information previously entered into system data entry screens into ACJIS and other databases available through ACJIS. This functionality eliminates redundant data entry while minimizing potential errors. Upon user command, the system should:
  - i. Validate that the user was authorized/certified to execute the requested entry/Update transaction,
  - ii. Use information previously entered into a system data entry screen to compose an NCIC transaction in the proper format,
  - iii. Validate that a proper transaction can be completed with the composed transaction,
  - iv. Report an error to the user if the transaction is not valid,
  - v. Transmit the transaction to ACJIS if the transaction is valid,
  - vi. Store the ACJIS transaction ID in the data field of the system’s data entry screen,
  - vii. For NCIC based transactions, store the NCIC transaction ID in the data field of the system’s data entry screen, and
  - viii. Display any returned messages from ACJIS to the user.
  
- d) **NCIC Transactions:** Describe the system’s ability to support the following entry and update NCIC transactions:

NCIC Transaction	Explanation
	ARTICLES
ESA	Enter Stolen Article
ESAA	Enter Serialized Stolen Article





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NCIC Transaction	Explanation
ELA	Enter Lost Article
ERA	Enter Recovered Article
CSA	Clear Stolen Article
CSAA	Clear Serialized Stolen Article
CLA	Clear Lost Article
	<b>BOATS</b>
EB	Enter Stolen Boat
EP	Enter Stolen Boat Part
EV	Enter Stolen Boat Trailer
EIB	Enter Impounded Boat
ERB	Enter Repossessed Boat
CB	Clear Boat
	<b>GUNS</b>
ESG	Enter Stolen Gun
ELG	Enter Lost Gun
ERG	Enter Recovered Gun
CSG	Clear Stolen Gun
CLG	Clear Lost Gun
CRG	Clear Recovered Gun
	<b>MISSING PERSONS</b>
EMC	Enter Person - Catastrophe Victim
EMD	Enter Person – Disability
EME	Enter Person – Endangered
EMI	Enter Person – Involuntary
EMJ	Enter Person – Juvenile
EMO	Enter Person – Other
EN	Enter Missing Person Supplemental Information
MM	Modify Missing Persons
CM	Clear Missing Persons
	<b>PARTS</b>
EP	Enter Stolen Part
CP	Clear Stolen Part
	<b>RESTRAINING ORDERS</b>
EPO	Enter Restraining / Protective Order
EPOC	Enter Restraining / Protective Order – Caution
	<b>SECURITIES</b>
ES	Enter Stolen Security
ESS	Enter Consecutively Serialized Securities
CS	Clear Stolen Security
CSS	Clear Consecutively Serialized Securities
	<b>VEHICLES</b>
EV	Enter Stolen Vehicle
EIV	Enter Impounded Vehicle (Police)
EIVP	Enter Impounded Vehicle (Private)
EMV	Enter Missing Vehicle
ERV	Enter Repossessed Vehicle
EL	Enter Stolen License Plate
CV	Clear Stolen Vehicle



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NCIC Transaction	Explanation
CL	Clear Stolen License Plate
	WARRANTS
EW	Enter wanted persons - Felony Warrant (serviceable nationwide)
EW-C	Enter wanted persons - Felony Warrant (serviceable nationwide) - Caution
ET	Enter wanted persons - Temporary Felony Warrant
ET-C	Enter wanted persons - Temporary Felony Warrant – Caution
RW	Enter wanted persons - Restricted County Warrant (Serviceable county or citywide)
RW-C	Enter wanted persons - Restricted County Warrant (Serviceable county or citywide) – Caution
SW	Enter wanted persons - Misdemeanor or Municipal Warrant (Serviceable statewide)
SW-C	Enter wanted persons - Misdemeanor or Municipal Warrant (Serviceable statewide) – Caution
MW	Modify Wanted Persons – Warrant
MT	Modify Wanted Persons -- Temporary Want
MWXW	Modify Wanted Persons -- Modify Federal Warrants to a State Warrant
EN	Enter Wanted Persons Supplemental Information
	ADDITIONAL AND MISC
CCC	Corrections Client Contact
NAV	DMV Hearings Notification - Officer not Available
EIP	Enter Persons of Interest - Make Permit Application (Concealed Weapons)

- e) **ACJIS/NCIC Administration:** The City desires a system in which system administrators are able to establish and maintain the minimum data entry and update criteria for supported ACJIS and NCIC transactions without requiring any assistance from the Contractor. Please describe how the proposed system will provide this functionality.
- f) **Additional Administration:** The City desires a system in which system administrators are able to establish and maintain the criteria that determine whether an automatic query will be created and sent to ACJIS, NCIC, and NLETS. For example, entry of a suspect name with a date of birth will generate a query. However, if the date of birth is missing, the query will not be generated. Please describe how the proposed system will provide this functionality.
- g) **Unique User ID:** The City requires that unique IDs are assigned to users that are eligible to access ACJIS and all of their ACJIS oriented system transactions are logged in the system’s audit files/databases at a level of detail that complies with CJIS auditing requirements. Please describe how the proposed system complies with these auditing requirements.

**6.9.14. Previous Experience with ERP:** Please describe any previous experience interfacing with Enterprise Resource Planning (ERP) solutions (i.e., SAP, Oracle, PeopleSoft, etc).

**6.10. System Acceptance Testing:** This Paragraph of the RFP contains the System Acceptance Test requirements. In your response, provide an explanation of how the Offeror will provide the Acceptance Testing during the Project, along with any specific information requested. Explanations should be at a sufficient level of detail to enable



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the City to determine whether the proposed Acceptance Testing will meet the requirements specified below.

- 6.10.1. General System Acceptance Requirements:** All Acceptance Tests will be completed on site at City designated facilities, using system components including system software, infrastructure, and data.
- 6.10.2. System Response Times:** The term "System Response Times" means the time between the depression of the last keystroke or activation of a pointing device that initiates a system transaction and the initial appearance of the system response resulting from the completed transaction (e.g., first page, pop-up window, etc.). Response time is measured at the initial completion of the resulting transaction, not when the transaction begins or during system processing of the transaction as may be reflected by one or more system status messages. Excluding large reports or database searches that cover a time span of a week or more, or require multiple passes through the system's databases, and excluding network communication times and other delays beyond the Contractor's control, **the system must complete all activities with a transaction response time of three (3) seconds or less.** Data entry operations (i.e., manual entry of information into data entry fields) and option selections (e.g., selecting one or more alternatives from drop down menu, selecting tools off a tool bar, activating a menu option, etc. with a pointing device or keyboard command) must be completed nearly instantaneously with a response time of one (1) second or less. The system must experience the specified response time in all system components and modules including Automated Field Reporting (AFR). The Offeror must identify any transactions that exceed these specifications.
- a) Describe the proposed methodology that will be used for measuring system response times as described above.
  - b) The system must not experience degradation in response time during normal operations and during the performance of routine maintenance, such as system backups and restores. The Offeror must explicitly identify any operations or functions that may degrade system performance and/or response times.
- 6.10.3. City/Contractor Collaboration:** The City prefers that the Contractor assist the City in the completion of the Acceptance Tests specified by providing the following services, equipment, and software on site, at City facilities at the location where the Acceptance Tests are being completed:
- a) Sufficient training for the City to accomplish the testing on its own, and/or,
  - b) Qualified staff to perform and/or assist City staff to complete the required Acceptance Testing, and/or,
  - c) Non-system equipment and software required to complete the required Acceptance Testing, and/or,
  - d) Appropriate combination of these services, equipment, and software sufficient to complete the required Acceptance Testing.

Please describe how you will provide these services and how the proposed system will comply with these requirements.



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- 6.10.4. Installation Acceptance Test:** The Installation Acceptance Test includes installing and configuring any/all system equipment procured by the Contractor for the City at its final/permanent locations along with verifying basic functionality of all system components. System equipment and equipment components must perform within Original Equipment Manufacturer (OEM) specifications for the Installation Testing to be considered successfully completed. The Installation Acceptance Tests may be divided into separate tests, with each test coinciding with the installation of the associated operational environments (below). Please describe how these Installation Acceptance Test services will be provided and how the proposed system will support these requirements:
- a) **Implementation/Configuration Environment:** Interim environment setup to enable system configuration, interface testing, customization testing, integration testing, etc., and any equipment that is re-purposed in one of the environments below will have to be re-tested to ensure proper operation in the new environment.
  - b) **Testing/Quality Assurance Environment:** Used to test new releases, configurations, etc.,
  - c) **Training Environment,** and
  - d) **Production Environment.**
- 6.10.5. Functional Acceptance Test:** The Functional Acceptance Test demonstrates the correct operation of the system's functionality as specified within the RFP including all of the interfaces, system security, and data confidentiality components. Functional Testing must also demonstrate the ability of the system to recover from various fault scenarios, as well as the expected operational capabilities during these faults (e.g., CPU failure, hard drive failure, network connection failures, etc.). System functions must perform as specified in the Contractor's RFP response for the Functional Testing to be considered successfully completed. Please describe how these Functional Acceptance Test services will be provided and how the proposed system will support this Acceptance Test.
- 6.10.6. Data Configuration Acceptance Test:** The Data Configuration Acceptance Test includes demonstrating that the system operates as specified in the RFP after configuration data specific to the City (e.g., Geofile loaded, user definitions created, validation tables loaded, approval processes implemented, historical data converted, etc.) have been configured, converted, or created as appropriate. System functions must perform as specified in the RFP after City specific data is loaded into the system, historical data converted, components integrated, and the system customized and configured as required for operation in a production environment for the Data Configuration Testing to be considered successfully completed. Please describe how these Data Configuration Acceptance Test services will be provided and how the proposed system will support this Acceptance Test.
- 6.10.7. Load Acceptance Test:** A Throughput and Projected Load Acceptance Test includes placing a load on the installed system comparable to the maximum anticipated system load and demonstrating over a specified time period that



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the response times users would experience are compliant with the requirements of the RFP. System response times must be as specified in the RFP during the peak system loads experienced during the Throughput and Projected Load Acceptance Test for the test to be considered successfully completed. Please describe how these Throughput and Projected Load Acceptance Test services will be provided and how the proposed system will support this Acceptance Test.

**6.10.8. Reliability Acceptance Test:** The Reliability Acceptance Test entails operating and monitoring the complete system in a live production mode for a period of ninety (90) consecutive calendar days during which the system meets the performance and response requirements of the RFP while providing the functions and capabilities specified in the RFP. The City desires to utilize the system for its intended purposes (in-service use) in a production environment to test all operational modes and equipment configurations, with the system fully loaded to peak activity to ensure that all operational modes function properly and that all system Errors have been corrected. The City's use of the system during the Reliability Testing period shall not be interpreted as Acceptance of the system by the City. The system repair and maintenance procedures in effect during the Reliability Testing must be the same repair and maintenance procedures that will be in effect during normal system operation after Final system Acceptance. Because the system will be in production mode during the Reliability Testing period, the Contractor will not be afforded full access to the system in order to fix any encountered problems. Forced shutdowns of the system in order to replace or gain access to failed components must only occur with the express written permission of City representatives, which may not be granted until proper arrangements have been made to secure system databases and work in progress and to ensure that production is not adversely affected. Failures that are not attributable to the system as provided by the Contractor are not charged against the Acceptance Testing period. If such failures occur, the Acceptance Test will be suspended until the problems are corrected. The Acceptance Test will then be re-started from the time it was suspended. The period of suspension will not count as part of the Reliability Testing period. The system must operate for ninety (90) successive calendar days without any major failures of equipment (provided by Contractor), software, and/or system functions and capabilities for the Reliability Testing to be considered successfully completed. Major failures are defined as system failures that result in a Level 1 or Level 2 Severity System Error as defined Paragraph 6.11.2, of this Contract. After the condition that caused a major failure is remedied, the Reliability Testing period is restarted from the beginning and the system must operate for another ninety (90) successive calendar days without any major failures for the Reliability Testing to be considered successfully completed. The City will issue Final System Acceptance only after the successful completion of all of these individual Acceptance Tests and the Reliability Acceptance Test. Please describe how these Reliability Acceptance Test services will provided and how the proposed system will meet this Acceptance Test.

**6.11. Post Implementation Support:** This section of the RFP contains the post implementation requirements. Following the City's acceptance of the system, the one year (365 day) warranty period shall begin.



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**6.11.1. Warranty Provisions:** During the warranty period, the following conditions apply:

- a) Service is provided by the Offeror on a 24-hour per day, 365-days per year basis.
- b) All software and firmware upgrades and updates must be provided to the City at no additional cost.
- c) All repairs made under warranty must be at the sole expense of the Offeror, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair.
- d) The Offeror must provide all of the instructions, procedures, and software tools necessary to maintain the system in good operating condition without any additional costs to the City.
- e) The Offeror must provide all system corrections necessary to keep the system in conformance with the specifications of this RFP and product documentation without any additional costs to the City.
- f) The Offeror must provide all system version upgrades, enhancements to purchased capabilities, and interim releases that become available without any additional costs to the City.
- g) The Offeror must provide all of the services, supplemental training, and documentation necessary to support system version upgrades, enhancements to purchased capabilities, and interim releases that become available without any additional costs to the City.
- h) The Offeror must describe the process for incorporating user group requests into subsequent software releases.
- i) The Offeror must supply information, materials, and labor necessary to complete any revisions determined to be necessary by any third party manufacturer of equipment and software included in the system for the duration of the warranty period at no additional costs to the City.
- j) The Offeror must describe whether two versions of the product can coexist together at a given time? Must all servers be running the same version of the software? Do you support phased (incremental) upgrades (i.e. upgrade part-by-part versus all-at-once)?
- k) How is upgrade support controlled in terms of minimizing rework on future releases (i.e. rewriting business rules, data model modifications?) How are customization limits defined so vendor support is not negated?

**6.11.2. Error/Defect Triage and Response During Warranty:** The following describes the manner in which errors and/or defects will be classified, and corrected, during the warranty period:

- a) A Level 1 Severity System Error or Defect must be defined as one that causes significant impact to City operations, and no work-around is available, or errors or defects that cause significant amount of data to be lost.
  - i. The Offeror's response time for a Level 1 Severity System Error or Defect must not exceed one hour and the Offeror must submit progress reports outlining the status of resolution, at least once every



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two hours thereafter, unless the City and the Offeror agree to written progress reports at some other time interval. The resolution time for a Level 1 Severity Error or Defect must not exceed eight (8) consecutive hours.

- b) A Level 2 Severity System Error or Defect must be defined as a non-critical function where overall performance is materially impaired, or a critical function is impaired but temporary work-around is available.
    - i. During the Warranty Period the Offeror's response time for a Level 2 Severity System Error or Defect must not exceed two hours and the Offeror must submit progress reports outlining the status of resolution, at least once every two hours thereafter, unless the City and the Offeror agree to written progress reports at some other interval. The resolution time for a Level 2 Severity Error or Defect must not exceed three (3) calendar days.
  - c) A Level 3 Severity System Error or Defect must be defined as one that does not materially impair the City's essential operations.
    - i. During the Warranty Period the Offeror's response time for a Level 3 Severity System Error or Defect must not exceed one (1) calendar day. The resolution time for a Level 3 Severity Error or Defect must not exceed fifteen (15) calendar days; or if the problem is software, the next Upgrade is scheduled to be released within thirty (30) days of the problem report, then at the subsequently scheduled release.
  - d) A Level 4 Severity System Error or Defect must be defined as one where the City requires information or assistance about the system's capabilities or installation configuration.
    - i. During the Warranty Period the Offeror's response time for a Level 4 Severity System Error or Defect must not exceed one (1) business day. Resolution is not necessary as no defect exists.
  - e) The City must have the right to decide whether a System Error or Defect is classified as a Level 1, Level 2, Level 3 or Level 4 Severity.
- 6.11.3. Telephone Support:** Telephone support is defined as remotely responding to a notice of a system malfunction (problem) and the actual start of diagnostics to correct the reported malfunction (problem) rather than merely recording the problem. Procedures and processes to correct reported malfunctions (problems) must be initiated within fifteen (15) minutes of the completion of the telephone based problem report.
- 6.11.4. Alternative Repair Terms:** During the Warranty Period the Offeror's response time for a Level 3 Severity System Error or Defect must not exceed one (1) calendar day. The resolution time for a Level 3 Severity Error or Defect must not exceed fifteen (15) calendar days; or if the problem is software, the next Upgrade is scheduled to be released within thirty (30) days of the problem report, then at the subsequently scheduled release.
- 6.11.5. Repetitive Errors/Defects:** During the warranty period, the Offeror must replace and/or redesign and replace any repeatedly failing system



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components (repeatedly failing is defined as a component failing more than three times in a row for the same or similar reason), at no cost to the City.

**6.11.6. Maintenance Provisions.** The Offeror must identify the costs of supplying the City with one (1), two (2), three (3), four (4), and five (5) additional years of support and maintenance, along with the annual costs of each additional year and a lump sum cost if the support and maintenance are pre-paid at the end of the warranty period. During the system maintenance and support period (following the warranty), the Offeror must:

- a) Provide all of the instructions, procedures, and software tools necessary to maintain the system in good operating condition without any additional costs to the City.
- b) Provide all system corrections necessary to keep the system in conformance with the specifications of this RFP without any additional costs to the City.
- c) Provide all system version upgrades, enhancements to purchased capabilities, and interim releases that become available without any additional costs to the City.
- d) Provide all of the services, supplemental training, and documentation necessary to support system version upgrades, enhancements to purchased capabilities, and interim releases that become available without any additional costs to the City.
- e) Be responsible for the supply of information, materials, and labor necessary to complete any revisions determined to be necessary by any third party manufacturer of equipment and software included in the system for the duration of the maintenance and support period at no additional costs to the City.
- f) Provide a toll free number to access the technical support operations for the system.

**6.11.7. Software Release Schedule:** The Offeror must describe the current software release schedule for the system.

**6.11.8. Historic Software Release Schedule:** The Offeror must describe the historical release schedule of the system during the previous five (5) years that includes the version release number along with a short synopsis of what it included.

**6.11.9. System Version Upgrades:** The Offeror must describe if system version upgrades must be installed upon their release and how long previous system releases are supported.

**6.11.10. Support for Older Versions:** New system releases (i.e., version upgrades) must be backwards compatible for at least one version. The Offeror must describe how many old releases are typically supported.

**6.12. System Architecture and Technical Design:** Please provide a detailed system architecture description with diagrams including physical and logical network connectivity, bandwidth requirements and open ports needed between components, servers with specifications, HVAC and power requirements, databases with specifications, storage including sizing and throughput requirements, application components, and data flow between components.





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- 6.12.1. Conformance with City Technology Standards:** The Offeror is instructed to review the City's technology standards (located in Exhibit D), and identify any exceptions associated with enabling the system to efficiently and effectively operate according to design within the response time parameters identified in this Solicitation.
- 6.12.2. Network Requirements:** Identify any specific network topology and other network requirements for enabling the system to efficiently and effectively communicate with remote workstations. The Contractor will be responsible for resolving any system network issues that are not specifically identified.
- 6.12.3. Storage Requirements:** Provide detailed specifications of the quantity and throughput requirements for storage that needs to be allocated to each server.
- 6.12.4. System Alerts and Messaging:** Please explain whether the system is capable of sending messages regarding the status of operations and any errors that may have occurred (i.e., supports Simple Network Management Protocol and WMI type monitoring and problem alerting on Windows servers) to system applications and to designated system users, how this messaging is implemented, whether it is system application-driven, operating system-driven or both, and how the messages can be delivered (e.g., via email, text messaging, alphanumeric pagers, etc.).
- a) Does your Solution provide central administration and monitoring for reporting? If so, describe.
- 6.12.5. Licensing Requirements:** Please provide detailed license specifications (including version and module information) for all equipment, software, operating system, database, and other components required for the system.
- 6.12.6. Entity Relationship Diagrams:** The City requires the Offeror to provide Entity Relationship Diagrams (ERDs), data dictionaries, and other data documentation/schematics for the system. Identify whether this information will be provided with the system and summarize the contents that will be provided.
- 6.12.7. CJIS Standards:** Describe how the proposed system is in compliance with current CJIS and standard security practices, including a description of how the Solution encrypts data transmissions (particularly NCIC).
- 6.12.8. City Security Standards:** The City prefers that the Offeror comply with the City's security procedures when accessing the system, which include the use of individual user accounts instead of generic role accounts, obtaining access authorization for each access instance, using Virtual Private Networking (VPN) where applicable, and not sharing passwords or other access information. The City prefers Enexity's SecureLink. The vendor shall install a secure remote management capability to permit vendor access to the servers for troubleshooting in cases where on-site personnel require assistance, and stand ready to be activated when needed. The City will authorize remote access as needed. Please explain how you plan on supporting and maintaining the system while meeting these preferences.
- 6.12.9. Environmental Requirements:** The City will designate a location for the system's servers, interface gateways, and associated equipment in City



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facilities which contain appropriate environmental, power, HVAC, and communications equipment. Please identify the amount of anticipated square footage required along with the environmental, power, and HVAC requirements of proposed system equipment.

- 6.12.10. Temporary Development Environment:** The City prefers that a temporary system development environment is implemented for the system that can be used to configure, load data, and test the system during implementation. Please describe when this system environment will be implemented, how the equipment in this temporary environment can be re-purposed to the permanent system environments, how it will be accessed by users, authorized subject matter experts, and administrators along with listing and describing the equipment and software that it will contain.
- 6.12.11. System Environments:** The City prefers that three system environments be established prior to cutover to live production: testing, training, and production. The testing environment will be used to test new versions, new data, and alternative configurations of the system both during implementation (e.g., for Functional Acceptance Tests) and post cutover to live operations. The system's training environment will also be used both during implementation (e.g., to train system users) and post cutover to live operations. The system's production environment must be fully tested and ready prior to cutover to live operations of the system and will be used as the main operational environment for the system. The three environments should be independent of each other meaning that transactions occurring in one environment will not impact or modify data contained in the other environments nor impact their performance (i.e., system response times and system availability). Please fully describe the equipment and software contained in each environment, when each environment will be fully operational, and how system users and administrators will be able to access each of these environments.
- 6.12.12. Leveraging Existing Wireless Infrastructure:** Please describe in detail how mobile-based system applications (e.g., AFR, FI's, etc.) are able to use existing wireless infrastructure (See Exhibit D) for communicating between the system's mobile devices (e.g., MDCs, personal data assistants, etc.) and system servers. Please fully describe (a) the equipment and software contained in each environment, (b) when each environment will be fully operational, and (c) how system users and administrators will be able to access each of these environments.
- 6.12.13. Client-Based Interface:** The City prefers that the system employ a client-based interface that is compatible with Intel-based workstations running Windows 7 environments. Please describe how the system will comply with this preference and any limitations of the proposed interface for performing system functions.
- 6.12.14. Internet Browser Standards:** The City prefers that the system employ a web-based interface that is compatible with current and supported versions of Microsoft Internet Explorer. Please describe the capabilities and limitations of the system's proposed interface for performing system functions.
- a) Describe the system's capability to permit authorized external agencies to access the system without installing and supporting workstations and/or applications in/on external agency's workstations.



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- 6.12.15. Mobile Software:** The City prefers that the system provide a mobile-based application or interface that is compatible with current versions of Microsoft Windows 7 Phone OS, Google Android OS, or Apple iOS. Please describe the capabilities and limitations of the proposed mobile system applications to comply with this preference.
- 6.12.16. Bandwidth Requirements:** Please identify the minimum and recommended network bandwidth between the system's client applications and the system's servers necessary to enable effective system operations, for client-based and web-based applications.
- 6.12.17. PC Installation Procedures:** Please describe in detail the process of initially installing the system's client applications on PC-based workstations, including all manually performed procedures (i.e., staff having to install or configure system components manually on each PC hosting the client applications).
- 6.12.18. Mobile Installation Procedures:** Please describe the process necessary to initially install the system's client application on MDC-based workstations; specifically identifying all manual based procedures (i.e., staff having to install or configure system components manually on each MDC hosting the client applications).
- 6.12.19. Use of Existing User Information:** Please describe how existing user information (such as IBM's CICS, AD, etc.) can be used to initially populate the system's user ID and password module/database without having to manually enter all of the information.
- 6.12.20. Minimum Configuration Requirements:** Please identify the minimum and recommended MDC and PC workstation configurations necessary to effectively host the clients of the system. Offerors should note that the City will provide all required MDC-based and PC-based workstations along with all other required end user devices (e.g., printers, modems, docking stations, etc.).
- 6.12.21. Uptime Requirements:** The system must be designed to be available for use ninety-nine point ninety-nine percent (99.99%) of the time as measured on an 24 hour per day, 365 days per year basis (i.e., less than 52.56 minutes of downtime per year of unplanned system downtime). Please describe and provide detailed information regarding how the system is designed to achieve this along with typical planned downtimes and their duration.
- 6.12.22. Business Continuity:** The City requires that the system include the capability for a Business Continuity site that offers failover in real time and provide NLB resources (between the IO Data Center and the ITOC Data Center). Please provide an architecture description with diagrams including physical and logical network connectivity of the preferred continuity schematic, the minimum and recommended network bandwidth required, and a detailed explanation of how this continuity is prepared for use.
- 6.12.23. System Performance:** The system should complete all activities with a system response time of three (3) seconds or less. Please identify which system functions cannot meet this preference (such as very large reports, complex queries, etc.).



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- a) The system should complete all data entry operations and option selections (e.g. menu selections, tool bar selections, etc.) within one (1) second. Please identify any of these types of transactions that are known to exceed this specification.
- b) Please detail any system operations or processes that may prevent the system from meeting its response time objectives.
- c) Please describe the methodology that will be used for measuring system response time. The City reserves the right to review and approve the methods used to measure system response time.

**6.12.24. Standards:** Offeror shall describe their standards, policies, and procedures for the following:

- a) System software upgrades and updates,
- b) Change control,
- c) Configuration management,
- d) System testing and release of new system software versions and major patches.
- e) Define the time frame between software update notices and the time of software releases, and
- f) The speed with which the Offeror notifies customers of known bugs and/or fixes.
- g) Customer-based modifications/customizations

**6.12.25. Turnkey Configuration:** With the exception of end user workstations, MDC workstations, other mobile devices, printers, and network/communication infrastructure, the City requires that Offerors include in their response to this RFP a "turnkey" system server configuration consisting of all computer equipment, interface equipment, server-related communications equipment, server-related cabling, server-related terminals, server-related workstations, server-related printers, files, operating system software, application software, database management systems, databases, etc., necessary to meet the functional and operational requirements of this RFP. Please explain how the proposed system complies with the specified "turnkey" requirements and identify any exceptions.

**6.12.26. City's Option to Acquire Hardware:** Although a complete "turnkey" system server configuration is required, the City retains the right (i.e., option) to purchase any of the equipment, operating system software, databases, and third party software included in the Offeror's response to this RFP directly from City sources. Should the City exercise its option to purchase any of the equipment, operating system software, databases, and third party software included in the Offeror's response, it will purchase only equipment and software meeting the Offeror's specifications. Please identify and describe any impacts in terms of support or costs stemming from the City exercising this option.

**6.12.27. Assessing Configuration:** The City will be responsible for the installation, testing, ongoing support, defect correction, and management of any of the proposed system server configuration or any components thereof that the



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City elects to purchase from its own sources. However, the City expects that the Offeror will be responsible for installing and testing the application software and interfaces on equipment procured by the City and for any shortcomings of the system server configuration (specified by the Offeror) in meeting the availability and response time requirements specified in this RFP. Please explain how conformance to these expectations will be achieved.

**6.12.28. Required Access:** Provide a detailed explanation of the types of access, and any expected use of administrative access, required by the Offeror for ongoing support and maintenance of the system.

**6.12.29. System Interfaces:** Please fill in the requested information in the columns next to the interfaces that Offeror has successfully implemented between the proposed system and the listed system:

	Vendor(s)	Client Site(s)	Client Contact
(1) Computer Aided Dispatch (CAD)			
(2) Mobile CAD Solution			
(3) Maricopa County Adult & Probation			
(4) Maricopa County Attorney			
(5) Maricopa County Pre-Booking Portal			
(6) Maricopa County Pawn			
(7) Arizona Criminal Justice Information System (ACJIS)			
(8) Arizona Criminal Justice Information System (ACJIS) Masks			
(9) Arizona Disposition Reporting System (ADRS)			
(10) AZTraCS			
(11) Automated Fingerprint Identification System (AFIS) & Live Scan			
(12) GANGNet – State/DPS			
(13) Victim Criminal Apprehension Program (ViCAP)			
(14) ALPR			
(15) COPLINK			
(16) Document Imaging			
(17) Department Online Reporting System (DORS)/eReporting			
(18) GIS			
(19) IAPro/Blue Team			



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	Vendor(s)	Client Site(s)	Client Contact
(20) IBM MQ Series			
(21) JusticeTrax – LIMS/iResults			
(22) Justice Web Interface (JWI)			
(23) LeadsOnline			
(24) PeopleSoft - Oracle			
(25) Property Tracking System (PTS)			
(26) Phoenix City Municipal Court Management System (CMS)			
(27) Phoenix City Prosecutor's Office/Law Department			
(28) Public Crime Reporting (BAIR Analytics RAIDS Online & ATAC RAIDS)			
(29) SAS/Memex			
(30) System Master Clock			
(31) Vehicle Impounds (Recovered/Stolen/Impounded Vehicles)			
(32) Microsoft Outlook/OWA 2010			
(33) Lojack – Stolen Vehicle Tracking System			
(34) Pronet/ETS – Bank Robbery Tracking System			
(35) TaxMantra			
(36) Sex Offender System - similar to Offender Watch			
(37) City of Phoenix Fire Department (FIRS)			
(38) Other Agency Systems – Social Services, crime and vehicle information databases			
(39) Other Law Enforcement Data Sharing Efforts			
(40) Administrative Office of the Court			

**6.12.30. Future Growth:** Describe the proposed Solution's ability to provide flexibility and scalability to adapt to future growth.



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- 6.12.31.** Does the proposed Solution integrate with Microsoft Office and MS SharePoint? If so, describe.
- 6.12.32. Dashboard Solution:** Does the Solution provide an integrated Management Information System (i.e., Dashboard Solution)? How can these dashboards be rendered (e.g. portal, email, etc.)? Are these static dashboards or can they be connected for real-time data access? Can they be modified without assistance from vendor?
- 6.12.33. Score Carding:** Does your Solution provide Score carding capabilities for CAD and RMS? Please describe and provide examples.
- 6.12.34. Cloud Technology:** Is the RMS solution capable of being cloud-based? If so, is the cloud-based version: CJIS-compliant? On-premise solution? Service bureau approach?



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### SUBMITTAL 7: CONTRACTOR'S QUALIFICATIONS, EXPERIENCE, AND REFERENCES (200 POINTS)

Offerors shall respond to each question in this Submittal, maintaining the Submittal's organization (including numbering, headings, etc.):

- 7.1. Organization Overview and Qualification Summary:** The proposal must fully describe the ability of the Offeror to complete the project on time, within the proposed cost budget, while maintaining the specified quality and scope.
  - 7.1.1. Experience with Similar Sized Initiatives:** The proposal must fully describe the Offeror's corporate qualifications and experience in completing projects of similar type, size, scope, and complexity as specified in this RFP. Please describe all similar projects completed within the last eight (8) years, including a brief description of the type of system installed, system sizing (i.e., the number of users, the number of sworn personnel, the number of mobile data devices, and the number of agencies), the proposed system cutover date, the actual system cutover date, the proposed project budget, and the actual project budget.
  - 7.1.2. Financial Statements:** Provide two (2) complete copies of your last three (3) years of audited financial statements or annual reports, or equivalent, in a separately sealed, clearly marked envelope.
    - a)** Be certain to identify company ownership (including fractional ownerships), investors, any information pertaining to the potential sale of the company, and any/all lawsuits.
- 7.2. Corporate Organization:** The Offeror must provide the following information regarding the corporate organization of the Offeror's organization:
  - 7.2.1.** Official corporate or agency name
  - 7.2.2.** Business address (street address, city, county, state, zip code)
  - 7.2.3.** Mailing address if different than the business address
  - 7.2.4.** Facsimile number
  - 7.2.5.** Telephone number
  - 7.2.6.** Contact name, title, telephone, and email address (include mailing address information if different from the Corporate Headquarter address) of the Offeror's main contact for the proposal evaluation process
  - 7.2.7.** Name, title, and contact information (telephone number, email address, mailing address, and facsimile number) of the individual authorized to bind the Offeror's organization to the terms and conditions of the proposal
  - 7.2.8.** Date established
  - 7.2.9.** The proposal must identify the Offeror's organizational structure by indicating which one of the following best describes the Offeror's organizational type:
    - a)** Private, for-profit corporation identifying the state of incorporation, Certificate of Authorization to Conduct Business, and the State authorization number.
    - b)** Partnership, general partnership, limited partnership, or limited liability partnership.





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- c) Sole proprietorship or individual.
- 7.2.10. The proposal must describe the level of corporate resources and availability, including depth of experienced personnel and technical resources that are available for the project (distinguish employees from independent contractors).
- 7.2.11. The proposal must identify the number of individuals employed by the Offeror and each subcontractor either directly or under contract.
- 7.2.12. The proposal must provide evidence that the Offeror has been in business for at least ten (10) years, performing business functions directly relevant to the project.
- 7.2.13. If any part of the project work is to be subcontracted, the information above must be provided for each proposed subcontractor. The proposal must provide binding letters of commitment from all subcontractors. Failure to provide these binding letters of commitment may lead to elimination of the Offeror from further consideration or considered a Breach of Contract if discovered after Contract signing.
  - a) Describe the makeup of the company's development tools and support staff. Provide resumes and disclose whether the developers and support staff are full time employees, students or contractors.
- 7.2.14. Divulge what percentage of license revenue is set aside for product development, lifecycle and migration strategy.
- 7.3. **Project Team Organization:** The proposal must include an organizational chart of the proposed project team.
  - 7.3.1. **Offeror's Executive Project Sponsor:** The Offeror must designate an Executive Sponsor for the project that is ultimately responsible for the project and has sufficient corporate authority to obligate the Offeror's organization to commit the necessary resources to complete the project on time, within budget, and in conformance with the requirements specified in the RFP. The proposal must include the Offeror's Executive Sponsor's full resume.
  - 7.3.2. **Designated Project Manager:** The proposal must identify the designated Project Manager's qualifications including detailed information regarding the designated Project Manager's experience with projects of similar size and complexity as the City's proposed Project. Please provide the following information for the designated Project Manager:
    - a) Detailed resume including name and title.
    - b) Current employer.
    - c) Percent of time dedicated to the project during the project's duration.
    - d) Summaries of specific, relevant project experience.
    - e) Education/Training, including degrees earned and year.



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- f) Three (3) business references capable of attesting to the individual's ability to provide the type of services defined in the RFP.
- g) Identity and description of work performed by the designated Project Manager during the previous eight (8) years, which is related to the work of the project.
- h) It is highly desirable that the designated Project Manager is certified as a Project Management Professional (PMP) by the Project Management Institute (PMI). Please provide information about the Project Manager's PMP certification, if applicable.
- i) If the Project Manager is not directly employed (i.e. is an independent contractor) by the Offeror, a binding offer letter, contingent only on the selection of the Offeror, must be included in the proposal.

**7.3.3. Project Manager Duties:** During the Project, the designated Project Manager must:

- a) Be responsible for managing and updating the Project's Schedule to reflect the current status of each Project task and Deliverable including all City, Offeror, and subcontractor tasks and deliverables.
- b) Be responsible for ensuring that all System Contractor staff, subcontractors, and the City Project Manager are aware of scheduling and authorized Project work plan changes.
- c) Meet on a weekly basis onsite during the Project's implementation with the City's Project Manager and core project team to discuss any encountered problems, any mitigation action proposed or taken for encountered problems, and any Project work plan and schedule updates.

**7.3.4. Qualification of Key Project Personnel:** The proposal must describe the qualifications and experience of all Key Project Personnel that are relevant to the Project's requirements by providing the following information for each designated Key Project Personnel:

- a) Detailed resume including name and title.
- b) Current employer.
- c) Proposed project role (including hours or percent of time dedicated to the project).
- d) Summaries of specific, relevant project experience.
- e) Education/Training, degrees earned and year.
- f) Three (3) business references capable of attesting to the individual's ability to provide the type of services requested in the RFP.
- g) If the Key Project Personnel are not directly employed (i.e. is an independent contractor) by the Offeror, a binding offer letter, contingent only on the selection of the Offeror, must be included in the proposal.

**7.4. Offeror's Current Client List:** The proposal includes a complete, current client list of the Offeror that includes the following information for each public safety client:



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**7.4.1. Required Client List Data:** The following information must be provided for each client:

- a) Government agency name.
- b) Current principal contact name, title, phone number, and e-mail address.
- c) Types of agencies served by the system (e.g., police, sheriff, jail, etc.).
- d) Contract number, and signature date and/or cutover (go-live) date to operational use.

**7.5. Offeror References:** The proposal must include at least three (3) reference sites that are using law enforcement records management systems previously installed by the Offeror that are similar in nature and complexity to the proposed System.

**7.5.1. Required Reference Data:** The following information must be provided for each reference:

- a) Government agency name.
- b) Principal contact name, title, mailing address, telephone number, and e-mail address.
- c) Names of the agencies, jurisdictions, and departments supported by the system.
- d) Types of agencies served by the system (e.g., police, sheriff, jail, etc.).
- e) Contract number and signature date.
- f) Original dollar value of contract and final or current contract value.
- g) System cutover (i.e., go-live) date to operational use.
- h) Scope of products and services provided.
- i) Software version, server / host operating system, and database management system and version installed.



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### **SUBMITTAL 8: COST PROPOSAL (200 POINTS)**

Offerors must complete the Cost proposal forms using the provided Microsoft Excel workbook as instructed herein and in Exhibit B. One copy of the completed spreadsheet must be printed and included in the proposal response. The completed cost proposal workbook must also be included in its native format as part of the required complete electronic copy of the proposal. Proposals that contain improperly or incomplete cost proposal forms may be rejected as being non-compliant.



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### **SUBMITTAL 9: COMPLIANCE WITH TERMS AND CONDITIONS (100 POINTS)**

Offerors shall read the Standard and Special Terms and Conditions and respond with their acceptance of these terms and conditions.



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### **SUBMITTAL 10: EXCEPTIONS TO TERMS AND CONDITIONS**

Offerors shall use this Submittal to identify any exceptions to the Standard and Special Terms and Conditions defined in Sections II and III of this RFP. If the Offeror submits a proposal with no exceptions in this Submittal, then it shall be assumed that the Offeror has accepted the Standard and Special Terms and Conditions of this Request for Proposal.



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### **SUBMITTAL 11: CONFIDENTIAL INFORMATION**

In accordance with the Public Records clause in the Standard Terms and Conditions, Offerors shall list any and or all contents of their proposal they deem to be confidential, in this Submittal form or attached immediately to this form.



## SECTION VI - EXHIBITS

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### EXHIBIT A: FUNCTIONAL AND TECHNICAL SYSTEM REQUIREMENTS

**INSTRUCTIONS:** Within the workbook, individual tabs along the bottom of the screen indicate the required PPD modules. Within each tab, the City's technical and functional requirements are described. Each individual requirement is followed to the right by a cell under the heading "Vendor Response." This cell contains a drop-down list with which the vendor will select a Response Code that indicates how the functionality is provided by the proposed System. The available Response Code options are shown in the table, below. The score for the Offeror's response to this workbook will be automatically tabulated. For each requirement, the points that correspond with the Response Code selected by the vendor will be multiplied by that requirement's priority multiplier to determine the total score. Vendors may add free-form text in the comments section to the right of the scoring. However, comments do not impact the vendor's scoring.

Response Code Definition		
<i>Vendor Response Codes</i>	<i>Definition</i>	<i>RFP Point Value</i>
<b>A</b>	<b>Existing:</b> Requirement will be met by proposed existing software that is installed and operational at other sites. An "A" response to any requirement signifies that the proposed system meets the requirement in a seamless manner. Indirect or implied solutions will not be coded "A", nor will functionality that is a configuration option.	<b>5</b>
<b>B</b>	<b>Configuration:</b> Requirement will be met by configuring existing software. All configuration work specified under this response code must be fulfilled entirely by the vendor.	<b>4</b>
<b>C</b>	<b>Future Version:</b> Requirement will be met by software that is currently under development or in Beta test. Vendors must agree to have the developmental functionality in productive use in another client site for at least six (6) months prior to installing the product in the Phoenix environment. All requirements marked by this code must be provided to Phoenix no later than the beginning of the Functional Test period for the product.	<b>3</b>
<b>D</b>	<b>Third Party:</b> Requirement will be met by the use of proposed third-party software tools, such as a report writer, query language or spreadsheet.	<b>2</b>
<b>E</b>	<b>Customization:</b> Requirement will be met by customizing existing software or by new custom software programming.	<b>1</b>
<b>F</b>	<b>Not Available:</b> Requirement cannot, and will not, be provided.	<b>0</b>





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### INSTRUCTIONS (continued)

Phoenix Prioritization of Requirements Legend		
Rank		Weight of Importance
<b>C</b>	<b>Critical</b> (Designated by the red box, with the letter 'C' next to the requirement): This requirement is critical to the Department and the vendor's response to this requirement will be multiplied by a factor of four (4).	<b>4</b>
<b>I</b>	<b>Important</b> (Designated by the orange box, with the letter 'I' next to the requirement): This requirement is important to the Department and the vendor's response to this requirement will be multiplied by a factor of two (2).	<b>2</b>
<b>R</b>	<b>Routine</b> (Designated by the yellow box, with the letter 'R' next to the requirement): This requirement is considered to be a routine requirement to the Department and the vendor's response to this requirement will be multiplied by a factor of one (1).	<b>1</b>



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File Number	Requirements	Vendor Response	Comments
A.1	<p>C The RMS must include an Arrest and Booking module that captures, tracks, and manages all of the information required for processing an arrest within the department and populating the booking forms of the appropriate jail facility where the arrestee will be housed.</p>		
A.2	<p>C The Arrest and Booking module must be fully integrated with, and must automatically pre-populate any relevant arrest report data fields from data entered within, Incident Reporting module reports. By referencing a case number and individual, the Arrest and Booking module must import and populate any data that has already been entered for that individual and case within one or more reports.</p>		
A.3	<p>C The Arrest and Booking module must be available in essentially the same format, GUI, and functional capabilities on LAN/WAN PC and MDC based RMS workstations.</p>		
A.4	<p>C Authorized users must be able to work on the same Arrest and Booking report on LAN/WAN PC and MDC based RMS workstations, with the RMS passing the report back and forth automatically as required.</p>		
A.5	<p>C Authorized RMS users must be able to route reports contained in the Arrest and Booking module to any local and network attached printers including reports being produced on MDCs.</p>		
A.6	<p>C The data contained in completed Arrest and Booking module reports must be available to, and integrated with other appropriate RMS modules and databases.</p>		
A.7	<p>C The Arrest and Booking module must create a unique arrest number for each instance of an arrest. This number must be unique in the RMS and can be user defined (including a blend of numbers and characters).</p>		
A.8	<p>C At a minimum, the Arrest and Booking module must be able to track and provide data entry fields for all of the arrest related data elements tracked by NCIC, UCR, and NIBRS.</p>		
A.9	<p>C The Arrest and Booking module must be able to track and provide data entry fields for adult and juvenile arrests.</p>		
A.10	<p>C The Arrest and Booking module must be able to track and provide data entry fields for the circumstances of the arrest.</p>		
A.11	<p>C The Arrest and Booking module must be able to track and provide data entry fields for a (virtually) unlimited number of charges per arrest.</p>		
A.12	<p>C The Arrest and Booking module must be able to track and provide data entry fields for whether a charge is a local or a state statute violation.</p>		



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File Number	Requirements	Vendor Response	Comments
A.13	<span>C</span> The Arrest and Booking module must be able to track and provide data entry fields for persons involved in the arrest.		
A.14	<span>C</span> The Arrest and Booking module must be able to track and provide data entry fields for cite and release in lieu of arrest situations.		
A.15	<span>C</span> The Arrest and Booking module must be able to track both current injuries and/or injuries sustained while in custody and provide data entry fields for the medical condition of the arrestee including injuries, extent of injuries, and the types of injuries.		
A.16	<span>C</span> Upon completion of arrestee information entry into Arrest and Booking module reports and upon user command, the RMS must query ACIC, NCIC, and appropriate interfaced and internal RMS databases to identify additional available information and any outstanding wants and warrants for the arrestee.		
A.17	<span>C</span> The Arrest and Booking module must be able to track, provide data entry fields for, and comply with, the arrest requirements of the Arizona State and Federal reporting requirements for UCR.		
A.18	<span>C</span> In the event that PPD decides to adopt NIBRS, the Arrest and Booking module must be able to track, provide data entry fields for, and comply with the arrest requirements of the Arizona State and Federal reporting requirements for NIBRS.		
A.19	<span>C</span> The Arrest and Booking module must support multiple arrestees per incident.		
A.20	<span>C</span> The Arrest and Booking module must contain an easily accessible function, command, and/or drop down menu option that when activated by the user will cause the information contained in the user's arrest/custody report to be transferred to the Maricopa County's Pre-Booking System as specified in the interface section of this RFP.		
A.21	<span>C</span> The Arrest and Booking module must be relationally cross-referenced to the Crime Analysis, Incident Reporting, and other appropriate RMS modules, as well as the MNI, MPI, MVI, and MLI master indexes.		
A.22	Arrest Reports: The following arrest reports must be provided:		
A.22.1	<span>C</span> Daily arrests, by day and time, date range and geographic areas		
A.22.2	<span>C</span> Arrest report and/or affidavit		
A.22.3	<span>C</span> Arrests by location and time period		
A.22.4	<span>C</span> Arrest log by time, and geographic area		
A.23	<span>C</span> DUI Arrest: All relevant information regarding the results from the PPD field sobriety tests and subsequent alcohol blood content are gathered and recorded to supplement the report in RMS.		



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File Number	Requirements	Vendor Response	Comments
A.24	<b>C</b> The Arrest and Booking module must alert the case agent when a subject associated with a case is arrested.		
A.25	Booking Forms: The following booking forms and reports must be provided:		
A.25.1	<b>C</b> Booking form which contains all required PPD fields		
A.25.2	<b>C</b> Booking summary, based on varying search criteria		
A.25.3	<b>C</b> Daily court list by court and time		
A.25.4	<b>C</b> Felony and misdemeanor cases		



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File Number	Requirements	Vendor Response	Comments
B.1	<p>C The RMS must include an Automated Field Reporting (AFR) module that collects and tracks data required for initial offense and supplemental reports, field interviews, arrest, and other RMS reporting functions through mobile data computer workstations and devices.</p>		
B.2	<p>C All data collected through the AFR module must be integrated with, and eventually uploaded to the RMS. All of the data fields employed in the AFR module must also be available in the RMS databases.</p>		
B.3	<p>C Reports and data entry forms included in the AFR module must include all in-the-field collectible data fields of the associated RMS data entry forms and reports.</p>		
B.4	<p>C The AFR module must provide the capabilities and functions specified in the Incident Reporting section of this RFP, including the entry, modification, and completion of reports.</p>		
B.5	<p>C The AFR module must provide the capabilities and functions specified in the Traffic Accident Reporting section of this RFP.</p>		
B.6	<p>C The AFR module must provide the capabilities and functions specified in the Field Interviews section of this RFP.</p>		
B.7	<p>C The AFR module must provide the capabilities and functions specified in the Arrest and Booking section of this RFP.</p>		
B.8	<p>C The AFR module must support the report approval processes specified in this RFP.</p>		
B.9	<p>C Access to reports and information available within the AFR module must be controlled according to the security requirements as defined by the agency.</p>		
B.10	<p>C The AFR module may use a "Paper Form Oriented" user interface (i.e., a user interface that is a facsimile of an existing paper report form) or a "Computer Form Oriented" user interface (i.e., a user interface that is specifically optimized for the collection and entry of data on a computer), but must provide an effective, efficient GUI that is optimized for the mobile environment and minimizes redundant data entry.</p>		
B.11	<p>C Information entered into AFR module data entry forms and reports must only be entered once. Entered data must be available in appropriate fields of the same and other AFR and RMS reports without requiring reentry or cut and paste operations.</p>		



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File Number	Requirements	Vendor Response	Comments
B.12	 Trained and authorized RMS Administrators must be able to modify the AFR module's data entry screens and forms without requiring any assistance from the RMS vendor.		
B.13	 The AFR module must support a Windows type environment which, at a minimum, enables users to work on different reports at the same time. A simple one-step mechanism must be available to switch from one report to another (e.g., from an Offense Report to an Arrest Report) without loss of data in any report.		
B.14	 The AFR module must monitor activity occurring on AFR LAN/WAN and MDC based workstations and automatically de-activate (lock) the AFR application after a RMS Administrator set time limit of inactivity has been exceeded.		
B.15	 Trained and authorized RMS Administrators must be able to set up and maintain AFR workstation inactivity time intervals without requiring any assistance from the RMS vendor.		
B.16	 The AFR module must not lose any data during de-activation (lockout) of an AFR workstation.		
B.17	 The AFR module must not allow any additional data entry during de-activation (lockout) of an AFR workstation.		
B.18	 During de-activation (lockout) of an AFR workstation, the user must be provided with an explanation note and an entry field for a user ID and password.		
B.19	 During de-activation (lockout) of an AFR workstation, the workstation's screen must be blanked out and automatically restored to its previous state when a valid user ID and password are entered.		
B.20	 The AFR module must support mandatory data entry fields for those fields that must be properly filled in for the report to be complete.		
B.21	 The AFR module must be able to configure mandatory fields to be contingent on the crime type.		
B.22	 The mandatory data entry fields in the AFR module must be the same mandatory fields as in the equivalent RMS data entry forms and reports.		
B.23	 Trained and authorized RMS Administrators must be able to set default values for all suitable AFR module data entry fields (e.g., agency, officer, date, time, day of week, etc.) without requiring any assistance from the RMS vendor.		
B.24	 Trained and authorized RMS Administrators must be able to simultaneously set up different default values for AFR module data entry fields without requiring any assistance from the RMS vendor.		



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File Number	Requirements	Vendor Response	Comments
B.25	<p>C With the exception of free format text fields (e.g., narratives, comments, etc.), each data entry field within the AFR module must be validated against a pre-defined set of acceptable validation values.</p>		
B.26	<p>C The AFR module's data entry validation databases must be synchronized with, and contain the same values as, the equivalent databases in other RMS modules and reports. The vendor must fully explain how editing validation data in the main RMS populates the mobile AFR module's validation databases.</p>		
B.27	<p>C The AFR module must support the logical comparison of data entered and flag or alert the user when entered data is potentially wrong. For example, the user must be alerted if a start date or time is entered that occurs after the ending time or if improbable information regarding an individual's height or weight is entered (e.g., a height of 9 feet is entered for an individual, a 6 foot high male's weight is entered as 50 pounds, etc.).</p>		
B.28	<p>C The AFR module must have intelligent data entry form capabilities that automatically display relevant data entry fields based on previously entered information. For example, the AFR module must automatically change the fields displayed on data entry forms once an offense code is entered.</p>		
B.29	<p>C The AFR module must have intelligent data entry form capabilities that automatically modify which data entry fields are mandatory based on previously entered information.</p>		
B.30	<p>C The AFR module must have intelligent data entry form capabilities that automatically adjust validation table values based on previously entered information (e.g., change the available data values for a vehicle's model type based on the entered manufacturer).</p>		
B.31	<p>C Trained and authorized RMS Administrators must be able to set up and modify the intelligent capabilities and functions of AFR module data entry forms without requiring any assistance from the RMS vendor.</p>		
B.32	<p>C The AFR module must have built in intelligence that assists officers while completing their investigations/reports by prompting the officer with a series of questions based on the offense type entered that they must answer pertaining to the incident.</p>		
B.33	<p>C Trained and authorized RMS Administrators must be able to create and maintain the series of questions that will be asked of officers completing AFR module reports for specific offense types.</p>		
B.34	<p>C The report entry logic employed within the AFR module must be the same as the logic in equivalent reports and data entry screens existing on the main RMS. The vendor must explain how creating or modifying the logic on the main RMS will translate to the logic employed on AFR LAN/WAN PC and MDC based workstations.</p>		



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File Number	Requirements	Vendor Response	Comments
B.35	 The display and functionality (e.g., look and feel) of the AFR module must be similar whether the user logs into a LAN/WAN based PC or an MDC based RMS workstation.		
B.36	 CAD dispatch data must be automatically transferred to, and available within, appropriate AFR module data entry fields.		
B.37	 Authorized RMS users must be able to request (via a GUI or function key based command) that CAD dispatch data, for the AFR module report that they are working on, be transferred to the appropriate data entry fields of their report.		
B.38	 The AFR module must replicate the quality assurance processes associated with data entry edits and logic validations incorporated within equivalent RMS modules and reports.		
B.39	 The RMS must warn AFR module users of attempts to submit incomplete reports for approval. Incomplete reports must not be submitted for approval without a positive acknowledgement from the report owner that indicates awareness of the incomplete state of the report.		
B.40	 RMS users must be able to submit completed AFR module reports for approval directly on their MDC based workstations.		
B.41	 RMS users must be able to submit completed AFR module reports for approval directly on their LAN/WAN PC based workstations.		
B.42	 Authorized supervisors must be able to find/identify AFR module and other RMS reports submitted for their approval, review them, and approve or reject them along with being able to add correction instructions/comments directly on their MDC based or LAN/WAN PC workstations.		
B.43	 Rejected AFR module and other RMS reports must be available for correction, along with any correction instructions and notes, to report owners directly on their MDC based workstations.		
B.44	 Rejected AFR module and other RMS reports must be available for correction, along with any correction instructions and notes, to report owners directly on their LAN/WAN PC based workstations.		
B.45	 Approved AFR module reports must continue on to the next stage in the report life cycle (e.g., validation, investigative case assignment, etc.).		
B.46	 The AFR module must notify supervisory personnel of reports awaiting review. This notification must be configurable as a RMS system alert or email notification.		
B.47	 The AFR module must notify report authors of reports returned for correction, either through a system message or email notification.		





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File Number	Requirements	Vendor Response	Comments
B.48	 The AFR module must notify report authors when their reports are approved , either through a system message or email notification.		
B.49	 The AFR module must allow authorized supervisors to select reports awaiting their review from a report approval queue or similar function.		
B.50	 The AFR module must allow authorized supervisors to review selected reports and to return them to the report approval queue or similar function without approving them.		
B.51	 The AFR module must allow authorized supervisors to assign reports in their queue to specific personnel or a different organizational unit for review and approval.		
B.52	 The AFR module must support the attachment of instructional notes by a supervisor reviewing the report for the report author to use in editing or correcting their report.		
B.53	 All correction notes and instructions attached to a report must be permanently removed from the AFR module and the RMS once the report is approved.		
B.54	 The automatic deletion of correction notes and instruction upon approval of the report must be configurable by the department.		
B.55	 Report data must be saved automatically at a globally set default time period (e.g., every 3 minutes) by the AFR module so that data is not lost if the RMS malfunctions or the user does not save the information manually.		
B.56	 Report authors must be able to save incomplete reports for later retrieval and completion from the same or different MDC or LAN/WAN based RMS workstation.		
B.57	 Users assigned to, or initiating an AFR report must own the report until they complete the report and submit it for approval.		
B.58	 Incomplete AFR module reports can be shared with other authorized users, who can view the reports, but are not able to modify them and the report must be clearly marked as incomplete.		
B.59	 All location data (e.g., street address, street intersections, common names, landmarks, etc.) entered into the AFR module must be validated against the RMS Geofile regardless of whether the entry is completed on LAN/WAN PC or MDC based workstation.		
B.60	 All validated location data in the AFR module must be automatically assigned X,Y coordinates in a manner that results in the assigned coordinates being substantially the same as if the assignments were completed on the main RMS.		



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File Number	Requirements	Vendor Response	Comments
B.61	<p>C Administrative and other geographic boundaries must be automatically assigned to validated AFR module locations in a manner that results in the boundary assignments being substantially the same as if the boundary assignments were completed on the main RMS.</p>		
B.62	<p>C The AFR module must support the entry of data via a magnetic swipe (e.g., swiping information off a driver's license's magnetic strip would result in the filling in of all appropriate data fields on the report/form being processed).</p>		
B.63	<p>C The AFR module must support the entry of data via a bar code scan (e.g., scanning information off a driver's license's bar code would result in the filling in of all appropriate data fields on the report/form being processed).</p>		
B.64	<p>C The AFR module must have the ability to capture and attach/link photographs to AFR module reports and other data entry forms.</p>		
B.65	<p>C The AFR module must use a standard Windows GUI that, at a minimum, includes navigational buttons, point and click, drag and drop, scrolling lists, dialog boxes, pop-up windows, and other standard Windows based capabilities and functions.</p>		
B.66	<p>C The AFR module must be capable of capturing and transmitting signatures.</p>		
B.67	<p>C The AFR module must provide context sensitive help information and associated help display functions.</p>		
B.68	<p>C The AFR module must support multimode data input (i.e., touch screen, keyboard, highlight and select, drag and drop, and pen-drawn text).</p>		
B.69	<p>C The AFR module must support the text processing functions including basic word processing capabilities that at a minimum include: cut and paste, find, search and replace, capitalization, paragraph definition, font selection, font size selection, text formatting (e.g., underline, bold, italic, etc.), spell checking, and word wrap.</p>		
B.70	<p>C The AFR module must be compliant with State and NIBRS and UCR requirements for data collection and with NCIC 2000 regulations.</p>		
B.71	<p>C Data returned from NCIC and other interfaced RMS (e.g., ACIC, NCIC, etc.) must be stored locally (on the AFR module workstation) and then easily transferred to appropriate data entry fields of the currently active report.</p>		
B.72	<p>C All AFR module information residing on MDCs or other easily transportable mobile devices must be encrypted with CJIS level encryption.</p>		



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File Number	Requirements	Vendor Response	Comments
B.73	 The AFR module must have a method for detecting the current network throughput (bandwidth) and adjusting the application to the available capacity.		
B.74	 The AFR module must provide feedback to the user about the network connection status.		
B.75	 The vendor must specify the minimum and recommended network bandwidth required for the efficient and effective operation of the AFR module in both a mobile and fixed LAN/WAN environment.		
B.76	 The AFR module must be able to operate in a standalone mode, without any network connectivity.		
B.77	 The AFR module must support a variety of management and statistical reports including, at a minimum, calculating and reporting on the number of reports processed by date and time range.		
B.78	 Authorized users must be able to query the AFR module's databases to determine the number of reports submitted, reviewed, approved, rejected, etc. by one or more users, user groups, supervisor, geographic subareas, organizational unit, date and time range, and various combinations of these factors.		
B.79	 Authorized users must be able to print AFR module reports and forms on local and remotely attached network printers and from LAN/WAN PC and MDC based workstations.		
B.80	 The AFR module must support the dissemination tracking of all printed reports.		
B.81	 The AFR module must support alternative devices, but with limited functionality as appropriate to the device, such as PDA's, smart phones, other handheld devices, and tablet-oriented mobile computers.		
B.82	 The AFR module must include a GUI-based automated (computerized) drawing/diagramming tool for creating, storing, editing, and displaying crime scene diagrams that supports drag and drop, is MDC compatible, and has been highly tailored to public safety applications.		
B.83	 The AFR module must support a drag and drop, GUI based, MDC compatible drawing or diagramming tool that supports drag and drop, is MDC compatible, and has been highly tailored to public safety application for creating, storing, and editing traffic accident diagrams.		
B.84	 The AFR module must include a word processing tool for entering and modifying narrative and other free format text information.		
B.85	 For DUI incidents, the AFR module must be able to capture and track all information required to populate the Arizona Department of Public Safety AIR (Alcohol Influence Report) packet.		



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File Number	Requirements	Vendor Response	Comments
C.1	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Service Report Functionality: The following calls for service reports must be provided:		
C.2	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Daily log showing all calls received for the prior 24 hours from prior printing of the daily log (by user defined Department)		
C.3	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Activity analysis by specified geographical area and time period		
C.4	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Call for service (CFS) summary, by specified geographical area and time period		
C.5	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Activity analysis by day of week		
C.6	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Activity analysis by hour of day		
C.7	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Activity analysis by day and hour		
C.8	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Response time analysis by specified geographical area and time period (e.g., receipt of call, dispatch time, on-scene time, and time call cleared)		
C.9	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Response time analysis by call type		
C.10	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Time consumed by call type by hour of day		
C.11	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Workload activity by resource assigned		
C.12	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Time consumed by day of the week and hour of the day		
C.13	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Time consumed by specified geographical area and by time period		
C.14	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> Calls that result in the creation of an incident report		
C.15	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> The System must be designed to integrate with the police department's existing CAD (Versaterm CAD).		
C.16	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> The System's Calls for Service module must obtain its information through the CAD interface in a near real-time manner. Batch or periodic uploads will not be acceptable. CAD incident information must be uploaded to the System as it is completed and at other times as described herein.		
C.17	<span style="background-color: red; color: white; border: 1px solid red; padding: 2px;">C</span> The City prefers that the interface between the CAD and RMS be NIEM Release 2.0+ conformant and that the data exchange is based upon existing reference IEPD published at the United States Department of Justice, Office of Justice Programs IEPD Clearing house. The LEITSC NIEM 2.0+ RMS query and CAD to RMS Transfer standards, which are fully described at the following Web site: <a href="https://www.niem.gov/Pages/default.aspx">https://www.niem.gov/Pages/default.aspx</a> , must be supported and implemented within the RMS.		



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File Number	Requirements	Vendor Response	Comments
C.18	<p>C All calls that result in a related RMS incident must transfer related CAD information to the RMS upon incident closure, stored in a fully accessible database (i.e., the Calls for Service database), and available to authorized users for display, printing, and analysis.</p>		
C.19	<p>C Incident related information tracked by the system must, at a minimum, include: incident times; dispatched equipment; incident location including all location changes, administrative boundaries containing the incident (e.g., precinct, beat, etc.), along with all agency of jurisdiction changes; person information associated with the incident; vehicle information associated with the incident; incident header information (e.g., incident number, call origin, priority, call taker ID, dispatcher ID, reported incident and found incident types, along with all incident type changes, etc.); incident narrative/comments; all responding unit IDs, along with each of their incident associated dispositions; all assigned case numbers; all entered narrative comments; and other information regarding the incident that is available within the CAD system.</p>		
C.20	<p>C The RMS's Calls for Service database must be a read only file that cannot be modified by RMS users.</p>		
C.21	<p>C The RMS's Calls for Service database must be available to authorized RMS users for creation and execution of ad hoc and pre-defined reports.</p>		
C.22	<p>C Authorized RMS users must be able to create and execute ad hoc and pre-defined reports that access the Calls for Service database simultaneously with other RMS databases (e.g., find all traffic accidents, citations, calls for services, and cases occurring at a user-specified location within a user-specified date and time range).</p>		
C.23	<p>C The RMS's Calls for Service database must contain all stops-related information.</p>		
C.24	<p>C Once incident and Calls for Service data is transferred from CAD to the RMS, it must be immediately available to all appropriate RMS modules and all authorized users.</p>		



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File Number	Requirements	Vendor Response	Comments
D.1	The RMS should include a Citations Module that processes, tracks, and reports on citations and warnings.		
D.2	The Citations Module should be capable of tracking both citations and written warnings including, at a minimum, moving, non-moving, and municipal violations.		
D.3	Data should be loaded from the electronic citation systems into the Citations Module's database periodically.		
D.4	The Citations Module and database should support all of the data fields and codes associated with the electronic citation system.		
D.5	Location data contained in electronic citations uploaded into the RMS should be validated against the RMS Geofile as the citation data is loaded into the RMS. Any locations that cannot be validated should be stored in an exception file for manual correction and update by authorized RMS users.		
D.6	The automatic location validation of uploaded electronic citation data should be configurable (turned on and off) by authorized RMS Administrators without requiring any assistance from the RMS vendor.		
D.7	The Citations Module should provide the ability to manually enter all of the data entry fields and information required for each citation and warning used by PPD. A manual data entry capability should be available in the RMS for each type of citation and warning that is available on the department's Electronic Citations system.		
D.8	The RMS Geofile should be used to validate any location information (e.g., street address, street intersections, common names, landmarks, etc.) that is entered into the Citations Module regardless of whether the entry is completed via LAN/WAN PC or MDC based RMS workstations.		
D.9	The Citations Module should be available on both PC and MDC based RMS workstations.		
D.10	The display and functionality (e.g., look and feel) of the Citations Module should be similar whether the user logs into a LAN/WAN PC or MDC based RMS workstation.		
D.11	The RMS should provide a mechanism that enables Geofile validation of location information entered into the Citations Module on MDC based workstations even when the workstations are unable to connect to the RMS network.		
D.12	Authorized users should be able to search data contained in the Citations Module by date and time range and by any combination of the available data fields within the Citations Module.		
D.13	The Citations Module should support free format text field searches.		



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File Number		Requirements	Vendor Response	Comments
D.14	R	The Citations Module should integrate with the Accident Reporting and Traffic Records module to enable tracking citations that have been issued in association with traffic accidents.		
D.15	R	The RMS should be capable of combining data available in the Citations Module with other RMS data for the purpose of statistical analysis and reporting including the production of ad hoc reports and associated maps. To fully meet this requirement, the RMS should be able to support the development of pre-defined and ad hoc reports that simultaneously access Citations Module data and other data available in the RMS. For example, the RMS should be able to support a report that identifies all citations, traffic accidents, and offense reports involving a user-specified individual. Similarly, the RMS should support creation of a report that identifies all citations, traffic accidents and offense reports that involve (for example) a "green Buick" with a user-specified citation type, offense code, and accident type that occurred in a user-specified geographic area within a user-specified date and time range.		
D.16	R	When authorized users view an RMS report, the fact that one or more citations were issued should be readily available along with the ability to access and display (subject to confidentiality and authorization constraints) the information contained in the issued citations.		
D.17	R	The Citations Module should support the presentation of information in a map-based format.		
D.18	R	The Citations Module should be relationally cross-referenced to the Traffic Accident Reporting module, with other appropriate RMS modules, and with the MNI, MLI, MPI, and MVI master indexes.		



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File Number	Requirements	Vendor Response	Comments
E.1	<p>R The RMS should include a Civil Process module that supports the creation and tracking of civil process documents (e.g., subpoenas, judgments, garnishments, civil warrants, etc.) and captures and tracks information on defendants, plaintiffs, attorneys, property seizures, monetary seizures, and auctions.</p>		
E.2	<p>R The Civil Process module should assign an ID number that is unique to each civil case entered into the RMS.</p>		
E.3	<p>R The Civil Process module should track persons to serve who are not necessarily plaintiffs or defendants.</p>		
E.4	<p>R The Civil Process module should track both service, eviction, and other necessary addresses.</p>		
E.5	<p>R The Civil Process module should track attempts to serve civil papers (e.g., subpoenas) and record, at a minimum, the civil paper ID along with the date and time of the service attempt, the person (full name, ID, and department) completing the service attempt, the location of the service attempt, results of the attempt, and a narrative description of the attempt.</p>		
E.6	<p>R The tracking of service attempts should be discretionary, with authorized RMS users able to set and maintain parameters by warrant type, and specific warrant number whether attempts will be tracked or not.</p>		
E.7	<p>R Trained and authorized RMS Administrators should be able to set date and time intervals that apply to one or more specific civil service paper types, at least one service attempt should be completed without requiring any assistance from the RMS vendor.</p>		
E.8	<p>R If no service attempts have been attempted within the date and time interval set for the civil service paper type and agency, then one or more RMS users should be automatically notified that no service attempts have been attempted for that civil service paper.</p>		
E.9	<p>R The service attempt date and time interval expiration notice should, at a minimum, identify the civil service paper and provide the ability for users receiving the notification to drill down to obtain detailed information about that civil service paper.</p>		
E.10	<p>R Trained and authorized RMS Administrators should be able to set up and maintain, without requiring any assistance from the RMS vendor, specific RMS users and/or user groups that should be notified for one or more specific civil service paper types if no service attempts occurred within the time interval and civil service paper type.</p>		





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File Number	Requirements	Vendor Response	Comments
E.11	Authorized RMS users should be able to enter new civil service papers with all associated information into the RMS.		
E.12	At a minimum, the Civil Process module should track the following information associated with civil service papers and cases: civil service paper/case number, type, date, and time; issuing jurisdiction; nature of complaint, action, suit, or order and associated payments; defendant's name (first, middle, last, and suffix), address (street address, apartment, room, unit, lot number, city, state, and zip code), personal descriptors (height, weight, hair color, scars marks and tattoos, etc.), driver's license number, state, and expiration, phone numbers (work, home, and mobile), and employer's name and location; and plaintiff's name (first, middle, last, and suffix), address (street address, apartment, room, unit, lot number, city, state, and zip code), personal descriptors (height, weight, hair color, scars marks and tattoos, etc.), driver's license number, state, and expiration, phone numbers (work, home, and mobile), and employer's name and location.		
E.13	The Civil Process module should track the defendant's attorney information (i.e., full name, complete address, phone number, and other contact information); plaintiff's attorney information (i.e., full name, name address, phone number, and other contact information); any associated cautions with defendant and/or plaintiff; geographic precinct and beat; a miscellaneous notes field; the total number of persons to be served; the date and time of case receipt; serve by date if applicable: date case closed; and court date if applicable.		
E.14	Plaintiff/Defendant identifiers within the Civil Process module should be discretionary, not mandatory.		
E.15	The Civil Process module should have a separate data entry screen for physical eviction cases that includes, at a minimum, the following data entry fields: writ issue and expiration dates, eviction date and time, contact person, "out by date" for tenant information, and a notes field for entry of information from the physical eviction.		
E.16	The Civil Process module should track any seizures/garnishments associated with civil paper actions including, at a minimum: type of seizure (house, boat, vehicle, musical instrument, jewelry, money, etc.); descriptive information; associated serial numbers, vehicle identification, and other identification numbers; quantity; item value or amount of money seized/garnished; location where item was seized; person seizing item (e.g., full name, ID, etc.); and storage location contact information (e.g., name, phone number, address, etc.).		



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E.17	R The Civil Process module should track auction information associated with seized items including, at a minimum, auction item description and ID, value, date and time, authorization, auction information (e.g., auctioneer name, location, phone numbers, etc.), owner's name and contact information, purchaser information (e.g., full name, complete address, phone number, etc.), levy, posting, newspaper and date first published, debtor, redemption, keeper, judgment date, redemption information, and auction purchase price.		
E.18	R The Civil Process module should be able to track multiple defendants associated with a single civil complaint.		
E.19	R The Civil Process module should be able to track multiple persons and their addresses to be served in civil cases that do not involve named plaintiffs or defendants.		
E.20	R The Civil Process module should track interest and other owed payments (e.g., interest, charges, fees, mileage, etc.) on seized and garnished property.		
E.21	R The Civil Process module should be able to generate and track receipts issued for seized and garnished property and money.		
E.22	R The Civil Process module should record the disposition of all actions required by civil orders including court-ordered eviction, the seizure of property, and collection of court-ordered fees.		
E.23	R The Civil Process module should be able to track all cash transactions associated with civil papers.		
E.24	R The Civil Process module should be able to track all financial transactions associated with civil cases and generate printed "Original" and "Duplicate" perforated receipts for each case charging fees, upon the closing of that civil case.		
E.25	R The Civil Process module should be able to auto generate refund checks.		
E.26	R The Civil Process module should be able to generate accounts payable and receivable reports that meet auditing requirements.		
E.27	R The Civil Process module should be able to mark a civil case as being in a billing mode and generate reports based on assigned payment due dates.		
E.28	R Authorized RMS users should be able to access Information gathered by the Civil Process module as required via standard RMS queries and reports that, at a minimum, provide the ability to search and report by user-specified date and time range, name, location, civil service paper/case type, status, agency, value, disposition, service attempting officer, and various combinations of these search parameters.		



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File Number	Requirements	Vendor Response	Comments
E.29	Authorized RMS users should be able to search information contained within the Civil Process module by plaintiff, defendant, person to serve (not defendant), cause, case number, court number, requesting party, and/or service address.		
E.30	Authorized RMS users should be able to develop ad hoc queries that combine information available in the Civil Process module with data contained in all other RMS databases.		
E.31	The RMS should support the development and execution of reports that combine information available in the Civil Process module with data contained in all other RMS databases.		
E.32	The Civil Process module should be able, upon user command, to automatically populate appropriate data fields if the individual being entered is available in the MNI.		
E.33	The Civil Process module should be able to automatically generate appropriate Returns of Service for the civil case worked on that, at a minimum, include: mandatory state forms for specific case types (e.g., DV, Anti-harassment, Notarized Returns of Service, Certificate of Sale, Sheriff's Deed, Return of Sale of Personal Property, Return of Sale of Real Property, etc.), personal or substitute Returns of Service, and Return to Court based on text language prepared by the user.		
E.34	Authorized RMS users should be able to modify or change the language of any pre-designed Return of Service form to meet the unique needs of their particular case.		
E.35	Civil Process module users should be able to update information pre-filled into their report by the MNI.		
E.36	The Civil Process module should track persons to serve who are not necessarily plaintiffs or defendants.		



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File Number	Requirements	Vendor Response	Comments
F.1	<b>C</b> The RMS must include a Crime Analysis module that provides for the collection and processing of detailed criminal activity and crime trend information, along with providing a variety of analytical reports, statistics, charts, and maps that support crime analysis for the geographic area covered by the RMS.		
F.2	<b>C</b> The Crime Analysis module must utilize data captured within all relevant RMS modules and databases.		
F.3	<b>C</b> Except for the generation of secondary tables, charts, and maps and for data-mart type applications, the Crime Analysis module must not require a separate database or separate data entry to provide the analysis capabilities specified within this section of the RFP.		
F.4	<b>C</b> The Crime Analysis module must be able to access data across all RMS databases and other relevant databases and to combine information available in these databases into a single report, table, chart, and/or map.		
F.5	<b>C</b> Authorized RMS users must be able to specify search parameters that, at a minimum, include time and date range, one or more crime type, geographic area (set of neighborhoods, response districts, grids, precincts, or ad hoc geographic areas), and various combinations of these factors including the Boolean logic selections of "and", "or", "not", etc. to produce crime patterns and crime series analysis reports.		
F.6	<b>C</b> Authorized RMS users must be able to produce pattern analysis reports that identify new and changing crime patterns by neighborhood, response district, grid, or ad hoc geographic areas.		
F.7	<b>C</b> Authorized RMS users must be able to produce pre-defined crime patterns and crime series analysis reports for a geographic sub area, for a user-specified time and date range, and one or more offense types.		
F.8	<b>C</b> The Crime Analysis module must support advanced statistical analysis capabilities that at a minimum include calculation of mean, standard deviation, median, sample variances, analysis of variance, skew, and kurtosis.		
F.9	<b>C</b> The Crime Analysis module must be able to present information in textual and color-coded graphical formats (tables, charts, and graphs.)		
F.10	<b>C</b> The Crime Analysis module must support crime-mapping capabilities that, at a minimum, include: pin mapping, thematic mapping, kernel density and choropleth maps of offenses, arrests, Calls for Service, traffic accidents, citations, and field contact locations along with the ability to perform spatial analysis based upon pre-defined and user-defined, ad hoc geographic boundaries.		



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File Number	Requirements	Vendor Response	Comments
F.11	<p>C The Crime Analysis module must be able to import and use available regional ESRI ArcGIS Server 10.X formatted GIS data as the base map and feature overlays for the maps created by the RMS.</p>		
F.12	<p>C Authorized RMS users that do not possess any specialized GIS expertise must be able to produce crime maps and other spatial analysis reports, charts, and maps by themselves without requiring any assistance from GIS experts, RMS Administrators, and/or the RMS vendor.</p>		
F.13	<p>C Authorized users must be able to produce daily crime and arrest activity reports by agency, precinct, organizational unit, response districts, and various combinations of these factors.</p>		
F.14	<p>C Authorized users must be able to produce crime analysis logs that summarize the crime incidents occurring within a user-specified precinct, response districts, ad hoc geographic areas, date and time range, and various combinations of these factors.</p>		
F.15	<p>C Authorized users must be able to produce crime specific summary reports that are based on various combinations of user-specified selection criteria employing one or more of the data fields contained in RMS databases (e.g., Method of operations, crime type, time of occurrence, day of the week, vehicle type, suspect height and weight, etc.) by user-specified precinct, response districts, ad hoc geographic areas, date and time range, and various combinations of these factors.</p>		
F.16	<p>C The Crime Analysis module must be able to produce patrol briefing and supervisor accountability reports along the lines of the CompStat program implemented in many law enforcement agencies located in the United States and Internationally that includes a summary of criminal activities over the previous 24 to 96 hours for a set of geographic boundaries (e.g., department wide, neighborhood specific, patrol district specific, etc.) along with maps and charts that highlight the criminal activities occurring within those geographic boundaries.</p>		
F.17	<p>C Authorized RMS users must be able to change the boundaries of patrol briefing and supervisor accountability reports as necessary without requiring any assistance from the RMS vendor.</p>		
F.18	<p>C Authorized RMS users must be able to produce time summary reports that detail crime activity by time of day and day of the week for specific precincts, ad hoc geographic subareas, reporting districts, zip codes, census tracts, and various combinations of these factors.</p>		
F.19	<p>C Authorized RMS users must be able to produce threshold reports, charts, and maps that identify specific crime activity that exceeds a user-specified threshold for specific precincts, ad hoc geographic subareas, reporting districts, zip codes, census tracts, and various combinations of these geographic and administrative areas.</p>		



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File Number	Requirements	Vendor Response	Comments
F.20	<p>C Authorized RMS users must be able to produce time series comparative reports (i.e., current period vs. previous period, current period vs. historical average, current period versus same period in the previous year) for specific crime activity (e.g., one or more offense types), specific agencies/departments, precincts, ad hoc geographic subareas, reporting districts, zip codes, census tracts, and various combinations of these geographic and administrative areas.</p>		
F.21	<p>C Authorized RMS users must be able to perform link analysis that entails following associations (i.e., following the links) between individuals, cases, property, vehicles, telephones, locations, email addresses, aliases, workplaces, and restraining orders.</p>		
F.22	<p>C Authorized RMS users must be able to export the results of a Crime Analysis module report, query, chart, and/or map in a non-proprietary format using current and emerging criminal justice standards, including Department of Justice's (DOJ) Global Justice XML Data Model (GJXDM), NIEM, and/or National Institute of Standards and Technology (NIST) standards to other applications including, at a minimum, Microsoft Excel, Microsoft Access, Microsoft SQL Server, and Oracle.</p>		
F.23	<p>C The Crime Analysis module must be able to support business intelligence and executive dashboard tools to manage and organize data stored within the RMS.</p>		
F.24	<p>C Data that can be used for analysis must not be limited to a certain timeframe. (i.e. last 3 months) Vendor must describe how they allow for data query and reporting in a way that does not impact system performance.</p>		
F.25	<p>C The vendor must have the ability to take any fields of the City's choosing and allow those fields to be translated into SQL tables of the City's choosing. This would allow the City to continue to utilize existing reporting SQL tables and update them with new data.</p>		
F.26	<p>C The Crime Analysis module must have the ability for users to query data based on the X, Y, Z coordinates and compared to a spatial layer that can be changed over time. For example, an incident today that geocodes in Beat 1 must not only be searchable by the Beat field as Beat 1. There must be a way to search that data against a future beat layer that may have that same location listed in Beat 2 because the boundaries changed. This would allow the end user to continue to compare old data against new artificial boundaries without having to use 3rd party applications.</p>		
F.27	<p>C The Crime Analysis module must meet the audit requirements as specified in the Technical Requirements section.</p>		



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File Number	Requirements	Vendor Response	Comments
	<p>The Phoenix Police Department’s new RMS needs to query, add, and modify information stored in various third party systems. This includes federal and State of Arizona systems (i.e missing persons, wanted persons, stolen vehicles, stolen property, and sex offender registries). The new RMS should be able to interface with COPLINK and other multi-jurisdictional systems through national standards such as GJXDM, NIEM and NCIC.</p> <p>Vendors shall provide their proposed solution for each interface described below, including:</p> <ul style="list-style-type: none"> <li>· Methodology that will be employed</li> <li>· Functionality and features</li> <li>· Technical specifications</li> <li>· Experience with this type of interface (client)</li> <li>· Performance specifications</li> <li>· Whether the interface is COTS or will have to be developed</li> </ul> <p><b>Interface costs</b> – The cost for each interface shall be listed separately on the Cost Proposal Worksheet (Attachment XYZ). Vendors should indicate on the Cost Proposal Worksheet the costs for all proposed options.</p> <p><b>Note:</b> Not all of the requested interfaces have fully developed specifications. All vendors will be provided an Interface Control Document (ICD) for each bi-directional interface and the opportunity to meet and discuss the interfaces during the Bidder’s Conference, and Police Department staff will do its best to further clarify interface requirements in response to vendor inquiries.</p> <p><b>CAD INTERFACES (Bi-Directional)</b></p>		
G.1	<p><b>C</b> Information is transferred from CAD to RMS when units are initially dispatched, an incident number is assigned, and/or the call is closed in CAD. CAD users require the ability to retrieve master index data elements, and report record information (including the narrative). The Phoenix Police Department currently has Versaterm as our CAD vendor – Versadex CAD/MDT version 7.3.X, Informix database.</p>		
G.2	<p><b>C</b> <b>LOCAL/REGIONAL INTERFACES</b></p> <p><b>Maricopa County Adult &amp; Probation</b> – The City is interested in interfacing the new RMS system’s Master Name Index with the Maricopa County Adult &amp; Probation system.</p>		



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File Number	Requirements	Vendor Response	Comments
G.3	<p><b>Maricopa County Attorney (Bi-Directional)</b> – When a case is ready to submit for prosecution the case agent needs to initiate a process that will send the case report and all textual based supplements to the case report to the Maricopa County Attorney's Case Management System. Prosecutors will require the capability to further the case report back to the submitting agent with instructions on what additional data needs to be provided. This transfer back and forth will continue until the case is suitable for prosecution, or a determination not to prosecute is reached. When the County Attorney's Office has completed work on a case to the point that associated evidence in the property room can be released, their system will send a status message to the assigned case agent, property &amp; evidence, and the crime lab. Once such a notice is received, the RMS should continue to remind the case agent every 30 days or until the case agent sends a property release notification to the property room. The County Attorney's Office will need a TBD number of limited function RMS seat licenses to view/hear all other records (photos, recordings, attachments etc.) that are associated with cases that have been submitted for possible prosecution. They will also require the capability to download any of these records to their system.</p>		
G.4	<p><b>Maricopa County Pre-Booking Portal (Bi-Directional)</b> - The Phoenix Police Department books prisoners into the Maricopa County Jail System. Officers need to be able to create and submit pre-booking information from the RMS to the Maricopa County Pre-Booking System. The City would like to eliminate duplicate data entry and maintain an arrest record for the booked prisoners in its RMS. The RMS will need to interface with the Pre-Booking System, Version 04.03.04, developed by eCorridor.</p>		
G.5	<p><b>Maricopa County Pawn</b> – A timed, one-way push interface between the RMS system's Pawn module and Maricopa County's Pawn System for the exchange of pawned property information. Today the Phoenix Police Department uses a custom developed application called Firebird Pawn which electronically retrieves pawn information from pawn shops using automated pawn systems. It also allows entry of manual pawn tickets. After tickets are entered the department is required to send them to the Maricopa County Sheriff's Office (MCSO). An automated upload program, GLINK, is used to send tickets electronically (emulating screen scraping). RMS stolen property and file stop information is imported into Firebird Pawn and matched against serialized pawn items resulting in a follow-up queue for detectives. Other features include tracking of inspections, hearings, letter generation, billing, and reporting.</p> <p>Additional functionality is being added, see DORS/eReporting below.</p> <p><b>STATE/FEDERAL INTERFACES</b></p>		





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File Number	Requirements	Vendor Response	Comments
G.6	<b>C</b> <b>Administrative Office of the Court</b> - The City is interested in interfacing the new RMS with the Administrative Office of the Court to provide RMS data to Arizona Courts and probation departments.		
G.7	<b>C</b> <b>Arizona Criminal Justice Information System (ACJIS)(Bi-Directional)</b> – A life-critical interface between the Arizona Department of Public Safety (DPS) and all modules. The requirement for an interface to DPS provides Arizona access to MVD, ACIC, NCIC, NLETS, and numerous other systems.		
G.8	<b>C</b> <b>Arizona Criminal Justice Information System (ACJIS) Masks (Bi-Directional)</b> – The State of Arizona ACJIS has over 250 screens for entry, queries and modifications. Vendors should indicate the number and type (if applicable) of masks included in their proposal. If the proposal does not include all ACJIS masks, vendors shall include all options to develop ACJIS masks, used for entry, modifications, clears and removals.		
G.9	<b>C</b> <b>AZTraCS (Bi-Directional)</b> – Maricopa County uses the TEG, Inc. TraCS system to push or pull data with the State of Arizona Department of Transportation, interfacing accident information between the RMS module and the AZDoT TraCS system. The City is currently using TraCS v 10.3 for Accident Reporting but is currently working on a project to expand the use of TraCS to include functionality for DUIs, Citations, and NOVs.		
G.10	<b>C</b> <b>Automated Fingerprint Identification System (AFIS) &amp; Live Scan (Bi-Directional)</b> – The Phoenix Police Department uses Live Scan and envisions a bi-directional interface. The department requires booking information to be sent to the Live Scan system to pre-populate appropriate fields. Further, the department requires the State Identification, Federal Bureau of Investigation and AFIS Process Control Number(s) to be received from AFIS and populate the numbers and booking data into RMS. The Arizona Department of Public Safety (DPS) AFIS exchanges information utilizing the American National Standard for Information Systems Data Format for the Interchange of Fingerprint, Facial & Other Biometric Information as modified by DPS.		
G.11	<b>C</b> <b>GANGNet – State/DPS</b> – The Phoenix Police Department currently uses electronic GMIC forms that are then hand entered into the DPS maintained GANGNet state wide system. The department would like to review a ‘Gang Module’ in the new RMS and interface between the RMS Gang Module and DPS’s GangNet system.		
G.12	<b>C</b> <b>Violent Criminal Apprehension Program (ViCAP)</b> – The Phoenix Police Department enters and updates cases in ViCAP, a system supported by the FBI, to assist in tracking information on solved and unsolved homicides, missing persons, unidentified persons, and sexual assault cases.		
<b>OTHER INTERFACES</b>			



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File Number	Requirements	Vendor Response	Comments
G.13	<b>ALPR</b> – The current RMS provides file stop data that consists of case information, contact information, vehicle information (stolen vehicles) and Boot & Tow information from the City Court Management System to a 3 <sup>rd</sup> Party vendor, PIPS, in use in several patrol cars in precincts. This information is processed three (3) times daily.		
G.14	<b>COPLINK</b> – IBM – Phoenix is the regional COPLINK hub, and needs to export data pushing arrest, department reports, case management, field investigations, impound property, name index, and vehicle impound information from the RMS system into COPLINK. Appendix XYZ outlines the specific requirements of this interface.		
G.15	<b>Document Imaging (Bi-Directional)</b> – a two-way interface between the RMS module and the EMC AppXtender/WebXtender document management application. Currently, all finalized reports of the previous day are loaded into the document management system and updates are provided back to the RMS case management history for audio, photo, and video evidence uploads. If the vendor has a document imaging solution, please provide details and an optional cost.		
G.16	<b>DORS (Department Online Reporting System)/eReporting</b> - a 3 <sup>rd</sup> party vendor by Coplogic, Inc. used by Phoenix residents to report priority 3 crimes. Information is transferred from Phoenix Server directly into the RMS as a case report. Staff are also working on allowing 2 <sup>nd</sup> Hand Stores/Pawn Shop vendors the ability to enter in state required pawn tickets that will feed into the Phoenix Firebird Pawn system (see Maricopa County Pawn above).		
G.17	<b>GIS</b> – As defined in the GIS Technical Environment section in the RFP, Phoenix PD is requesting that the new RMS interfaces with ESRI ArcGIS Server/SQL Server SDE 10.X to access GIS information including data, layers, shape files, and aerial/street maps.		
G.18	<b>IAPro/BlueTeam</b> – The City uses CI Technologies, Inc. IAPro/Blue Team solution for tracking of Internal Affairs. The department is discussing expansion of this system for Use of Force and Shootings.		
G.19	<b>IBM MQ Series</b> – The Phoenix Police Department is looking at using IBM MQ Series as a standard Enterprise Service Bus (ESB) technology for interfacing and sharing data with internal/external agencies and would like to use this platform in our ability to facilitate super queries.		
G.20	<b>JusticeTrax – LIMS/iResults (Bi-Directional)</b> – The Police Department’s Crime Laboratory uses Justice Trax LIMS to integrate evidence tracking, analytical results and lab management information. The RMS sends new/cancelled requests for analysis of property items to LIMS and retrieves analysis information from LIMS into the RMS.		



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G.21	<b>Justice Web Interface (JWI)</b> - JWI is a software product supported by the Maricopa County Sheriff's Office (MCSO). The new RMS will need to interface data to JWI.		
G.22	<b>LeadsOnline (Bi-Directional)</b> – The Phoenix Police Department uses LeadsOnline's Metal Theft Investigation System, information on metal thefts are provided in our RMS and information is duplicated into LeadsOnline.		
G.23	<b>PeopleSoft/Oracle</b> - The City of Phoenix uses PeopleSoft as its Enterprise Human Resources system (e-CHRIS). The RMS should accept no less than a daily import of PeopleSoft personnel data into the proposed system's personnel, training and associated modules.		
G.24	<b>PTS (Property Tracking System)(Bi-Directional)</b> – The Phoenix Police Department has a custom designed Property and Evidence tracking system that interfaces with the current RMS. Property is entered with the case report in the current RMS but then sent over real time to the PTS system. PTS provides the ability for users to wirelessly scan property movement to ensure appropriate chain of custody in evidence. PTS uses Intermec CK60 scanners for barcoding and Intermec printers for creation of bar code labels. The department is interested in reviewing the vendors Property & Evidence module. If the module does not sufficiently meet our requirements, there may be a need to interface with our current PTS system.		
G.25	<b>Phoenix City Municipal Court Management System (CMS) (Bi-Directional)</b> – The Phoenix Police Department currently receives new and deleted warrants from CMS through a FTP server every two hours. Staff also manually fills out Animal Pre or Post Seizure Notices and Weapon Seizure Notices that are sent over to Courts. Staff would like to automate this in real time directly into the new RMS.		
G.26	<b>Phoenix City Prosecutor's Office/Law Department (Bi-Directional)</b> – The Phoenix Police Department currently only provides the case report (DR) daily in a batch process. We are requesting several efforts in bi-directional data sharing/automating all data connected to a case (i.e. case report, all evidence, arrests/bookings/charges, release orders, warrant status, etc.) involving the prosecutor's office between our two departments.		
G.27	<b>Public Crime Reporting (BAIR Analytics RAIDS Online &amp; ATAC RAIDS)</b> – The Phoenix Police Department is working on a 3 <sup>rd</sup> party vendor implementation with BAIR to provide CAD calls for service and RMS crime data for both external public crime reporting and internal dashboard reporting for staff.		
G.28	<b>SAS/Memex</b> – The Phoenix Police Department is implementing SAS/Memex as a department-wide Criminal Intelligence System (CIS) in September 2012, the new RMS needs to interface with this system.		



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G.29	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <b>System Master Clock:</b> The RMS and Report Writing applications shall all be synchronized to one Master Network Clock such that all time stamping is synchronized. Vendor may connect to the SNTP server provided by the Phoenix Police Department.		
G.30	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <b>Vehicle Impounds (Recovered/Stolen/Impounded Vehicles)</b> – The Phoenix Police Department facilitates entry of recovered/stolen/impounded vehicles by creating masks in the Versaterm CAD system that are triggered to be entered by patrol when an incident with a corresponding radio code is provided. Data from these entry screens are provided to a work unit in our Records & Identification (R&I) Bureau who review the data entered and re-enter the information into the current RMS. For stolen vehicles, this is handled by R&I due to a requirement by NCIC that entry staff have to be TOC-A certified. Recovered/Impounded vehicles are handled by R&I due to inconsistencies with data entered. In addition the impound information from the RMS is sent to a custom application called ‘Vehicle Impound’ which contains a vehicle impound and tow contract module. The Vehicle Impound system provides the ability to invoice, generate letters/reports, and provide billing notifications to residents and contracted tow companies. Staff also use SAP to enter information on tow contract companies for billing purposes, EMC AppXtender/WebXtender to store electronic images of documents/letters, and MVD for information regarding vehicle owner and /or lien holder.		
G.31	Please outline any experience and/or integration that has been completed between your RMS solution and the systems listed below:		
G.31.1	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <ul style="list-style-type: none"> <li>· Microsoft Outlook/OWA 2010</li> </ul>		
G.31.2	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <ul style="list-style-type: none"> <li>· Lojack – stolen vehicle tracking system</li> </ul>		
G.31.3	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <ul style="list-style-type: none"> <li>· Pronet/ETS – bank robbery tracking system</li> </ul>		
G.31.4	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <ul style="list-style-type: none"> <li>· TaxMantra</li> </ul>		
G.31.5	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <ul style="list-style-type: none"> <li>· Sex Offender Systems similar to Offender Watch</li> </ul>		
G.31.6	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <ul style="list-style-type: none"> <li>· City of Phoenix Fire Department - FIRS</li> </ul>		
G.31.7	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <ul style="list-style-type: none"> <li>· Other agency systems – social services, crime, and vehicle information databases</li> </ul>		
G.31.8	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> <ul style="list-style-type: none"> <li>· Other local law enforcement data sharing efforts</li> </ul>		



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File Number	Requirements	Vendor Response	Comments
H.1	<b>C</b> The RMS must include a Field Interview and Contact module that captures and tracks information from Field Interview/Contact (FI) cards.		
H.2	<b>C</b> The Field Interviews module must be available via MDC-based and PC based LAN/WAN workstations with substantially the same look and feel (user interface) and with the same functions and capabilities regardless of which type of workstation is used.		
H.3	<b>C</b> Field Interviews module reports must be efficiently structured to minimize key strokes and redundant data entry and ergonomically organized for the mobile environment, while enabling the efficient collection, storage, editing, and display of all the data items present on the department's existing Field Interview/Contact card.		
H.4	<b>C</b> The RMS Geofile must be used to validate any location information (e.g., street address, street intersections, common names, landmarks, etc.) that is entered into Field Interviews module reports.		
H.5	<b>C</b> The Field Interviews module must have the ability to interface with magnetic card and barcode readers to import person and demographic information from state IDs and Drivers Licenses.		
H.6	<b>C</b> The Field Interviews module must have the ability to track the information required for contact related analysis and demographics.		
H.7	<b>C</b> A user entering a Field Interviews module report must receive RMS notifications if a caution or other flag exists for the subject of the report or with any vehicles being entered into the report.		
H.8	<b>C</b> Trained and authorized RMS Administrators must be able to set up an approval process for Field Interviews module reports that cause completed reports to sit in a queue awaiting approval (e.g., quality control review, master index verifications, etc.) prior to their information being generally available to RMS users.		
H.9	<b>C</b> Trained and authorized RMS Administrators must be able to turn off and on the approval queue for completed Field Interviews module reports.		
H.10	<b>C</b> Unless requiring approval, Field Interviews module reports that are completed in the field (i.e., via MDCs) must be uploaded to the RMS servers and available to other authorized RMS users immediately upon completion of the upload process. The vendor must describe how completed reports are uploaded and the timing of the upload.		



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- H.11 **C** The City prefers that the Field Interviews module interact with the MLI, MNI, and MVI master indexes and with the Warrants and Wanted Persons, and other appropriate RMS modules whenever information is entered and network connectivity is available. Whenever a name is entered into a Field Interviews module report, the RMS must automatically validate the name through the MNI and check for outstanding wants and warrants. Whenever a vehicle is entered into a Field Interviews module report, the RMS must validate it through the MVI and check whether it has been entered as stolen in ACIC and NCIC. The RMS must perform similar validation and checking functions with appropriate RMS modules whenever valid, and ensure properly formatted data is entered into a Field Interviews module report.
- H.12 **C** Authorized RMS users must be able to access information gathered by the Field Interviews module as required via standard RMS queries and reports.
- H.13 **C** Authorized RMS users must be able to develop ad hoc queries that combine information available in the Field Interviews module with data contained in all other RMS databases.
- H.14 **C** The RMS must support the development and execution of reports that combine information available in the Field Interviews module with data contained in all other RMS databases.
- H.15 **C** The Field Interviews module will initially be used to enter required information in the field and occasionally via LAN/WAN based PC workstations, but the RMS must also allow Field Interviews module data to be maintained (modified/corrected) by authorized RMS users on-line in an interactive manner.
- H.16 **C** The RMS must support the ability to set a purge date for Field Interviews module reports including, at a minimum, the automatic purging of juvenile information based on State and/or agency specific rules and regulations.
- H.17 **C** Automatic RMS tools must be available for access by investigative and crime analysis personnel in aligning suspects and other criminal activities with Field Interviews module information.
- H.18 **C** The Field Interviews module must automatically populate appropriate data fields if the person contacted/being interviewed is available in the MNI.
- H.19 **C** The Field Interviews module must automatically populate appropriate data fields if the vehicle being entered into the report is available in the MVI.
- H.20 **C** Field Interviews module users must be able to update information pre-filled into their report by the MNI and MVI.
- H.21 **C** Authorized RMS users must be able to navigate the RMS from both their MDC and LAN/WAN based workstations to obtain additional information on the subject of a Field Interviews module report including at a minimum, retrieving detailed involvement information through the MNI and MVI, and obtaining any available mugshots for the subject.



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- H.22 **C** Authorized RMS users (e.g., investigators) must be able to set a flag/watch on a specific individual that causes the RMS to notify the user if that individual has a Field Interviews module report completed on him/her. Notification must occur in real time, but must also provide a mechanism to notify the user setting the flag/watch the next time he/she logs into the RMS.
- H.23 **C** If an individual for which a flag/watch has been set up is entered into a Field Interviews module report and if the individual setting up the flag/watch indicates that a warning must be transmitted to officers encountering the individual, the RMS must immediately warn the user that he/she is entering a person for which a flag/watch and a warning has been established into his/her Field Interviews module report.
- H.24 **C** The Field Interview module must be relationally cross-referenced to the Crime Analysis, and other appropriate RMS modules, as well as the MNI, MLI, and MPI, and MVI master indexes.



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File Number	Requirements	Vendor Response	Comments
I.1	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Workstation User Configuration: The system must permit user-specific customization/configuration of the workstation environment, including font, font size, font color and number/placement of windows.		
I.2	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Workstation Configuration Retention: The system must retain and associate each user's workstation customizations/configuration by their User ID.		
I.3	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Workstation System Administrator Configuration: The system must restrict access to functions, views, and features based on a user's job function and security level. The system must provide features for the system administrator to establish the user job functions, security levels, and define the functions, views, and features that are appropriate for each job function and security level.		
I.4	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Message Location and Attribute Configuration: The system must provide features for the system administrator to configure the location or position, and size or color, of automatically displayed message and dialog boxes, including error messages, for any module.		
I.5	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Multiple Application Capability: The system must allow users to have multiple applications open simultaneously on the same workstation.		
I.6	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Multiple Window Capability: The system must allow users to open multiple windows for each application.		
I.7	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Window Positioning Controls: The system must provide common menu options to toggle between windows and to control the positioning of windows (e.g., cascading, side-by-side, up and down).		
I.8	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Window Sizing: The system provides the ability to minimize or maximize any window or screen.		
I.9	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Consistent Use of Commands, Syntax, Key Patterns: The system provides the ability for all functions common to more than one module and/or subsystem to use the same command syntax, function key pattern, and edit criteria.		
I.10	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Consistent Formatting: The system must provide consistent formatting of common data elements (e.g., name, date, time) across all modules and/or subsystems.		
I.11	Common Window Features: The system must provide the following user interface features:		
I.11.1	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Error messages in plain language (i.e., not using error codes or acronyms)		





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File Number	Requirements	Vendor Response	Comments
I.11.2	C Feedback as to the success or failure of an action		
I.11.3	C Suggested remedies for errors		
I.11.4	C Highlighted fields or field prompts for data entry		
I.11.5	C Tool bars		
I.11.6	C Pull down menus		
I.11.7	C Automatic defaults for field values		
I.11.8	C Automatic field completion based on previous field value		
I.11.9	C Drop-down lists (i.e., pick lists or code tables)		
I.11.10	C Type-ahead feature for drop-down lists (e.g., user enters "te" and cursor jumps to drop-down list values starting with "te")		
I.12	Consistency of Look and Feel: The system must provide a common look and feel across all modules/components, including:		
I.12.1	C Layout and formatting of data input screens		
I.12.2	C Layout and formatting of data output screens		
I.12.3	C Data entry functions		
I.12.4	C Query screens		
I.12.5	C Command syntax		
I.12.6	C Help menus		
I.12.7	C Tool bars		
I.12.8	C Drop-down menus		
I.12.9	C Navigation		
I.13	C Drop-down Lists: The system must display coded values as well as the text description in all drop-down lists. The system administrator must be able to configure the drop-down list to only show text descriptions.		
I.14	C Function Key Definition: The system must permit users to assign function keys to specific commands in order to provide "shortcuts" for common functions/commands.		



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I.15	<b>C</b> Single Function Key Programming: The system must provide a shortcut or function key that allows the user to return to the main menu from any screen within the system via a single key press or single selection item.		
I.16	<b>C</b> Hyperlink Support: The system must permit active hyperlinks... (i.e., the user can click on the link to go to the specified location).		
I.17	<b>C</b> Unlimited Narrative Fields: Narrative fields have an unlimited length.		
I.18	<b>C</b> Word Processing Features: Basic word processing capabilities (e.g., text wrapping, font size, bullets) are available for all narrative/comment fields.		
I.19	<b>C</b> Spellcheck Enabled: Spell-checking utility is available for all narrative/comment fields.		
I.20	<b>C</b> Additional Information Display: The system must provide an indicator signifying that additional information remains to be displayed whenever the proposed application presents multiple "pages" of information or the information cannot be displayed within the available space.		
I.21	<b>C</b> Search Results Display: An authorized user, systemwide, shall be able to determine how search results are displayed for searches that return multiple records (e.g., number of responses provided, number of responses shown on a page, sort criteria).		
I.22	<b>C</b> Search Results Sorting: When search results are displayed in columnar format, the system provides the ability for users to sort search results by column (e.g., by name, by date, by incident number).		
I.23	System Navigation Features: The system provides the ability to navigate among all data entry screens using:		
I.23.1	<b>C</b> Keyboard (tab, function keys, hot keys, command line, paging and scrolling)		
I.23.2	<b>C</b> Mouse (point and click)		
I.24	<b>C</b> Toggling: The system provides the ability to toggle or hot key to any screen or application.		
I.25	<b>C</b> Mouse or Touch Screen: The system provides the ability to use mouse and/or touch screen to invoke a function		
I.26	<b>C</b> (e.g., open a module).		
I.27	<b>C</b> Page Skipping: The system provides the ability to skip pages when scrolling through search results (e.g., long list of names).		
I.28	<b>C</b> Keyboard Scrolling: The system provides the ability to page or scroll forward and backward through search results by using the keyboard.		
I.29	<b>C</b> Mouse Scrolling: The system provides the ability to page or scroll forward and backward through search results by using a mouse.		



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I.30	Screen Format Display: The system uses a common screen format for all screens that display the following:		
I.30.1	<span style="background-color: red; color: white; padding: 2px;">C</span> Current system date and time		
I.30.2	<span style="background-color: red; color: white; padding: 2px;">C</span> Screen name/description		
I.30.3	<span style="background-color: red; color: white; padding: 2px;">C</span> System name/description		
I.30.4	<span style="background-color: red; color: white; padding: 2px;">C</span> Current screen number and total number of screens (e.g., page 1 of 3)		
I.30.5	<span style="background-color: red; color: white; padding: 2px;">C</span> User ID		
I.30.6	<span style="background-color: red; color: white; padding: 2px;">C</span> Workstation/Terminal ID		
I.31	"Save" and "Log-off" Features: The system provides a single-click or single-select feature for save and for logoff, including each of the following options:		
I.31.1	<span style="background-color: red; color: white; padding: 2px;">C</span> Hot button		
I.31.2	<span style="background-color: red; color: white; padding: 2px;">C</span> Function key		
I.31.3	<span style="background-color: red; color: white; padding: 2px;">C</span> Icon (tool bar)		
I.32	<span style="background-color: red; color: white; padding: 2px;">C</span> Exiting: The system permits a user to exit a screen without saving changes. When exiting without saving there will be a message indicator to advise the user they are exiting with unsaved changes.		
I.33	<span style="background-color: red; color: white; padding: 2px;">C</span> Touch Screen: The system supports touch screen devices (including iPads, Surface, and other mobile devices).		
I.34	<span style="background-color: red; color: white; padding: 2px;">C</span> SmartPhone: The system supports SmartPhone devices.		
I.35	<span style="background-color: red; color: white; padding: 2px;">C</span> Uninterrupted Data Entry: The system must allow the user to continue data entry while the system is processing a previous transaction.		
I.36	<span style="background-color: red; color: white; padding: 2px;">C</span> Data Population: The system must pre-populate entry screens with previously entered data (e.g., name) to minimize redundant data entry.		
I.37	<span style="background-color: red; color: white; padding: 2px;">C</span> Drop Down Entries Based on Previously Entered Data: The system must provide context sensitive "drop-down lists" that are based on prior entries (e.g., drop-down lists associated with a field vary depending upon type of incident)		
I.38	<span style="background-color: red; color: white; padding: 2px;">C</span> Data Validation: The system must verify all required data fields have been completed prior to exiting a screen. If a required field is not completed, the system must present a warning message to the user indicating which required fields have not been completed. The system must prevent the user from exiting the screen until all required data has been entered.		



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I.39	<p>C Transactional Data Validation: The system must verify all required data fields have been completed prior to executing a transaction. If a required field is not completed, the system must present a warning message to the user indicating which required fields have not been completed. The system must prevent the user from exiting the screen until all required data has been entered.</p>		
I.40	<p>C Authorized and trained RMS Administrators must be able to create, delete, and update validation tables used for data entry validation.</p>		
I.41	<p>C Instructions for Completing Incomplete Data: The system prompts or advises the user of required data necessary to complete a transaction or report.</p>		
I.42	<p>C Use "If/Then" Logic: The system permits the use of conditional validations ("If/then") logic to validate data entries.</p>		
I.43	<p>C Field Types Validation: The system validates data entry based on field types (e.g., date, numeric).</p>		
I.44	<p>C Current Age Default: The system must calculate and display a person's current age based on the date of birth entry. The person's age will always be kept up to date in the MNI. However the person's age at the time of the incident will always be stored in the report data as it was at the time of the incident.</p>		
I.45	<p>C Logic-Driven Rules: The system must apply logic-driven rules to support field-level data validation (e.g., on-scene time occurs after call is closed, or age entered conflicts with Date of Birth).</p>		
I.46	<p>C Name Validation Against MNI: The system must validate names against the MNI when the name is entered and provide a list of possible matches, and;</p>		
I.47	<p>C If the user selects one of the possible matches, the application will pre-populate the data fields.</p>		
I.48	<p>C Address Validation Against MLI: The system must validate locations against the MLI when the location is entered and provide a list of possible matches, and;</p>		
I.49	<p>C If the user selects one of the possible matches, the application will pre-populate the data fields.</p>		
I.50	<p>C Vehicle Validation Against MVI: The system must validate vehicles against the MVI when the vehicle is entered and provide a list of possible matches, and;</p>		
I.51	<p>C If the user selects one of the possible matches, the application will pre-populate the data fields.</p>		
I.52	<p>C Duplicate Records: The system provides a feature to copy an existing record in order to create a new record.</p>		
I.53	<p>C Cut and Paste Data: The system provides the ability to cut and paste data between fields and across applications.</p>		
I.54	<p>C Calendar Options: The system provides the ability to provide day of the week and Julian date capabilities.</p>		



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I.55	<span style="background-color: red; color: white; padding: 2px;">C</span> Table Matching: The system must calculate and display the correct day of the week based on the calendar date for all date fields.		
I.56	<span style="background-color: red; color: white; padding: 2px;">C</span> PPD Defined Table Data Conversion: The system provides the ability to convert agency-defined data lists to drop down lists (aka pick lists or code tables).		
I.57	<span style="background-color: red; color: white; padding: 2px;">C</span> Non Case Sensitive Format Support: Data entered and stored in the system shall be treated as non-case sensitive.		
I.58	<span style="background-color: red; color: white; padding: 2px;">C</span> Undo or Cancel Feature: The system must provide a feature to undo or cancel an entry or transaction prior to saving it.		
I.59	<span style="background-color: red; color: white; padding: 2px;">C</span> Print Screen: The system provides the ability to print from any screen.		
I.60	<span style="background-color: red; color: white; padding: 2px;">C</span> Print to Any Printer: The system provides the ability to print to any printer within the authorized network from any application, subject to PPD security protocol.		
I.61	<span style="background-color: red; color: white; padding: 2px;">C</span> Landscape Print: The system provides the ability to print in landscape or portrait mode, as user defined.		
I.62	<span style="background-color: red; color: white; padding: 2px;">C</span> Custom/Large Print Format: The system provides the ability to print in large format or custom page sizes.		
I.63	Select Print: The system permits the user to selectively print information (e.g. incident history, premise information, search results):		
I.63.1	<span style="background-color: red; color: white; padding: 2px;">C</span> Print single record		
I.63.2	<span style="background-color: red; color: white; padding: 2px;">C</span> Print group/all records		
I.64	<span style="background-color: red; color: white; padding: 2px;">C</span> Update all Application Clients: System has management functionality to automate deployment of updates to all application clients (e.g., desktops and mobile's) and manage configuration settings. This includes application upgrades, releases and configuration settings. The deployment configuration must have a method to throttle the size of the deployment to have the best performance with the least impact on the network. The vendor must describe how they automate deployment of their software updates/uploads as well as the deployment of third party applications used in the performance of their software.		
I.65	<span style="background-color: red; color: white; padding: 2px;">C</span> User-Initiated Upload: The system provides the ability to support the upload of software updates as a background operation at log-on or log-off.		
I.66	<span style="background-color: red; color: white; padding: 2px;">C</span> Applying Current Patches: The proposed system is compatible with utilities used for applying operating system and third-party software updates (e.g. Microsoft Windows updates). The City currently utilizes LANDesk to perform software patches/updates. The vendor must describe what 3rd party applications they are compatible with at this time or are currently developing.		



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I.67	<span style="background-color: red; color: white; padding: 2px;">C</span> Antivirus: The solution is compatible with antivirus software as stated in the RFP.		
I.68	Input Mechanism Support: The mobile system allows user input via the following input mechanisms:		
I.68.1	<span style="background-color: red; color: white; padding: 2px;">C</span> Keyboard		
I.68.2	<span style="background-color: yellow; color: black; padding: 2px;">R</span> OPTIONAL: Pen-based,		
I.68.3	<span style="background-color: yellow; color: black; padding: 2px;">R</span> OPTIONAL: Touch screen		
I.68.4	<span style="background-color: yellow; color: black; padding: 2px;">R</span> OPTIONAL: Voice-recognition		
I.68.5	<span style="background-color: yellow; color: black; padding: 2px;">R</span> OPTIONAL: Magnetic Card Readers		
I.68.6	<span style="background-color: yellow; color: black; padding: 2px;">R</span> OPTIONAL: Bar Code Reader		
I.68.7	<span style="background-color: yellow; color: black; padding: 2px;">R</span> OPTIONAL: QR Code Reader		
I.69	Edit and Purge: The system provides a feature for authorized users to selectively edit and purge information (with applicable audit trails in place and based on security level):		
I.69.1	<span style="background-color: red; color: white; padding: 2px;">C</span> Purge single record		
I.69.2	<span style="background-color: red; color: white; padding: 2px;">C</span> Purge by type of record		
I.69.3	<span style="background-color: red; color: white; padding: 2px;">C</span> Purge by date		
I.69.4	<span style="background-color: red; color: white; padding: 2px;">C</span> Purge group/all records		
I.69.5	<span style="background-color: red; color: white; padding: 2px;">C</span> Purge all except specific records		
I.69.6	<span style="background-color: red; color: white; padding: 2px;">C</span> Agency defines purge parameters		
I.70	<span style="background-color: red; color: white; padding: 2px;">C</span> Standard Report Does Not Impact Enterprise: Running standard reports shall not degrade system performance in any way.		
I.71	<span style="background-color: red; color: white; padding: 2px;">C</span> Log of Failure: When an application failure occurs, the proposed system logs the failure in a format that is comprehensible and accessible to PPD System Administrators. Error log must contain adequate information so technical support engineers can establish the cause of the failure. Error log must include detailed information, such as nature of error, database affected, date/time error occurred, workstation and user ID on which error occurred, command/function being executed, and module/component at fault. The error log must contain a link with each log that would take an administrator to a help file with troubleshooting hints for that issue.		



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I.72	 Automated Backup: The solution has been designed to backup data via standard schema automatically to permit operational and application continuity should the system experience a single point of failure.		
I.73	 Mobile RMS Access: The mobile data devices must be able to access the RMS from field locations.		
I.74	 Sub-Second Response Times: The proposed system must provide sub-second interactive response times as defined in the RFP.		
I.75	 Multiple Separate Windows/Work: The system must be compatible with multiple monitors to allow users to switch focus between monitors via a single keyboard and mouse.		
I.76	 QWERTY Keyboard: The RMS keyboards shall be the standard QWERTY 104 keyboards with 12 function keys, 10-key pad, arrow keys, Microsoft hot keys. The vendors software is compatible with current Ease of Access settings in Windows for ADA requirements.		
I.77	 Standard Mouse: The RMS pointing device shall be a standard PC mouse.		
I.78	 Switch between the Standard Keyboard: Users must be allowed to switch between the standard keyboard/mouse and the users preferred device(s) (e.g. ergonomically-designed keyboards, trackballs)		
I.79	 Switching of Peripheral Device(s): The switching of peripheral device(s) must be done without having to either shutdown the system software or workstation and/or unplugging and plugging in devices.		
I.80	 One Time Peripheral Installation: The installation and configuration of peripheral device(s) shall be a one-time event.		
I.81	 Wireless Device Configuration: All wireless devices must be installed and configured so that devices from one workstation do not interfere with devices at other workstations.		
I.82	 PS/2 and USB Device Compatibility: The use of wireless devices shall not preclude the use of PS/2 and USB devices.		
I.83	 System Changes Do Not Impact Incidents, Messages: System changes (e.g. updates, upgrades, enhancements, bug fixes) must be made via remote system administration without loss of incidents or messages		
I.84	 System Shutdown Controlled: The system shut down routine must perform the shut down process in a controlled manner and must save the operational environment.		
I.85	 PPD Environmental Support: The proposed system workstations must perform all functions and access all information within the products while providing access to ACIC; access to the Internet; access to email or other office automation applications; and access to other PPD applications and utilities.		



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I.86	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Online Updates Do Not Impact Performance: System files and tables, including the geofile, shall be capable of being updated on-line without affecting system performance.		
I.87	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Backup Without Degradation: Backup of system data files must be able to be done on-line without degrading system functionality to levels below standard service and response levels.		
I.88	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> System Documentation: The proposed solution includes a complete set of system documentation including general design documents, data dictionary, system architecture, network architecture, file/table layouts, and operational manuals.		
I.89	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Backup Medium Not Proprietary: The backup medium is not proprietary to the proposed vendor, and is available from multiple sources.		
I.90	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Fields May be Added to Screens: The PPD System Administrator shall have the option to add/remove user-defined fields to the screens at the organizational level.		
I.91	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Report Fields Configurable: The system shall provide feature to allow the System Administrator to add/remove user-defined fields to reports.		
I.92	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Report Saving Features: Mobile and RMS users shall have the ability to save an incomplete report, transaction, or request.		
I.93	PPD Specific Configurations: The vendor is responsible for configuring the software with:		
I.93.1	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Agency defined validations and edits		
I.93.2	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Agency defined forms		
I.93.3	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Agency specific processes/workflow		
I.93.4	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Tools provided to allow agency to develop additional custom forms and/or modify existing forms without assistance from vendor, with proper training.		
I.94	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Mandatory Configurations: The system shall provide a feature/tool which allows the system administrator to define which fields and parameters are mandatory for a given command or function.		
I.95	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> User Definable Macros: the system shall provide a feature/tool to create macros that combine two or more individual commands or other actions.		
I.96	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> System Security: Any access to databases must first pass through system security, regardless of the route or purpose of access (including ad-hoc inquiries).		
I.97	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">C</span> Role Based Security: The proposed application shall incorporate role-based security.		





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File Number	Requirements	Vendor Response	Comments
I.98	 Security Levels: Security levels and user profiles shall be defined by either on-site or remote workstation administrators.		
I.99	Levels of Security: Role-based security groups shall restrict access to system functions at the following levels:		
I.99.1	 Application/subsystem		
I.99.2	 Screen/Transaction		
I.99.3	 Record		
I.99.4	 Field		
I.100	User Account Auditing: The proposed solution provides system administrator-controllable user-account auditing.		
I.100.1	 Change		
I.100.2	 Add		
I.100.3	 Delete		
I.100.4	 View/Print all screens from all modules		



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J.1	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Incident Reporting: The following incident-report-related reports must be provided:		
J.1.1	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> All summary UCR/NIBRS reports		
J.1.2	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Total incident reports based on period of time, area or beat, address and incident type		
J.1.3	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Location code (e.g., geocode)		
J.1.4	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Initial call type		
J.1.5	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Offense type		
J.1.6	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Summary of incidents by a responsible officer		
J.2	Data Exchange and Compliance: The RMS provides automatic data exchanges with the following external resources:		
J.2.1	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> User defined export of UCR/NIBRS data to the State of Arizona		
J.2.2	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> User defined export of UCR/NIBRS data to the USDOJ		
J.3	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> The vendor's product is compliant with GJXML and NIEM standards, enabling information sharing with external justice partners		
J.4	Prepare Initial Incident Report: The incident report contains factual information pertaining to the incident, including the following:		
J.4.1	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Offense information		
J.4.2	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Suspect information		
J.4.3	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Case status		
J.4.4	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Information pertaining to perpetrators		
J.4.5	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Witnesses		
J.4.6	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Victims		
J.4.7	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Complainants		
J.5	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Compatibility: Reporting requirements mandate that the vendor's product be capable of providing data entry points for all UCR/NIBRS- required data elements		



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J.6	 Free Fields: Incident reports have free-text fields, which allow the collection of a virtually unlimited amount of narrative information.		
J.7	 Searchability: The system provides the capability to search the narratives for a specific word or phrase.		
J.8	 Electronic Submission: Once completed, officers may submit the incident report to their supervisor for review, electronically, via the RMS.		
J.9	 Create Supplemental Report: The system provides supplemental reports that are linked to the original, including certificate of release and probable cause declaration.		
J.10	 Report Review: The incident report must be able to be locked from further edits at a point determined by PPD (although this does not preclude the viewing of the document by those with access permissions, but the ability to block access must be a capability of the system).		
J.11	 Supervisory Review: Supervisors review incident reports and supplemental reports for accuracy and quality prior to their permanent, non-editable storage in the local RMS database and/ or their distribution to PPD records bureau; to other agencies; and to local, state and federal criminal information repositories.		
J.12	 Electronic Supervisor Review: RMS must allow supervisors to receive, review, and approve incident reports online and to electronically respond to submitting officers and investigators regarding report quality and accuracy issues.		
J.13	 Records Review: PPD's Standard Operating Procedures (SOP) also requires that the records division complete an accuracy review for compliance to reporting requirements prior to adding the information to the database or at a later time.		
J.14	 Report Locking: The system supports all required reviews and corrections prior to locking down the incident report.		
J.15	 The RMS must include a Mandated Reports module that includes processing of UCR and is compatible with the NIBRS, should the City prefer to switch to NIBRS in the future.		
J.16	 The Mandated Reports module must provide for the required monthly reporting, as well as maintaining summary counts for a minimum ten-year period.		
J.17	 The Mandated Reports module must provide the capability to generate, display, and print Summary Based Uniform Crime Reports including Part I, Part II, and all currently submitted UCR forms.		
J.18	 The Mandated Reports module must determine the proper UCR crime categories (i.e., UCR Classification) of reported offenses (e.g., assault - aggravated or simple, burglary - forcible or no force, etc.).		



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J.19	 Initial UCR assignments to offenses must be completed automatically in the Offense and Supplemental Reports module based on UCR logic employed for that determination.		
J.20	 Authorized UCR processing personnel must be able to review completed and approved reports and to change the UCR classification of the report to meet applicable UCR guidelines.		
J.21	 UCR classification changes completed by UCR processing staff must not modify the original (locked/approved) report. The change must be made within a separate data field that does not alter the original report.		
J.22	 The Mandated Reports module must provide for calculating (scoring) the total number of offenses after they have been classified (i.e., crimes against persons or property crimes, unfounded, cleared by arrest, or exceptional case clearance) for UCR purposes.		
J.23	 The Mandated Report module must automatically include prior-month adjustments.		
J.24	 The Mandated Report module must be able to generate a test version of the monthly report without locking or permanently changing any data fields to allow UCR personnel to review the results for any errors and correct them prior to submitting the final report.		
J.25	 The Mandated Report module must identify any encountered data or logic errors in the monthly report counts and statistics and allow UCR personnel to correct them in an iterative manner. The RMS must allow UCR personnel to eliminate the identified errors, re-run the report, and correct any new errors that are identified and then repeat the process until all errors are eliminated.		
J.26	 The Mandated Report module must be able to electronically transmit completed report(s) to the State of Arizona.		
J.27	 The Mandated Report module must not automatically submit completed UCR and NIBRS monthly reports to the State until an authorized user manually indicates to the RMS that the transfer must take place.		
J.28	 It is desirable that the vendor be certified by the State of Arizona for electronic UCR/NIBRS submission.		
J.29	 It is desirable that the vendor has previously been certified by the State of Arizona for electronic UCR/NIBRS submission.		
J.30	 The RMS vendor must keep the Mandated Report module current with the latest production versions of the reporting systems promulgated by the State.		
J.31	 The RMS vendor must keep the Mandated Report module current with the latest production versions of the reporting systems promulgated by the USDOJ.		
J.32	 The RMS must be able to automatically generate Clery Act reports for university and college campuses that identify and summarize crimes committed on or near the user specified campuses as required by the Clery Act.		



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J.33	 The RMS provides ad hoc and pre-defined redaction capabilities, based on event type and City-defined parameters.		



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File Number	Requirements	Vendor Response	Comments
K.1	The RMS should include an Internal Affairs Investigations module that supports supervisory personnel conducting inquiries and follow-up investigations on incidents involving law enforcement personnel.		
K.2	The Internal Affairs Investigations module should incorporate encryption of data, and if appropriate, storing the Internal Affairs investigation data in a different physical database or database instance.		
K.3	Only authorized individuals/users should be able to view information contained in Internal Affairs investigations.		
K.4	Confidential information contained in Internal Affairs investigations should only be viewable by authorized individuals or those running the investigation.		
K.5	The Internal Affairs Investigations module should provide the ability to enter investigation activity through the creation of supplemental reports that contain a combination of validated fields, narrative/free format text fields and/or memos, including: tracking the statutes, rules, regulations, and/or policies that have allegedly been violated; final disposition of the case; and any disciplinary actions taken against the employee (i.e., type and dates).		
K.6	The Internal Affairs Investigations module should be available on both LAN/WAN PC and MDC based RMS workstations.		
K.7	The display and functionality (e.g., look and feel) of the Internal Affairs Investigations module should be similar whether the user logs into a LAN/WAN PC or MDC based RMS workstation.		
K.8	The Internal Affairs Investigations module should provide the capability to merge data stored in the module with information in a memo or other word processing document to produce a final document.		
K.9	The Internal Affairs Investigations module should permit the inclusion or embedding of a (practically) unlimited number of attachments consisting of other file types such as audio, video, documents, etc. in reports produced through this module.		
K.10	At a minimum, the Internal Affairs Investigations module should support searches by date and time range, incident, employee ID, organizational unit, precinct, beat, unit, supervisor, findings, discipline, and various combinations of these factors.		



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File Number	Requirements	Vendor Response	Comments
K.11	Information entered into the Internal Affairs Investigation module should not automatically update the RMS's master indexes. An investigation about a specific individual will not show up as an involvement under that person's MLI. An internal affairs investigation occurring at a specific location will not be displayed as an incident or case occurring at the location through the MLI.		
K.12	Authorized Internal Affairs Investigators that enter a name into an Internal Affairs Investigation module data field should have that name validated against the RMS's MNI and be presented with the option of pre-filling the applicable data entry fields from the information contained in the master index. However, the Master Index Record should not be updated based on the information entered by the Internal Affairs Investigator.		
K.13	Authorized Internal Affairs Investigators that enter a vehicle into an Internal Affairs Investigation module data field should have that vehicle validated against the RMS's MVI and be presented with the option of pre-filling the applicable data entry fields from the information contained in the master index. However, the Master Index Record should not be updated based on the information entered by the Internal Affairs Investigator.		
K.14	Authorized Internal Affairs Investigators that enter property into an Internal Affairs Investigation module data field should have that property validated against the RMS's MPI and be presented with the option of pre-filling the applicable data entry fields from the information contained in the master index. However, the Master Index Record should not be updated based on the information entered by the Internal Affairs Investigator.		



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File Number	Requirements	Vendor Response	Comments
L.1	<p>C The RMS must include an Investigative Case Management module that provides the capability for effective investigative case management, control, monitoring, reporting, and automatic case assignment based on City parameters.</p>		
L.2	<p>C Trained and authorized RMS Administrators must be able to define Investigative Case Management module parameters (e.g., case assignment, case management, monitoring, and control) without requiring any assistance from the RMS vendor.</p>		
L.3	<p>C Authorized RMS users must be able to enter case activity and other case related information via a combination of validated fields and free format text fields (e.g., narrative fields) that are contained in predefined Investigative Case Management module supplemental report forms and data entry screens.</p>		
L.4	<p>C The Investigative Case Management module must support an investigative supplemental report approval process.</p>		
L.5	<p>C The Investigative Case Management module must link investigative case activity to initial offense and supplemental reports.</p>		
L.6	<p>C Investigative Case Management cases must be composed of the initial offense and any associated supplemental reports, property and evidence records, arrest reports, witness statements, and other various associated files and data.</p>		
L.7	<p>C The individual records and data that comprise a case must be easily identifiable from the case number and the case number must be easily identifiable from the individual records, reports, and data comprising the case.</p>		
L.8	<p>C The Investigative Case Management module must incorporate the use of weighted solvability factors.</p>		
L.9	<p>C Trained and authorized RMS Administrators must be able to set up and maintain case solvability logic that computes the solvability of a case based on information contained within the case (e.g., availability of witness information, method of operation, location, elapsed time, and other factors) without requiring any assistance from the RMS vendor.</p>		
L.10	<p>C The Investigative Case Management module must support automatic report routing of completed and/or approved reports based upon the information contained in the report (e.g., offense type, gang related, report priority, solvability factors, etc.).</p>		





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File Number	Requirements	Vendor Response	Comments
L.11	<p>C Trained and authorized RMS Administrators must be able to set up and maintain report and case routing parameters that cause the RMS to automatically route completed and approved reports to designated users, groups of users, and/or supervisory role positions of organizational units defined within the RMS without requiring any assistance from the RMS vendor.</p>		
L.12	<p>C The RMS must notify recipients (designated users, user groups, and/or supervisory role positions defined within the RMS) of automatically routed reports that a new or rerouted/reassigned report has been routed to them.</p>		
L.13	<p>C Authorized RMS users must be able to change the offense type of a report thereby causing the report to be re-routed to an appropriate set of users, user groups, and/or supervisory roles.</p>		
L.14	<p>C Trained and authorized RMS Administrators must be able to set up report routing parameters that cause a single, completed/approved report to be routed to multiple destinations (multiple users, user Groups, and/or supervisory roles) based on information contained within the report and its location without requiring any assistance from the RMS vendor.</p>		
L.15	<p>C Authorized RMS users must be able to change the organizational unit responsible for investigating a report and case.</p>		
L.16	<p>C The RMS must notify the organizational unit responsible for investigating a report and case if the responsible organizational unit for the report and case is changed.</p>		
L.17	<p>C The original organizational unit responsible for investigating a report/case must approve any changes in the responsible organizational unit for that report/case.</p>		
L.18	<p>C The Investigative Case Management module must provide an interactive means of assigning reports and cases to investigators, monitoring investigative case progress, and initiating case dispositions.</p>		
L.19	<p>C The Investigative Case Management module must be able to track a case from its assignment to an investigator through final disposition.</p>		
L.20	<p>C The Investigative Case Management module must track the detail/division, individual, and the date and time that a case was reviewed.</p>		
L.21	<p>C The Investigative Case Management module must allow investigative supervisors to view detailed case information and other case related activities of their subordinates.</p>		
L.22	<p>C The Investigative Case Management module must provide the ability for investigators to enter case dispositions and statuses (e.g., clear a case by arrest, etc.) in an interactive format. The module must require that changes of disposition or statuses be approved by a supervisor.</p>		



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L.23	<p>C The case dispositions and statuses assigned within the Investigative Case Management module must be stored in different data fields than the dispositions and statuses used for UCR/NIBRS. The RMS must support different case statuses and dispositions that are assigned for UCR/NIBRS than for case management purposes.</p>		
L.24	<p>C Authorized RMS users must be able to select a number of reports and cases and to update all of the selected reports and cases in one action (e.g., assign multiple cases to a single investigator, update the status of multiple cases with a single command, etc.).</p>		
L.25	<p>C The display of reports and cases to be monitored and assigned by the Investigative Case Management module must be controlled by the organizational unit. The default display of reports and cases to be assigned by a specific user or investigative supervisor must only include the cases within that user's organizational unit. For example, a supervising detective in the Mountain View precinct must not have to sort through all of the unassigned reports and cases in the RMS to find the reports and cases for which he/she is responsible.</p>		
L.26	<p>C The Investigative Case Management module must provide a caseload weighting algorithm to assist supervisory personnel equalize the caseloads carried by their investigators.</p>		
L.27	<p>C The Investigative Case Management module's caseload weighting algorithm must default to only analyze the caseloads of investigators within that supervisor's organizational unit.</p>		
L.28	<p>C Authorized RMS users must be able to direct the Investigative Case Management module's caseload weighting algorithm to analyze the caseloads of investigators across the entire agency and/or a set of organizational units within the agency.</p>		
L.29	<p>C The Investigative Case Management module must provide for an online investigative case journal.</p>		
L.30	<p>C The Investigative Case Management module must notify appropriate supervisory personnel if a case has exceeded the assigned time interval for a status update or change in status for the particular case type and agency.</p>		
L.31	<p>C Trained and authorized RMS Administrators must be able to assign and maintain report and case status time interval parameters, without requiring any assistance from the RMS vendor, that are unique to one or more agencies, organizational units, and report/case types (e.g., homicide, auto theft, burglary, etc.) that when exceeded must cause a notification to be sent to a designated set of users, user groups, and/or supervisory role positions defined within the RMS.</p>		



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L.32	<p>C The Investigative Case Management module must notify investigative personnel of other RMS activities and transactions affecting their assigned reports and cases including, at a minimum, lack of service activity on a warrant, and change in status of property items.</p>		
L.33	<p>C The Investigative Case Management module must be fully integrated with the Offense and Supplemental Reports module and provide access to all initial offense and supplemental reports in a case, as well as involved individuals such as suspects, victims, witnesses, etc.</p>		
L.34	<p>C The Investigative Case Management module must provide access to the charges, narrative, property, vehicles, and all other information available in the initial offense and supplemental reports of a case.</p>		
L.35	<p>C The Investigative Case Management module must include a case summary function or database that provides a quick way to determine the latest status of the elements of a case without having to sort through the various reports of the case. If the initial report described the color of an involved vehicle as red and after further investigation the vehicle color was updated (via a supplemental report) to be blue, the case summary function must identify the vehicle's color as blue. The initial offense report would still identify the vehicle's color as red. However, the supplemental report would indicate when it was changed to blue and why. The status of involved persons would also change as dictated by the various reports constituting the case (e.g., an initial witness may, after further investigation, be found to be a suspect and eventually arrested). The case summary function would always display the most current status of involved persons.</p>		
L.36	<p>C Authorized RMS users must be able to query the Investigative Case Management module by, but not limited to the following criteria: date and time range, assigned investigator, case type (e.g., homicide, assault, robbery, etc.), investigative division/detail (e.g., auto theft), case status, geographic area, and various combinations of all of these selection criteria.</p>		
L.37	<p>C Investigative Case Management module query responses must display a list of reports and cases that meet the selection criteria.</p>		
L.38	<p>C Authorized RMS users must be able to obtain additional report and case details by selecting one or more of the reports and cases listed in response to a Investigative Case Management module query.</p>		
L.39	<p>C The Investigative Case Management module must support queries to, and response displays from, ACIC, and NCIC, as well as other RMS databases directly from the various forms, report and queries available within this module.</p>		



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L.40	<p>C The Investigative Case Management module must provide reports on unassigned cases by agency, department, division/detail, and/or organizational unit listing relevant information about each case including, at a minimum, the case number; organizational unit responsible for investigating the report/case; initial offense report author; offense type, location, containing boundaries (e.g., grid, precinct, neighborhood, etc.), date and time of incident resulting in the report; solvability factor associated with the report/case; date and time that the report/case was routed for assignment; and elapsed time since the report entered the unassigned report queue for the organizational unit.</p>		
L.41	<p>C The Investigative Case Management module must provide reports on case status summary (case closing analysis) by division/detail, and/or organizational unit.</p>		
L.42	<p>C The Investigative Case Management module must provide reports on case aging by agency, department, division/detail, and/or organizational unit.</p>		
L.43	<p>C The Investigative Case Management module must provide reports on assigned cases (investigator workload) by agency, department, division/detail, and/or organizational unit.</p>		
L.44	<p>C The Investigative Case Management module must provide reports on agency, department, division/detail, and/or organizational unit case counts.</p>		
L.45	<p>C The Investigative Case Management module must provide reports on case activity summary (electronic logbook) by agency, department, division/detail, and/or organizational unit.</p>		
L.46	<p>C The Investigative Case Management module must provide follow-up due reports by agency, department, division/detail, and/or organizational unit.</p>		
L.47	<p>C The Investigative Case Management module must support statistical analysis and management reports regarding individual detective and division/detail productivity, by combining case activity and case journal entries between a user-specified date and time range, as well as by user-specified agency, department, division/detail, and/or organizational unit.</p>		
L.48	<p>C Case activity journals within the Investigative Case Management module must include predefined categories of investigative actions that must be maintainable by trained and authorized RMS Administrators without requiring any assistance from the RMS vendor.</p>		
L.49	<p>C The Investigative Case Management module reports must include appropriate charts to display actual time and percentage calculations of investigators' activities based upon various investigative categories.</p>		



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L.50	<p>C The Investigative Case Management module must be able to store a (practically) unlimited number of various printed documents and pictures (including videos) such as offender and witness statements, lab reports, evidentiary documents, etc., and the attachment of those documents, videos and files to case records.</p>		
L.51	<p>C The Investigative Case Management module must allow the use of digital media for the recording of crime scenes or other photographic, video or audioevidence and the attachment (linkage) of a practically unlimited number of evidentiary images to individual reports within cases.</p>		
L.52	<p>C Access to reports and associated data, diagrams, and images within the Investigative Case Management module must be controlled according to the security requirements specified in this RFP.</p>		
L.53	<p>C The Investigative Case Management module must be relationally cross-referenced to the Offense and Supplemental Reports, Report Approval, and other appropriate RMS modules, as well as the MNI, MLI, MPI and MVI master indexes.</p>		
L.54	<p>C Authorized RMS users must be able to use the Investigative Case Management module to create tip sheets and/or crime intelligence bulletins.</p>		
L.55	<p>C Authorized RMS users must be able to package a complete case file with the press of a button. This function must allow incident and supplement reports, property, videos, and all linked RMS data to be printed to a PDF. This file along with all attachments must then be saved to the users destination of choice.</p>		
L.56	<p>C The Investigative Case Management module must allow users to link all related cases together.</p>		
L.57	<p>C The ability (particularly for case agents) to set reminders regarding items such as follow-up tasks, expiration dates, and required activities.</p>		
L.58	<p>C The system should be able to manage, track, query and report on issues associated with Crime Victims' Rights Laws; as outlined in the Arizona Constitution - "Victims' Bill of Rights" (Article 2, Section 2.1) and as required under Arizona Revised Statues - Title 13, Chapter 40, "Crime Victims' Rights". For further details review: <a href="http://www.azag.gov/victims_rights/CrimeVictimsRightsLaws.pdf">www.azag.gov/victims_rights/CrimeVictimsRightsLaws.pdf</a></p>		



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File Number	Requirements	Vendor Response	Comments
M.1	<b>C</b> The RMS must contain a Juvenile Records module that provides for the recording of pertinent information on juveniles including identification information, physical descriptions, demographic information, associates, guardians, schools attended, permanent residence (i.e., street address, apartment, room, unit, and lot number, city, state, and zip code), and case histories.		
M.2	<b>C</b> The Juvenile Records module must track and contain data entry fields for all of the juvenile data elements tracked by NCIC, UCR, and NIBRS.		
M.3	<b>C</b> Juvenile Reporting: The following juvenile related reports must be provided:		
M.3.1	<b>C</b> Juvenile custody		
M.3.2	<b>C</b> Juvenile contact report		
M.4	<b>C</b> Name listing for juveniles separate from adults, based on varying search criteria.		
M.5	<b>C</b> Juvenile Contact: RMS provides data fields for juvenile contacts, including: the youth's full name, age, address, contact (i.e., family) information, physical description, gender, and name of school he or she attends, as well as information about the incident/contact.		
M.6	<b>C</b> Juvenile Contact Archiving: RMS includes the capability to automatically archive juvenile contacts after a requisite period of time (as governed by state law) has passed since the entry or when the subject turns 18 years of age (whichever occurs first). The RMS keeps juvenile information separate, physically, from adult data.		
M.7	<b>C</b> Juvenile Contact Segregation: The RMS keeps juvenile information separate, physically, from adult data.		



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File Number	Requirements	Vendor Response	Comments
M.8	<p>In addition to or in conjunction with juvenile data entry fields tracked by NCIC, UCR, and NIBRS, the Juvenile Records Module must also track and provide data entry fields for the juvenile's full name (i.e., first name, middle name, last name, and suffix), nicknames, monikers, aliases, identification numbers (e.g., social security number, drivers license numbers, etc.), address, at least two (2) sets of family contact information (full names, status, relationship, permanent residence address, home and mobile phone number, employer, employer address, employer phone number, and email address), physical description (e.g., height, weight, eyes, hair, scars, marks, and tattoos, etc.), gender, demographic information (race, sex, age, DOB, and ethnic origin), school attended (name, school status, name of school contact, and phone number of school and contact), method of operation (MO), clothing, known associates, associated vehicles, citizenship, place of birth, and gang affiliations.</p>		
M.9	<p>Authorized users must be able to query the Juvenile Records module by name as well as other parameters that, at a minimum, to include: nickname/moniker, social security number, driver's license number, demographic information, physical characteristics, involvement types, offense type, offense location, and various combinations of all of these search criteria.</p>		
M.10	<p>The results of a Juvenile Record module query must display a list of all juvenile records meeting the user specified criteria. For example, the Juvenile Records module must be able to display a brief list of all records where the juvenile Alex Doe was involved as a victim. The response must display only those incidents where Alex Doe was a victim, regardless of the number of incidents where he was involved as a suspect, witness, complainant, etc.</p>		
M.11	<p>Authorized RMS users must be able to select one or more of the records displayed as a result of a Juvenile Records module query in order to obtain additional detailed information about the selected records (i.e., drill down to obtain additional information).</p>		
M.12	<p>Additional RMS security procedures must be incorporated in the Juvenile Records module to separate juvenile data from normal data flows and access.</p>		
M.13	<p>Access to, and public dissemination of, juvenile records information must be sufficiently controlled to meet the applicable legal requirements within the State of Arizona.</p>		
M.14	<p>All juvenile reports (e.g., arrest reports, initial offense reports, supplemental reports, etc.) and queries must have sufficient security and/or redaction capabilities to preclude the release of juvenile information to the public.</p>		



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File Number	Requirements	Vendor Response	Comments
M.15	<b>C</b> The RMS must be able to handle juvenile cases that must be legally treated as adult cases when storing, displaying, and printing such information (e.g., in arrest, reports initial offense reports, supplemental reports, etc.).		
M.16	<b>C</b> The Juvenile Records module must be relationally cross-referenced to the Arrest and Booking, Incident Reporting, and other appropriate RMS modules, as well as the MNI, MLI, MPI, and MVI master indexes.		
M.17	<b>C</b> The Juvenile Records module must be sufficiently integrated with the Versaterm CAD to be able to respond to a query regarding names and locations contained within the Juvenile Records module. The City prefers that the LEITSC NIEM 2.0+ RMS query standard, as fully described at the following Web site: <a href="https://www.niem.gov/Pages/default.aspx">https://www.niem.gov/Pages/default.aspx</a> , be supported and implemented within the RMS to provide this capability.		





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File Number	Requirements	Vendor Response	Comments
N.1	<p>C The RMS must provide a comprehensive set of master indexes for individuals, vehicles, locations, organizations, businesses, and property.</p>		
N.2	<p>C The master indexes must link the records contained in each index to all of their involvements (i.e., data entry related RMS transactions) regardless of whether the involvements resulted from manual or automatically generated data entry transactions.</p>		
N.3	<p>C Master index content and linkages must be automatically generated and updated based on transactions occurring in the RMS. Users must not have to manually indicate that a master index needs to be updated for a transaction they are completing. The update must occur automatically in the background without requiring any user involvement.</p>		
N.4	<p>C The RMS must date and time stamp all involvements established within the RMS. The RMS must record in the appropriate master index and make the information available (i.e., able to be searched on, printed, and displayed) to authorized users the date and time that an involvement was created in the RMS (e.g., vehicle associated with an incident, person associated with a case, etc.).</p>		
N.5	<p>C Excluding linkages to involvements, authorized RMS users must be able to add, delete, and edit all of the data items contained in Master Index Records.</p>		
N.6	<p>C Authorized RMS users must be able to delete Master Index Records.</p>		
N.7	<p>C Authorized RMS users must be able to initiate a RMS report that would identify potential duplicate records within each master index.</p>		
N.8	<p>C Authorized RMS users must be able to merge two or more duplicate records contained in a master index and the merged records must contain all of the involvements originally associated with each of the merged records.</p>		
N.9	<p>C A GUI-based procedure must be available in the RMS during the merge process that enables users performing the merge to decide which data items in the Master Index Records being merged will be assigned to the merged record.</p>		
N.10	<p>C During the Master Index Record merge process, available options for each data field being merged must, at a minimum, include determining which original record provides the data for the merged record and whether data items such as narrative and historical address information are to be combined or concatenated into the merged record.</p>		



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File Number	Requirements	Vendor Response	Comments
N.11	<b>C</b> The RMS must be capable of splitting records contained in a master index into one or more separate records.		
N.12	<b>C</b> A GUI-based method must be available in the RMS for assigning each of the involvements contained in the original record to be split, to one of the split records, along with providing the ability to designate which data items in the original record will be moved to one of the split records, to some of the split records, and/or to all of the split records.		
N.13	<b>C</b> Authorized RMS users must be able to display all or a subset of the data items contained in one or more Master Index Records.		
N.14	<b>C</b> Authorized RMS users must be able to print all or a subset of the data items contained in one or more Master Index Records.		
N.15	<b>C</b> Authorized RMS users must be able to display a list containing all or a subset of the involvements of a Master Index Record based on user-specified queries designating the desired subset of involvements.		
N.16	<b>C</b> The RMS must provide a GUI-based query that allows authorized RMS users to specify criteria based upon one or various combinations of the data items contained in a master index that results in the RMS displaying a list containing all Master Index Records that match the user specified criteria.		
N.17	<b>C</b> Authorized RMS users must be able to search/query all text-based master index data fields (e.g., names, descriptions, narratives, etc.), to combine other available master index data fields with the text search/query, and to have the RMS display all of the records that meet the user-specified search criteria.		
N.18	<b>C</b> RMS text search queries must, at a minimum, include: partial text search; beginning with; contains; SOUNDINDEX, Metaphone, or other phonetic-based text-search functions that will return a list of potentially matching Master Index Records sorted with the most likely matches on top.		
N.19	<b>C</b> RMS text search queries must be able to use Boolean logic ("and", "or", "not", etc.) to be applied to a single or multiple text based master index data fields. For example, find all records that contain the strings "blue" and "Ford."		
N.20	<b>C</b> Authorized users must be able to use a GUI-based RMS process to select the fields to be displayed as a result of Master Index Record query, along with being able to designate the sort order of the resulting display by one of the displayed fields or to designate a multiple sort order by two or more of the displayed data fields.		
N.21	<b>C</b> Authorized RMS users must be able to specify a desired subset of involvements to be displayed for a Master Index Record based on combinations of one or more data items contained in the index (e.g., involvements as a victim for a specified date and time range, most recent X number of involvements, etc.).		



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N.22	Authorized RMS users must be able to display detailed information about an involvement (i.e., drilling down into a displayed involvement) by clicking on (selecting) one of the involvements being displayed for a Master Index Record.		
N.23	MNI Correlation: The master name record is linked to all events for any given individual, so that by querying that one name, the system will produce a synopsis of all the involvements associated with that one person.		
N.24	Duplicate Correction and Correlation: When a record or report is added to RMS and a person is linked (i.e., indexed) to that event, the system will perform a very important matching function using a rule-based process defined by PPD. The purpose of this matching function is to either automatically link an existing MNI record or to present the user with a list of possible matches to the name so that the user has the option to make the matching decision. Once a list of possible matches is provided, the user has the option to decide whether the information will be linked to an existing master name record or whether a new master name entry will be added. The RMS provides a matching algorithm that will provide the ability to search the name file by the following criteria:		
N.24.1	Sound-alike searching		
N.24.2	Phonetic replacement		
N.24.3	Diminutive first names (e.g., James/Jim/Jimmy, Elizabeth/Beth/Betty, and Jack/John)		
N.24.4	Other static demographic information, such as age, sex, and race.		
N.25	The RMS must provide a Master Name Index (MNI) that links individuals, businesses and organizations to all of their involvements (i.e., data entry based transactions) in the RMS including involvements as victims, reporting parties, suspects, arrestees, interviewees, traffic offenders, witnesses, reporting party, and any other involvement type transactions occurring within the RMS.		
N.26	The MNI must serve as the repository of the names of victims, suspects, witnesses, reporting parties, associates, business names, persons arrested and cited, and all other individuals, businesses and organizations involved with transactions occurring in the RMS.		
N.27	The RMS must allow PPD to designate certain involved persons in the MNI table "as non-searchable".		
N.28	The MNI must be the collection point for all information concerning a person, name, business, and organization regardless of how many records are stored in the RMS for that person, business, and organization.		



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File Number	Requirements	Vendor Response	Comments
N.29	<b>C</b> The MNI must provide links to various reports associated with a specific name, business, and organization including, at a minimum, incident, supplemental case, casualty, accidents, citations, arrest, and field interview reports.		
N.30	<b>C</b> The MNI must be automatically updated from transactions occurring in other components and modules of the RMS.		
N.31	<b>C</b> The MNI must provide the ability to search by name as well as other parameters such as alias, moniker, social security number, driver's license number, demographic information, physical characteristics, involvement types, etc. and display a list of all MNI records meeting the user specified criteria. For example, the MNI must be able to display a brief list of all records where Mr. John Doe was involved as a victim. The response would display only those incidents where John Doe was a victim, regardless of the number of incidents where he was involved as a suspect, witness, complainant, etc.		
N.32	<b>C</b> In addition to information stored through an individual's involvements, the MNI must provide the ability to maintain summary information concerning an individual, business, and organization, as well as the date of that information. This must include, at a minimum, physical description, alias names used, numeric identifiers, demographic information, address information, employment information, telephone numbers, arrest information, and pertinent offenses.		
N.33	<b>C</b> If a name index is deleted, it must have an audit trail/must have a record of it along with a report of that audit.		
N.34	<b>C</b> The MNI must support tracking at least the following data: Name (last, first, middle, and suffix); moniker; and name type; business name and branch; organization information (type, status, narrative description, sub-organization name, and service category); date and time of initial record entry and most recent update; at least four (4) business, organization, or personal phone numbers and types (home, work, mobile, etc.); physical-medical problems; gang affiliation (gang name, date gang added, and gang set); trespass flags with expiration date; state, province, or country of birth; social traits (e.g., dangerous and anti-social traits); current address (street number, street direction, street name, street type, apartment, room, unit, lot number, city, state, and zip code); employer's name and address (street number, street direction, street name, street type, apartment, room, unit, lot number, city, state, and zip code); and at least four (4) employer phone numbers and types (e.g., fax, main, office, etc.). In addition, the MNI must track the following gang-related data:		
N.34.1	<b>C</b> Name of gang(s)		
N.34.2	<b>C</b> Tagger names		



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File Number	Requirements	Vendor Response	Comments
N.34.3	Colors		
N.34.4	Gang associates		
N.35	The MNI's summary information and involvement data must support the storage, retrieval, edit, and display of at least the following physical description information: height, weight, hair color, eye color, skin tone/color, clothing, three (3) separate teeth fields, three (3) separate speech fields, and at least twenty-five (25) separate scars marks and tattoo data fields.		
N.36	The MNI's summary information and involvement data about an individual must support the storage, retrieval, edit, and display of at least the following demographic information: race, sex, age, ethnic origin, deceased and juvenile indicator.		
N.37	The MNI's summary information and involvement data must support the storage, retrieval, and display of at least ten (10) additional miscellaneous alphanumeric identifiers that contain at least the following fields: miscellaneous identification number and miscellaneous identification number type.		
N.38	The MNI's summary information and involvement data must support the storage, retrieval, edit and display of at least two hundred (200) associated persons, organizations, and businesses for each MNI record. The associations must link associated MNI records to each other and track the type of association and the date and time that the association was created.		
N.39	Authorized RMS users must be able to add associated organizations, individuals, and business to MNI records.		
N.40	Authorized RMS users must be able to delete one or more associated organizations, individuals, and business from MNI records.		
N.41	When a master index person, vehicle, property , location or organization is deleted, the RMS must provide an audit trail that tracks the responsible user, date and time.		
N.42	The RMS must include an automated methodology for automatically generating master name associations between one or more individual MNI records. The vendor must describe any methodologies employed in the RMS that meet this requirement and how authorized users review and confirm the suggested associations.		
N.43	Authorized RMS users must be able to display a list of all associated organizations, individuals, and business to an MNI record along with the type and date of the association.		
N.44	Authorized RMS users must be able to select one or more of the displayed associations of an MNI record to obtain further information about them (i.e., drill down into and display the selection's MNI information).		



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N.45	<p>C The summary information contained in the MNI must include historical information along with the associated date that the item was entered, which at a minimum, must include current and at least one hundred (100) previous addresses, current and previous employment information, current and past aliases/monikers, current and previous social security numbers, current and previous telephone numbers, current and previous operator drivers licenses (i.e., DL#, license state, and expiration date), miscellaneous alphanumeric identifiers, and all other summary information data fields.</p>		
N.46	<p>C The RMS must display the most current entries for all MNI summary data fields first.</p>		
N.47	<p>C MNI RMS searches/queries must automatically perform diminutive first name substitutions that would, for example, treat James/Jim/Jimmy; Elizabeth/Beth/Betty; or Jack/John as the same diminutive name and display all records that match the entered first name and other user specified criteria.</p>		
N.48	<p>C MNI RMS searches/queries must correctly process hyphenated names such as Smith-Barney. vendor must describe how hyphenated names and complex names are searched by the RMS in their response.</p>		
N.49	<p>C The RMS must maintain pertinent organization information including, at a minimum, up to ten user defined characteristics and flags.</p>		
N.50	<p>C The MNI must be able to produce a Record of Arrest and Prosecution (RAP) sheet that includes an individual's criminal arrests, outstanding warrants, convictions, demographic information, physical description, and current/latest mug shots for individuals that have criminal arrest and/or warrant information associated with their involvements in the RMS and in other interfaced databases. The vendor must describe the RMS's ability and the process required to pull the specified information from the RMS as well as from interfaced databases and external systems.</p>		
N.51	<p>C The MNI must be able to re- produce a Record of Arrest and Prosecution (RAP) sheet when a record is split, deleted, merged, etc.</p>		
N.52	<p>C Confidential information, defined by authorized and trained administrator, must not be displayed in MNI searches nor exchanged with any interfaced external systems except to specifically authorized users.</p>		
N.53	<p>C The MNI must provide protection against the potential of either entering a duplicate name or permitting the inadvertent entry of an improper alias for an individual. This must include, at a minimum, the automatic query of the master name table by a series of user-defined criteria (such as name, DOB, SSN, etc.) and then the display of all potential matches.</p>		



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File Number	Requirements	Vendor Response	Comments
N.54	Upon the display of all potential matches including a photograph of potential individuals that match the entered name, authorized RMS users must be able to select or identify one of the potential matches as being the person currently being entered and pre-filling all appropriate information from the MNI record for that individual into the data entry screen currently being processed (e.g., offense report, arrest report, traffic accident, etc.).		
N.55	If the person being entered into a RMS name data entry field is located in the MNI, all clearly unique data fields (e.g. FBI number, etc.) must automatically pre-fill the relevant data entry fields. A single keystroke or click of the pointing device must be all that is required to accomplish the data transfer from the MNI to the relevant data entry fields. However, physical descriptors must not be pre-filled automatically in order to encourage field personnel to enter the most current physical descriptions of the individual. For example, the person's hair color might have been brown, whereas now it is grey. They may have been heavy set, whereas now they are thin. The RMS must not automatically pre-fill physical descriptors from the MNI.		
N.56	The MNI must provide the capability to link the person record with a practically unlimited number of images (photographs) as well as permit the City to specify a table-based reference to the type of photograph (i.e., the photograph may be a mugshot, it may be a photo of specific scars, marks, tattoos, etc.) In many situations, these photographs may reside on interfaced external systems/databases and the RMS must provide a link to the photographs.		
N.57	The MNI must be relationally cross-referenced to the Master Location Index Module.		
N.58	The MNI must be relationally cross-referenced to the Master Vehicle Index Module.		
N.59	The MNI must be relationally cross-referenced to the Master Property Index Module.		
N.60	The MNI must be relationally cross-referenced to all other RMS modules that include information on persons, including:		
N.60.1	DNA information		
N.60.2	Sex offender		
N.60.3	Probation officer contact information		
N.60.4	Multiple dates of birth		
N.60.5	HENRY/NCIC classification		
N.60.6	Field interview module		
N.61	Master Vehicle Index (MVI): The system must provide a centralized source of vehicle information.		





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File Number	Requirements	Vendor Response	Comments
N.62	<p>C The RMS must provide a Master Vehicle Index (MVI) that links vehicles to all of their involvements (i.e., data entry based transactions) in the RMS while tracking vehicle information entered into the RMS in a central, relational database.</p>		
N.63	<p>C The MVI must provide links to detailed information about vehicles stored in the RMS. For example, users must not only be able to identify a list of all vehicles meeting specific search criteria, but also to obtain detailed information about each vehicle directly from the displayed list.</p>		
N.64	<p>C The MVI must include the ability to store and access images (e.g., accident photographs, accident diagrams, vehicle images, etc.) associated with vehicles stored in the RMS.</p>		
N.65	<p>C At a minimum, the MVI must have the capability to track the following types of vehicles: airplanes, automobiles, boats, motorcycles, RVs, trailers, and any other vehicle capable of movement on land, water, or in the air that requires a local, state, or federal registration or permit, or that has a vehicle identification number that can be registered with a local, state or federal agency.</p>		
N.66	<p>C Trained and authorized RMS Administrators must be able to modify existing, and add new vehicle types into the RMS along with their associated data elements without requiring any assistance from the vendor.</p>		
N.67	<p>C All NCIC and UCR/NIBRS vehicle types must be supported by the RMS and MVI. The vendor must identify any UCR/NIBRS or NCIC vehicle types that are not supported by the RMS and MVI.</p>		
N.68	<p>C The MVI must be able to support the storage, retrieval, edit, and display of at least the following vehicle data elements: vehicle license plate, state, and expiration date; vehicle type; Vehicle Identification Number (VIN); serial number; make; model; style; primary and secondary color; free format (text) description of the vehicle; vehicle owner; vehicle location (e.g., vehicle owner's address); vehicle year and the date and time that the record was first added and last updated.</p>		
N.69	<p>C The MVI must be able to support the storage, retrieval, edit, and display of at least the following stolen vehicle data elements: keys in ignition, stolen value, recovered value, recovered date and location, insurance information (e.g., insurance company, policy number, contact person, etc.), and damages.</p>		
N.70	<p>C Tow information (company and their phone number) For both repo'd and towed</p>		
N.71	<p>C The MVI must be able to support the storage, retrieval, edit, and display of all of the NCIC and UCR/NIBRS data elements associated with vehicle types tracked by NCIC and UCR/NIBRS. The vendor must identify any NCIC and UCR/NIBRS data elements that are not tracked by the MVI.</p>		
N.72	<p>C The MVI must be automatically updated from transactions occurring in other components and modules of the RMS.</p>		





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File Number	Requirements	Vendor Response	Comments
N.73	<p>C The MVI must have the ability to store current and at least twenty (20) previous instances of historical information concerning vehicles including at a minimum, previous owners, previous locations, previous colors, and previous license plate information.</p>		
N.74	<p>C The RMS must display the most current entries for all MVI data fields first.</p>		
N.75	<p>C The MVI must provide the capability to link the vehicle record with a practically unlimited number of images (photographs) as well as permit the City to specify a table-based reference to the type of photograph (i.e., the photograph may be of accident damage, it may be a photo of specific portions of the vehicle, etc.).</p>		
N.76	<p>C The MVI must support the storage, retrieval, edit, and display of at least two hundred (200) associated vehicles for each MVI record. The associations must link associated MVI records to each other (e.g., both vehicles are used by people that hang out together) and track the type of association and the date and time that the association was created.</p>		
N.77	<p>C Authorized RMS users must be able to add associated vehicles to MNI records.</p>		
N.78	<p>C Authorized RMS users must be able to delete one or more associated vehicles from MVI records.</p>		
N.79	<p>C The RMS must include an automated methodology for automatically generating master vehicle associations between one or more individual MVI records. The vendor must describe any methodologies employed in the RMS that meet this requirement and how authorized users review and confirm the suggested associations.</p>		
N.80	<p>C Authorized RMS users must be able to display a list of all associated vehicles of an MVI record along with the type and date of the association.</p>		
N.81	<p>C Authorized RMS users must be able to select one or more of the displayed associations of an MVI record to obtain further information about them (i.e., drill down into and display the selection's MVI information).</p>		
N.82	<p>C If the vehicle being entered into a RMS data entry field is located in the MVI, all clearly unique data fields (e.g. serial number, VIN, make, type, year, etc.) must automatically pre-fill the relevant data entry screens. A single keystroke or click of the pointing device must be all that is required to accomplish the data transfer from the MVI to the relevant data entry fields. However, fields subject to change such as color, license plate and state, must not be pre-filled automatically in order to encourage field personnel to enter the most current information for the vehicle.</p>		
N.83	<p>C The MVI must provide a GUI based method for consolidating multiple vehicle records, if after entry, it is determined that multiple vehicles records are in the RMS for the same vehicle.</p>		



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File Number	Requirements	Vendor Response	Comments
N.84	<p>C The MVI must provide a GUI based method for splitting a vehicle record into one or more records, if after entry, it is determined that a single vehicle record is actually two or more different vehicles. It must be possible to use a point and click type method to indicate which involvements belong to which vehicle during the splitting process.</p>		
N.85	<p>C The MVI must provide the ability to search by serial number or VIN as well as other parameters such as vehicle type, year, make and model, full and partial license plate and state, vehicle description, primary and secondary color, involvement types, all other MVI record data fields, and various combination of these search parameters.</p>		
N.86	<p>C The RMS must support search by partial license plates, VIN numbers, and general vehicle descriptors.</p>		
N.87	<p>C MVI search results must display a list of all MVI records meeting the user specified criteria.</p>		
N.88	<p>C Authorized RMS users must be able to select one or more of the vehicles returned from an MVI search to obtain detailed information about the selected vehicles (i.e., drill down into the selected record to obtain additional details about it).</p>		
N.89	<p>C Confidential information must not be displayed in MVI searches or exchanged with interfaced external systems except to specifically authorized users.</p>		
N.90	<p>C The MVI must have the capability of updating external systems (e.g., NCIC, etc.) with information related to recovered and stolen vehicles.</p>		
N.91	<p>C The MVI must be relationally cross-referenced to the Master Location Index Module.</p>		
N.92	<p>C The MVI must be relationally cross-referenced to the Master Property Index Module.</p>		
N.93	<p>C The MVI must be relationally cross-referenced to the Master Name Index Module.</p>		
N.94	<p>C The MVI must be relationally cross-referenced to all other RMS modules that include information on vehicles.</p>		
N.95	<p>C Master Property Index (MPI): The system must provide a centralized repository for property information.</p>		
N.96	<p>C The system must provide an MPI that links property stored in the system to all of its involvements (i.e., data entry based transactions) in the system while tracking property information entered into the system in a central, relational database.</p>		
N.97	<p>C The MPI must provide links to detailed information about property stored in the system. For example, users must not only be able to identify a list of all property meeting specific search criteria, but also to obtain detailed information about each property listed directly from the displayed list.</p>		



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N.98	<p>C The MPI must include the ability to store and access a practically unlimited number of images (e.g., crime scene photographs, property images, signed owner's statements, etc.) associated with property stored in the system.</p>		
N.99	<p>C At a minimum, the MPI must have the capability to track the following property types: bicycles, clothing, drugs, electronics, financial and other documents, cash, jewelry, firearms, tools, and small machinery.</p>		
N.100	<p>C Authorized system users must be able to modify existing and to add new property types as required in the future without requiring any assistance from the system vendor.</p>		
N.101	<p>C All NCIC and UCR/NIBRS property types must be supported by the system and MPI. The vendor must identify any UCR/NIBRS or NCIC property types that are not supported by the system and MPI.</p>		
N.102	<p>C The MPI must be able to support the storage, retrieval, edit, and display of at least the following property data elements: serial number, owner applied number, property type, make/brand, model, style, primary and secondary color, size, free format (text) property description, stolen quantity, stolen value, recovered quantity, recovered value, recovered date, property's location at the City (i.e., location of where property is currently stored and/or who is the custodian of it), property owner, property location (e.g., property owner's address), and the date and time that the record was first added and last updated.</p>		
N.103	<p>C The MPI must be able to support the storage, retrieval, edit, and display of all of the NCIC and UCR/NIBRS data elements associated with property types tracked by NCIC and UCR/NIBRS. The vendor must identify any NCIC and UCR/NIBRS data elements that are not tracked by the MPI.</p>		
N.104	<p>C The MPI must be automatically updated from transactions occurring in other components and modules of the system.</p>		
N.105	<p>C The MPI must have the ability to store current and at least twenty (20) previous instances of historical information concerning property including, at a minimum, previous owners, previous locations, previous colors, previous owner applied numbers, and previous serial numbers.</p>		
N.106	<p>C The system must display the most current entries for all MPI data fields first.</p>		
N.107	<p>C If the property being entered into a system data entry field is located in the MPI, all clearly unique data fields (e.g. serial number, owner applied number, type, make, etc.) must automatically pre-fill the relevant data entry screens. A single keystroke or click of the pointing device must be all that is required to accomplish the data transfer from the MPI to the relevant data entry fields. However, fields subject to change such as color must not be pre-filled automatically in order to encourage field personnel to enter the most current information for the property.</p>		



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File Number	Requirements	Vendor Response	Comments
N.108	<b>C</b> The MPI must provide a GUI based method for consolidating multiple property records, if after entry, it is determined that multiple property records are in the system for the same property.		
N.109	<b>C</b> The MPI must provide a GUI based method for splitting a property record into one or more records, if after entry, it is determined that a single property record is actually two or more different items. It must be possible to use a point and click type method to indicate which involvements belong to which item during the splitting process.		
N.110	<b>C</b> The MPI must provide the ability to search by serial number or owner applied number as well as other parameters such as property type, make, and model, property description, primary and secondary color, involvement types, all other MPI record data fields, and various combination of these search parameters.		
N.111	<b>C</b> The system must support search by partial serial numbers, partial owner applied numbers, and property descriptors.		
N.112	<b>C</b> The system must support automatic cross-referencing of property during data entry to identify property that has previously been entered as stolen.		
N.113	<b>C</b> MPI search results must display a list of all MPI records meeting the user specified criteria.		
N.114	<b>C</b> Authorized system users must be able to select one or more of the items returned from an MPI search to obtain detailed information about the selected items (i.e., drill down into the selected record to obtain additional information).		
N.115	<b>C</b> Confidential information must not be displayed in MPI searches or exchanged with interfaced external systems except to specifically authorized users.		
N.116	<b>C</b> The MPI must have the capability of updating external systems (i.e., NCIC) with information related to items recovered or stolen.		
N.117	<b>C</b> The MPI must be relationally cross-referenced to the Master Location Index Module.		
N.118	<b>C</b> The MPI must be relationally cross-referenced to the Master Vehicle Index Module.		
N.119	<b>C</b> The MPI must be relationally cross-referenced to the Master Name Index Module.		
N.120	<b>C</b> The MPI must be relationally cross-referenced to all other system modules that include information on properties.		
N.121	Master Location Index (MLI): The Master Location Index (MLI) provides a means to aggregate information throughout RMS based on the following:		
N.121.1	<b>C</b> A specific address		



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File Number	Requirements	Vendor Response	Comments
N.121.2	A range of addresses		
N.121.3	An area (i.e., as defined in PPD geofile)		
N.121.4	Locations based on x/y/z coordinates		
N.121.5	Registered owner		
N.122	The RMS must include a Master Premise/Location Index (MLI) that links locations to all RMS involvements occurring at those locations such as reported offenses and criminal activity, traffic accidents, hazardous incidents, citations, field interview activity, arrests, warrants, dangerous/hazardous conditions, etc.		
N.123	The MLI must be sensitive to suite, apartment, room, unit, and lot numbers. When performing an MLI search, an involvement in one apartment must not be mixed in with involvements occurring at different apartments or suite numbers unless the user specifies that all involvements within the main address/location must be returned.		
N.124	The MLI must keep a running history of events / incidents at a given location.		
N.125	The MLI must keep a running history of no-trespass orders that specify that no one must be on site after hours along with the start and expiration dates of the orders.		
N.126	The MLI must keep track of premise contact information, key codes, after hours contacts, and other premise related information.		
N.127	The MLI must be automatically updated from transactions occurring in other components and modules of the RMS.		
N.128	The MLI must provide links to detailed information about data stored in the RMS. For example, users must not only be able to identify a list of all incidents occurring at a specific location, but also to obtain detailed information about each incident directly from the displayed list.		
N.129	The MLI must include information about commonplace names.		
N.130	The MLI must include information about business located at the MLI record.		
N.131	The MLI must include information about alarms (permits and activations) located at the MLI record.		
N.132	The MLI must include information about selected persons (dangerous persons, patients, victims, etc.) associated with a location.		
N.133	The MLI must include information about incidents associated with a location.		
N.134	The Master Organization Index must provide the following gang-related features:		



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File Number	Requirements	Vendor Response	Comments
N.134.1	<p>C The system must produce the following standard output reports: By Gang Name; Gang Member; Gang Type; Gang Activity to include date/time, member, incident address, etc.</p>		
N.134.2	<p>C The system must be GANGNet compliant.</p>		
N.134.3	<p>C The user must be able to capture and store the Gang name, GANGNet control number, entry date, description and unlimited remarks.</p>		
N.134.4	<p>C The system must capture and store the gang member including name, involvement type, physical descriptors, alias/monikers, gang associates, photos, entry date, activity date, activity type, and unlimited remarks.</p>		
N.134.5	<p>C The system must integrate with a standard mugshot system and store gang member photos including any scars/marks/tattoos and unlimited remarks.</p>		
N.134.6	<p>C The system must integrate with standard crime mapping software to plot gang name to crime type on a pin map for crime analysis and patrol deployment.</p>		
N.134.7	<p>C The system must be able to link vehicles to gang members, and track any known addresses to include places frequented, residence, friends homes, etc.</p>		
N.134.8	<p>C The system must link gang member to people, places, vehicles, guns, property, etc.</p>		
N.134.9	<p>C The system must capture and store the number of Gang Murder/Assault cases by Group to include Agency, Facility (Jail, etc.), Date range, crime count, committed date, motive, victim, suspect (gang).</p>		
N.134.10	<p>C The system must provide a Gang Murder/Assault Victim report showing the breakdown of the number of victims by year/month, Reporting Agency or Facility, and weapon used.</p>		



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File Number	Requirements	Vendor Response	Comments
0.1	<b>C</b> The System must be able to interface to the regional, and state wide pawn system that is currently implemented in the Phoenix area, and State of Arizona.		
0.2	<b>C</b> The System must prepare a file containing all found, missing, and stolen property records entered into the System during the previous 24-month period and export that file to a System Administrator designated FTP site daily at a System Administrator set time of day.		
0.3	<b>C</b> The property file placed on the FTP site by the System must be semicolon delimited and contain the following data fields: Agency ORI, case number, date and time of incident, property type code, item code, quantity, brand, model/style, size, gun type, gun caliber, literal description, primary color, secondary color, serial number, owner applied number, and value.		
0.4	<b>C</b> The pawn system routinely compares pawned and bought items against stolen property files imported into its databases from local agencies and participating records management systems. Designated individuals within the agency of jurisdiction are notified of any matches/hits. Those individuals then verify the hits. If the match/hit is verified, users manually initiate a process within the system that exports the pawned ticket information along with the relevant case number into a file which is stored at a designated location on the system user's workstation. Upon user command, the RMS must be able to import the pawned ticket file exported by the pawn database from the designated location on the user's workstation and to load that information to appropriate property and suspect data fields within the database record of the appropriate case.		
0.5	<b>C</b> The information that must be imported by the RMS from a pawn system export must, at a minimum, include the following data fields: case number, pawn and second hand store information (e.g., store ID, name, location, person handling the transaction, phone number, etc.), date and time that property was pawned, individual pawning the item (e.g., full name, address, location, picture, phone number, etc.), property description, pawned value, location within store, any hold placed on property, and officer placing the hold.		



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File Number	Requirements	Vendor Response	Comments
P.1	<b>C</b> The RMS must include a Permits and Licensing module that captures and tracks licenses, permits and any required registrations issued by PPD.		
P.2	<b>C</b> The Permits and Licensing module must be able to track, at a minimum, the following types of licenses, permits, and registrations: intrusion/burglar alarms, noise, parades, street closures, vehicle storage lots, public demonstrations, arson offenders, firearm permits, parolees, taxicab operators, peddlers, and solicitors.		
P.3	<b>C</b> Trained and authorized RMS Administrators must be able to add, edit, and remove the information required by the different types of licenses, permits, and registrations tracked by the RMS without requiring any assistance from the RMS vendor.		
P.4	<b>C</b> Trained and authorized RMS Administrators must be able to add additional license, permit, and registration types to the RMS, as well as setting up the different data fields, mandatory field requirements, data entry screens and forms, required by the additional types, without requiring any assistance from the RMS vendor.		
P.5	<b>C</b> Trained and authorized RMS Administrators must be able to delete existing licenses, permits, and registrations types from the RMS without requiring any assistance from the RMS vendor.		
P.6	<b>C</b> At a minimum the Permits and Licensing module must track the following information for each license, permit, and registration application tracked by the RMS: application type; ID number; application date; application approval date; application renewal/expiration date; application fee; amount paid and date; applicant's full name (i.e., first name, middle name, last name, and suffix); applicant's complete home address (i.e., street address, apt/suite/building number, city, state, and zip code), applicant's date of birth, phone number (home, business, mobile, and other), email address (business and personal), and complete mailing address; emergency contact name and phone number; alarm company name, location, and phone number; applicable business/event location; applicable vehicle information (VIN, make, model, type, primary color, secondary color, and year); and applicable property information (e.g., serial number, make, model, type, etc.).		





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- P.7 **C** Licensing, permit, and registration data must be accessible to CAD and other interfaced systems via standard queries containing valid names, valid locations, and/or other valid information (e.g., property type and serial numbers, vehicle VIN, etc.). The City strongly prefer that the LEITSC NIEM 2.0+ RMS query standard, as fully described at the following Web site: <http://www.leitsc.org/IEPDs.htm>, be supported and implemented within the RMS to provide this capability.
- P.8 **C** The Permits and Licensing module must automatically populate appropriate data fields if the person being entered into the module's data entry screen/form is available in the MNI.
- P.9 **C** The Permits and Licensing module must automatically populate appropriate data fields if the vehicle being entered into the module's data entry screen/form is available in the MVI.
- P.10 **C** Permits and Licensing module users must be able to update information pre-filled into their report by the MNI and MVI.
- P.11 **C** The RMS Geofile must be used to validate any location information (e.g., street address, street intersections, common names, landmarks, etc.) that is entered into Permits and Licensing module data entry screens/forms.
- P.12 **C** The RMS must notify the owners of appropriate licenses, permits, and registrations of the pending expirations via USPS mail, facsimile, and/or via email notification.
- P.13 **C** Trained and authorized RMS Administrators must be able to set up expiration notification intervals for each different license, permit, and registration type that will cause the RMS to send out an expiration notification without requiring any assistance from the RMS vendor.
- P.14 **C** Trained and authorized RMS Administrators must be able to designate the type of expiration notification that will be sent out (e.g., email, facsimile, USPS, etc.) if the expiration notification interval expires based on data/flags contained in the license, permit, or registration record (i.e., each application must have a data entry field/flag indicating the type of expiration notification that should be sent out) without requiring any assistance from the RMS vendor.
- P.15 **C** Appropriate RMS users should automatically be notified by the RMS upon expiration of a license, permit, or registration.
- P.16 **C** Trained and authorized RMS Administrators must be able to designate sets of RMS users, user groups, and organizational unit supervisors that are notified upon expiration of a license, permit, or registration, and organizational unit using the RMS without requiring any assistance from the RMS vendor.
- P.17 **C** The general public must be able to complete original applications for licenses, permits, and registrations via the Internet.
- P.18 **C** The general public must be able to complete renewal applications for licenses, permits, and registrations via the Internet.



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- P.19 **C** The RMS must be able to compute and accept payments from the public over the Internet for successfully completed original and renewal applications for licenses, permits, and registrations.
- P.20 **C** Authorized and trained RMS Administrators must be able to turn on and off the ability to complete original and renewal registrations/applications/permits, as well as acceptance of payment via the Internet without requiring any assistance from the RMS vendor.
- P.21 **C** Upon the successful acceptance of payment for a license, permit, or registration application, the RMS must credit and update the appropriate records within the Permits and Licensing module.
- P.22 **C** Applications and renewals completed over the Internet must not go into effect until reviewed and approved by authorized RMS users.
- P.23 **C** Once a license, permit, or registration is issued, if the owner is arrested or is issued traffic or other types of violations, the RMS must generate an alert and notify appropriate users and user groups to determine whether the application must be revoked.
- P.24 **C** Based on name and date of birth, the RMS must generate a warning if a concealed weapon license is being sought by an individual that already has that type of license.
- P.25 **C** The Permits and Licensing module must be relationally cross-referenced to the MNI, MLI, MPI, and MVI.



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File Number	Requirements	Vendor Response	Comments
Q.1	<p>R The RMS should include a Personnel and Training module that provides for the entry and maintenance of current employee and applicant information via GUI based data entry screens, which follow the validation, security, and confidentiality requirements governed by the department's policies and procedures.</p>		
Q.2	<p>R Data stored within the Personnel and Training module should be treated as highly confidential information and both maintenance and viewing of the data should be strictly restricted to authorized personnel on a need to know basis.</p>		
Q.3	<p>R The Personnel and Training module should track each employee's organizational unit.</p>		
Q.4	<p>R The Personnel and Training module should track each employee's ID and badge numbers.</p>		
Q.6	<p>R The Personnel and Training module should track each employee's full name (i.e., first name, middle name, last name, and suffix).</p>		
Q.7	<p>R The Personnel and Training module should track each employee's complete home address (i.e., street address, apt/suite/building number, city, state, and zip code).</p>		
Q.8	<p>R The Personnel and Training module should track each employee's sex.</p>		
Q.9	<p>R The Personnel and Training module should track each employee's race.</p>		
Q.10	<p>R The Personnel and Training module should track each employee's blood type.</p>		
Q.11	<p>R The Personnel and Training module should track each employee's allergies.</p>		
Q.12	<p>R The Personnel and Training module should track each employee's social security number.</p>		
Q.13	<p>R The Personnel and Training module should track each employee's seniority.</p>		
Q.14	<p>R The Personnel and Training module should track each employee's hire date.</p>		
Q.15	<p>R The Personnel and Training module should track each employee's supervisor.</p>		
Q.16	<p>R The Personnel and Training module should track each employee's date of birth.</p>		
Q.17	<p>R The Personnel and Training module should track each employee's mailing address.</p>		
Q.18	<p>R The Personnel and Training module should track each employee's home telephone number.</p>		



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File Number	Requirements	Vendor Response	Comments
Q.19	The Personnel and Training module should track each employee's business telephone number.		
Q.20	The Personnel and Training module should track multiple emergency contact names and associated information for each employee including each emergency contact's relationships to the employee, home, business, and mobile telephone numbers, and a free format, text narrative field.		
Q.21	The Personnel and Training module should track each employee's length of service overall and length of service for each permanent assignment and job classification.		
Q.22	The Personnel and Training module should track each employee's current assignment.		
Q.23	The Personnel and Training module should track the assignment history of each employee.		
Q.24	The Personnel and Training module should track the start date of each employee's current assignment.		
Q.25	The Personnel and Training module should track the ID, name, and hire date of each employee's training officer.		
Q.26	The Personnel and Training module should track each employee's current employment status (active, retired, suspended, etc.).		
Q.27	The Personnel and Training module should track any special skills possessed by each employee (e.g., Spanish speaking, SWAT, pilot, Intoxilyzer operator, hostage negotiator, etc.).		
Q.28	The Personnel and Training module should provide a narrative field for entering miscellaneous information about an employee (e.g., career ambitions, etc.).		
Q.29	The Personnel and Training module should track each employee's training information including certifications and recertification requirement dates.		
Q.30	The Personnel and Training module should track whether applicable employees have signed off on having received or undergone required training for their position.		
Q.31	The Personnel and Training module should be able to produce a report identifying all employees within a specified agency and employment position type that have not signed off on required training.		
Q.32	The Personnel and Training module should track all firearms and other weapons assigned to employees.		
Q.33	The Personnel and Training module should track the training classes attended by each employee including, at a minimum, the class date, class location, class name, the class type, the class instructor, number of hours or credits earned, the certification or recertification purpose of the class, and the score or completion status of the employee for the class (e.g., passed, failed, passed with a score of XX, etc.).		



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File Number	Requirements	Vendor Response	Comments
Q.34	The Personnel and Training module should track the training classes administered (taught) by each employee including, at a minimum, the class date, class location, class name, the class type, the number of students, number of hours or credits potentially earned by each student in the class, and the certification or recertification purpose of the class.		
Q.35	The Personnel and Training module should track Web-based training completed by employees as well as reading directives issued by RPA Administrators.		
Q.36	Authorized RMS users should be able to specify one or more agencies/departments, one or more organizational units, one or more certification types, a time interval before the certification will expire, and various combinations of these factors to obtain a list of personnel who are nearing their recertification dates, along with the affected certification type and requirements for keeping the certification.		
Q.37	The Personnel and Training module should be able to notify users and their supervisors that their certification will be expiring unless they fulfill the required tasks.		
Q.38	Personnel and Training module certification expiration notifications should, at a minimum, include the affected individual's name and ID, organizational unit, certification type, required items to be completed, and certification expiration date.		
Q.39	It is desirable that the Personnel and Training module provide the ability to perform staffing requirement analyses for strategic planning including, at a minimum, identifying shortfalls in personal deployment, analyzing time off and other request, automatically building current and future shift schedules based on user-specified criteria, and determines optimal personnel deployment options.		



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File Number	Requirements	Vendor Response	Comments
R.1	<p>C The RMS must include a Property and Evidence module that captures and maintains all property types: prisoner safe-keeping, safe-keeping, stolen, lost, recovered, found, destroyed, sold, seized, and/or held as evidence.</p>		
R.2	<p>C The Property and Evidence module must be fully integrated with property information entered on initial offense, supplemental, arrest and other reports, as well as with other RMS and data entry modules that track property information.</p>		
R.3	<p>C All property and evidence entered into the RMS must only be entered once and carried through to all other RMS modules that utilize the information including the Property and Evidence module.</p>		
R.4	<p>C Property information entered within other RMS modules (e.g., Offense and Supplemental Reports, Arrest, AFR, etc.) must flow seamlessly to appropriate fields within the Property and Evidence module without requiring the re-entry of any information.</p>		
R.5	<p>C Property information entered within the Property and Evidence module must flow seamlessly to appropriate fields within other RMS modules (e.g., Offense and Supplemental Reports, Arrest reports, etc.) without requiring the re-entry of any information.</p>		
R.6	<p>C The Property and Evidence module must be organized and configurable by department and by each property room within the agency and department using the RMS.</p>		
R.7	<p>C The Property and Evidence module must automatically check the RMS's databases and interfaced databases (e.g., NCIC) for entered property items and alert RMS users if the items have previously been reported stolen or missing.</p>		
R.8	<p>C Entry of information related to searchable (serial number, owner applied number, etc.) property that is recovered, found, or submitted as evidence must initiate an automatic query to the ACIC and NCIC stolen property databases and alert users of any hits.</p>		



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File Number	Requirements	Vendor Response	Comments
R.9	<p>C The Property and Evidence module must store, display, and enable the editing of information pertaining to property and evidence items including, at a minimum: date, time, location of the property event; officer(s) involved; description of the property; the quantity and value (estimated or known) of the property; serial numbers and other identification information; associated case numbers and case offense/crime type; item number; owner's name and contact information; release to owner date; property type and category or article codes; number of days held; destruction/disposal date; brand names; manufacturer; models; and colors.</p>		
R.10	<p>C The Property and Evidence module must support the capture, storage, and display of a (practically) unlimited number of photographs/images of property items.</p>		
R.11	<p>C At a minimum, the Property and Evidence module must be able to track and provide data entry fields for all of the property and evidence data elements tracked by NCIC, UCR, and NIBRS.</p>		
R.12	<p>C The Property and Evidence module must support the association of a single property item to multiple cases and reports.</p>		
R.13	<p>C The data fields within the Property and Evidence module must initially use NCIC, NIBRS, and UCR codes for validation of non-text property data entered into the RMS.</p>		
R.14	<p>C Trained and authorized RMS Administrators must be able to modify the validation codes used to validate property items entered into the Property and Evidence module without requiring any assistance from the RMS vendor.</p>		
R.15	<p>C Trained and authorized RMS Administrators must be able to modify the NCIC, NIBRS, and UCR code tables as needed to add specific property types and link them to the correct NCIC, NIBRS, and UCR code.</p>		
R.16	<p>C The Property and Evidence module must store, display, and enable the editing of at least the following Information pertaining to property items checked into a property room: department, property room name and ID, property's storage location (i.e., room, wall, shelf, package number, item number, and bin ID), barcode label ID, free format (narrative) description, any identifying numbers, next action to be taken, date to be taken, current status, last transaction date, last transaction type, and the full name and ID of the person performing the last transaction.</p>		
R.17	<p>C The Property and Evidence module must be able to use bar coding technologies to identify and track property and evidence items maintained in the RMS. Vendor must provide a list of bar coding hardware that are compatible with their software.</p>		



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File Number	Requirements	Vendor Response	Comments
R.18	<p>C The Property and Evidence module must be able to use RFID technologies to identify and track property and evidence items maintained in the RMS. Vendor must provide a list of RFID hardware that are compatible with their software.</p>		
R.19	<p>C The Property and Evidence module must support portable bar code readers that enable wireless remote capture, identification, and storage of bar code information where property and evidence is stored.</p>		
R.20	<p>C The Property and Evidence module must support the scanning of a storage location in order to automatically enter the property item's location.</p>		
R.21	<p>C Authorized RMS users (e.g., officers) completing initial offense, supplemental, arrest and other RMS reports that contain property must be able to print property tags/barcodes directly from their reports and affix the tags to the entered property items prior to their storage in a property room.</p>		
R.22	<p>C Authorized RMS users (e.g., property room custodians and clerks) checking property items into a property room must be able to print and affix property tags/barcodes to the checked-in property items prior to their storage in the property room.</p>		
R.23	<p>C The Property and Evidence module must automatically fill in previously entered information that is known to the RMS, but allow authorized RMS users to update any previously entered information. For example, it must not be necessary to indicate the person completing the last transaction if the RMS already knows the name and ID of the person completing the transaction.</p>		
R.24	<p>C The property room name and ID where property items are stored must default to the location of the workstations completing the transaction.</p>		
R.25	<p>C Authorized RMS users must be able to query the Property and Evidence module database by case number, bar code ID, item ID, invoice number, current disposition, next action type, next action date, partial and full serial number, partial and full owner applied number, all master indices, officer involved, property description, date and time range, and various combinations of all of these search criteria.</p>		
R.26	<p>C Authorized RMS users must be able to determine the property room status and location of property items associated with a case directly from the various reports comprising the case.</p>		
R.27	<p>C Authorized RMS users must be able to determine the property room status and location of property items associated with a case directly from query results listing reports and cases that have property that was entered into a Property and Evidence module database.</p>		
R.28	<p>C The Property and Evidence module must be able to alert appropriate RMS users and groups of users prior to the time that the statute of limitations is exceeded for disposal of the property.</p>		





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File Number	Requirements	Vendor Response	Comments
R.29	<p>C The Property and Evidence module must support automatic disposition notification of certain property by notifying specific RMS users or groups of users when property is eligible for disposition based upon the type of item, the type of associated case and the statute of limitations associated with the charges in the case, and elapsed time since the case was adjudicated.</p>		
R.30	<p>C The Property and Evidence module must be able to create lists of property to be sold at auction or otherwise disposed. The data collected in this module must include what auction vendor took the item, who bought the item at auction and the price they paid.</p>		
R.31	<p>C The Property and Evidence module must support the entry of case disposition, which then triggers property status/disposition changes for property associated with the case. The module must send a notifications for approval to release when the case disposition allows, unless the property is linked to another case.</p>		
R.32	<p>C The Property and Evidence module must be able to automatically print letters to property owners to pick up their stored property and automatically record/store the date that the letter was sent.</p>		
R.33	<p>C The Property and Evidence module must automatically change the status of property whose owners have been notified, but have not picked up their property within a specified time interval. State Mandatory Item: Must be able to generate list of property so notification of ready to release goes to publications.</p>		
R.34	<p>C Trained and authorized RMS Administrators must be able to set up and maintain, without requiring any assistance from the RMS vendor, the elapsed time from owner notification that their property is available for pickup and the change in status of the affected property items if the owner does not pick up the property within the specified time.</p>		
R.35	<p>C Prior to the disposition of a property item stored within a Property and Evidence module database, the RMS must automatically check to ensure there are no holds or other cases pending where this property is required. The module must send notifications for approval for release.</p>		
R.36	<p>C The Property and Evidence module must be able to generate receipts for property that is going to be disposed, transported to a different facility, and other appropriate Property and Evidence module transactions.</p>		
R.37	<p>C The Property and Evidence module must be able to capture electronic signatures from individuals picking up property for various reasons including disposal, claimed by owner, and transfer to a different facility.</p>		
R.38	<p>C The Property and Evidence module must provide tools to expedite completing property room and storage facility inventories.</p>		



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File Number	Requirements	Vendor Response	Comments
R.39	 Authorized RMS users must be able to display and print property room inventory lists that identify all items stored in the entire or a user specified subarea of a property room along with user specified information about each items contained in the specified area.		
R.40	 The Property and Evidence module must maintain "chain-of-custody" information for all property and evidence stored in the RMS as property moves between the property room and various other locations such as labs, prosecutor's office, courts, etc. PPD requires fingerprints with signatures to sign out property, the system must also complete an audit trail of who took the item.		
R.41	 The Property and Evidence module must provide the capability to "split" quantity-based items (fluids, powders, etc.) and then to track the split portions of the original quantity recorded.		
R.42	 The Property and Evidence module must be relationally cross-referenced to the MNI, MLI, MPI, and MVI master indexes and to the Offense and Supplemental Reports, Arrest, and other appropriate RMS modules.		
R.43	 The Property and Evidence module must contain reporting capability that includes staff productivity, storage capacity/space availability, inventory and a monthly/quarterly property conversion report.		
R.44	 The Property and Evidence module must send alerts to officers of any case related vehicle impound still active after 72 hours without a scientific analysis request or hold.		
R.45	 The Property and Evidence module must contain fields to record lab results, ballistic results and subpoena tracking information.		
R.46	 The Property and Evidence module must allow the ability for officers/detectives to notify the property technician that they are in route to property and evidence to pick up items and what items they need.		



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File Number	R	Requirements	Vendor Response	Comments
S.1	R	The RMS should include a Protection Orders and Restraint module that supports the creation and tracking of protection orders and restraints that apply to specific individuals, locations, and actions.		
S.2	R	The Protection Orders and Restraint module should, at a minimum, enable the recording, maintaining, and tracking of protection orders, restraints, anti-harassment orders, and no-contact orders.		
S.3	R	Information tracked and maintained by the Protection Orders and Restraint module should, at a minimum, include: type of order (e.g., no trespass, exclusion, anti-harassment, protection, no-contact, etc.), complainant's (i.e., petitioner's) full name (e.g., first name, middle name, last name and suffix), defendant's (i.e., respondent's) full name, other protected people, caution code, issue date/time, start date and time, expire date/time, purge date and time, court name, court case number, terms, served by (e.g., office ID, first name, middle name, last name, and suffix), served by date/time, stay-away conditions of orders, distance, location to vacate, free format narrative remarks, civil/criminal flag, arrest clause flag.		
S.4	R	The Protection Orders and Restraint module should, at a minimum, track and maintain all parties named in the protection orders/restraints and their relationship to the order.		
S.5	R	The Protection Orders and Restraint module should, at a minimum, track and maintain the conditions of the order, the issuing authority, effective time period, location, distance, restrictions, and type of contact prohibited.		
S.6	R	The Protection Orders and Restraint module should, at a minimum, track and maintain all of the data fields required by ACIC and NCIC.		
S.7	C	Authorized RMS users must be able to attach one or more images (i.e., photographs) to protection orders and restraints.		
S.8	R	Authorized RMS users should be able to query information stored in the Protection Orders and Restraint module by name, location, and by cross-referenced vehicles.		
S.9	C	The Protection Orders and Restraint module must support the entry of multiple protected persons and locations for a single court order.		
S.10	C	Authorized RMS users must be able to change the status of protection and restraining orders from temporary to permanent without having to re-enter existing information and to update the appropriate databases (i.e., ACIC and NCIC).		



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File Number		Requirements	Vendor Response	Comments
S.11	R	Authorized RMS users should be able to add a Brady flag after service of a protection order.		
S.12	R	Location information entered into the Protection Orders and Restraint module should be validated against the RMS Geofile.		
S.13	R	Validated location information entered into the Protection Orders and Restraint module should update the MLI.		
S.14	R	Authorized and properly certified RMS users should be able to upload, via a simple command or set of commands, orders and restraints entered into the Protection Orders and Restraint module into ACIC and NCIC depending on the nature of the information.		
S.15	C	Authorized RMS users must be able to access Information gathered by the Protection Orders and Restraint module as required via standard RMS queries and reports that, at a minimum, provide the ability to search and report by user-specified date and time range, name, location, order type, status, agency, servicing office, as well as various combinations of these search parameters.		
S.16	C	Authorized RMS users must be able to develop ad hoc queries that combine information available in the Protection Orders and Restraint module with data contained in all other RMS databases.		
S.17	R	The RMS should support the development and execution of reports that combine information available in the Protection Orders and Restraint module with data contained in all other RMS databases.		
S.18	R	The Protection Orders and Restraint module should automatically populate appropriate data fields if the individual being entered is available in the MNI.		
S.19	R	The Protection Orders and Restraint module should automatically populate appropriate data fields if the vehicle being entered is available in the MVI.		
S.20	R	Protection Orders and Restraint module users should be able to update information pre-filled into their report by the MNI and MVI.		
S.21	R	At the discretion of the Protection Orders and Restraint module user and based on specific policies implemented within the agency to which the user entering data belongs (i.e., one agency may allow a clerk or an officer to update MNI information; while a different agency may only allow records personnel to update MNI information), the appropriate fields within the MNI and MVI should be updated based on information being entered into the Protection Orders and Restraint module.		
S.22	C	CAD queries regarding names and locations must search the Protection Orders and Restraint module database and return any relevant information through the CAD interface identified in this RFP.		
S.23	C	The Protection Orders and Restraint module must be relationally cross-referenced to other appropriate RMS modules, as well as the MNI, MVI, and MLI master indexes.		



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File Number	Requirements	Vendor Response	Comments
T.1	<b>C</b> The RMS must include a Report Approval module that supports the report approval processes of the City.		
T.2	<b>C</b> The RMS must support the creation, modification, deletion, and use of agency specific organizational units (e.g., homicide and assault, auto theft, precincts, etc.) that represent functional work units and/or geographic subareas of the agency.		
T.3	<b>C</b> Completed, but unapproved reports must be available for review by the report author and the responsible supervisors.		
T.4	<b>C</b> Authorized RMS users (e.g., prosecuting attorney's office in cases of arrest for first appearance purposes) must be able to view and query reports that have been submitted but not approved, with the report and all information contained in the report being clearly identified as pending approval.		
T.5	<b>C</b> Authorized RMS users must be able to view and query reports that are incomplete, but with the report and all information contained in the report being clearly identified as being incomplete and unapproved.		
T.6	<b>C</b> Trained and authorized RMS Administrators must be able to configure the RMS to enable or disable the ability of one or more RMS users, or one or more user groups to view incomplete reports and the information contained within them without requiring any assistance from the RMS vendor.		
T.7	<b>C</b> Confidential information contained in reports (initial offense, supplemental, associated attachments and multi-media images, and other reports) must not be displayed or accessible except by authorized users, regardless of their completion and approval state. Only authorized users must be able to view or access Confidential Information contained in incomplete, unapproved, and approved reports.		
T.8	<b>C</b> The RMS must support multiple supervisory roles where a supervisory role is not necessarily a person but represents a supervisory position within the department.		
T.9	<b>C</b> Trained and authorized RMS Administrators must be able to assign RMS users to one or more organizational units (work groups) that have been defined within the RMS without requiring any assistance from the RMS vendor.		
T.10	<b>C</b> Trained and authorized RMS Administrators must be able modify the organizational unit assignments of RMS users as necessary without requiring any assistance from the RMS vendor.		



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File Number	Requirements	Vendor Response	Comments
T.11	<p>C Trained and authorized RMS Administrators must be able to define, modify, delete, and display one or more supervisory roles for each organizational unit in the RMS as necessary without requiring any assistance from the RMS vendor.</p>		
T.12	<p>C The RMS must automatically route completed reports that are ready to be reviewed to the supervisory role of the work group to which the user completing the report belongs.</p>		
T.13	<p>C RMS users completing reports that are ready to be reviewed must be able to invoke a GUI-based, efficient procedure that overrides the default supervisory role to which the report would have been routed and to indicate the supervisory role or specific user that will review the report.</p>		
T.14	<p>C Authorized users logging into a supervisory role must be able to display a list of all reports waiting to be reviewed with the list, at a minimum, containing the following fields: organizational unit ID/name, report author, offense/nature code, date and time that the report was completed/submitted for review, location of the incident/case that is the subject of the report, report's containing reporting district and grid, and the length of time that the report has been waiting for review.</p>		
T.15	<p>C Authorized users logging into an organizational unit's supervisory role must be able to sort the displayed list of all reports waiting to be reviewed by organizational unit ID/name, report author, offense/nature code, date and time that the report was submitted for review, location of the incident/case that is the subject of the report, report's containing district, report's containing grid, the length of time that the report has been waiting for review, and various combinations of these data fields.</p>		
T.16	<p>C Authorized users logging into the supervisory role must be able to select a report to review off of the list containing reports waiting to be reviewed.</p>		
T.17	<p>C The RMS must display the report's details upon selection of the report for review by an authorized user logging into a supervisory role regardless of the confidentiality status of that report. Authorized supervisors must be able to review, approve, or reject all reports within their responsibility regardless of the confidentiality status of those reports.</p>		
T.18	<p>C Authorized users must be able to log into a supervisory role either on PC or MDC based RMS workstations.</p>		
T.19	<p>C The display and functionality (e.g., look and feel) of the Report Approval module must be similar whether the user logs into a LAN/WAN PC or MDC based RMS workstation.</p>		
T.20	<p>C RMS users must be able to be members of none, one, or multiple supervisory role groups.</p>		
T.21	<p>C RMS users must be able to be members of none, one, or multiple organizational units (work groups).</p>		



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T.22	<p>C RMS users must be able to be members of a supervisory role group and a regular member of a different work group. A user must be able to simultaneously be a supervisor of one work group and a worker in a different work group.</p>		
T.23	<p>C The RMS must support the routing of completed reports that require approval to specific individuals in addition to the supervisory roles and work groups described herein.</p>		
T.24	<p>C In the event that no available supervisor exists for a supervisory role, the RMS must provide an easily invoked process where a RMS user can be easily placed in the capacity of an acting supervisor for a specific supervisory role that does not involve RMS administration privileges. The vendor must fully explain the procedures available in the RMS to meet this requirement.</p>		
T.25	<p>C The RMS must notify supervisory personnel of reports awaiting review.</p>		
T.26	<p>C The RMS must notify the report author of a report returned for correction immediately or if the user is not logged onto the RMS, the next time that the user logs onto the RMS.</p>		
T.27	<p>C The RMS must notify the report author of a report's approval immediately or if the user is not logged onto the RMS, the next time that the user logs onto the RMS.</p>		
T.28	<p>C Authorized RMS users (i.e., supervisors) must be able to select a report for review and after examining the report, return it to the report approval queue without rejecting or approving it.</p>		
T.29	<p>C Authorized RMS users (i.e., supervisors) must be able to return a partially reviewed report back to the report approval queue, but to mark it as an in-progress review by them so that they are able to resume their review at a later time and that no other supervisor is able to pick up that partially reviewed report and complete it.</p>		
T.30	<p>C Authorized RMS users (i.e., supervisors) must be able to pick up and continue working on partially reviewed reports that were marked for their review.</p>		
T.31	<p>C Authorized RMS users must be able to re-assign a report marked for further review by a specific supervisor and assign it to a different supervisor or just remove the in-progress flag so that a different supervisor can review it.</p>		
T.32	<p>C A report that is pulled off the queue for review by an authorized user (i.e., supervisor) must not be available for review by another user unless it is returned to the report approval queue in an unapproved state (i.e., the supervisor merely reviewed it and did not mark it for further review by him or herself).</p>		
T.33	<p>C Reports that have been selected for review must not be available for review selection to other supervisors logging into that supervisory role.</p>		
T.34	<p>C Authorized users (i.e., supervisors and/or report authors) must be able to transfer a report to a different organizational unit for review and approval.</p>		



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T.35	 An authorized user (i.e., supervisor) must be able to append notes to a report that indicate to the report owner what must be corrected prior to the report being approved.		
T.36	 Once a report is approved, all report approval notes associated with the report must be permanently deleted such that they are not discoverable if the case goes to trial.		
T.37	 The automatic deletion of notes associated with the approval process of reports must be configurable.		
T.38	 The RMS must support a multi-level report approval process where approval for a report is not only required by the report owner's supervisor, but by records clerks, UCR clerks, and other agency specific organizational units.		
T.39	 The RMS must provide the ability to automatically lock a report after it has been approved and the RMS must not allow any further edits of locked reports.		
T.40	 Only the report owner (i.e., report originator) must be able to modify unapproved, unlocked reports.		
T.41	 Reports approved by a supervisor must be forwarded on to the next review level and eventually to the RMS's database for general distribution and availability.		
T.42	 The Report Approval module must be fully integrated with the Case Management module such that copies of approved and, in certain user-defined situations, high priority unapproved reports are automatically forwarded to the appropriate investigative assignment supervisor based on data contained within the report.		
T.43	 Trained and authorized RMS Administrators must be able to set up a report routing workflow that is automated, based on data contained within the report without requiring any assistance from the RMS vendor.		
T.44	 Trained and authorized RMS Administrators must be able to set up new approval levels and workflows and remove or modify existing approval levels and workflows without requiring any assistance from the RMS vendor.		
T.45	 Where possible, the RMS must remind users when a report is required for a specific incident and/or incident type, but has not been initiated or completed.		
T.46	 Authorized and trained RMS administrators must be able to configure access to all report queues for any organizational unit that requires access for random audits.		





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U.1	<b>C</b> The RMS must include ad hoc query and report generation tools that are able to construct structured queries based on user provided information against any data element or combination of data elements contained in the RMS's databases. The vendor must list all of the reports that are included in the RMS's canned and ad hoc reporting tool.		
U.2	<b>C</b> If required, the City prefers that 3 <sup>rd</sup> party ad hoc report writing (Business Intelligence) tools included in the RMS are Microsoft SQL Server Reporting Services, or BusinessObjects' Crystal Reports. Any alternate business intelligence platforms included in the RMS must be fully identified and described by the vendor.		
U.3	<b>C</b> The RMS's ad hoc report-writing tool must be able to create and maintain reports using any and all data fields within the RMS regardless of the RMS database in which the information is stored.		
U.4	<b>C</b> The RMS must support SQL selection syntax.		
U.5	<b>C</b> The RMS's ad hoc report-writing tool must be able to display the SQL statements resulting from the plain English or GUI-based SQL syntax build.		
U.6	<b>C</b> Authorized RMS users must be able to join one or more of the RMS's databases with other ODBC, JDBC, and SQL compliant City databases for the production of ad hoc reports.		
U.7	<b>C</b> Authorized RMS users must be able to join one or more of the RMS's databases with other ODBC, JDBC, and SQL compliant City databases for display purposes on an RMS Dashboard. This dashboard must be configurable to each users login and display data in color graphs(pie, line, bar, etc...) as selected by the user.		
U.8	<b>C</b> The RMS's ad hoc report-writing tool must allow authorized users to develop and save reports for later reuse.		
U.9	<b>C</b> Run time parameters must be available to modify the content of saved ad hoc RMS reports.		
U.10	<b>C</b> The RMS must include an ad hoc report-writing tool that is GUI-based and does not require programmer level expertise to generate, save, and re-use basic queries and reports.		
U.11	<b>C</b> RMS users must be able to display, print, or save (i.e., store the results in one or more of the available output formats such as but not limited to: PDF, Word, Excel, Access, XML, etc.) the results of ad hoc reports and queries.		



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U.12	<p>C Experienced and authorized RMS Administrators/Users must be able to use the RMS's ad hoc report-writing tool and/or other 3rd party tools such as crystal reports, etc. to develop sophisticated reports and queries that access data in a variety of ways, can compute sub-totals, perform basic calculations (e.g., add, subtract, multiply, text manipulation and operations, etc.) without adversely impacting RMS operations and without requiring assistance from the RMS vendor. The vendor must describe the skills required to develop sophisticated queries and reports.</p>		
U.13	<p>C Authorized casual RMS users must be able to use the sophisticated reports and queries and customize the queries as required through run time parameters.</p>		
U.14	<p>C The RMS's ad hoc report-writing tool must provide graphics capabilities for the production of bar charts, pie charts, and other types of graphs based on data stored in the RMS's databases and user specified search criteria.</p>		
U.15	<p>C The RMS's ad hoc report-writing tool must use point and click, or equivalent technology for report field selection, record selection criteria, and sorting options.</p>		
U.16	<p>C The RMS's ad hoc report-writing tool must allow department logos, seals, contact, and other information to be included in generated reports. The report-writing tool must also allow users to use customized headers and footers to include specific disclaimers and report data parameters.</p>		
U.17	<p>C The RMS's ad hoc reporting tool must be capable of efficiently exporting query results and report data to Microsoft Word, Access, Excel, Comma Separated Value (CSV), and other standard database formats that support ODBC, JDBC, and XML. The vendor must indicate the type of output formats that are supported by the RMS's ad hoc reporting tool.</p>		
U.18	<p>C The RMS's ad hoc report-writing tool must warn users if the number of records resulting from a report's selection criteria exceeds a threshold set by RMS Administrators. The report must not proceed unless the user acknowledges the potential number of resulting records.</p>		
U.19	<p>C The RMS's ad hoc report-writing tool must be capable of restricting the number of records that would be transferred to MDCs. Reports that generate output that contain more records than a RMS Administrator set limit must not be transferred to MDCs.</p>		
U.20	<p>C The vendor must indicate the skills and education experience for both casual and experienced ad hoc report writing personnel that is required to complete the types of reports and queries defined in this RFP.</p>		



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U.21	<b>C</b> The RMS's ad hoc report-writing tool must be capable of automatic electronically published predefined reports and ad hoc reports to users or user groups as defined by the RMS user. This feature would allow PPD to be in compliance with ARS 13-4401.1 that requires notification of certain crime types to Neighborhood Victim Advocates.		



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V.1	<p>C The system must satisfy all of the most current Criminal Justice Information Services (CJIS) Security Policy requirements and guidelines. The system must encrypt data, including User ID's and passwords, as required by the most current CJIS and other Federal and State security policies that are in effect during system implementation. This standard will apply for all aspects of the technical and security areas of this RFP including queries.</p>		
V.2	<p>C The RMS must provide an audit file/database that stores all user-based transactions including, at a minimum, the ID of the user and workstation/MDC completing the transaction, date and time of the transaction, transaction type, contents before the transaction, and contents after the transaction completes.</p>		
V.3	<p>C Trained and authorized system administrators must be able to turn the audit function on and off by application module, transaction type, specific data entry screen(s), specific tables, specific data fields, individual users, user groups, and various combinations of these factors.</p>		
V.4	<p>C Trained and authorized system administrators must be able to set up and disable "view" auditing that will log all system users that view specified data regardless of whether the user performed a transaction on the data or not.</p>		
V.5	<p>C Trained and authorized system administrators must be able to set up and disable "view" audits for specific users and user groups without requiring any assistance from the vendor.</p>		
V.6	<p>C Trained and authorized system administrators must be able to set up and disable "view" audits for specific database records, data entry and display screens, specific record type, specific records, specific data fields, and various combinations of these factors without requiring any assistance from the vendor.</p>		
V.7	<p>C The system's audit databases must only be accessible to users specifically assigned that security privilege.</p>		
V.8	<p>C Authorized users must be able to search the system's audit database by, but not limited to the following data fields: date and time ranges, by application module, transaction type, specific tables, specific data fields, specific data entry screens, individual users, user groups, workstation ID, and various combinations of these factors.</p>		
V.9	<p>C Authorized users must be able to generate statistical reports on transactions contained in the system's audit database for all users, a subset of users, a set of user groups, a specified date and time range, specific set of transaction types, specific set of data fields/tables, and for various combinations of these factors.</p>		



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V.10	<p>C Authorized users must be able to export the results of system audit database queries and searches to outside databases and formats such as, but not limited to: XML, CSV, PDF, Microsoft Word, Excel, and Access.</p>		
V.11	<p>C The system's audit database must store transaction information associated with any administrator modifications of system configuration parameters and files including the initial setup and any subsequent changes.</p>		
V.12	<p>C The system's audit database must store transaction information associated with system inquiries including, at a minimum, the query, user and Workstation ID of the user submitting the query, ORI and TOC if applicable, the date and time of the query, and the records and data fields displayed as a result of the query.</p>		
V.13	<p>C The system's audit database must store transaction information associated with any system security changes including, at a minimum, the security transaction, user and Workstation ID of the user initiating the security transaction, the date and time of the transaction, records and data fields affected as a result of the transaction, and any changes resulting from the transaction.</p>		
V.14	<p>C The system's audit database must store transaction information associated with any system confidentiality workgroup changes including, at a minimum, the transaction, user and Workstation ID of the user initiating the confidentiality workgroup transaction, the date and time of the transaction, records and data fields affected as a result of the transaction, and any changes resulting from the transaction.</p>		
V.15	<p>C The system's audit database must store all transactions completed by system administrators including, at a minimum, the administrator user ID, date/time of modification, modification made, and table value prior to the completed modification.</p>		
V.16	<p>C The system's audit database must store the date, time, Workstation ID, and user ID associated with unsuccessful sign-on attempts.</p>		
V.17	<p>C The system provides the ability for the System Administrator to audit system print screens to identify user, date, time, and workstation used to print.</p>		
V.18	<p>C The system must include a fully documented Applications Programmer Interface (API) that enables 3rd party and City developed applications to dynamically access system data and functions.</p>		
V.19	<p>C The API must include and fully support the security and authentication requirements specified in this section of the RFP. All access to the system's functions and data must be authenticated and controlled based on the system specific permissions of users accessing the system through the API. Any audit database/tracking requirements listed in this section must also apply to access to data via any API.</p>		



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V.20	<p>C The API must include and fully support the confidentiality requirements specified in this RFP. All access to confidential data stored in the system must be authenticated and controlled based on the system specific credentials of user's accessing the system through the API. Confidential data must only be accessible to authorized users even through the API.</p>		
V.21	<p>C The system API must act as a layer providing access to system data, while insuring that confidentiality, security, and business logic constraints and procedures are applied prior to granting access.</p>		
V.22	<p>C System administrators must be able to control the amount of access granted to an application through the API (e.g., the number of concurrent sessions, the size of data transmitted through the system, etc.) as required to maintain an acceptable system response time without requiring any assistance from the vendor.</p>		
V.23	<p>C The system API must conform to applicable technology standards and support the .NET framework.</p>		
V.24	<p>C The system API must be development language agnostic and allow interfacing with the most current set of development languages and frameworks.</p>		
V.25	<p>C System administrators must authorize an application developed through the API and be able to thoroughly test it prior to its actual use on the production version of the system.</p>		
V.26	<p>C All changes to API applications previously authorized for use on the system must be thoroughly tested and authorized by system administrators prior to those changes being used on the production version of the system.</p>		
V.27	<p>C System administrators must be able to control the agency data that is accessed by applications developed through the API. For example, allowing access to one agency's data, but not a different agency's data.</p>		
V.28	<p>C The system API must provide a mechanism to secure/encrypt all traffic moving through the interface.</p>		
V.29	<p>C Use of the API must not interfere with system upgrades. Applications developed through the API must be backwards compatible with system upgrades and intermediate releases.</p>		
V.30	<p>C A client-server architecture that employs local and wide area networks (LAN/WAN/MAN) to connect the system's client applications to the system's servers is preferred. The vendor must fully describe the system's proposed architecture.</p>		
V.31	<p>C Thin-client and Web-enabled enterprise applications that are browser-based, Internet Protocol (IP) enabled, and use Web services are preferred.</p>		



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V.32	<p>C The system must use an enterprise class, secure (i.e., meets CJIS security standards), widely used, and established (i.e., implemented and supported in many agencies of the size of the City) relational database management system (DBMS) with redundant, highly available data storage for storing and retrieving system data.</p>		
V.33	<p>C Although the City's preferred server and workstation platforms are outlined in the RFP, the system must operate on industry standard equipment platforms and be equipment vendor neutral.</p>		
V.34	<p>C The system must not be totally dependent on any single outside supplier or vendor and must be able to migrate to different operational and equipment environments as required, as well as gracefully evolving (i.e., without requiring extensive replacements of any major equipment or software components) to more modern environments as time progresses. The vendor must describe their policies and procedures for enabling system evolution to take advantage of, and migrate to changing technologies.</p>		
V.35	<p>C The city prefers that the system comply with the City of Phoenix's most current technical standards (e.g., operating system, database management system, server platforms, Network firewall, etc.) as specified in Exhibit D of this RFP. The vendor may propose and the system may include alternatives to these standards, but the alternatives must be clearly identified and described.</p>		
V.36	<p>C The system must support system database and software backup capabilities that result in incremental and full backups of all system files, software components, and databases.</p>		
V.37	<p>C The City prefers unattended system backups that automatically backup the system's databases and software.</p>		
V.38	<p>C The system must support system database and software restore capabilities that result in partial or full restores of system files, software components, and databases.</p>		
V.39	<p>C All system applications/modules and functions must remain fully operational during system backup and restore processes.</p>		
V.40	<p>C The system must be based on the Department's software standards as defined in Exhibit D.</p>		
V.41	<p>C The system must utilize an industry-recognized, proven, and robust operating system. The vendor must describe the specific version being offered and if it is not the latest version, the plans for migrating to the latest version.</p>		
V.42	<p>C The system's operating system must be capable of managing the priority of each system application hosted on system servers and implement appropriate Central Processing Unit (CPU) timesharing, if required.</p>		



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V.43	<p>C The system's operating system must be capable of sending messages to the applications, and designated system users via email, text messaging, and alphanumeric pagers regarding the status of operations and any errors that may have occurred. These alerts must also notify on the status of the interfaces. The City prefer that the system's operating system and applications support Simple Network Management Protocol (SNMP) type monitoring and problem alerting as defined herein.</p>		
V.44	<p>C The system must support and utilize a standard Windows GUI that includes: dialog boxes, point-and-click, drag-and-drop, and other standard Windows based capabilities and functions. The vendor must describe the degree to which the system supports point and click and other Windows GUI device functionality.</p>		
V.45	<p>C Switching between system and/or operating system windows must not adversely affect any information stored in, or displayed in any of the windows.</p>		
V.46	<p>C Menus or drop-down dialog boxes must be employed in the system to select the various functions that are available within the system.</p>		
V.47	<p>C Trained and authorized system administrators must be able to configure agency specific drop down dialog boxes, pick lists, and other components of the system's GUI for each agency/department using the system.</p>		
V.48	<p>C The system's GUI must support varying screen resolutions and font / icon sizes.</p>		
V.49	<p>C The system's GUI must support all Windows advanced appearance settings. (i.e., adjustment of scroll bar size, title bar, and caption buttons, etc.)</p>		
V.50	<p>C In addition to standard Windows functionality (dialog boxes, etc.), the system must make use of programmable function keys for frequent operations to reduce the number of required keystrokes. The vendor must explain the operation of all function keys provided.</p>		
V.51	<p>C System function keys must be programmable by authorized and trained system administrators.</p>		
V.52	<p>C The system must include a training environment, which must allow City personnel to be trained on the system without affecting any aspect of the "live" (production) environment. Information entered and processes completed within the system's training environment must not be reflected or stored within the system's production databases.</p>		
V.53	<p>C The system's training environment must closely, if not exactly resemble (mirror) the production system environment including pick lists, menu options, data entry forms, address validation procedures, etc.</p>		





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V.54	<p>C Trained and authorized system administrators must be able to update the system's training environment by migrating a specific set or all of the system configuration parameters, along with a user selected set of data records from the system's production environment to the system's training environment. A command or easily invoked procedure must be available to replicate all or a system administrator selected set of system configuration parameters from the system's production environment to the system's training environment.</p>		
V.55	<p>C The system must include a test environment, which may be the same as the training environment, but must allow City personnel to test new system version releases, new databases, new Geofiles, and revised configuration parameters prior to placing them in the system's production environment.</p>		
V.56	<p>C The City prefers a separate testing and training environment in which one set of users and administrators are performing system tests under the system's testing environment, while, at the same time, a different set of users are being trained under the system's training environment. The city prefers that the testing and training configuration exists in a virtual environment</p>		
V.57	<p>C The system's testing environment must be as extensive as the system's production environment in order to enable full load testing. This must be accomplished without requiring every piece of hardware in the production environment to exist in the testing environment. The vendor needs to provide documentation on how they normally configure a test environment.</p>		
V.58	<p>C A command or easily invoked procedure must be available to replicate all or a system administrator selected set of configuration parameters, databases, Geofiles, and/or other user selected system components from the system's production environment to the system's testing environment in order to refresh the testing environment prior to testing new version updates or other types of system changes.</p>		
V.59	<p>C A command or easily invoked procedure must be available to replicate all or a system administrator selected set of configuration parameters, databases, Geofiles, and/or other system components from the system's testing environment to the system's production environment once testing has been completed and the changes verified to operate successfully.</p>		
V.60	<p>C The system must be sensitive to the end-device type and its network, restricting volumes or reformatting data, as required based on the end-device type and network access throughput. For example, it must be possible to configure the system to restrict the ability to send large files over wireless networks, to query before displaying large volumes of data on a user's display device, and other similar functions.</p>		



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V.61	<p>C Authorized system administrators must have the ability to modify end-device and network related parameters without having to shut the system down, restart it, or require assistance from the system vendor. This would include the ability to control bandwidth by throttling the network usage when doing any software upgrades that may cause network traffic issues.</p>		
V.62	<p>C The City prefers that the system utilize Microsoft SQL Server 2008 R2 or 2012 (as specified in Exhibit D) or Oracle 10g as the relational database management system (RDBMS) for the system. If both are available, then Microsoft SQL Server is preferred. If the system does not use either Microsoft SQL Server or Oracle, then the vendor must specify the RDBMS utilized by the system.</p>		
V.63	<p>C At the time of implementation, later versions of the preferred RDBMS may be supported by the City. The most recent RDBMS that is supported by both the system vendor and the City must be implemented. System pricing must reflect the latest supported versions.</p>		
V.64	<p>C Sufficient licenses for the RDBMS to support the system as defined herein must be included in the response to this RFP. The cost for all RDBMS licensing, server and client applications must be included in the vendor pricing and the vendor must assume that the City has no current licensing for the proposed RDBMS. The City reserve the right to purchase the RDBMS that meets the selected vendor's specifications from its own sources.</p>		
V.65	<p>C The system's RDBMS must support SQL access.</p>		
V.66	<p>C The system's RDBMS must meet current ODBC and/or JDBC standards.</p>		
V.67	<p>C The system's RDBMS must maintain referential integrity.</p>		
V.67.1	<p>C The system's database must be a relational database.</p>		
V.68	<p>C The system's RDBMS must incorporate two-phased commit.</p>		
V.69	<p>C The system must provide an elegant solution for discarding database and other transactions that were initiated, but due to user inactivity, communication failures, or other system failures could not be completed within a system administrator set time interval that, at a minimum, include notifying affected users of all such discarded transactions.</p>		
V.70	<p>C The system must fully utilize the relational aspects of the RDBMS by linking and cross-referencing system information in an efficient, relational manner. For example, the system must utilize the RDBMS for linking multiple offense reports, supplemental reports, arrest reports, and all associated attachments and files to a single case.</p>		



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V.71	<p>C The system must provide a relational mechanism for linking external data files to, at a minimum, associations with people, vehicles, property items, offense and supplemental reports, cases, warrants, and arrests.</p>		
V.72	<p>C The system must be able to relationally link photographs, building footprints, diagrams, 9-1-1 and other wave/sound files, streaming video, scanned documents, and other images and file types to system records. The vendor must specifically identify all file types that are supported, and any file size limitations.</p>		
V.73	<p>C The vendor must design the data storage repositories to accommodate the number of users and transaction volumes as stated in the RFP. Assume an annual data storage growth rate of 10% from year to year, with utilization never exceeding 80% of total capacity.</p>		
V.74	<p>C The system must store all dates and times internally in a consistent, standard format that enables date and time calculations across days, weeks, months, and years without requiring any special processing to account for processing standard versus daylight savings time, leap years, and incidents and cases that span days, weeks, and years. The date/time format must be configurable.</p>		
V.75	<p>C The system vendor must provide Entity Relationship Diagrams (ERDs) in Visio, data dictionaries, and other data documentation/schematics for the system to enable data replication and SQL access to system data and databases.</p>		
V.76	<p>C Trained and authorized users must be able access system data directly and to develop functions and applications using the available system data without requiring any assistance from the system vendor.</p>		
V.77	<p>C The vendor must explain how external access to system data and databases will comply with the system's security and confidentiality requirements as specified herein.</p>		
V.78	<p>C Authorized system administrators with the proper training must be able to create new system tables and databases that can be accessed and used by system applications and modules.</p>		
V.79	<p>C Authorized system administrators with the proper training must be able to create data entry forms for newly created tables and databases.</p>		
V.80	<p>C Authorized system administrators with the proper training must be able to develop relational links between newly created system databases and tables and existing system data, data tables, and databases.</p>		
V.81	<p>C Authorized system administrators with the proper training must be able to develop statistical and ad hoc reports for newly created system databases and tables.</p>		
V.82	<p>C System version upgrades must support the City added tables, databases, data entry screens, reports, and linkages.</p>		



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File Number	Requirements	Vendor Response	Comments
V.83	<p>C Authorized system administrators with the proper training must be able to create additional data fields (columns) within existing system tables.</p>		
V.84	<p>C Authorized system administrators with the proper training must be able to create additional data fields that are of any system supported data type and length. The vendor must describe any data field types that cannot be added to existing tables within the system.</p>		
V.85	<p>C Authorized system administrators with the proper training must be able to create and modify GUI formats (i.e., data entry forms) for newly created data fields.</p>		
V.86	<p>C System version upgrades must support the City added data fields and data entry screen modifications.</p>		
V.87	<p>C The system, including its mobile data applications, must provide sufficient security to guard against unauthorized access to system functions, to ensure the integrity and safekeeping of all data stored in its databases, and to report any security breaches and security access violation attempts to appropriate users.</p>		
V.88	<p>C Provided system security measures must comply with Department of Justice security requirements.</p>		
V.89	<p>C Provided system security measures must comply with applicable State, Federal and City security standards. The vendor must explain the methodology used to comply with this requirement.</p>		
V.90	<p>C Required data encryption must not degrade system performance (i.e., Response Time).</p>		
V.91	<p>C The system must utilize unique user IDs and passwords to control access and privileges within the system.</p>		
V.92	<p>C The system must allow both alpha (including special characters such as #, &amp;,!, %, etc.), and numeric characters to be used for user Identification (ID). The passwords must be complex and strong.</p>		
V.93	<p>C The vendor must describe the system's capabilities to support biometric user Identification.</p>		
V.94	<p>C The City prefers that the system is able to validate an entered user ID and password against the information contained in Microsoft Active Directory (AD). The vendor must describe the system's ability to integrate with AD.</p>		
V.95	<p>C The City prefers that the integration between the system and AD allow user IDs and passwords to be entered, deleted, and maintained in one location and the preferred location is in AD. The City prefers that any changes, additions, or deletions of users and passwords completed in AD are automatically reflected in the system's user ID and password module/database. The City prefers that the user ID and password entered into the RMS simply be passed over to and compared to AD and not have the RMS keep a local copy of the AD data. The vendor must explain how the desired integration can be accomplished and operates within the system.</p>		



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File Number	Requirements	Vendor Response	Comments
V.96	 The system must be able to maintain a separate user ID and password module/database from AD since not all system users will be stored in AD and AD may not be accessible from all devices (e.g., Mobile Devices)		
V.97	 The system must store all passwords that are outside of the AD in a CJIS compliant format.		
V.98	 The system must provide for user authentication via biometrics. The vendor should describe how they accomplish this requirement.		
V.99	 The system must provide for user authentication via multi-factor authentication. The vendor should describe how they accomplish this requirement.		
V.100	 The privileges and access afforded to system users must be the minimum allowed by the applicable user ID and password security as granted by the system and the network security policy for that user.		
V.101	 Trained and authorized system administrators must be able to set system security privileges and access rights by specific workstation ID as well as user logon.		
V.102	 Trained and authorized system administrators must be able to disable and enable workstation level security globally by department, organizational unit, system wide and various combinations thereof.		
V.103	 Trained and authorized system administrators must be able to immediately disable a user account such that the user will not be able to log on to the system, or if a user is already logged on, they will be immediately disconnected from the system		
V.104	 Trained and authorized system administrators must be able to immediately disable a system workstation or MDC such that the workstation or MDC will not be able to log on to the system, or if a user is already logged on, they will be immediately disconnected from the system.		
V.105	 The system must be able to automatically disable access for users who have not accessed the system in a predetermined amount of time (e.g. 60 days).		
V.106	 Trained and authorized system administrators must be able to turn the lack of access automatic disabling function on/off for one or more specified users and or user groups.		
V.107	 The system must be able to create and maintain a centralized and indexed user database that contains detailed contact information and the security profile of each system user.		
V.108	 The system must be able to maintain a history of de-activated user IDs and must not allow de-activated user IDs to be re-used, except through the explicit designation of an administrator with the authority to re-use de-activated user IDs.		



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V.109	<p>C Authorized system users must be able to initiate a system application module (e.g., Automated Field Reporting, Incident Reporting, etc.) by clicking on an appropriate icon on their workstation's monitor or by selecting it on the workstation's Start menu.</p>		
V.110	<p>C Authorized system users must be able to access all system modules and externally interfaced systems through a single login process. Users must not have to login multiple times to access different system modules or interfaces on the same device or workstations.</p>		
V.111	<p>C If a new user attempts to log on to a system workstation that already has a user logged on, the system must warn the user that all unsaved information will be lost and upon two positive acknowledgements automatically log off the existing user.</p>		
V.112	<p>C Trained and authorized system administrators must be able to add, modify and delete user profile records within the system's database thereby establishing, modifying, and/or deleting privileges for system users.</p>		
V.113	<p>C Deletion of user profile records, however, must only disable the record and not delete it from the system in order to provide an historical reference for the activities completed by that individual/profile in the system.</p>		
V.114	<p>C The system must be able to establish access and security privileges for individual users and user groups.</p>		
V.115	<p>C The system must support the creation, modification, and deletion of user groups including, at a minimum, the name of the group (e.g., patrol deputies, records clerks, patrol supervisors, etc.), a list of users that are members of the group, and the security privileges/profile for the group.</p>		
V.116	<p>C The system's security component must allow users to be members of one or more user groups.</p>		
V.117	<p>C The system's security component must contain individual as well as user group privileges.</p>		
V.118	<p>C The vendor must explain how user group privileges interact with each other and with individually assigned privileges. For example, if a system user has specific security privileges assigned and then is assigned to a user group that has different privileges, how are that user's privileges determined by the system?</p>		
V.119	<p>C The system must be able to assign and track access privileges for individual users and user groups for each system application and module. For example, it must be possible to set different access privileges for individual system users and user groups to Crime analysis, UCR processing, and other system modules.</p>		
V.120	<p>C The system must be able to assign and track access privileges for individual users and user groups for different system record types and for specific records.</p>		



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V.121	<p>C The system must be able to assign and track access privileges for individual users and user groups for each system data field. The vendor must include in the response to this requirement a description of how this capability would be initially set up for the 6,000 plus system users and the procedures and tools available for system administrators to maintain it in the future.</p>		
V.122	<p>C The system must be able to assign and track access privileges for individual users and user groups for specific system data entry forms (e.g., allow certain users to access the arrest data entry form, but limit others from accessing it).</p>		
V.123	<p>C The system must be able to assign and track access privileges for individual users and user groups for different system transaction types (e.g., allow certain users to query on a person, others to query on a vehicle, and still others to query on both).</p>		
V.124	<p>C The system must be able to restrict individual users and user groups from viewing specific system records types and/or specific data fields within system record types.</p>		
V.125	<p>C The system must be able to restrict individual users and user groups from adding specific system record types and/or specific data fields within system record types.</p>		
V.126	<p>C The system must be able to restrict individual users and user groups from modifying or editing specific system record types and/or specific data fields within system record types.</p>		
V.127	<p>C The system must be able to restrict individual users and user groups from being able to delete specific system record types and/or specific data fields within specific system record types.</p>		
V.128	<p>C The system must be able to restrict individual users and user groups from being able to print specific system records and/or specific data fields within system record types.</p>		
V.129	<p>C The system must be able to restrict individual users and user groups from being able to query specific system record types and/or specific data fields within system record types.</p>		
V.130	<p>C The system must be able to restrict individual users and user groups from being able to send (e.g., e-mail) specific system record types and/or specific data fields within system record types.</p>		
V.131	<p>C The system must maintain user information including but not limited to user ID.</p>		
V.132	<p>C The system must maintain user information including but not limited to the user name associated with a unique user ID.</p>		
V.133	<p>C The system must maintain user information including but not limited to the password associated with a unique user ID.</p>		





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V.134	<b>C</b> The system must maintain user information including but not limited to the title/role (e.g., Lieutenant) associated with a unique user ID.		
V.135	<b>C</b> The system must maintain user information including but not limited to the Location (e.g., assigned to the north precinct) associated with a unique user ID.		
V.136	<b>C</b> The system must maintain user information including but not limited to the Agency/Department associated with a unique user ID.		
V.137	<b>C</b> The system must maintain user information including but not limited to the date of the last update and the user ID that performed the update associated with the security profile of a unique user ID.		
V.138	<b>C</b> The system must support multiple system administrators of various privilege levels (i.e., the ability to set up administrators that can only modify various subsets of the system's configuration and maintenance parameters).		
V.139	<b>C</b> With the 6,000 potential users of the system and the multitude of record types, data fields, data entry screens, and transactions available within the system, it is extremely important to the City that an efficient process is incorporated within the system for initially setting up system users and their privileges along with all of the required security information, as well as maintaining it in the future. The vendor must explain in detail the procedures required to initially set up system users (e.g., enter them into the system, define their roles, define their security privileges, etc.) and to maintain the database and security profiles in the future.		
V.140	<b>C</b> Authorized and trained administrators must be able to maintain the system in good operational order.		
V.141	<b>C</b> Authorized and trained administrators must be able to make configuration and other adjustments in the system to keep the system current and operational through the year 2025 and beyond.		
V.142	<b>C</b> The vendor must provide a list of the minimum and recommended qualifications for system administrators.		
V.143	<b>C</b> The vendor must provide the number of recommended administrators for the system.		
V.144	<b>C</b> Trained and authorized system administrators must be able to create and maintain all data necessary to support continued operations of the system without requiring any assistance from the system vendor.		
V.145	<b>C</b> System administrators must be able to load a new Geofile with associated streets, addresses, X,Y coordinates, intersections, aliases, commonplace names, etc. by periodically converting updated ESRI GIS data (which will be used to maintain the spatial geography in a computer-compatible format) and loading it into the system's Geofile.		
V.146	<b>C</b> System administrators must be able to create banners and announcements that will be displayed to all or a subset of users logging into the system.		





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V.147	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Trained and authorized system administrators must be able to create login banners and announcements that will only be displayed to specific sets of one or more user groups.		
V.148	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Trained and authorized system administrators must be able to generate statistical reports on various system parameters including, at a minimum, interface traffic; transaction volume by department, and/or organizational unit; CPU utilization; user activity; concurrent number of users; and disk utilization, for a user specified date and time range and various combinations of these factors.		
V.149	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> The system must employ SNMP type monitoring and alerting, including the ability to set up triggers that automatically notify designated system administrators of critical system events (e.g., processes switching between controllers, major system component failures, network outages, etc.) as they happen via the RPA's designated alert modes (e.g., alpha pagers, e-mail, phone messages, fax, etc.).		
V.150	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Authorized system administrators with the proper training must be able to tailor (configure) the system to the City's specific requirements via parameter manipulation without requiring any assistance from the system vendor.		
V.151	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Authorized system administrators with the proper training must be able to modify the system's configuration parameters without requiring any programming or other type of support from the system vendor.		
V.152	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> The City prefers that all system configuration parameters are table driven and directly modifiable by trained and authorized system administrators. The vendor must identify any configuration parameters that are not table driven (e.g., .ini configuration files) in the response to this RFP.		
V.153	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> The system must provide an interactive, menu-driven, GUI based tool that allows authorized system administrators to modify system configuration parameters.		
V.154	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> The system's configuration tool must include on-line help that lists all of the available options for a configuration parameter and a description of the system impacts resulting from changing the parameter to all of the available options.		
V.155	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> It must be possible to modify and apply system configuration parameters when the system is active. The vendor must identify any configuration parameter changes that require the system to be stopped or restarted.		
V.156	Vendor must review the Phoenix Police Department IT security requirements in Exhibit D for all information required in an audit trail. See the following list as examples of those items listed:		
V.156.1	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> User ID		
V.156.2	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> User name		
V.156.3	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">C</span> Security level		



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V.156.4	<span style="background-color: red; color: white; padding: 2px;">C</span> Last inquiry, update or delete--date, time, user initials, transactions		
V.157	<span style="background-color: red; color: white; padding: 2px;">C</span> Logging Restrictions: If a user unsuccessfully attempts to logon to a position a System Administrator defined number of times, the user's account will be suspended and the user will be unable to logon at any position, and the System Administrator will be notified.		
V.158	<span style="background-color: red; color: white; padding: 2px;">C</span> Security Profiles: The proposed application shall include a security profile for devices which has the option to limit access to forms, commands, features, interfaces and other aspects of the application based on the device type and user role.		
V.159	<span style="background-color: red; color: white; padding: 2px;">C</span> Device Security Permissions: Device security permissions shall always supersede the permissions of the logged on user. For example users might be prohibited to run NCIC III inquiries from mobile devices.		
V.160	<span style="background-color: red; color: white; padding: 2px;">C</span> User De-Activation: The system must maintain an electronic history of de-activated user IDs and prevent using de-activated user IDs when adding new users.		
V.161	<span style="background-color: yellow; color: black; padding: 2px;">I</span> Password Protection: The system prevents display, view and print of passwords and stores all passwords in an encrypted format.		
V.162	<span style="background-color: yellow; color: black; padding: 2px;">I</span> Data Element Flagging: The system flags a data element as sealed/expunged for security purposes by authorized RMS personnel.		
V.163	<span style="background-color: yellow; color: black; padding: 2px;">I</span> User Alerts: The system highlights, flags, or otherwise alerts users with the appropriate security access that a record or data element has been flagged as requiring sealing or expungement.		
V.164	File Security: The system provides the following security features:		
V.164.1	<span style="background-color: red; color: white; padding: 2px;">C</span> Track any files that have been altered and printed.		
V.164.2	<span style="background-color: red; color: white; padding: 2px;">C</span> Provide appropriate role-based security access based on the user ID and password		
V.165	<span style="background-color: red; color: white; padding: 2px;">C</span> Security Based Display: The system must display and print data in accordance with the user's role and security level and the security level of the data		
V.166	<span style="background-color: yellow; color: black; padding: 2px;">I</span> Auto-Log Off: The system automatically logs off users after a system administrator defined period of inactivity, with no loss of data		
V.167	<span style="background-color: yellow; color: black; padding: 2px;">I</span> Auto-Log Off Upon New Log-In: The system automatically logs user off from devices when they sign onto another device		
V.168	User Profiles: The system maintains user profiles for:		
V.168.1	<span style="background-color: red; color: white; padding: 2px;">C</span> User role		



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V.168.2	C User ID		
V.168.3	C User name		
V.168.4	C Location		
V.168.5	C Default printer location/address		
V.168.6	C Date/Time of last update		
V.169	C ACIC Recording: The system retains all user ACIC records for the entire life of that user ID plus one years.		
V.170	C Tiered Access: System allows tiered access to information, based on passwords and other authentication and non-repudiation practices.		
V.171	C ArcGIS-Compliant: The proposed system is Environmental Systems Research Institute, Inc. (ESRI) ArcGIS-compliant. The vendor must describe how their system is compliant with ESRI ArcGIS 10.x.		
V.172	C The City prefers that the RMS interfaces directly to ESRI SDE and pulls data from layers stored on SDE. The vendor should describe how their system interfaces to the SDE.		
V.173	C The City preferred method is the use of an ESRI composite locator using various point, polygon and line shape files to produce descending levels of accuracy from USPS unit to building to parcel to street centerline. The RMS should be able to utilize Phoenix Police Department's composite locator without additional processing. If additional processing is required for the RMS or if another method is used for geocoding, the vendor must be able to describe/demonstrate the process and explain how the resulting geocoding results may differ from the preferred method used by the Phoenix Police Department.		
V.174	C Geovalidation: The system will perform address geocoding using the Department's GIS data and store the x/y/z values in the database.		
V.175	C Address Modification: The system allows an authorized user to modify street address files, including the ability to temporarily edit blockface, dummy intersections, aliases, and commonplace files.		
V.176	R Coordinates in Degrees: The system displays and prints latitude/longitude coordinates expressed in degrees.		
V.177	R Geocoding Relies on Granularity: The system automatically selects the most appropriate geofile record of decreasing or increasing granularity to obtain geocoding of the greatest accuracy given the address provided in the applicable field.		
V.178	C Geofile Loading: The system permits the loading of geofile map modifications and have them available to the user without halting the system.		



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V.179	<b>C</b> GIS Modification Immediately Available: The system allows modifications made to the GIS database to be available immediately and shall not require the system to be halted.		
V.180	<b>C</b> Mapping Integration: The solution shall include an integrated mapping subsystem that will be used to provide geographic context to RMS/MDS records and perform spatial analysis of RMS/MDS data.		
V.181	<b>C</b> Location Verification: The mapping display and location verification process shall utilize the same geographical data sets or be created from the same data file. Maintaining two separate geographical databases is not acceptable.		
V.182	Mapping Attributes: The system shall allow the authorized user to set the following attributes for the map:		
V.182.1	<b>R</b> The default display position on the monitor.		
V.182.2	<b>R</b> The default size of the map when it is displayed.		
V.182.3	<b>R</b> The default view and zoom level.		
V.182.4	<b>R</b> The default layers which will be displayed on the map.		
V.182.5	<b>R</b> The colors utilized on the map shall be consistent with those used on textual status displays.		
V.183	Map Manipulation Features: The system includes the following map manipulation functions:		
V.183.1	<b>C</b> Zoom in and zoom out.		
V.183.2	<b>C</b> Pan in any direction.		
V.183.3	<b>C</b> Add and remove (i.e. view and hide) layers of the map.		
V.184	<b>C</b> The system must allow for map cache level configuration. The vendor must specify cache levels.		
V.185	<b>R</b> Map Manipulation from Sources: The system allows the user to manipulate the map (pan, zoom) from a menu command, hot keys or with a mouse.		
V.186	<b>C</b> GIS Layer Display: The system allows users to display any GIS layer that is part of the proposed system, on the map.		
V.187	<b>R</b> Map Symbol Connection to Records: All map symbols representing an underlying text record will be associated with the text record such that a user shall have the ability to double-click, right-click or position the mouse on the icon and the textual record will be retrieved.		
V.188	<b>C</b> Map Zoom: The system allows users to enter a street address, intersection, commonplace name, or other verifiable location and have the map zoom to the location and place an icon in the correct position.		



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V.189	R	External Query Based on Geofile Permissible: The system allows users to have the ability to query outside systems for additional GIS information. For example, it shall be possible for a user to retrieve and display an aerial photo of a given area of the map from an external orthophotography system or as stored in the ESRI ArcGIS SDE.		
V.190	R	PPD-Definable Icons: The system allows users to define and utilize a different icon for each category of information.		
V.191	C	Location Based on Clicking: The system allows users to select a location by clicking on the map screen with a mouse (or other pointing device) and the application will display the nearest known street address, intersection name or commonplace name for non-addressed locations.		
V.192	R	Cut and Paste Into the Location Field: The system allows the location information to be inserted into a screen by executing a “cut-and-paste” procedure or by a similar function.		
V.193	R	Undefined Locations: If the identified location is on water and within the map area the application shall display/print the latitude/longitude coordinates.		
V.194	R	Latitude/Longitude Cutting/Pasting: The system allows the latitude/longitude coordinates information to be inserted into a screen by executing a “cut-and-paste” procedure or by a similar function.		
V.195	R	Location of Route Blocks: The system displays the location of route blocks and impediments on the map by using different icons to represent common categories of impediments.		
V.196	R	Table Creation and Viewing: The system allows authorized users to create and view tables for underlying data depicted on map.		
V.197		Graphical GIS Tools: The system includes graphical tools to allow authorized users to maintain, view, or print from the GIS database. These tools shall have the following minimum capabilities:		
V.197.1	C	Add, modify, or delete any graphic element (e.g., a street or intersection).		
V.197.2	C	Move any graphic element.		
V.197.3	C	Add, modify, or delete the database record associated with any graphic element.		
V.198	C	Modifications to GIS Do Not Interrupt Applications: Modifications made to the GIS database with the RMS/MDS tools shall be available immediately and shall not require the system to be halted.		
V.199	C	Physical Identification of Non-Geocoded Locations: The system allows users to physically identify a location on a map to generate x/y/z coordinates for location-specific-data that doesn't geocode.		



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File Number	Requirements	Vendor Response	Comments
V.200	 Vendor Message Description: The vendor will define, structure, and document messages used by the system. Messages shall be stored for transmission integrity in the event of a system outage.		
V.201	 System Accessibility: Authorized users must be able to perform any authorized system task from any authorized workstation.		
V.202	 Daylight Savings: The system must automatically adjust the system time for daylight savings time on all system components. This functionality must be able to be turned on or off as currently Arizona does not adjust for DST.		
V.203	 Remote Administration: The proposed system must be capable of remote administration, including the ability to apply patches and restart the system via a remote system console.		
V.204	 Application Restores Completely to Environment at Failure: In the event of a failure, the proposed RMS system operations must resume to the state that existed when it was shut-down.		



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File Number	Requirements	Vendor Response	Comments
W.1	The RMS should include a Traffic Accident Reporting module that allows for the entry, edit, storage, display, and printing of the data entry fields and information (including diagrams) of the most current version of the Arizona Police Traffic Crash Report form(s), Commercial Vehicle Inspection forms and DUI packets contained (see Forms Library in Exhibit C).		
W.2	The Traffic Accident Reporting module should allow for the entry, edit, storage, display, and printing of all of the data entry fields and information (including diagrams) contained in the most current version of the Arizona Police Traffic Crash Report form(s) (see Forms Library in Exhibit C).		
W.3	In addition to and in conjunction with the data fields contained in the Exhibit C, the Traffic Accident Reporting module should include the entry of the following information associated with traffic accidents: location, date and time of occurrence, description of involved vehicles, road and weather conditions, damage assessment, vehicle operators, vehicle occupants, pedestrian information, casualty reports, and contributing factors.		
W.4	In traffic accident situations that involve criminal activity such as a hit and run, the RMS should be able to attach the appropriate UCR or NIBRS codes to the accident.		
W.5	The Traffic Accident Reporting module should be available on both LAN/WAN PC and MDC based RMS workstations.		
W.6	The display and functionality (e.g., look and feel) of the Traffic Accident Reporting module should be similar whether the user logs into a LAN/WAN PC or MDC based RMS workstation.		
W.7	Access to reports within the Traffic Accident Reporting module should be controlled according to the security requirements specified in this RFP.		
W.8	The Traffic Accident Reporting module should include a GUI-based automated (computerized) drawing/diagramming tool for creating, storing, editing, and displaying traffic accident diagrams.		
W.9	The Traffic Accident Reporting module's traffic accident drawing/diagramming tool should support drag and drop and other graphic interface functions, be MDC compatible, and should be highly tailored to law enforcement applications.		
W.10	Traffic accident diagrams produced through the RMS should be fully integrated with the Traffic Accident Reporting module.		



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File Number	Requirements	Vendor Response	Comments
W.11	Authorized RMS users should be able to directly access, display, and print traffic accident diagrams from the traffic accident report with which they are associated without having to search and perform external tasks to access and display them.		
W.12	The RMS should be able to automatically print accident diagrams with their associated traffic accident report.		
W.13	Authorized users should be able to link as many accident scene diagrams, multi-media files (e.g., digital photographs, audio recordings, streaming video, drawings, etc.), and other appropriate file types to Traffic Accident Reporting module accident reports as required.		
W.14	Authorized RMS users should be able to directly access images, diagrams and other file types that are linked to Traffic Accident Reporting module reports from other RMS modules (e.g., Citations, Incident Reporting, etc.) and through the MNI, MLI, MPI, and MVI indexes.		
W.15	The RMS should clearly indicate that one or more images, diagrams, and other file types are linked to Traffic Accident Reporting module reports.		
W.16	The RMS should display a list of, or provide some other means of identifying all of the images, diagrams, and other file types that are linked to Traffic Accident Reporting module reports.		
W.17	Authorized users should be able to display images, diagrams, and other file types that are linked to Traffic Accident Reporting module reports by clicking on, or otherwise selecting one or more of the displayed list of linked items.		
W.18	The RMS should, at the option of the user, identify and be able to display a list of all of the images, diagrams, and other file types that are linked to Traffic Accident Reporting module reports displayed as a result of a user-specified RMS query.		
W.19	Authorized users should be able to display the images, diagrams, and other file types that are linked to Traffic Accident Reporting module reports that are displayed as a result of a user-specified query by clicking on, or otherwise selecting one or more of the displayed list of linked items.		
W.20	Confidential images, diagrams, and other file types that are linked to confidential accident reports should only be available to authorized users who are members of confidentiality workgroups associated with the report and to the original author and approving officer of the report with which the item is linked.		
W.21	The Traffic Accident Reporting module should use the RMS Geofile to validate any location information (e.g., street address, street intersections, common names, landmarks, etc.) entered into traffic accident and crash reports regardless of whether the entry was completed via LAN/WAN PC or MDC based RMS workstations.		





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File Number		Requirements	Vendor Response	Comments
W.22	R	The Traffic Accident Reporting module should be able to use the RMS's Geofile along with the MDC's Global Positioning RMS (GPS), if available, to determine and validate the location of a traffic-related incident.		
W.23	R	The RMS should provide a mechanism that enables Geofile validation of location information entered into Traffic Accident Reporting module reports on MDC based workstations even when the workstations are unable to connect to the RMS's network.		
W.24	R	The Traffic Accident Reporting module should automatically determine the agency of jurisdiction for the accident based on its validated location/address and assigned X,Y as determined through the RMS Geofile.		
W.25	R	Users completing Traffic Accident Reporting module reports should be able to override the automatically assigned agency of jurisdiction for their accident reports.		
W.26	R	Users completing Traffic Accident Reporting module reports should be able to enter the agency of jurisdiction for their reports if the accident's location cannot be validated.		
W.27	R	The Traffic Accident Reporting module should automatically determine, at a minimum, the containing boundaries for an accident based on the accident's validated location (as determined by the RMS's Geofile) and polygon boundary layers corresponding with the following boundary types: grids, precincts, reporting districts, neighborhoods, county, and state.		
W.28	R	Users completing Traffic Accident Reporting module reports should be able to override all automatically assigned containing boundaries (i.e., precincts, grids, reporting districts, neighborhoods, county, and state) for their accident reports.		
W.29	R	Users completing Traffic Accident Reporting module reports should be able to manually enter the various containing boundaries for their accident reports (i.e., precincts, grids, reporting districts, neighborhoods, county, and state) if the accident's location cannot be validated.		
W.30	R	The Traffic Accident Reporting module should track citations issued in association with traffic accidents.		



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File Number	Requirements	Vendor Response	Comments
W.31	R The RMS should be capable of combining data produced through the Traffic Accident Reporting module with other RMS data for the purpose of statistical analysis and reporting including the production of ad hoc reports and associated maps. To fully meet this requirement, the RMS should be able to support the development of pre-defined and ad hoc reports that simultaneously access Traffic Accident Reporting module data and other data available in the RMS. For example, the RMS should be able to support a report that identifies all traffic accidents and offense reports involving a user-specified individual. Similarly, the RMS should support creation of a report that identifies all traffic accidents and offense reports that involve a "blue Chevrolet" with a user-specified offense and accident types that occurred in a user-specified geographic area within a user-specified date and time range.		
W.32	R The Traffic Accident Reporting module should be able to access specific data from accident reports and moving citations to develop various statistical reports and correlation reports that at a minimum include: types of accidents, locations, day, time, conditions, and various combinations of these factors.		
W.33	R The Traffic Accident Reporting module should include extensive accident analysis capabilities that, at a minimum, include speed determination formulas, angle of impact, direction of movement, and crush depth analysis.		
W.34	R The Traffic Accident Reporting module should include reports that provide trends in traffic activity and that can be used for comparative analyses, including, at a minimum, high traffic accident locations, high violation locations, other causative factors, time of day correlation, weather factors, and various combinations of these factors.		
W.35	R The Traffic Accident Reporting module should provide the capability to calculate various statistics including calculating the traffic enforcement indexes (citations issued + DUI Arrests made) / (injury accidents + fatal accidents) for various geographic areas and streets of the City.		
W.36	R The Traffic Accident Reporting module should support the presentation of information in a map-based format.		
W.37	R The Traffic Accident Reporting module should, at a minimum, include inquiries by location range, time range, vehicle description, persons involved, report number, and various combinations of these factors.		
W.38	R Authorized users should be able to search data contained in the Traffic Accident Reporting module by date and time range and by any combination of the available data fields within the Traffic Accident Reporting module.		
W.39	R The Traffic Accident Reporting module should support free format text field searches.		



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File Number		Requirements	Vendor Response	Comments
W.40	R	The Traffic Accident Reporting module should support an approval process using the RMS for traffic accident reports prior to their upload to the State of Arizona.		
W.41	R	If supported by the Arizona Department of Transportation (ADOT), the Traffic Accident Reporting module should be able to automatically upload approved traffic accident reports occurring within the State of Arizona to ADOT's database.		
W.42	R	If supported by the Arizona State Patrol, the Traffic Accident Reporting module should be able to automatically upload approved traffic accident reports occurring within the State of Arizona.		
W.43	R	The Traffic Accident Reporting module should be relationally cross-referenced to the citation processing module, with other appropriate RMS modules, and with the MNI, MLI, MPI, and MVI master indexes.		



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File Number	Requirements	Vendor Response	Comments
X.1	The RMS should include a Use of Force Tracking module that supports the collection and tracking of "use of force" information.		
X.2	The Use of Force Tracking module should, at a minimum, capture and track all of the data fields and information included in the current Use of Force form contained in the Appendix.		
X.3	In addition to and in conjunction with the data fields contained in the current Use of Force form, the Use of Force Tracking module should, at a minimum, capture and track the full name (i.e., first name, middle name, last name, and suffix), ID, and organizational unit of all involved officers along with a full description of any injuries sustained by involved officers.		
X.4	In addition to and in conjunction with the data fields contained in the current Use of Force form, the Use of Force Tracking module should, at a minimum, capture and track the case number, date and time, location (full street address, city, state, and zip code), and agency of jurisdiction of the event associated with the use of force.		
X.5	In addition to and in conjunction with the data fields contained in the current Use of Force form, the Use of Force Tracking module should, at a minimum, capture and track the conditions leading to the use of force and the type of force used.		
X.6	In addition to and in conjunction with the data fields contained in the current Use of Force form, the Use of Force Tracking module should, at a minimum, capture and track all additional locations, other than the event's location, that were associated with the Use of Force.		
X.7	In addition to and in conjunction with the data fields contained in the current Use of Force form, the Use of Force Tracking module should, at a minimum, capture and track all involved persons along with any sustained injuries.		
X.8	The Use of Force Tracking module should be fully integrated with, and should automatically pre-populate any relevant use of force report data fields from data entered within the Incident Reporting, Arrest and Booking module, and other RMS reports. For example, by referencing a case number, the Use of Force Tracking module should pull over and fill in any data that had already been entered for that case within one or more reports.		



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File Number	Requirements	Vendor Response	Comments
X.9	The Use of Force Tracking module should be available with essentially the same format, GUI, and functional capabilities on LAN/WAN PC and MDC based RMS workstations.		
X.10	Authorized users should be able to work on the same Use of Force Tracking module report on both LAN/WAN PC and MDC based RMS workstations, with the RMS passing the report back and forth automatically as required.		
X.11	Authorized RMS users should be able to route reports contained in the Use of Force Tracking module to any local and network attached printers including reports being produced on MDCs.		
X.12	The data contained in completed Use of Force Tracking module reports should be available to, and integrated with other appropriate RMS modules and databases.		
X.13	The Use of Force Tracking module should use the RMS Geofile to validate any location information (e.g., street address, street intersections, common names, landmarks, etc.) entered into Use of Force reports, regardless of whether the entry was completed via PC or MDC based RMS workstations.		
X.14	Authorized RMS users should be able to access data entered into Use of Force Tracking module reports to develop various statistical reports and correlation reports that at a minimum include: offense types, involved officers, locations, date and time intervals, type of injuries, agency, organizational unit, reporting district, precinct, neighborhood, time of day, day of the week, and various combinations of these factors.		
X.15	The RMS should be capable of combining data produced through the Use of Force Tracking module with other RMS data for the purpose of statistical analysis and reporting including the production of ad hoc reports.		
X.16	The Use of Force Tracking module should be relationally cross-referenced to the Arrest and Booking, and with other appropriate RMS modules, along with the MNI and MLI master indexes.		



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File Number	Requirements	Vendor Response	Comments
Y.1	C The RMS must include a Warrants Module that contains data entry fields for and tracks wants and warrants.		
Y.2	C At a minimum, the Warrants module must track and display the following data: want/warrant ID and type; warrant category, status (active, inactive, etc.), crime class; and physical location; subject's full name (first, middle, last, and suffix), last known location (street address, apartment, room, unit, lot number, city, state, and zip code), physical description, scars marks and tattoos, fingerprint classification, and associated pictures/images; issuing court's name, ID, issuing judge, and case number; local ID, Miscellaneous fields (per NCIC requirements); NCIC code; current disposition; agency of jurisdiction and associated case number; contact officer's name and ID; bail type and amount; extradition information and status checks, offense code and designated charge codes (e.g., striker, DV, etc.); process type; related cases; narrative remarks; vehicle information; and date the want/warrant was issued, received, served, expired, and returned.		
Y.3	C The Warrants module must track (store, allow updates/edits of, and display) subpoenas including, at a minimum, tracking the following data fields: defendant's full name and contact information, officer, date of appearance, calendar, notes, and case status.		
Y.4	C The Warrants module must be able to link warrants to booking charges through a booking number and booking agency or similar fields.		
Y.5	C The Warrants module must be able to track extradition refused by a District Attorney.		
Y.6	C The Warrants module must be able to keep track of all transactions associated with wants and warrants (i.e., maintain want and warrant histories).		
Y.7	C The RMS must support the ability to scan a warrant and attach the scanned image to a case/warrant record.		
Y.8	C The Warrants module must track all warrant service attempts, which, at a minimum, must include the warrant ID along with the date and time of the service attempt, the person (i.e., full name, ID, and department) completing the service attempt, the location of the service attempt, results of the attempt, and a narrative description of the attempt.		
Y.9	C Authorized RMS Administrators must be able to set date and time intervals that apply to one or more specific warrant types, within which at least one warrant service attempt must be completed.		



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File Number	Requirements	Vendor Response	Comments
Y.10	<p>C If no service attempts have been attempted within the date and time interval set for the warrant type and agency, then one or more RMS users must be automatically notified that no service attempts have been attempted for that warrant.</p>		
Y.11	<p>C The service attempt date and time interval expiration notice must, at a minimum, identify the warrant and provide the ability for users receiving the notification to drill down to obtain detailed information about that warrant.</p>		
Y.12	<p>C Authorized RMS Administrators must be able to identify specific RMS users and/or user groups that must be notified within the department and for one or more specific warrant types if no service attempts occurred within the time interval set for that warrant type.</p>		
Y.13	<p>C Authorized RMS users must be able to enter into the RMS a new want and warrant with all associated information.</p>		
Y.14	<p>C Authorized RMS users must be able to cancel a warrant or want entered in error.</p>		
Y.15	<p>C Without having to re-enter any previously entered information, authorized and properly certified RMS users must be able to automatically upload warrants entered into the RMS to ACIC based on the agency generating the warrant, and into NCIC, based on ACIC and NCIC qualification criteria.</p>		
Y.16	<p>C The RMS must check the qualifications of a warrant before allowing a RMS user to upload it to ACIC and NCIC and notify the user of any missing information or if the warrant does not meet appropriate qualifications.</p>		
Y.17	<p>C Authorized and properly certified RMS users must be able to cancel a warrant in NCIC in order to enter a superseding warrant, yet maintain the warrant in the RMS.</p>		
Y.18	<p>C Authorized and properly certified RMS users must be able to automatically update warrants in ACIC and NCIC based on updated warrant information entered into the RMS.</p>		
Y.19	<p>C Trained and authorized RMS Administrators must be able to establish and modify the criteria determining whether a warrant is able to be uploaded to ACIC without requiring any assistance from the vendor.</p>		
Y.20	<p>C Trained and authorized RMS Administrators must be able to establish and modify the criteria determining whether a warrant is able to be uploaded to NCIC without requiring any assistance from the vendor.</p>		
Y.21	<p>C Authorized RMS users must be able to update the status and information of wants and warrants stored in the RMS (e.g., change them from active to inactive, change the type, add subject's physical descriptors, etc.).</p>		
Y.22	<p>C Trained and authorized RMS Administrators must be able to establish and modify the criteria determining what kind of warrant changes are able to be uploaded to ACIC without requiring any assistance from the vendor.</p>		



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File Number	Requirements	Vendor Response	Comments
Y.23	<b>C</b> Trained and authorized RMS Administrators must be able to establish and modify the criteria determining what kind of warrant changes are able to be uploaded to NCIC without requiring any assistance from the vendor.		
Y.24	<b>C</b> The RMS must notify users any time they enter a wanted person's name or the name of a person for which an active warrant exists in the RMS regardless of the department or RMS module in which the name is entered.		
Y.25	<b>C</b> Authorized RMS users must be able generate a list of wants and warrants and associated service attempts by specifying a set of selection criteria that, at a minimum, include date and time range, one or more want/warrant types, departments, one or more individuals (subject and/or contact officer), warrant status, physical descriptions, court name and/or ID, date of last service attempt, geographic areas (e.g., precinct, grid, etc.), and various combinations of these factors.		
Y.26	<b>C</b> Authorized RMS users must be able to print a wants or warrants history.		
Y.27	<b>C</b> Authorized RMS users must be able to produce a report that displays expired wants and warrants.		
Y.28	<b>C</b> The Warrants module must have the capability to provide a report of outstanding wants and warrants based upon user defined geographic information (i.e., street address ranges, reporting district, precinct, grid, neighborhood, near a specific address/location, etc.).		
Y.29	<b>C</b> Warrants module reports must be, at the user's discretion, sorted and summarized by warrant type (e.g., felony, misdemeanor), specific offense type, and any other user specified data fields for each want and warrant.		
Y.30	<b>C</b> Authorized users must be able to select any data field available in the Warrants module to be included in their ad hoc and standard reports.		
Y.31	<b>C</b> The Warrants module must be relationally cross-referenced to the MNI, MLI, MPI, and MVI master indexes such that entering any information into the RMS (e.g., name and DOB) that is potentially associated with an active warrant causes a warning to be displayed to the user entering the information.		
Y.32	<b>C</b> Authorized RMS users must be able to track and enter warrant service attempts on their MDCs and have the RMS automatically update the Warrants module with the information entered on their MDC. The vendor must describe the procedure necessary to update the RMS's databases with warrant service attempt information captured on a user's MDC.		
Y.33	<b>C</b> The Warrants module must be sufficiently integrated with the Versaterm CAD system to be able to respond to a query regarding outstanding warrants and wanted individuals contained within the Warrants module's database. The City strongly prefer that the LEITSC NIEM 2.0+ RMS query standard, as fully described at the following Web site: <a href="http://www.leitsc.org/IEPDs.htm">http://www.leitsc.org/IEPDs.htm</a> , be supported and implemented within the RMS to provide this capability.		





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### **EXHIBIT B: COST PROPOSAL**

This Exhibit requires a detailed price breakdown for the proposed systems. Using the requirements identified in this RFP, vendors must provide all prices as firm fixed amounts, except where requested on a different basis. All prices should be detailed. No additional charges (e.g., for sales tax, transportation, container packing, installation, training, out-of-pocket expenses) will be allowed unless so specified.

Vendors should complete all applicable price pages in this exhibit or risk disqualification.

- 1. TOTAL SOLUTION COST SUMMARIES**
- 2. COMPUTER HARDWARE**
- 3. COMPUTER SYSTEM SOFTWARE**
- 4. APPLICATION SOFTWARE (BASE SOFTWARE AND OPTIONS)**
- 5. OTHER IMPLEMENTATION COSTS**
- 6. ADDITIONAL RECOMMENDED SOFTWARE/SERVICES**



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### 1. TOTAL SOLUTION COST SUMMARIES

Provide a summary of costs associated with the proposed system. Any entries in this table should agree with the corresponding detail pages.

#### *One-Time Costs*

Description	One-Time Price	Applicable Tax (9.3%)	Total Price
Computer Hardware <sup>5</sup>			
Computer System Software			
Application Software			
Other Implementation Costs			
Additional Recommended Software/Services			
<b>TOTAL PRICE</b>			
	\$	\$	\$

#### *Recurring Costs*

Description	Recurring Price	Applicable Tax (9.3%)	Total Price
Computer Hardware			
Computer System Software Maintenance			
Application Software Maintenance			
Recurring Costs on Additional Recommended Software/Services			
<b>TOTAL PRICE</b>			
	\$	\$	\$

<sup>5</sup> Note that hardware will be supplied by the City; this field should only be used if the vendor has proposed any optional hardware.



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**2. COMPUTER HARDWARE**

List all of the hardware required. The TOTAL PRICE entries in this table should agree with the Computer Hardware Total Price in the Total Solution Cost Summaries tables.

Description	Qty	Price	Applicable Tax (9.3%)	Total Price	Annual Maintenance Expense

**TOTAL PRICE**      \$                      \$                      \$



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### 3. COMPUTER SYSTEM SOFTWARE<sup>6</sup>

List all of the system software required. The TOTAL PRICE entries in this table should agree with the Computer System Software Total Price in the Total Solution Cost Summaries tables.

Description	Version#	Qty	Price	Applicable Tax (9.3%)	Total Price	Annual Maintenance Expense
<b>TOTAL PRICE</b>			\$	\$	\$	\$

<sup>6</sup> Any system utilities other than the operating system or database.



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**4. APPLICATION SOFTWARE (BASE SOFTWARE AND OPTIONS)**

List all the application software required. Also, indicate which modules are optional. The TOTAL PRICE entries in this table should agree with the Application Software Total Price in Total Solution Cost Summaries tables.

Description	Version#	Qty	Price	Applicable Tax (9.3%)	Total Price	Annual Maintenance Expense
<b>TOTAL PRICE</b>			\$	\$	\$	\$



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### 5. OTHER IMPLEMENTATION COSTS

List all other costs associated with the system implementation. Prices not identified will not be accepted in a final contract. The TOTAL PRICE in this table should agree with the Other Implementation Costs Total Price in the One-time Costs table.

Description	Price	Applicable Tax (9.3%)	Total Price
Software Modification/Customization <sup>7</sup>			
Installation			
Systems Integration			
Project Management			
User Training			
Technical Training			
Documentation			
Data Conversion			
Out-of-Pocket-Expenses			
Photo-Related Hardware			
Other			
<b>TOTAL PRICE</b>		\$	\$
		\$	\$

<sup>7</sup> Any customization code in Exhibit A must have a corresponding cost included in this table, unless the customization is free.



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### 6. ADDITIONAL RECOMMENDED SOFTWARE/SERVICES

Provide information and pricing estimates for any additional optional software and services that vendor suggests the City might consider as part of this procurement. The TOTAL PRICE entries in this table should agree with the Additional Recommended Software/Services Total Price in the Total Solution Cost Summaries tables.

Description	Price	Applicable Tax (9.3%)	Total Price	Annual Maintenance Expense (if any)

**TOTAL PRICE**    \$    \$    \$    \$

- a. Assumptions used to determine estimated optional prices are provided in an attachment?    Y/N \_\_\_\_\_
- b. For any item or service not specified in this solicitation, what are your hourly rates?

Training	\$ _____	Conversion	\$ _____
Programming	\$ _____	Installation	\$ _____
Design	\$ _____	Other	\$ _____



## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

### EXHIBIT C: FORMS LIBRARY





SECTION VI - EXHIBITS

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Exhibit C-1 ALCOHOL INFLUENCE REPORT CURRENT AND PROPOSED

(NEW) IMPAIRED DRIVER REPORT PHOENIX POLICE DEPARTMENT
DIGITALLY STORED EVIDENCE
PHOTO VIDEO
LAST FIRST MIDDLE
RACE SEX WEIGHT HEIGHT EYES HAIR DATE OF BIRTH SOCIAL SECURITY NUMBER
RESIDENTIAL ADDRESS: RES. PHONE NUMBER
EMPLOYER: BUSINESS ADDRESS: BUS. PHONE NUMBER
DRIVER LICENSE #: DL ID NONE STATE FORCE USED: SUPERVISOR #: ALIAS
REGISTERED OWNER: SAME AS DRIVER ADDRESS: (STREET, APT., CITY, STATE, ZIP)
LICENSE PLATE # YEAR STATE: VEHICLE MAKE: STYLE: MODEL: YEAR: COLOR: ARREST NUMBER:
DISPOSITION OF VEHICLE: TOW / IMPOUND COMPANY: LOCATION: ARREST ORG:
LOCATION OF OCCURRENCE: LOCATION OF ARREST: ARREST DATE: TIME DRIVING ENDED: ARREST TIME:
MIRANDA WARNINGS GIVEN BY LOCATION: TIME: SUBJECT'S RESPONSE:
IMPLIED CONSENT EXPLAINED BY LOCATION: TIME: SUBJECT'S RESPONSE:
INTERVIEW CONDUCTED BY LOCATION: START TIME: UNABLE TO CONDUCT INTERVIEW
SUBJECT REFUSED INTERVIEW
WERE YOU OPERATING THE VEHICLE? WHERE WERE YOU GOING? WHERE WERE YOU COMING FROM?
WHAT TIME DID YOU LEAVE? WHAT TIME IS IT NOW? ACTUAL TIME: AM PM WHAT IS THE DATE TODAY? ACTUAL DATE: 6/27/12
WHAT DAY OF THE WEEK IS IT? ACTUAL DATE: Wednesday WHAT HAVE YOU BEEN DRINKING? HOW MUCH DID YOU DRINK?
WHERE WERE YOU DRINKING? WHAT TIME DID YOU START DRINKING? WHAT TIME DID YOU STOP DRINKING?
WERE YOU INVOLVED IN A COLLISION? THE TIME IS AT WHAT TIME DID THE COLLISION OCCUR?
HAVE YOU BEEN DRINKING SINCE THE COLLISION? WHERE WERE YOU CONTACTED BY THE OFFICER?
ARE YOU ILL? ARE YOU HURTY? DID YOU HIT YOUR HEAD?
HAVE YOU BEEN TO A DOCTOR OR DENTIST IN THE LAST TWO WEEKS? DO YOU HAVE DIABETES?
HAVE YOU TAKEN ANY MEDICATION OR DRUGS IN THE PAST 24 HOURS? WHAT MEDICATION OR DRUG?
DO YOU HAVE ANY ALLERGIES? ARE YOUR ALLERGIES BOTHERING YOU NOW?
DO YOU HAVE ANY PHYSICAL DISABILITIES? WHEN IS THE LAST TIME YOU CONSUMED FOOD?
WHAT DID YOU EAT? HOW MUCH SLEEP HAVE YOU HAD IN THE LAST 24 HOURS?
COULD YOU FEEL THE EFFECTS OF ALCOHOL OR DRUGS IN ANY WAY WHILE DRIVING? IF YES, HOW DID YOU FEEL?
FOR THIS NEXT QUESTION I AM NOT ASKING YOU HOW MUCH YOU HAVE HAD TO DRINK OR WHAT DRUGS YOU HAVE TAKEN. ON A SCALE OF ZERO TO TEN, ZERO BEING COMPLETELY SOBBER AND TEN BEING COMPLETELY FALLING DOWN DRUNK, HOW WOULD YOU RATE YOURSELF AT THE TIME YOU WERE DRIVING?
HAVE YOU EVER BEEN CONVICTED OF DUI? IF YES, WHAT STATE(S)? CONVICTION DATE(S)?
IS YOUR PRIVILEGE TO DRIVE SUSPENDED, REVOKED OR CANCELED? IF YES, HOW DID YOU KNOW?
IF SUSPENDED, REVOKED OR CANCELED, WHAT STATE(S)? HAS YOUR LICENSE BEEN SUSPENDED, REVOKED, CANCELED IN THE PAST? IF "YES", HAVE YOU PAID THE RESTATEMENT FEE TO THE MOTOR VEHICLE DEPARTMENT?
ADVISE ALL SUBJECTS THE FOLLOWING: "YOU HAVE THE RIGHT TO ARRANGE FOR AND PAY FOR AN INDEPENDENT CHEMICAL TEST"
SUBJECT RESPONSE OR COMMENTS
INTERVIEW END TIME UNUSUAL COMMENTS MADE BY SUBJECT



# SECTION VI - EXHIBITS

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CHEMICAL TEST EVIDENCE			
TYPE OF EVIDENCE COLLECTED <input type="checkbox"/> BREATH <input type="checkbox"/> URINE <input type="checkbox"/> BLOOD	SEARCH WARRANT IF YES, TIME SERVED <input type="checkbox"/> YES <input type="checkbox"/> NO	DRE CONDUCTED? <input type="checkbox"/> YES <input type="checkbox"/> NO	BY OFFICER: _____ PRELIMINARY BREATH TEST RESULT:
PHLEBOTOMY INFORMATION			
BLOOD DRAW #1	BLOOD DRAW #2	BLOOD DRAW #3	
PHLEBOTOMIST:	PHLEBOTOMIST:	PHLEBOTOMIST:	
BLOOD KIT LOT #:	BLOOD KIT LOT #:	BLOOD KIT LOT #:	
EXPIRATION DATE:	EXPIRATION DATE:	EXPIRATION DATE:	
TIME OF DRAW:	TIME OF DRAW:	TIME OF DRAW:	
CLEANER USED:	CLEANER USED:	CLEANER USED:	
DRAW SITE:	DRAW SITE:	DRAW SITE:	
EQUIPMENT USED:	EQUIPMENT USED:	EQUIPMENT USED:	
CLOTTING TIME:	CLOTTING TIME:	CLOTTING TIME:	
SEARCH WARRANT #	SEARCH WARRANT #	SEARCH WARRANT #	
ISSUING JUDGE	ISSUING JUDGE	ISSUING JUDGE	
<input type="checkbox"/> IODINE OR LATEX ALLERGIES <input type="checkbox"/> TAKING BLOOD THINNER MEDICATION <input type="checkbox"/> INFECTIOUS OR COMMUNICABLE DISEASES <input type="checkbox"/> IV DRUG USER	<input type="checkbox"/> IODINE OR LATEX ALLERGIES <input type="checkbox"/> TAKING BLOOD THINNER MEDICATION <input type="checkbox"/> INFECTIOUS OR COMMUNICABLE DISEASES <input type="checkbox"/> IV DRUG USER	<input type="checkbox"/> IODINE OR LATEX ALLERGIES <input type="checkbox"/> TAKING BLOOD THINNER MEDICATION <input type="checkbox"/> INFECTIOUS OR COMMUNICABLE DISEASES <input type="checkbox"/> IV DRUG USER	
SUCCESSFUL DRAW: <input type="checkbox"/> YES <input type="checkbox"/> NO	SUCCESSFUL DRAW: <input type="checkbox"/> YES <input type="checkbox"/> NO	SUCCESSFUL DRAW: <input type="checkbox"/> YES <input type="checkbox"/> NO	
REMARKS:	REMARKS:	REMARKS:	
RECORDS CHECK			
FACE / MVD CHECK:	PRIOR DUI CONVICTION DATE(S):	DRIVER LICENSE CHECK RESULTS:	OFFICER / CLERK SERIAL #:
IN COLLISION SITUATIONS COMPLETE THE FOLLOWING			<input type="checkbox"/> COLLISION REPORT COMPLETED
<input type="checkbox"/> FIRE DEPARTMENT	<input type="checkbox"/> TREATED AND RELEASED	<input type="checkbox"/> ADMITTED TO HOSPITAL	<input type="checkbox"/> SERIOUS INJURY
<input type="checkbox"/> FATALITY	<input type="checkbox"/> HIT AND RUN		
OFFICER'S OBSERVATIONS OF SUBJECT'S PHYSICAL CONDITION			BY OFFICER: _____
BREATH (ODOR OF INTOXICATING LIQUOR)	<input type="checkbox"/> APPARENTLY NONE	<input type="checkbox"/> FAINT	<input type="checkbox"/> MODERATE <input type="checkbox"/> STRONG
COLOR OF FACE	<input type="checkbox"/> APPARENTLY NORMAL	<input type="checkbox"/> FLUSHED	<input type="checkbox"/> PALE <input type="checkbox"/> OTHER (DESCRIBE)
EYES	<input type="checkbox"/> APPARENTLY NORMAL	<input type="checkbox"/> WATERY	<input type="checkbox"/> BLOODSHOT <input type="checkbox"/> OTHER (DESCRIBE)
CLOTHING / FOOTWEAR	DESCRIBE:		
CLOTHING CONDITION	<input type="checkbox"/> CLEAN <input type="checkbox"/> BLOODY <input type="checkbox"/> URINE <input type="checkbox"/> VOMIT	<input type="checkbox"/> ORDERLY	<input type="checkbox"/> DISARRANGED <input type="checkbox"/> TORN <input type="checkbox"/> OTHER (DESCRIBE)
ATTITUDE	<input type="checkbox"/> POLITE <input type="checkbox"/> STUPOROUS	<input type="checkbox"/> COOPERATIVE <input type="checkbox"/> LAUGHING	<input type="checkbox"/> UNCOOPERATIVE <input type="checkbox"/> INSULTING
	<input type="checkbox"/> PROFANITY	<input type="checkbox"/> BELCHING	<input type="checkbox"/> URINATING ON SELF <input type="checkbox"/> HICCUPPING <input type="checkbox"/> SLURRED SPEECH <input type="checkbox"/> VOMITING
UNUSUAL ACTIONS	<input type="checkbox"/> CRYING	<input type="checkbox"/> COMBATIVE	<input type="checkbox"/> THREATENING <input type="checkbox"/> OTHER (DESCRIBE)
PHONE CALLS / ATTORNEY			
DID THE SUBJECT REQUEST AN ATTORNEY AT ANY TIME? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, TIME:		DOCUMENT THE REQUEST IN THE NARRATIVE (BE SPECIFIC)	
DID THE SUBJECT ASK AT ANY TIME TO MAKE A PHONE CALL <input type="checkbox"/> YES <input type="checkbox"/> NO TIME:			
NUMBERS DIALED	TIME	OFFICER'S INITIALS	IF RESPONSE IS UNUSUAL, ENTER IT HERE (BE SPECIFIC):
( ) -			
( ) -			
( ) -			
( ) -			



# SECTION VI - EXHIBITS

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## DETAILS OF ARREST

SUBJECT'S NAME	ORIGIN	SEX	D. O. B.				
1. INSTRUCTIONS TO SUBJECT ARE PROVIDED AS GUIDELINES TO ENABLE THE OFFICER TO BE CONSISTENT IN ADMINISTERING EACH OF THE FST's. 2. DOCUMENTATION AIDS ARE PROVIDED TO ASSIST THE OFFICER IN RECORDING THE BEHAVIOR AND ACTIONS OF A SUBJECT DURING THE FST's.			DR NUMBER				
ASK SUBJECT: TO LIKE YOU TO PERFORM SOME PHYSICAL TESTS- IS THERE ANY REASON WHY YOU CANNOT PERFORM THE TESTS? <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES, ENTER RESPONSE, BE SPECIFIC)							
EXTERNAL CONDITIONS AT SCENE OF ARREST (CHECK ALL THAT APPLY)							
WEATHER	<input type="checkbox"/> CLEAR	<input type="checkbox"/> CLOUDY	<input type="checkbox"/> RAINING	<input type="checkbox"/> WINDY	<input type="checkbox"/> OTHER (EXPLAIN)		
LIGHT CONDITIONS	<input type="checkbox"/> DAY TIME	<input type="checkbox"/> NO LIGHTS	<input type="checkbox"/> VEHICLE LIGHTS	<input type="checkbox"/> FLASHLIGHT	<input type="checkbox"/> OTHER (EXPLAIN)		
	<input type="checkbox"/> NIGHT TIME	<input type="checkbox"/> STREET LIGHTS	<input type="checkbox"/> MOON LIGHT	<input type="checkbox"/> COMMERCIAL BUSINESS LIGHTING			
TYPE OF SURFACE USED FOR FIELD SOBRIETY TESTS	<input type="checkbox"/> LEVEL	<input type="checkbox"/> CEMENT	<input type="checkbox"/> DIRT	<input type="checkbox"/> STREET	<input type="checkbox"/> WET	<input type="checkbox"/> DRY	<input type="checkbox"/> PARKING LOT
	<input type="checkbox"/> UNEVEN	<input type="checkbox"/> ASPHALT	<input type="checkbox"/> GRAVEL	<input type="checkbox"/> SIDEWALK	<input type="checkbox"/> OTHER (EXPLAIN)		FOOTWEAR:
<b>HORIZONTAL GAZE NYSTAGMUS</b>	<b>WALK AND TURN</b>	<b>ONE LEG STAND</b>	<b>RHOMBERG BALANCE</b>	<b>FINGER TO NOSE</b>			
<p>QUESTIONS FOR SUBJECT:          HAVE YOU HAD ANY HEAD OR EYE INJURY?          DO YOU WEAR CONTACT LENSES? IF YES ENSURE THAT THEY ARE PROPERLY FITTED:  <input type="checkbox"/> HARD  <input type="checkbox"/> SOFT          (IF SUBJECT IS WEARING EYE GLASSES, HAVE THEM REMOVED)</p> <p>INSTRUCTIONS TO SUBJECT: (HOLDING STIMULUS 12" - 15" IN FRONT OF FACE SLIGHTLY ABOVE EYE LEVEL)          CAN YOU SEE THE TIP OF THIS ?          _____ WHAT I AM GOING TO DO IS MOVE THIS FROM SIDE TO SIDE, WHAT I WANT YOU TO DO IS FOLLOW THIS WITH YOUR EYES ONLY, KEEPING YOUR HEAD STILL, STAY FOCUSED ON THIS THE ENTIRE TIME.          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?  <input type="checkbox"/> Equal tracking  <input type="checkbox"/> Equal pupil size</p> <p><b>HGN CLUES</b></p> <input type="checkbox"/> Left eye does not follow smoothly <input type="checkbox"/> Right eye does not follow smoothly <input type="checkbox"/> Distinct and sustained nystagmus at maximum deviation of the left eye <input type="checkbox"/> Distinct and sustained nystagmus at maximum deviation of the right eye <input type="checkbox"/> Onset of nystagmus prior to 45 degrees in left eye <input type="checkbox"/> Onset of nystagmus prior to 45 degrees in right eye <p><b>VGN</b></p> <input type="checkbox"/> Vertical Gaze Nystagmus present <input type="checkbox"/> This FST not administered for subject's safety <input type="checkbox"/> This FST not administered for officer's safety <p>Time: _____          Name: _____          Serial #: _____          A certified HGN technician</p>	<p>INSTRUCTIONS TO SUBJECT:          PLACE YOUR LEFT FOOT ON THE (IMAGINARY) LINE, NOW PLACE YOUR RIGHT FOOT ON THE LINE DIRECTLY IN FRONT OF YOUR LEFT FOOT TOUCHING HEEL TO TOE. PLACE YOUR ARMS DOWN AT YOUR SIDES.          MAINTAIN THAT POSITION WHILE I EXPLAIN THE REST OF THE INSTRUCTIONS. DO YOU UNDERSTAND?          WHEN I TELL YOU TO BEGIN AND NOT BEFORE THEN TAKE A HEEL-TO-TOE STEPS DOWN THE (IMAGINARY) LINE. AFTER THE 8TH STEP LEAVE YOUR FRONT FOOT ON THE (IMAGINARY) LINE WITH THE OTHER FOOT TAKE SMALL STEPS AROUND AND TAKE 9 MORE HEEL-TO-TOE STEPS BACK DOWN THE LINE. KEEP YOUR ARMS DOWN AT YOUR SIDES, WATCH YOUR FEET AT ALL TIMES, AND COUNT YOUR STEPS ALDUS. ONCE YOU START DO NOT STOP UNTIL YOU HAVE COMPLETED THE TEST.          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?</p> <input type="checkbox"/> Cannot keep balance while listening to instructions <input type="checkbox"/> Starts before instructions are finished <input type="checkbox"/> Steps while walking to steady self <input type="checkbox"/> Does not touch heel to toe (Measure by at least 1/2 inch) <input type="checkbox"/> Loses balance while walking to steady self (That is steps off line) <input type="checkbox"/> Uses arms for balance (2" or more from side) <input type="checkbox"/> Improper turn <input type="checkbox"/> Incorrect number of steps <input type="checkbox"/> Cannot do heel (Steps off line three or more times) <input type="checkbox"/> This FST not administered for subject's safety <input type="checkbox"/> This FST not administered for officer's safety <input type="checkbox"/> Actual line used	<p>INSTRUCTIONS TO SUBJECT:          STAND WITH YOUR FEET TOGETHER AND YOUR ARMS DOWN AT YOUR SIDES. REMAIN IN THAT POSITION UNTIL I TELL YOU OTHERWISE. DO YOU UNDERSTAND?          WHEN I TELL YOU TO BEGIN AND NOT BEFORE THEN I WANT YOU TO RAISE ONE LEG OFF THE GROUND APPROXIMATELY 6" AND MAINTAIN THAT POSITION. KEEP BOTH LEGS STRAIGHT, POINT YOUR TOES FORWARD SO THAT YOUR FOOT IS PARALLEL TO THE GROUND. LOOK AT YOUR RAISED FOOT AND KEEP YOUR ARMS DOWN AT YOUR SIDES WHILE YOU COUNT ALDUS IN THE FOLLOWING MANNER, 1001-1002-1003 ... ETC. UNTIL I TELL YOU TO STOP.          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?</p> <input type="checkbox"/> Swept while balancing <input type="checkbox"/> Uses arms for balance (2" or more from side) <input type="checkbox"/> Hopping <input type="checkbox"/> Puls foot down <input type="checkbox"/> Cannot do test (Puls foot down three or more times) <input type="checkbox"/> This FST not administered for subject's safety <input type="checkbox"/> This FST not administered for officer's safety <p>Subject counted to _____ at the completion of the 30 second test.</p> <input type="checkbox"/> Raised right leg <input type="checkbox"/> Raised left leg <p><b>DOCUMENTATION</b></p>	<p>INSTRUCTIONS TO SUBJECT:          STAND WITH YOUR FEET TOGETHER AND YOUR ARMS DOWN TO YOUR SIDES. REMAIN IN THAT POSITION UNTIL I TELL YOU OTHERWISE. DO YOU UNDERSTAND?          WHEN I TELL YOU TO START AND NOT BEFORE THEN I WANT YOU TO TILT YOUR HEAD BACK SLIGHTLY AND CLOSE YOUR EYES. REMAIN IN THAT POSITION UNTIL I TELL YOU THE TEST IS COMPLETE.          DURING THE TEST I WANT YOU TO  <input type="checkbox"/> RECITE THE ALPHABET  <input type="checkbox"/> COUNT ALDUS BACKWARD FROM _____ TO _____  <input type="checkbox"/> ESTIMATE THE PASSAGE OF 30 SECONDS. ONCE YOU BELIEVE 30 SECONDS HAVE PASSED TILT YOUR HEAD FORWARD, OPEN YOUR EYES AND SAY STOP.          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?</p> <p>_____ SECONDS WAS ESTIMATED AS 30 SECONDS</p> <p>AFTER THE TEST ASK "HOW MUCH TIME WAS THAT?"</p> <p>"HOW DID YOU ESTIMATE THAT?"</p> <input type="checkbox"/> Required additional instructions during testing <input type="checkbox"/> Opened eyes during test <input type="checkbox"/> Failed to keep feet together throughout <input type="checkbox"/> Failed to keep head tilted back <input type="checkbox"/> Used hand other than the one designated <input type="checkbox"/> Waved nose with fingertip (Record nose locations below) <input type="checkbox"/> Touched nose with other than fingertip (Record below) <input type="checkbox"/> Sweaved hand to back or side to side (Record below) <input type="checkbox"/> This FST not administered for subject's safety <input type="checkbox"/> This FST not administered for officer's safety <p><b>DOCUMENTATION</b></p>	<p>INSTRUCTIONS TO SUBJECT:          STAND WITH YOUR FEET TOGETHER AND YOUR ARMS DOWN AT YOUR SIDES. REMAIN IN THAT POSITION UNTIL I TELL YOU OTHERWISE. DO YOU UNDERSTAND?          MAKE A FIST WITH BOTH HANDS AND POINT YOUR TWO INDEX FINGERS OUT STRAIGHT. (DEMONSTRATE FOR SUBJECT) NOW PLACE YOUR HANDS BACK DOWN AT YOUR SIDES AS THEY ARE WITH YOUR PALMS FACING FORWARD. (DEMONSTRATE FOR SUBJECT)          WHEN I TELL YOU TO START AND NOT BEFORE THEN WHAT I WANT YOU TO DO IS TILT YOUR HEAD BACK SLIGHTLY AND CLOSE YOUR EYES. USING THE FINGER I TELL YOU TOUCH THE VERY TIP OF YOUR FINGER TO THE VERY TIP OF YOUR NOSE. AFTER TOUCHING YOUR NOSE, RETURN YOUR HAND TO YOUR SIDE IMMEDIATELY.          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?</p> <input type="checkbox"/> Required additional instructions during testing <input type="checkbox"/> Opened eyes during test <input type="checkbox"/> Failed to keep feet together throughout <input type="checkbox"/> Failed to keep head tilted back <input type="checkbox"/> Used hand other than the one designated <input type="checkbox"/> Waved nose with fingertip (Record nose locations below) <input type="checkbox"/> Touched nose with other than fingertip (Record below) <input type="checkbox"/> Sweaved hand to back or side to side (Record below) <input type="checkbox"/> This FST not administered for subject's safety <input type="checkbox"/> This FST not administered for officer's safety <p><b>DOCUMENTATION</b></p>			
<p><b>WALK AND TURN TEST</b></p>		<p><b>FRONT TO BACK:</b></p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +) <p><b>SIDE TO SIDE:</b></p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)	<p><b>FRONT TO BACK:</b></p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +) <p><b>SIDE TO SIDE:</b></p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)	<p><b>FRONT TO BACK:</b></p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +) <p><b>SIDE TO SIDE:</b></p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)			





# SECTION VI - EXHIBITS

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Phoenix, AZ 85003  
Phone: (602) 262-7181

## DETAILS OF ARREST

SUBJECT WAS:		<input type="checkbox"/> BOOKED	NAME (LAST, FIRST, M.I.)	ADDRESS:	PHONE #:	DATE:	TIME:
		<input type="checkbox"/> RELEASED TO			( ) -		
<b>C H A R G E S</b>	CITATION NUMBERS	CODE	CHARGE DESCRIPTION				
SUBJECT'S RIGHT INDEX FINGERPRINT							
		ARRESTING OFFICER'S NAME/S AND SERIAL NUMBER/S			WASHN OFFICER'S NAME/S AND SERIAL NUMBER/S		

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SECTION VI - EXHIBITS

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ALCOHOL INFLUENCE REPORT
PHOENIX POLICE DEPARTMENT
DIGITALLY STORED EVIDENCE
PHOTO YES NO
LAST: FIRST: MIDDLE:
RACE SEX WEIGHT HEIGHT EYES HAIR DATE OF BIRTH SOCIAL SECURITY NUMBER
RESIDENTIAL ADDRESS: RES. PHONE NUMBER
EMPLOYER: BUSINESS ADDRESS: BUS. PHONE NUMBER
DRIVER LICENSE #: DL NONE STATE FORCE USED: SUPERVISOR #: ALIAS: DR #
DUI CITATION NUMBER:
REGISTERED OWNER: SAME AS DRIVER ADDRESS: (STREET, APT., CITY, STATE, ZIP)
LICENSE PLATE # YEAR, STATE: VEHICLE MAKE: STYLE: MODEL: YEAR: COLOR: ARREST NUMBER:
DISPOSITION OF VEHICLE: TOW / IMPOUND COMPANY: LOCATION: ARREST GRID:
LOCATION OF OCCURRENCE: LOCATION OF ARREST: ARREST DATE: TIME DRIVING ENDED: ARREST TIME:
MIRANDA WARNINGS GIVEN BY LOCATION: TIME: SUBJECT'S RESPONSE:
IMPLIED CONSENT EXPLAINED BY LOCATION: TIME: SUBJECT'S RESPONSE: SUBMITTED TO TESTS
INTERVIEW CONDUCTED BY LOCATION: START TIME: UNABLE TO CONDUCT INTERVIEW
SUBJECT REFUSED INTERVIEW
WERE YOU OPERATING THE VEHICLE? YES NO
WHERE WERE YOU GOING? WHERE WERE YOU COMING FROM?
WHAT TIME DID YOU LEAVE?
WHAT TIME IS IT NOW? ACTUAL TIME: AM PM WHAT IS THE DATE TODAY? ACTUAL DATE: 7/20/12
WHAT DAY OF THE WEEK IS IT? ACTUAL DAY: Friday WHAT HAVE YOU BEEN DRINKING?
HOW MUCH DID YOU DRINK? WHERE WERE YOU DRINKING?
WHAT TIME DID YOU START DRINKING? WHAT TIME DID YOU STOP DRINKING?
WERE YOU INVOLVED IN A COLLISION? YES NO (IF YES, WHERE?) THE TIME IS AT WHAT TIME DID THE COLLISION OCCUR? AM PM
HAVE YOU BEEN DRINKING SINCE THE COLLISION? YES NO (ASK IN COLLISION SITUATION ONLY) (IF YES, WHAT AND HOW MUCH?)
WHERE WERE YOU CONTACTED BY THE OFFICER?
ARE YOU ILL? YES NO (IF YES, DESCRIBE ILLNESS) DO YOU HAVE A FEVER? YES NO (IF YES, EXPLAIN)
ARE YOU HURT? YES NO (IF YES, DESCRIBE) DID YOU HIT YOUR HEAD? YES NO (IF YES, DESCRIBE HOW INJURY OCCURRED)
HAVE YOU SEEN TO DOCTOR OR DENTIST IN THE LAST TWO WEEKS? YES NO (IF YES, WHEN, AND WHAT WAS THE REASON FOR THE VISIT?)
NATURE OF ON GOING TREATMENT: HAVE YOU TAKEN ANY MEDICATION / DRUG IN THE PAST 24 HOURS? YES NO (IF YES, DATE TAKEN) TIME TAKEN: AM PM
TYPE OF MEDICATION / DRUG (OR NAME): DO YOU HAVE DIABETES? YES NO DO YOU TAKE INSULIN FOR ANY REASON? YES NO (IF YES, WHY?)
DO YOU HAVE ANY ALLERGIES? YES NO (IF YES, WHAT ARE THEY?)
ARE YOUR ALLERGIES BOTHERING YOU NOW? YES NO (IF YES, IN WHAT WAY?)
DO YOU HAVE ANY PHYSICAL DISABILITIES? YES NO (IF YES, DESCRIBE) WHEN DID YOU LAST EAT? AM PM
DATE: TIME:
WHAT DID YOU EAT? HOW MUCH SLEEP HAVE YOU HAD IN THE LAST 24 HOURS?
DID YOU FEEL IMPAIRED IN ANY WAY WHILE DRIVING? YES NO
FOR THIS NEXT QUESTION I AM NOT ASKING YOU HOW MUCH YOU HAVE HAD TO DRINK, ON A SCALE OF ZERO TO TEN, ZERO BEING COMPLETELY SOBER AND TEN BEING COMPLETELY FALLING DOWN DRUNK, HOW WOULD YOU RATE YOURSELF AT THE TIME YOU WERE DRIVING?
0 1 2 3 4 5 6 7 8 9 10 (CIRCLE SUBJECTS RESPONSE)



SECTION VI - EXHIBITS

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SUBJECT INTERVIEW CONTINUED
DO YOU HAVE A PRIOR DUI CONVICTION?
IS YOUR LICENSE SUSPENDED / REVOKED / CANCELED?
UNUSUAL COMMENTS / OBSERVATIONS OF SUBJECT:
CHEMICAL TEST EVIDENCE
IN COLLISION SITUATIONS COMPLETE THE FOLLOWING
OFFICER'S OBSERVATIONS OF SUBJECT'S PHYSICAL CONDITION
PHONE CALLS / ATTORNEY
WITNESS SECTION
VICTIM INFORMATION





# SECTION VI - EXHIBITS

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 Finance Department  
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 Phoenix, AZ 85003  
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## DETAILS OF ARREST

SUBJECT'S NAME		ORIGIN		SEX		D. E. B.	
1. INSTRUCTIONS TO SUBJECT ARE PROVIDED AS GUIDELINES TO ENABLE THE OFFICER TO BE CONSISTENT IN ADMINISTERING EACH OF THE FST'S. 2. DOCUMENTATION AIDS ARE PROVIDED TO ASSIST THE OFFICER IN RECORDING THE BEHAVIOR AND ACTIONS OF A SUBJECT DURING THE FST'S.							DR NUMBER
ASK SUBJECT: DO YOU LIKE TO PERFORM SOME PHYSICAL TESTS- IS THERE ANY REASON WHY YOU CANNOT PERFORM THE TESTS? <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES, ENTER RESPONSE, BE SPECIFIC.)							
EXTERNAL CONDITIONS AT SCENE OF ARREST (CHECK ALL THAT APPLY)							
WEATHER		<input type="checkbox"/> CLEAR	<input type="checkbox"/> CLOUDY	<input type="checkbox"/> RAINING	<input type="checkbox"/> WINDY	<input type="checkbox"/> OTHER (EXPLAIN)	
LIGHT CONDITIONS		<input type="checkbox"/> DAY TIME	<input type="checkbox"/> NO LIGHTS	<input type="checkbox"/> VEHICLE LIGHTS	<input type="checkbox"/> FLASHLIGHT	<input type="checkbox"/> OTHER (EXPLAIN)	
TYPE OF SURFACE USED FOR FIELD SOBRIETY TESTS		<input type="checkbox"/> LEVEL	<input type="checkbox"/> CEMENT	<input type="checkbox"/> DIRT	<input type="checkbox"/> STREET	<input type="checkbox"/> WET	<input type="checkbox"/> DRY
		<input type="checkbox"/> UNEVEN	<input type="checkbox"/> ASPHALT	<input type="checkbox"/> GRAVEL	<input type="checkbox"/> SIDEWALK	<input type="checkbox"/> OTHER (EXPLAIN):	
						<input type="checkbox"/> PARKING LOT	
HORIZONTAL GAZE NYSTAGMUS		WALK AND TURN		ONE LEG STAND		SHIMMERS BALANCE	
<p>QUESTIONS FOR SUBJECT:          HAVE YOU HAD ANY HEAD OR EYE INJURIES?          DO YOU WEAR CONTACT LENSES? IF YES ENSURE THAT THEY ARE PROPERLY FITTED:  <input type="checkbox"/> HARD  <input type="checkbox"/> SOFT          IF SUBJECT IS WEARING EYE GLASSES, HAVE THEM REMOVED!          INSTRUCTIONS TO SUBJECT:          HOLDING STIMULUS 12" - 18" IN FRONT OF FACE SLIGHTLY ABOVE EYE LEVEL.          CAN YOU SEE THE TIP OF THIS?          WHAT I AM GOING TO DO IS MOVE THIS FROM SIDE TO SIDE. WHAT I WANT YOU TO DO IS FOLLOW THIS WITH YOUR EYES ONLY, KEEPING YOUR HEAD STILL, STAY FOCUSED ON THIS THE ENTIRE TIME.          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?  <input type="checkbox"/> Equal tracking  <input type="checkbox"/> Equal pupil size</p> <p>HGN CUES</p> <input type="checkbox"/> Left eye does not follow smoothly <input type="checkbox"/> Right eye does not follow smoothly <input type="checkbox"/> Distinct and sustained nystagmus at maximum deviation of the left eye <input type="checkbox"/> Distinct and sustained nystagmus at maximum deviation of the right eye <input type="checkbox"/> Onset of nystagmus prior to 45 degrees in left eye <input type="checkbox"/> Onset of nystagmus prior to 45 degrees in right eye <p>VGN</p> <input type="checkbox"/> Vertical Gaze Nystagmus present <input type="checkbox"/> This FST not administered for subject's safety <input type="checkbox"/> This FST not administered for officer's safety <p>Time: _____          Name: _____          Serial #: _____          A certified HGN technician</p>		<p>INSTRUCTIONS TO SUBJECT:          PLACE YOUR LEFT FOOT ON THE (IMAGINARY) LINE, NOW PLACE YOUR RIGHT FOOT ON THE LINE DIRECTLY IN FRONT OF YOUR LEFT FOOT TOUCHING HEEL TO TOE. PLACE YOUR ARMS DOWN AT YOUR SIDES.          MAINTAIN THAT POSITION WHILE I EXPLAIN THE REST OF THE INSTRUCTIONS. DO YOU UNDERSTAND?          WHEN I TELL YOU TO BEGIN AND NOT BEFORE THEN TAKE 8 HEEL-TO-TOE STEPS DOWN THE (IMAGINARY) LINE. AFTER THE 8TH STEP LEAVE YOUR FRONT FOOT ON THE (IMAGINARY) LINE WITH THE OTHER FOOT TAKE SMALL STEPS AROUND AND TAKE 8 MORE HEEL-TO-TOE STEPS BACK DOWN THE LINE. KEEP YOUR ARMS DOWN AT YOUR SIDES. WATCH YOUR FEET AT ALL TIMES, AND COUNT YOUR STEPS ALOUD. ONCE YOU START DO NOT STOP UNTIL YOU HAVE COMPLETED THE TEST.          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?  <input type="checkbox"/> Cannot keep balance while listening to instructions  <input type="checkbox"/> Starts before instructions are finished  <input type="checkbox"/> Steps while walking to steady self  <input type="checkbox"/> Does not touch heel to toe (Stops by at least 1/2 inch)  <input type="checkbox"/> Loses balance while walking to steady self (That is steps off line)  <input type="checkbox"/> Uses arms for balance (8" or more from side)  <input type="checkbox"/> Improper turn  <input type="checkbox"/> Incorrect number of steps  <input type="checkbox"/> Cannot do test (Steps off line three or more times)  <input type="checkbox"/> This FST not administered for subject's safety  <input type="checkbox"/> This FST not administered for officer's safety  <input type="checkbox"/> Actual line used</p>		<p>INSTRUCTIONS TO SUBJECT:          STAND WITH YOUR FEET TOGETHER AND YOUR ARMS DOWN AT YOUR SIDES. REMAIN IN THAT POSITION UNTIL I TELL YOU OTHERWISE. DO YOU UNDERSTAND?          WHEN I TELL YOU TO BEGIN AND NOT BEFORE THEN I WANT YOU TO RAISE ONE LEG OFF THE GROUND APPROXIMATELY 6" AND MAINTAIN THAT POSITION. KEEP BOTH TOES STRAIGHT. POINT YOUR TOES FORWARD SO THAT YOUR FOOT IS PARALLEL TO THE GROUND. LOOK AT YOUR RAISED FOOT AND KEEP YOUR ARMS DOWN AT YOUR SIDES WHILE YOU COUNT ALOUD IN THE FOLLOWING MANNER, 1001-1002-1003 ... ETC. UNTIL I TELL YOU TO STOP.          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?  <input type="checkbox"/> Sways while balancing  <input type="checkbox"/> Uses arms for balance (8" or more from side)  <input type="checkbox"/> Hooping  <input type="checkbox"/> Puts feet down  <input type="checkbox"/> Cannot do test (Puts feet down three or more times)  <input type="checkbox"/> This FST not administered for subject's safety  <input type="checkbox"/> This FST not administered for officer's safety          Subject counted to _____ at the completion of the 30 second test.  <input type="checkbox"/> Raised right leg  <input type="checkbox"/> Raised left leg</p> <p>DOCUMENTATION</p>		<p>INSTRUCTIONS TO SUBJECT:          STAND WITH YOUR FEET TOGETHER AND YOUR ARMS DOWN AT YOUR SIDES. REMAIN IN THAT POSITION UNTIL I TELL YOU OTHERWISE. DO YOU UNDERSTAND?          MAKE A FIST WITH BOTH HANDS AND POINT YOUR TWO INDEX FINGERS OUT STRAIGHT. (DEMONSTRATE FOR SUBJECT) NOW PLACE YOUR HANDS BACK DOWN AT YOUR SIDES AS THEY ARE WITH YOUR PALMS FACING FORWARD. (DEMONSTRATE FOR SUBJECT)          WHEN I TELL YOU TO START AND NOT BEFORE THEN WHAT I WANT YOU TO DO IS TILT YOUR HEAD BACK SLIGHTLY AND CLOSE YOUR EYES. REMAIN IN THAT POSITION UNTIL I TELL YOU THE TEST IS COMPLETE.          DURING THE TEST I WANT YOU TO  <input type="checkbox"/> RECITE THE ALPHABET  <input type="checkbox"/> COUNT ALOUD BACKWARD FROM _____ TO _____  <input type="checkbox"/> ESTIMATE THE PASSAGE OF 30 SECONDS. ONCE YOU BELIEVE 30 SECONDS HAVE PASSED TILT YOUR HEAD FORWARD, OPEN YOUR EYES AND SAY "STOP".          DO YOU UNDERSTAND THE INSTRUCTIONS? DO YOU HAVE ANY QUESTIONS?          _____ SECONDS WAS ESTIMATED AS 30 SECONDS          AFTER THE TEST ASK "HOW MUCH TIME WAS THAT?"          "HOW DID YOU ESTIMATE THAT?"  <input type="checkbox"/> Required additional instructions during testing  <input type="checkbox"/> Opened eyes during test  <input type="checkbox"/> Failed to keep feet together throughout  <input type="checkbox"/> Failed to keep head tilted back  <input type="checkbox"/> Used hand other than the one designated  <input type="checkbox"/> Mixed nose with fingertip (Record this location below)  <input type="checkbox"/> Touched nose with other than fingertip (Record below)  <input type="checkbox"/> Swept front to back or side to side (Record below)  <input type="checkbox"/> This FST not administered for subject's safety  <input type="checkbox"/> This FST not administered for officer's safety</p> <p>Right Index Finger          Left Index Finger</p>	
<p>WALK AND TURN TEST</p>		<p>FRONT TO BACK SWAY:</p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)		<p>FRONT TO BACK SWAY:</p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)		<p>FRONT TO BACK SWAY:</p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)	
<p>SIDE TO SIDE SWAY:</p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)		<p>SIDE TO SIDE SWAY:</p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)		<p>SIDE TO SIDE SWAY:</p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)		<p>SIDE TO SIDE SWAY:</p> <input type="checkbox"/> NONE (0") <input type="checkbox"/> SLIGHT (1" - 2") <input type="checkbox"/> MODERATE (3" - 4") <input type="checkbox"/> HEAVY (5" +)	



# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

## DETAILS OF ARREST

SUBJECT		<input type="checkbox"/> BOOKED	NAME (LAST, FIRST, M.I.)		ADDRESS:	PHONE #:	DATE:	TIME:
WAS:		<input type="checkbox"/> RELEASED TO				( ) -		
<b>C H A R G E S</b>	CITATION NUMBERS		CODE	CHARGE DESCRIPTION				
SUBJECT'S RIGHT INDEX FINGERPRINT		ARRESTING OFFICER'S NAME(S) AND SERIAL NUMBER(S):			WAGON OFFICER'S NAME(S) AND SERIAL NUMBER(S):			

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# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
 Finance Department  
 Procurement Division  
 251 W. Washington Street  
 8<sup>th</sup> Floor  
 Phoenix, AZ 85003  
 Phone: (602) 262-7181

## Exhibit C-2 ARIZONA TRAFFIC TICKET AND COMPLAINT (4 COPIES)

#988801



City of Phoenix

MARICOPA COUNTY

STATE OF ARIZONA

### ARIZONA TRAFFIC TICKET AND COMPLAINT

<b>COMPLAINT NO.</b> 5559732		Report No.		ACC <input type="checkbox"/>	FATAL/ SER. PHYS INJURY <input type="checkbox"/>	CMV <input type="checkbox"/>	HAZ MAT <input type="checkbox"/>	Grid
Driver License Number		State	Class	Endorsements M H N P T X D			Restriction	Military
<b>DEFENDANT</b>		First	Middle	Last			Social Security No.	
Sex	Weight	Height	Eyes	Hair	Origin	DOB	Mo.	Day
Residential Address		Apt #	City/Town	State/Province	Country (if other than U.S.)		ZIP	Phone No.
Business Name/Address		Apt #	City/Town	State/Province	Country (if other than U.S.)		ZIP	Phone No.
<b>VEHICLE</b>		Year	Make	Model	Color	License Plate No.		State
The undersigned certifies that the defendant named herein did commit the following:								
<b>ON</b>	Month	Day	Year	Time	AM PM	Radar <input type="checkbox"/> Yes	Direction	A.C. Reading
						Prior No Insurance W/1 3 years <input type="checkbox"/> Yes	Prior DUI Conviction W/1 5 years <input type="checkbox"/> Yes	
<b>LIST CRIMINAL CHARGE FIRST, IF APPLICABLE</b>								
<b>1</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful
	as follows:							
at location:		Intersection <input type="checkbox"/> in Phoenix, Maricopa County, AZ						
<b>2</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful
	as follows:							
at location:		Intersection <input type="checkbox"/> in Phoenix, Maricopa County, AZ						
<b>3</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful
	as follows:							
at location:		Intersection <input type="checkbox"/> in Phoenix, Maricopa County, AZ						
<b>4</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful
	as follows:							
at location:		Intersection <input type="checkbox"/> in Phoenix, Maricopa County, AZ						
<b>5</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful
	as follows:							
at location:		Intersection <input type="checkbox"/> in Phoenix, Maricopa County, AZ						
Additional Complaint/s: <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Complaint Number/s:</b>								
<b>You Must Appear At:</b>	<input type="checkbox"/> CITY OF PHOENIX MUNICIPAL COURT 400 N. 7th St. Phoenix, AZ 85006-3380 Phone: 262-6421				<input type="checkbox"/> BRING ONE PARENT		<input type="checkbox"/> MARICOPA COUNTY JUVENILE COURT CENTER 3125 W. Durango Phoenix, AZ 85009 Phone: 506-4533	
<b>Your Court Date Is:</b>	Month	Day	Year	Time	AM PM	Victim/s? <input type="checkbox"/> Yes <input type="checkbox"/> No	Victim/s Notified? (All) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Booking No.
CRIMINAL: <input type="checkbox"/> Without admitting guilt, I promise to appear on the court date listed above. CIVIL: <input type="checkbox"/> Without admitting responsibility, I acknowledge receipt of this complaint.					I hereby certify that I have reasonable grounds to believe and do believe that the person cited herein committed the offense described herein contrary to law, and by signature, has promised to appear if so signed, and I have served a copy of this complaint upon the defendant.			
<b>X</b> Signature					Complainant/ol Issued on: _____ Date: _____ Serial No. _____ Serial No. _____			

COURT

30-177 Rev. 12/97



# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
 Finance Department  
 Procurement Division  
 251 W. Washington Street  
 8<sup>th</sup> Floor  
 Phoenix, AZ 85003  
 Phone: (602) 262-7181

<input type="checkbox"/> Interpreter Required <input type="checkbox"/> Spanish <input type="checkbox"/> Other _____		<input type="checkbox"/> Attorney N.O.A. _____		Ph # _____									
<b>ARRAIGNMENT CHARGE 1</b>	<b>ARRAIGNMENT CHARGE 2</b>	<b>ARRAIGNMENT CHARGE 3</b>	<b>ARRAIGNMENT CHARGE 4</b>	<b>ARRAIGNMENT CHARGE 5</b>									
<input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> DDP <input type="checkbox"/> declined <input type="checkbox"/> no contest <input type="checkbox"/> dismiss WWO prejudice	<input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> DDP <input type="checkbox"/> declined <input type="checkbox"/> no contest <input type="checkbox"/> dismiss WWO prejudice	<input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> DDP <input type="checkbox"/> declined <input type="checkbox"/> no contest <input type="checkbox"/> dismiss WWO prejudice	<input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> DDP <input type="checkbox"/> declined <input type="checkbox"/> no contest <input type="checkbox"/> dismiss WWO prejudice	<input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> DDP <input type="checkbox"/> declined <input type="checkbox"/> no contest <input type="checkbox"/> dismiss WWO prejudice									
By my signature below, I hereby waive my right to trial, enter a plea of guilty or responsible for the violation and consent to judgment imposing the prescribed fine or civil sanction.													
DEFENDANT SIGNATURE _____			Date: _____		Judge's Initials _____								
<b>SETTINGS</b>													
Date of Action	Chg #	Date set to	For	Ct Rm	Time	Initials	Date of Action	Chg #	Date set to	For	Ct Rm	Time	Initials
<b>JUDGMENTS AND ORDERS OF THE COURT</b>													
<input type="checkbox"/> COP <input type="checkbox"/> Civil Hearing/Trial held <input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> dismiss <input type="checkbox"/> default WWO prejudice <input type="checkbox"/> no contest	<input type="checkbox"/> COP <input type="checkbox"/> Civil Hearing/Trial held <input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> dismiss <input type="checkbox"/> default WWO prejudice <input type="checkbox"/> no contest	<input type="checkbox"/> COP <input type="checkbox"/> Civil Hearing/Trial held <input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> dismiss <input type="checkbox"/> default WWO prejudice <input type="checkbox"/> no contest	<input type="checkbox"/> COP <input type="checkbox"/> Civil Hearing/Trial held <input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> dismiss <input type="checkbox"/> default WWO prejudice <input type="checkbox"/> no contest	<input type="checkbox"/> COP <input type="checkbox"/> Civil Hearing/Trial held <input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> dismiss <input type="checkbox"/> default WWO prejudice <input type="checkbox"/> no contest	<input type="checkbox"/> COP <input type="checkbox"/> Civil Hearing/Trial held <input type="checkbox"/> not responsible <input type="checkbox"/> responsible <input type="checkbox"/> not guilty <input type="checkbox"/> guilty <input type="checkbox"/> dismiss <input type="checkbox"/> default WWO prejudice <input type="checkbox"/> no contest								
<input type="checkbox"/> SEE LOG ENTRY FOR SENTENCE DETAILS TAPE NO(S): _____													
<input type="checkbox"/> Fine/Sanction \$ _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Reduce <input type="checkbox"/> Only if requirements are met Suspend: <input type="checkbox"/> Driving priv. <input type="checkbox"/> Vehicle regis. <input type="checkbox"/> Driving priv. AND vehicle regis. for _____ months.	<input type="checkbox"/> Fine/Sanction \$ _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Reduce <input type="checkbox"/> Only if requirements are met Suspend: <input type="checkbox"/> Driving priv. <input type="checkbox"/> Vehicle regis. <input type="checkbox"/> Driving priv. AND vehicle regis. for _____ months.	<input type="checkbox"/> Fine/Sanction \$ _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Reduce <input type="checkbox"/> Only if requirements are met Suspend: <input type="checkbox"/> Driving priv. <input type="checkbox"/> Vehicle regis. <input type="checkbox"/> Driving priv. AND vehicle regis. for _____ months.	<input type="checkbox"/> Fine/Sanction \$ _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Reduce <input type="checkbox"/> Only if requirements are met Suspend: <input type="checkbox"/> Driving priv. <input type="checkbox"/> Vehicle regis. <input type="checkbox"/> Driving priv. AND vehicle regis. for _____ months.	<input type="checkbox"/> Fine/Sanction \$ _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Reduce <input type="checkbox"/> Only if requirements are met Suspend: <input type="checkbox"/> Driving priv. <input type="checkbox"/> Vehicle regis. <input type="checkbox"/> Driving priv. AND vehicle regis. for _____ months.									
<input type="checkbox"/> PAY \$ _____ <input type="checkbox"/> Today at Windows 25-28 <input type="checkbox"/> Report immediately to Windows 16-17 to arrange a payment plan.													
<input type="checkbox"/> Or show proof of: <input type="checkbox"/> Community Service Total hours _____ by _____ <input type="checkbox"/> Insurance by _____ <input type="checkbox"/> Registration by _____ _____ by _____ <input type="checkbox"/> With proof, reduce fine amount to \$ _____ <input type="checkbox"/> DDP	<input type="checkbox"/> Or show proof of: <input type="checkbox"/> Community Service Total hours _____ by _____ <input type="checkbox"/> Insurance by _____ <input type="checkbox"/> Registration by _____ _____ by _____ <input type="checkbox"/> With proof, reduce fine amount to \$ _____ <input type="checkbox"/> DDP	<input type="checkbox"/> Or show proof of: <input type="checkbox"/> Community Service Total hours _____ by _____ <input type="checkbox"/> Insurance by _____ <input type="checkbox"/> Registration by _____ _____ by _____ <input type="checkbox"/> With proof, reduce fine amount to \$ _____ <input type="checkbox"/> DDP	<input type="checkbox"/> Or show proof of: <input type="checkbox"/> Community Service Total hours _____ by _____ <input type="checkbox"/> Insurance by _____ <input type="checkbox"/> Registration by _____ _____ by _____ <input type="checkbox"/> With proof, reduce fine amount to \$ _____ <input type="checkbox"/> DDP	<input type="checkbox"/> Or show proof of: <input type="checkbox"/> Community Service Total hours _____ by _____ <input type="checkbox"/> Insurance by _____ <input type="checkbox"/> Registration by _____ _____ by _____ <input type="checkbox"/> With proof, reduce fine amount to \$ _____ <input type="checkbox"/> DDP									
COMMENTS: Default: <input type="checkbox"/> Stands <input type="checkbox"/> Set Aside	COMMENTS: Default: <input type="checkbox"/> Stands <input type="checkbox"/> Set Aside	COMMENTS: Default: <input type="checkbox"/> Stands <input type="checkbox"/> Set Aside	COMMENTS: Default: <input type="checkbox"/> Stands <input type="checkbox"/> Set Aside	COMMENTS: Default: <input type="checkbox"/> Stands <input type="checkbox"/> Set Aside									
Disposition Code:	Disposition Code:	Disposition Code:	Disposition Code:	Disposition Code:									
Disposition Date:	Disposition Date:	Disposition Date:	Disposition Date:	Disposition Date:									
Judge's Initials:	Judge's Initials:	Judge's Initials:	Judge's Initials:	Judge's Initials:									
<input type="checkbox"/> Bond/Deposit Amount \$ _____ <input type="checkbox"/> Bond Forfeited <input type="checkbox"/> Bond Exonerated <input type="checkbox"/> Fine(s) from bond/deposit Date/Initials _____													
<input type="checkbox"/> Appeal Bond Ordered Amount \$ _____ <input type="checkbox"/> Appeal Bond Forfeited <input type="checkbox"/> Appeal Bond Exonerated <input type="checkbox"/> Fine(s) from bond Date/Initials _____													



# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
 Finance Department  
 Procurement Division  
 251 W. Washington Street  
 8<sup>th</sup> Floor  
 Phoenix, AZ 85003  
 Phone: (602) 262-7181



City of Phoenix

MARICOPA COUNTY

STATE OF ARIZONA

## ARIZONA TRAFFIC TICKET AND COMPLAINT

<b>COMPLAINT NO.</b> 5559732		Report No.		ACC <input type="checkbox"/>	FATAL/ SER. PHYS INJURY <input type="checkbox"/>	CMV <input type="checkbox"/>	HAZ MAT <input type="checkbox"/>	Grid		
Driver License Number		State	Class	Endorsements M H N P T X D			Restriction	Military		
<b>DEFENDANT</b>		First	Middle	Last			Social Security No.			
Sex	Weight	Height	Eyes	Hair	Origin	DOB	Mo.	Day		
							Yr.	Other ID Type/No.		
Residential Address		Apt #	City/Town	State/Province	Country (if other than U.S.)			ZIP	Phone No.	
Business Name/Address		Apt #	City/Town	State/Province	Country (if other than U.S.)			ZIP	Phone No.	
<b>VEHICLE</b>		Year	Make	Model	Color	License Plate No.		State	Exp.	
The undersigned certifies that the defendant named herein did commit the following:										
<b>ON</b>	Month	Day	Year	Time	AM PM	Radars <input type="checkbox"/> Yes	Direction	A.C. Reading:	Prior No Insurance Conviction W/1 3 years <input type="checkbox"/> Yes	Prior DUI Conviction W/1 5 years <input type="checkbox"/> Yes
<b>LIST CRIMINAL CHARGE FIRST, IF APPLICABLE</b>										
<b>1</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT)	<input type="checkbox"/> Criminal Traffic (CT)
	as follows:									
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ					
<b>2</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT)	<input type="checkbox"/> Criminal Traffic (CT)
	as follows:									
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ					
<b>3</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT)	<input type="checkbox"/> Criminal Traffic (CT)
	as follows:									
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ					
<b>4</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT)	<input type="checkbox"/> Criminal Traffic (CT)
	as follows:									
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ					
<b>5</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT)	<input type="checkbox"/> Criminal Traffic (CT)
	as follows:									
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ					
Additional Complaint/s: <input type="checkbox"/> Yes      Complaint Number/s:										
<b>You Must Appear At:</b>	<input type="checkbox"/> CITY OF PHOENIX MUNICIPAL COURT 400 N. 7th St. Phoenix, AZ 85006-3380 Phone: 262-6421				<input type="checkbox"/> BRING ONE PARENT		<input type="checkbox"/> MARICOPA COUNTY JUVENILE COURT CENTER 3125 W. Durango Phoenix, AZ 85009 Phone: 506-4533			
<b>Your Court Date Is:</b>	Month	Day	Year	Time	AM PM	Victim/s? <input type="checkbox"/> Yes <input type="checkbox"/> No	Victim/s Notified? (All) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Booking No.	
CRIMINAL: <input type="checkbox"/> Without admitting guilt, I promise to appear on the court date listed above. CIVIL: <input type="checkbox"/> Without admitting responsibility, I acknowledge receipt of this complaint.					I hereby certify that I have reasonable grounds to believe and do believe that the person cited herein committed the offense described herein contrary to law, and by signature, has promised to appear if so signed, and I have served a copy of this complaint upon the defendant.					
<b>X</b> Signature					Complainant(s) _____ Serial No. _____ Issued on: _____ Date _____ Serial No. _____					

**DEFENDANT**  
**READ NOTICE AND INSTRUCTIONS ON REVERSE SIDE**

30-171 Rev. 12/97



## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

### IMPORTANT NOTICE TO DEFENDANT

The other side of this page is a true copy of the offense(s) described in the complaint that will be filed in the Phoenix Municipal Court.

Each offense for which you have been cited is either a Civil Traffic violation, a Criminal Traffic offense, a Criminal offense, or a Petty offense. To determine which of the following notices apply to you, look at the box checked to the right of each charge listed on the reverse side of this notice.

#### CIVIL TRAFFIC

If the Civil Traffic box is checked, notice is hereby given that if you fail to appear as directed in this complaint, a default judgment will be entered against you, a civil sanction will be imposed, and your driving privileges will be suspended. Your driver's license or nonresident operating privilege will remain suspended until the civil sanction is paid and you satisfy Motor Vehicle Division requirements (A.R.S. 28-1557[B][2]).

#### CRIMINAL OR PETTY OFFENSE

If the Criminal or Petty offense box is checked, notice is hereby given that if you fail to appear in court as directed in this complaint, a warrant will be issued for your arrest. (A.R.S. 13-3903.E).

#### CRIMINAL TRAFFIC

If the Criminal Traffic box is checked, notice is hereby given that if you fail to appear as directed in this complaint on a criminal charge, a warrant will be issued for your arrest and your license will be suspended (A.R.S. 28-1557[B][1]).

#### GENERAL INFORMATION

Please read and follow the instructions listed on the information envelope provided by the officer. **You may be eligible to attend a defensive driving program, pay your fine by mail or schedule a trial/hearing by mail.**

You must appear in court on the court date listed on your complaint if you have been charged with a criminal offense or your violation does not appear on the Fine/Sanction Schedule of the information envelope. All motions, including motions to amend or dismiss, filed pursuant to Rule 16, Arizona Rules of Criminal Procedure, may be heard at the next scheduled court date. **If you were cited into court on a weekend or a holiday, you must appear on the next court business day.** If you require reasonable accommodations per the Americans with Disabilities Act (ADA), please contact the court at 262-6421.

**You will need to come to court prepared to pay any fine which might be imposed by the Judge. Failure to appear will result in additional monetary penalties, driver license suspension, and/or the issuance of a warrant for your arrest. In addition, your account will be referred to a collection agency and your delinquent status reported to a credit bureau. Collection costs will be added to the fine amount.**

No continuances are granted by telephone. If you appear in court, you should bring your copy of the complaint with you. Failure to do so may delay the processing of your case. The court is open Monday through Friday - 7:30 A.M. to 5:00 P.M. Additional information can be obtained by calling 262-6421.



# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
 Finance Department  
 Procurement Division  
 251 W. Washington Street  
 8<sup>th</sup> Floor  
 Phoenix, AZ 85003  
 Phone: (602) 262-7181



City of Phoenix

MARICOPA COUNTY

STATE OF ARIZONA

## ARIZONA TRAFFIC TICKET AND COMPLAINT

<b>COMPLAINT NO.</b> 5559732		Report No.		ACC <input type="checkbox"/>	FATAL/SER. PHYS INJURY <input type="checkbox"/>	CMV <input type="checkbox"/>	HAZ MAT <input type="checkbox"/>	Grid	
Driver License Number		State	Class	Endorsements M H N P T X D			Restriction	Military	
<b>DEFENDANT</b>		First	Middle	Last			Social Security No.		
Sex	Weight	Height	Eyes	Hair	Origin	DOB	Mo.	Day	
Residential Address		Apt #	City/Town	State/Province	Country (if other than U.S.)			ZIP	Phone No.
Business Name/Address		Apt #	City/Town	State/Province	Country (if other than U.S.)			ZIP	Phone No.
<b>VEHICLE</b>		Year	Make	Model	Color	License Plate No.		State	
The undersigned certifies that the defendant named herein did commit the following:									
<b>ON</b>	Month	Day	Year	Time	AM PM	Radar <input type="checkbox"/>	Direction	A.C. Reading:	
						Prior No Insurance Conviction W/1 3 years <input type="checkbox"/>	Prior DUI Conviction W/1 5 years <input type="checkbox"/>		
<b>LIST CRIMINAL CHARGE FIRST, IF APPLICABLE</b>									
<b>1</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	
	as follows:								
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ				
<b>2</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	
	as follows:								
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ				
<b>3</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	
	as follows:								
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ				
<b>4</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	
	as follows:								
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ				
<b>5</b>	in violation of:				<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	
	as follows:								
	at location: Intersection <input type="checkbox"/>				in Phoenix, Maricopa County, AZ				
Additional Complaint/s: <input type="checkbox"/> Yes      Complaint Number/s:									
<b>You Must Appear At:</b>	<input type="checkbox"/> CITY OF PHOENIX MUNICIPAL COURT 400 N. 7th St. Phoenix, AZ 85006-3380 Phone: 262-6421				<input type="checkbox"/> BRING ONE PARENT				<input type="checkbox"/> MARICOPA COUNTY JUVENILE COURT CENTER 3125 W. Durango Phoenix, AZ 85009 Phone: 506-4533
<b>Your Court Date Is:</b>	Month	Day	Year	Time	AM PM	Victim/s? <input type="checkbox"/> Yes <input type="checkbox"/> No	Victim/s Notified? (All) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Booking No.	
CRIMINAL: <input type="checkbox"/> Without admitting guilt, I promise to appear on the court date listed above. CML: <input type="checkbox"/> Without admitting responsibility, I acknowledge receipt of this complaint.					I hereby certify that I have reasonable grounds to believe and do believe that the person cited herein committed the offense described herein contrary to law, and by signature, has promised to appear if so signed, and I have served a copy of this complaint upon the defendant.				
X Signature					Complainant(s) _____ Serial No. _____ Issued on: _____ Date _____ Serial No. _____				

**DEPENSIVE DRIVING PROGRAM (OPTIONAL)**  
**READ NOTICE AND INSTRUCTIONS ON REVERSE SIDE**

30-171 Rev. 12/97





## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

### IMPORTANT NOTICE TO DEFENDANT

The other side of this page is a true copy of the offense(s) described in the complaint that will be filed in the Phoenix Municipal Court.

Each offense for which you have been cited is either a Civil Traffic violation, a Criminal Traffic-offense, a-Criminal offense, or a Petty offense. To determine which of the following notices apply to you, look at the box checked to the right of each charge listed on the reverse side of this notice.

#### **CIVIL TRAFFIC**

If the Civil Traffic box is checked, notice is hereby given that if you fail to appear as directed in this complaint, a default judgment will be entered against you, a civil sanction will be imposed, and your driving privileges will be suspended. Your driver's license or nonresident operating privilege will remain suspended until the civil sanction is paid and you satisfy Motor Vehicle Division requirements (A.R.S. 28-1557[B](2)).

#### **CRIMINAL OR PETTY OFFENSE**

If the Criminal or Petty offense box is checked, notice is hereby given that if you fail to appear in court as directed in this complaint, a warrant will be issued for your arrest. (A.R.S. 13-3903.E).

#### **CRIMINAL TRAFFIC**

If the Criminal Traffic box is checked, notice is hereby given that if you fail to appear as directed in this complaint on a criminal charge, a warrant will be issued for your arrest and your license will be suspended (A.R.S. 28-1557[B](1)).

#### **GENERAL INFORMATION**

Please read and follow the instructions listed on the information envelope provided by the officer. **You may be eligible to attend a defensive driving program, pay your fine by mail or schedule a trial/hearing by mail!**

You must appear in court on the court date listed on your complaint if you have been charged with a criminal offense or your violation does not appear on the Fine/Sanction Schedule of the information envelope. All motions, including motions to amend or dismiss, filed pursuant to Rule 16, Arizona Rules of Criminal Procedure, may be heard at the next scheduled court date. **If you were cited into court on a weekend or a holiday, you must appear on the next court business day.** If you require reasonable accommodations per the Americans with Disabilities Act (ADA), please contact the court at 262-6421.

**You will need to come to court prepared to pay any fine which might be imposed by the Judge. Failure to appear will result in additional monetary penalties, driver license suspension, and/or the issuance of a warrant for your arrest. In addition, your account will be referred to a collection agency and your delinquent status reported to a credit bureau. Collection costs will be added to the fine amount.**

**No continuances are granted by telephone. If you appear in court, you should bring your copy of the complaint with you. Failure to do so may delay the processing of your case.** The court is open Monday through Friday - 7:30 A.M. to 5:00 P.M. Additional information can be obtained by calling 262-6421.



# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
 Finance Department  
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City of Phoenix

MARICOPA COUNTY

STATE OF ARIZONA

## ARIZONA TRAFFIC TICKET AND COMPLAINT

<b>COMPLAINT NO.</b> 5559732		Report No.		ACC <input type="checkbox"/>	FATAL/ SER. PHYS INJURY <input type="checkbox"/>	CMV <input type="checkbox"/>	HAZ MAT <input type="checkbox"/>	Grid		
Driver License Number		State	Class	Endorsements M H N P T X D			Restriction	Military		
<b>DEFENDANT</b>		First	Middle	Last			Social Security No.			
Sex	Weight	Height	Eyes	Hair	Origin	DOB	Mo.	Day		
							Yr.	Other ID Type/No.		
Residential Address		Apt #	City/Town	State/Province	Country (if other than U.S.)			ZIP	Phone No.	
Business Name/Address		Apt #	City/Town	State/Province	Country (if other than U.S.)			ZIP	Phone No.	
<b>VEHICLE</b>		Year	Make	Model	Color	License Plate No.		State	Exp.	
The undersigned certifies that the defendant named herein did commit the following:										
<b>ON</b>	Month	Day	Year	Time	AM PM	Radar <input type="checkbox"/> Yes	Direction	A.C. Reading:	Prior No Insurance Conviction W/I 3 years <input type="checkbox"/> Yes	Prior DUI Conviction W/I 5 years <input type="checkbox"/> Yes
<b>LIST CRIMINAL CHARGE FIRST, IF APPLICABLE</b>										
<b>1</b>	in violation of:		<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT) <input type="checkbox"/> Criminal Traffic (CT) <input type="checkbox"/> Criminal (CR) <input type="checkbox"/> Petty Offense (PO)			
	as follows:									
	at location: Intersection <input type="checkbox"/>		in Phoenix, Maricopa County, AZ							
<b>2</b>	in violation of:		<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT) <input type="checkbox"/> Criminal Traffic (CT) <input type="checkbox"/> Criminal (CR) <input type="checkbox"/> Petty Offense (PO)			
	as follows:									
	at location: Intersection <input type="checkbox"/>		in Phoenix, Maricopa County, AZ							
<b>3</b>	in violation of:		<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT) <input type="checkbox"/> Criminal Traffic (CT) <input type="checkbox"/> Criminal (CR) <input type="checkbox"/> Petty Offense (PO)			
	as follows:									
	at location: Intersection <input type="checkbox"/>		in Phoenix, Maricopa County, AZ							
<b>4</b>	in violation of:		<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT) <input type="checkbox"/> Criminal Traffic (CT) <input type="checkbox"/> Criminal (CR) <input type="checkbox"/> Petty Offense (PO)			
	as follows:									
	at location: Intersection <input type="checkbox"/>		in Phoenix, Maricopa County, AZ							
<b>5</b>	in violation of:		<input type="checkbox"/> ARS <input type="checkbox"/> City Code	<b>SPEED</b>	Alleged	Lawful	<input type="checkbox"/> Civil Traffic (VT) <input type="checkbox"/> Criminal Traffic (CT) <input type="checkbox"/> Criminal (CR) <input type="checkbox"/> Petty Offense (PO)			
	as follows:									
	at location: Intersection <input type="checkbox"/>		in Phoenix, Maricopa County, AZ							
Additional Complaint/s: <input type="checkbox"/> Yes      Complaint Number/s:										
<b>You Must Appear At:</b>		<input type="checkbox"/> CITY OF PHOENIX MUNICIPAL COURT 400 N. 7th St. Phoenix, AZ 85006-3380 Phone: 262-6421			<input type="checkbox"/> BRING ONE PARENT		<input type="checkbox"/> MARICOPA COUNTY JUVENILE COURT CENTER 3125 W. Durango Phoenix, AZ 85009 Phone: 506-4533			
<b>Your Court Date Is:</b>		Month	Day	Year	Time	AM PM	Victim/s? <input type="checkbox"/> Yes <input type="checkbox"/> No	Victim/s Notified? (All) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Booking No.	
CRIMINAL: <input type="checkbox"/> Without admitting guilt, I promise to appear on the court date listed above. CIVIL: <input type="checkbox"/> Without admitting responsibility, I acknowledge receipt of this complaint. <b>X</b> _____ Signature					I hereby certify that I have reasonable grounds to believe and do believe that the person cited herein committed the offense described herein contrary to law, and by signature, has promised to appear if so signed, and I have served a copy of this complaint upon the defendant.  Complainant(s) _____ Serial No. _____ Issued on: _____ Date _____ Serial No. _____					

ENFORCEMENT

30-171 Rev. 12/97

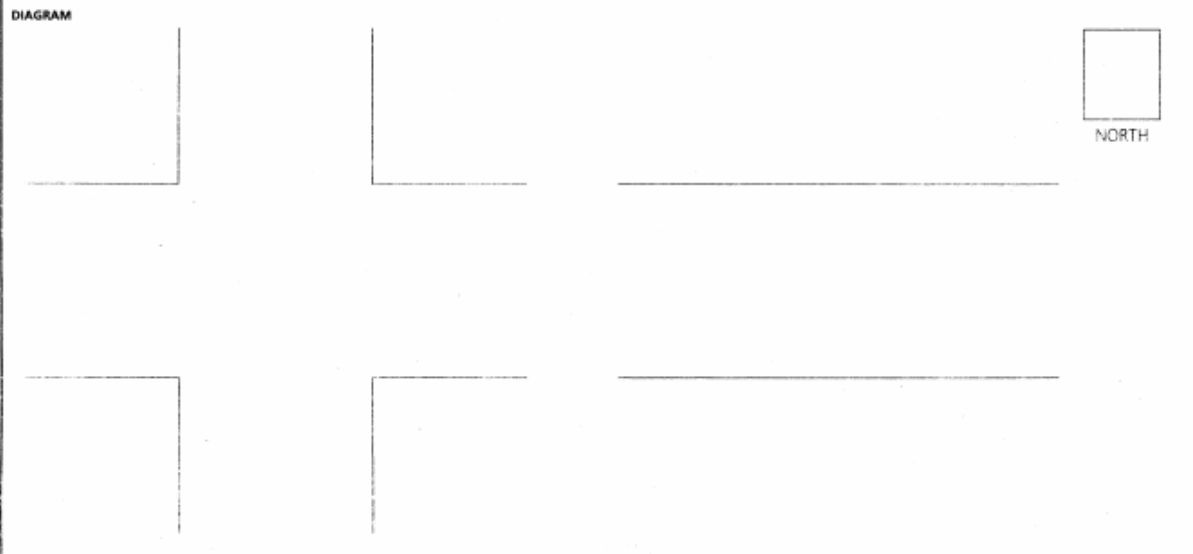


# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

REMARKS

OFFICER LOCATION: _____		LOCATION STOPPED: _____	
<b>EQUIPMENT INFORMATION</b>		<b>CONDITIONS</b>	
VEHICLE NUMBER: _____	MARKED: Y N	LIGHTING: DAWN DAYLIGHT DUSK NIGHT STREETLIGHTS OTHER _____	
YEAR/MAKE: _____		WEATHER: CLEAR CLOUDY DRY WET OTHER: _____	
CALIBRATED: Y N DATE: _____		TRAFFIC: LIGHT MODERATE HEAVY OTHER: _____	
BY: _____		ROADWAY: UNDER CONSTRUCTION SCHOOL ZONE RESIDENTIAL AREA BUSINESS DISTRICT ONE-WAY	
CALIBRATED SPEEDS: _____		NUMBER OF LANES: _____ ROAD WIDTH: _____	
RADAR		OTHER: _____	
MODEL/SER. NUMBER: _____			
UNIT CHECK TIMES: _____			







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 Phone: (602) 262-7181

## Exhibit C-3 CRASH REPORT SAMPLE

ADOT USE ONLY

ARIZONA CRASH REPORT		REPORT ID				Agency Report Number										
1 POLICE ONLY - FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION, 964R 208 S. 17TH AVE., PHOENIX, ARIZONA 85007-3233		YEAR	MONTH	DAY	HOUR	NCIC NO.	OFFICER ID NO.	Total Number of Sheets								
<b>COMPLETE THE TRUCK/BUS SUPPLEMENT IF ANY (circle) AND ANY (diamond) ARE CHECKED</b>																
2 Total Units		Total Fatalities		Involvement in Fatalities		Person Transported for Immediate Medical Care?		Low Priority of At Least One Vehicle from Scene?	District or Grid No.							
3 LOCATION		On Highway/Other Street		Intersecting Street/Road/MP, or R.P.		City		County								
Safety Devices (SD)		Injury Severity (IS)		Seating Position		18 - Front Seat - Other (Child in Lap) 28 or 38 - Additional passenger in vehicle by row 81 - in enclosed or cargo area 82 - in unenclosed passenger/cargo area 85 - riding on vehicle exterior 99 - Unknown										
TRAFFIC UNIT NO. 1		State Class End		Restrictions		Address		City	State	Zip Code	Telephone Number	Name (First, Middle, Last)	Suffix	Sex		
Date of Birth		Color		Vehicle Year		Make		Model	Body Style	Plate Number	State	Plate Mo/Yr	Bus (5 or more seats)			
VIN		Safety Devices		Injury Severity		Posted Speed Limit		OIG Est. Speed		Transported To/By		Removed to (Address/Storage Location Identifier)		Orders of		
Insurance Company		Telephone Number		Policy Number		Exp. Date										
TRAFFIC UNIT NO. 2		State Class End		Restrictions		Address		City	State	Zip Code	Telephone Number	Name (First, Middle, Last)	Suffix	Sex		
Date of Birth		Color		Vehicle Year		Make		Model	Body Style	Plate Number	State	Plate Mo/Yr	Bus (5 or more seats)			
VIN		Safety Devices		Injury Severity		Posted Speed Limit		OIG Est. Speed		Transported To/By		Removed to (Address/Storage Location Identifier)		Orders of		
Insurance Company		Telephone Number		Policy Number		Exp. Date										
TRAFFIC UNIT NO. 3		State Class End		Restrictions		Address		City	State	Zip Code	Telephone Number	Name (First, Middle, Last)	Suffix	Sex		
Date of Birth		Color		Vehicle Year		Make		Model	Body Style	Plate Number	State	Plate Mo/Yr	Bus (5 or more seats)			
VIN		Safety Devices		Injury Severity		Posted Speed Limit		OIG Est. Speed		Transported To/By		Removed to (Address/Storage Location Identifier)		Orders of		
Insurance Company		Telephone Number		Policy Number		Exp. Date										
5 PASSENGERS																
Lic. Seal #		SD		IS		Name		Address		City	State	Zip Code	Telephone No.	DOB	Age	Sex
Property Damaged (Other than Vehicle)		Owner Code (OC)		3 - Federal Government		5 - County in Arizona		7 - Tribal Nation		Inventory Tag No.						
6 OC		Owner's Name		Address (or Bar Code ID Number)		City		State	Zip Code	Telephone Number						
7		Photos Taken		Photographer's Name, ID Number and Agency Number		Invest. At Scene		Date Invest.		Time Invest.		FD/EMS Incident No.				
Officer's Name/ Badge #		Supervisor's Signature		Agency Name		Date Completed										

97-21049 R12/2010



SECTION VI - EXHIBITS

CITY OF PHOENIX
Finance Department
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Phone: (602) 262-7181

Form with multiple sections: WITNESSES, CITATION CHARGES, LIGHT CONDITION, WEATHER CONDITIONS, ROAD SURFACE CONDITION, ROAD GRADE, RELATION TO JUNCTION, TYPE OF INTERSECTION, TRAFFIC WAY DESCRIPTION, MANNER OF CRASH IMPACT, DIRECTION OF UNIT TRAVEL, CONTRIBUTING CIRCUMSTANCES, VIOLATIONS/BEHAVIOR, TRAFFIC UNIT MANEUVER/ACTION, LOCATION OF PEDESTRIAN/CYCLIST, TRAFFIC CONTROL DEVICE.

01-3704B RY20010





# SECTION VI - EXHIBITS

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 Phoenix, AZ 85003  
 Phone: (602) 262-7181

1 IF A STATE HIGHWAY

ARIZONA CRASH REPORT		REPORT ID						Agency Report Number	
1	<b>CONTINUED</b> POLICE ONLY—FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION, 054R 208 S, 17TH AVE., PHOENIX, ARIZONA 85007-3233	YEAR	MONTH	DAY	HOUR	NCIC NO.	OFFICER ID NO.		

25 VEHICLE DAMAGED AREA(S) - (CIRCLE UP TO THREE AREAS PER UNIT)														
Unit #	2	3	4	0—NONE 10—UNDERCARRIAGE 97—OTHER 99—UNKNOWN	Unit #	2	3	4	0—NONE 10—UNDERCARRIAGE 97—OTHER 99—UNKNOWN	Unit #	2	3	4	0—NONE 10—UNDERCARRIAGE 97—OTHER 99—UNKNOWN
1	←	□	→		1	←	□	→		1	←	□	→	
	6	7	6			8	7	6			8	7	6	

26 GLOBAL POSITION	Latitude:	Longitude:
--------------------	-----------	------------

27 —ROADWAY ALIGNMENT  
 UNIT #

1 - STRAIGHT  
 2 - CURVE LEFT  
 3 - CURVE RIGHT  
 99 - UNKNOWN

28 —LANE  
 Please enter unit's number and lane of travel before first crash event

UNIT	UNIT	UNIT

- 0 TWO-WAY CONTINUOUS LEFT TURN
- 1-9 1= FIRST LANE NEXT TO A MEDIAN THRU 9
- 10 CROSSWALK
- L1 THRU LX - LEFT TURN ONLY LANES (L1= 1ST LEFT TURN AFTER MEDIAN/CENTERLINE)
- R1 THRU RX - RIGHT TURN LANES (R1=1ST RIGHT TURN AFTER THROUGH LANES)
- BL DEDICATED BIKE LANE
- HOV HIGH OCCUPANCY VEHICLE
- 97 NON-ROADWAY
- 99 UNKNOWN

29 —EJECTION

0 NOT APPLICABLE  
 1 NOT EJECTED  
 2 EJECTED, PARTIALLY  
 3 EJECTED, TOTALLY  
 4 UNKNOWN DEGREE  
 99 UNKNOWN

30 —EXTRICATION

0 NOT APPLICABLE  
 1 EXTRICATED  
 99 UNKNOWN

Unit # and Seat Position from front page.  
 Driver seat Position = 11

Unit #	Seat Pos	Ejection	Extrication

31 —SEQUENCE OF EVENTS  
 SEE EXAMPLE BELOW  
 UP TO FOUR CRASH EVENTS FOR EACH UNIT IN THE ORDER OF OCCURRENCE

- NON-COLLISION
- 1 OVERTURN/ROLLOVER
  - 2 FIRE/EXPLOSION
  - 3 IMMERSION
  - 4 JACKKNIFE
  - 5 CARGO/EQUIPMENT LOSS/SHIFT
  - 6 FELL/JUMPED FROM VEHICLE
  - 7 THROWN OR FALLING OBJECT
  - 8 OTHER NON-COLLISION
  - 9 EQUIPMENT FAILURE (tires, brakes)
  - 10 SEPARATION OF UNITS
  - 11 RAN OFF ROAD RIGHT
  - 12 RAN OFF ROAD LEFT
  - 13 CROSS MEDIAN
  - 14 CROSS CENTERLINE
  - 15 DOWNHILL RUNAWAY

- COLLISION WITH PERSON, MOTOR VEHICLE, OR NON-FIXED OBJECT
- 16 MOTOR VEHICLE IN TRANSPORT
  - 17 PEDESTRIAN
  - 18 PEDALCYCLE
  - 19 RAILWAY VEHICLE (TRAIN, ENGINE)
  - 20 LIGHT RAILWAY/RAILCAR VEHICLE
  - 21 ANIMAL, WILD—NON GAME
  - 22 ANIMAL, WILD—GAME
  - 23 ANIMAL—PET
  - 24 ANIMAL—LIVESTOCK
  - 25 PARKED MOTOR VEHICLE
  - 26 WORK ZONE/MAINT. EQUIP.
  - 27 STRUCK BY FALLING, SHIFTING CARGO OR ANYTHING SET IN MOTION BY ANOTHER VEHICLE
  - 28 OTHER NON-FIXED OBJ.

- COLLISION WITH FIXED OBJECT
- 29 IMPACT ATTENUATOR/CRASH CUSHION
  - 30 BRIDGE/OVERHEAD STRUCTURE
  - 31 BRIDGE RAIL
  - 32 CULVERT
  - 33 CURB
  - 34 DITCH
  - 35 EMBANKMENT
  - 36 GUARDRAIL FACE
  - 37 GUARDRAIL END
  - 38 CONCRETE TRAFFIC BARRIER
  - 39 CABLE TRAFFIC BARRIER
  - 40 OTHER TRAFFIC BARRIER
  - 41 TREE, BUSH, STUMP (standing)
  - 42 TRAFFIC SIGN SUPPORT
  - 43 TRAFFIC SIGNAL SUPPORT
  - 44 UTILITY POLE/LIGHT SUPPORT
  - 45 OTHER POST, POLE, OR SUPPORT
  - 46 FENCE
  - 47 MAILBOX
  - 48 BUILDING
  - 49 OTHER FIXED OBJ.
  - 99 UNKNOWN

SEQUENCE OF EVENTS

UNIT	UNIT	UNIT	
			FIRST EVENT
			SECOND EVENT
			THIRD EVENT
			FIRST HARMFUL (based on the crash)

EXAMPLE- SEQUENCE OF EVENTS

VEHICLE 1—SEQUENCE OF EVENTS

- 11— RAN OFF ROAD RIGHT
- 14— CROSS CENTERLINE
- 16— MOTOR VEHICLE IN TRANSPORT

VEHICLE 2—SEQUENCE OF EVENTS

- 16— MOTOR VEHICLE IN TRANSPORT

SEQUENCE OF EVENTS			
UNIT 1	UNIT 2	UNIT _	
11	16		FIRST EVENT
14			SECOND EVENT
16			THIRD EVENT
Note: Fill FIRST HARMFUL based on the crash			FIRST HARMFUL

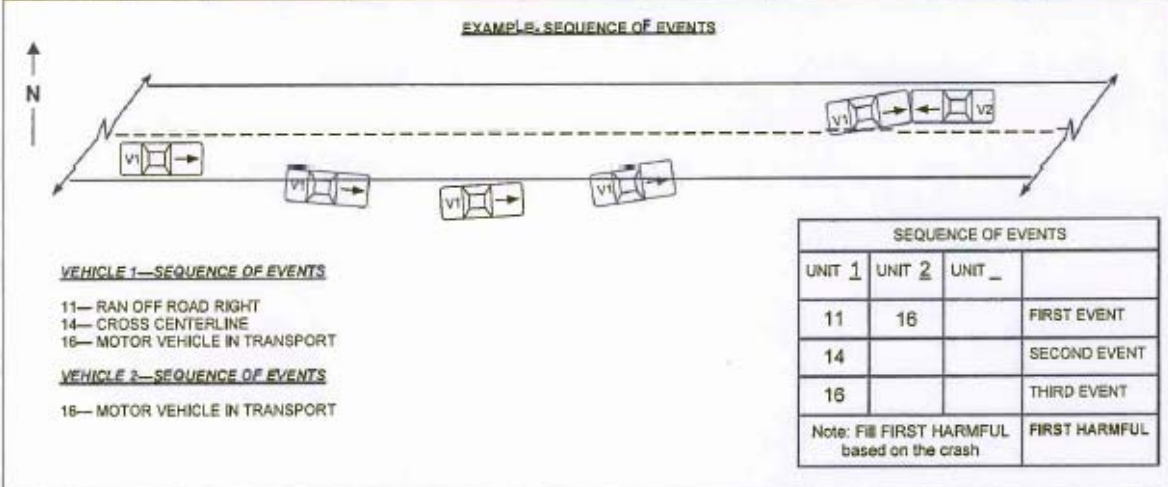


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IF NOT A STATE HIGHWAY

ARIZONA CRASH REPORT		REPORT ID						Agency Report Number																																																	
<b>CONTINUED</b> POLICE ONLY—FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION, 064R 305 S. 17TH AVE., PHOENIX, ARIZONA 85007-3233		YEAR	MONTH	DAY	HOUR	NOIC NO.	OFFICER ID NO.																																																		
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1	←	□	□		1	←	□	□		1	←	□	□																																												
	8	7	6			8	7	6			8	7	6																																												
26	GLOBAL POSITION	Latitude:						Longitude:																																																	
27—ROADWAY ALIGNMENT					31—SEQUENCE OF EVENTS																																																				
UNIT #					SEE EXAMPLE BELOW																																																				
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 - STRAIGHT <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 2 - CURVE LEFT <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 3 - CURVE RIGHT <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 99 - UNKNOWN					UP TO FOUR CRASH EVENTS FOR EACH UNIT IN THE ORDER OF OCCURRENCE																																																				
28—LANE					NON-COLLISION																																																				
Please enter unit's number and lane of travel before first crash event.					1 OVERTURN/ROLLOVER 2 FIRE/EXPLOSION 3 IMMERSION 4 JACKKNIFE 5 CARGO/EQUIPMENT LOSS/SHIFT 6 FELL/JUMPED FROM VEHICLE 7 THROWN OR FALLING OBJECT 8 OTHER NON-COLLISION _____ 9 EQUIPMENT FAILURE (Tires, brakes) 10 SEPARATION OF UNITS 11 RAN OFF ROAD RIGHT 12 RAN OFF ROAD LEFT 13 CROSS MEDIAN 14 CROSS CENTERLINE 15 DOWNHILL RUNAWAY																																																				
0 TWO-WAY CONTINUOUS LEFT TURN 1-9 FIRST LANE NEXT TO A MEDIAN THRU 9 10 CROSSWALK L1 THRU LX - LEFT TURN ONLY LANES (L1= 1ST LEFT TURN AFTER MEDIAN/CENTERLINE) R1 THRU RX - RIGHT TURN LANES (R1=1ST RIGHT TURN AFTER THROUGH LANES) BL DEDICATED BIKE LANE HOV HIGH OCCUPANCY VEHICLE 97 NON-ROADWAY 99 UNKNOWN					COLLISION WITH FIXED OBJECT 29 IMPACT ATTENUATOR/CRASH CUSHION 30 BRIDGE/OVERHEAD STRUCTURE 31 BRIDGE RAIL 32 CULVERT 33 CURB 34 DITCH 35 EMBANKMENT 36 GUARDRAIL FACE 37 GUARDRAIL END 38 CONCRETE TRAFFIC BARRIER 39 CABLE TRAFFIC BARRIER 40 OTHER TRAFFIC BARRIER 41 TREE, BUSH, STUMP (standing) 42 TRAFFIC SIGN SUPPORT 43 TRAFFIC SIGNAL SUPPORT 44 UTILITY POLE/LIGHT SUPPORT 45 OTHER POST, POLE, OR SUPPORT 46 FENCE 47 MAILBOX 48 BUILDING 49 OTHER FIXED OBJ. _____ 99 UNKNOWN																																																				
29—EJECTION					30—EXTRICATION																																																				
0 NOT APPLICABLE 1 NOT EJECTED 2 EJECTED PARTIALLY 3 EJECTED, TOTALLY 4 UNKNOWN DEGREE 99 UNKNOWN					0 NOT APPLICABLE 1 EXTRICATED 99 UNKNOWN																																																				
Unit # and Seat Position from front page.					COLLISION WITH PERSON, MOTOR VEHICLE, OR NON-FIXED OBJECT																																																				
Driver seat Position = 11					16 MOTOR VEHICLE IN TRANSPORT 17 PEDESTRIAN 18 PEDALCYCLE 19 RAILWAY VEHICLE (TRAIN, ENGINE) 20 LIGHT RAILWAY/RAILCAR VEHICLE 21 ANIMAL, WILD—NON GAME _____ 22 ANIMAL, WILD—GAME _____ 23 ANIMAL—PET _____ 24 ANIMAL—LIVESTOCK _____ 25 PARKED MOTOR VEHICLE 26 WORK ZONE/MAINT. EQUIP. 27 STRUCK BY FALLING, SHIFTING CARGO OR ANYTHING SET IN MOTION BY ANOTHER VEHICLE 28 OTHER NON-FIXED OBJ. _____																																																				
<table border="1"> <thead> <tr> <th>Unit #</th> <th>Seat Pos</th> <th>Ejection</th> <th>Extrication</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>					Unit #	Seat Pos	Ejection	Extrication																					<table border="1"> <thead> <tr> <th colspan="4">SEQUENCE OF EVENTS</th> </tr> <tr> <th>UNIT</th> <th>UNIT</th> <th>UNIT</th> <th></th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td>FIRST EVENT</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td>SECOND EVENT</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td>THIRD EVENT</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td>FIRST HARMFUL (based on the crash)</td> </tr> </tbody> </table>					SEQUENCE OF EVENTS				UNIT	UNIT	UNIT					FIRST EVENT				SECOND EVENT				THIRD EVENT				FIRST HARMFUL (based on the crash)
Unit #	Seat Pos	Ejection	Extrication																																																						
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# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

<b>ARIZONA CRASH REPORT</b>		REPORT ID						Agency Report Number	
1	<b>CONTINUED</b> POLICE ONLY—FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION, 064R 200 S. 17TH AVE., PHOENIX, ARIZONA 85007-3233	YEAR	MONTH	DAY	HOUR	NCIC NO.	OFFICER ID NO.		
32	<b>CRASH DIAGRAM</b>						<input type="checkbox"/> MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE <input type="checkbox"/> MEASUREMENTS ARE SCALED (SCALE * _____)		
							33	INDICATE NORTH	

01-2704 R06/2010





SECTION VI - EXHIBITS

CITY OF PHOENIX
Finance Department
Procurement Division
251 W. Washington Street
8th Floor
Phoenix, AZ 85003
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ARIZONA CRASH REPORT
TRUCK/BUS SUPPLEMENT
REPORT ID
Qualifying Information
Vehicle Information
Carrier Information
TRAFFIC UNIT NO.
Signature of Officer
Date

01-2710 R808





# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
 Finance Department  
 Procurement Division  
 251 W. Washington Street  
 8<sup>th</sup> Floor  
 Phoenix, AZ 85003  
 Phone: (602) 262-7181

ARIZONA CRASH REPORT		REPORT ID				Agency Report Number	
1	<b>FATAL SUPPLEMENT</b> POLICE ONLY - FORWARD COPY TO TRAFFIC RECORDS SECTION, 054R ADOT TRAFFIC RECORDS SECTION, 054R 206 S. 17th AVE., PHOENIX, ARIZONA 85007-3233	YEAR	MONTH	DAY	HOUR	NCIC NO.	OFFICERS ID NO.
2	NAME OF VICTIM					<input type="checkbox"/> DRIVER <input type="checkbox"/> PEDESTRIAN <input type="checkbox"/> PASSENGER <input type="checkbox"/> PEDALCYCLIST	
	ADDRESS					CITY	STATE ZIP
	SEX	WEIGHT	EYES	HEIGHT	HAIR	DATE OF BIRTH	
	VICTIM REMOVED TO				VICTIM REMOVED BY		
	DECEASED AT SCENE <input type="checkbox"/> YES <input type="checkbox"/> NO		TRANSPORTED TO HOSPITAL: <input type="checkbox"/> YES <input type="checkbox"/> NO			ARRIVAL TIME AT HOSPITAL	
	<b>SAFETY DEVICE FAILURE</b>		<b>SAFETY DEVICE - IMPROPER USAGE</b>			<b>EJECTION (Eject) PATH</b>	
	<input type="checkbox"/> 0 - Not Applicable (Safety Device Worked) <input type="checkbox"/> 1 - Lap Failed <input type="checkbox"/> 2 - Shoulder Failed <input type="checkbox"/> 3 - Both Failed <input type="checkbox"/> 4 - Child Safety Seat Failed <input type="checkbox"/> 5 - Child Booster Seat Failed <input type="checkbox"/> 99 - Unknown		<input type="checkbox"/> 0 - Not Applicable (Safety Device Properly Used) <input type="checkbox"/> 1 - Lap <input type="checkbox"/> 2 - Shoulder <input type="checkbox"/> 3 - Both <input type="checkbox"/> 4 - Child Safety Seat <input type="checkbox"/> 5 - Child Booster Seat <input type="checkbox"/> 99 - Unknown			<input type="checkbox"/> 0 - Not Applicable (Non-Motorist)/Not Ejected <input type="checkbox"/> 1 - Through Side Door Opening <input type="checkbox"/> 2 - Through Side Window <input type="checkbox"/> 3 - Through Windshield <input type="checkbox"/> 4 - Through Back Window <input type="checkbox"/> 5 - Through Back Door/Tailgate Opening <input type="checkbox"/> 6 - Through Roof Opening (sunroof; convertible top down) <input type="checkbox"/> 7 - Through Roof (convertible top up) <input type="checkbox"/> 8 - Other Path (e.g., back of pickup truck) <input type="checkbox"/> 99 - Unknown	
	<b>AIR BAG NOT AVAILABLE</b>						
	<input type="checkbox"/> 0 - Not Applicable (Air Bag Available) <input type="checkbox"/> 1 - Previously Deployed - Not Replaced <input type="checkbox"/> 2 - Disabled <input type="checkbox"/> 3 - Removed						
	3	<b>DRIVER</b> NAME OF DRIVER <input type="checkbox"/> SAME AS VICTIM					
4	<b>EXTRACTION (Extr) SUPPLEMENT</b> Unit # <input type="checkbox"/> 0 - Not Applicable (Non Motorist) / Not Extracted <input type="checkbox"/> 1 - By Ambulance Attendant <input type="checkbox"/> 2 - By Police <input type="checkbox"/> 3 - By Fire Department <input type="checkbox"/> 4 - By Passerby <input type="checkbox"/> 97 - Other <input type="checkbox"/> 99 - Unknown			<b>5 COMPLETE IF ANY DRIVER IS TESTED FOR ALCOHOL/DRUGS</b> Driver # _____ Driver # _____ Alcohol Test Type _____ Alcohol Test Type _____ Alcohol Test Results _____ Alcohol Test Results _____ Drug Test Type _____ Drug Test Type _____ Drug Test Results _____ Drug Test Results _____			
6	<b>UNDERRIDE / OVERRIDE</b> Unit # <input type="checkbox"/> 0 - Not Applicable UNDERRIDING A MOTOR VEHICLE IN-TRANSPORT <input type="checkbox"/> 1 - Underride (Compartment Intrusion) <input type="checkbox"/> 2 - Underride (No Compartment Intrusion) <input type="checkbox"/> 3 - Underride (Compartment Intrusion Unknown) <input type="checkbox"/> 7 - Overriding a Motor Vehicle In-Transport <input type="checkbox"/> 8 - Overriding a Motor Vehicle Not In-Transport <input type="checkbox"/> 9 - Through Roof Opening (sunroof) <input type="checkbox"/> 99 - Unknown					<b>FIRE OCCURRENCE</b> Unit # <input type="checkbox"/> 0 - Not Applicable <input type="checkbox"/> 1 - Fire Occurred in Vehicle During Accident <input type="checkbox"/> 2 - Fire occurred in This Vehicle and Initiated Fire/Explosion in Another Vehicle <input type="checkbox"/> 99 - Unknown	
	UNDERRIDING A MOTOR VEHICLE NOT IN-TRANSPORT <input type="checkbox"/> 4 - Underride (Compartment Intrusion) <input type="checkbox"/> 5 - Underride (No Compartment Intrusion) <input type="checkbox"/> 6 - Underride (Compartment Intrusion Unknown)						
7	EMS CALLED		EMS ARRIVED				
8	COMMENTS						
9	OFFICER'S SIGNATURE		SUPERVISOR'S SIGNATURE		AGENCY	DATE COMPLETED	





# SECTION VI - EXHIBITS

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## Exhibit C-4 JUVENILE ARREST WORKSHEET

NOTE: * INDICATES INFORMATION IS REQUIRED												JUVENILE ARREST WORKSHEET												NOT NEEDED FOR OLDS																							
NAME (LAST, FIRST, MIDDLE)				* RACE		* SEX		* AGE		* DOB		* HT		* WT		* HAIR		* EYES		SOC. SEC. NO.																											
RES. ADDRESS (STREET, APT, CITY, STATE, ZIP)												* RES. PLACE NAME (IF ANY)												RES. PHONE NO.																							
MAILING ADDRESS SAME AS RES. Y N												* MAILING ADDRESS (IF DIFFERENT)																																			
RESIDES WITH (NAME)						* RELATIONSHIP						NOTIFIED Y N						* BUS. PHONE NO. & EXT.																													
SCHOOL NAME						CURRENTLY ENROLLED Y N						* GRADE						* If juvenile not currently enrolled, use the last completed (insert) grade.																													
BUS. ADDRESS (STREET, SUITE, CITY, STATE, ZIP)												BUS. NAME												BUS. PHONE NO. & EXT.																							
OCCUPATION				WORK HOURS				DAYS OFF				GANG/AFFILIATION				ADMITTED Y N				PLACE OF BIRTH *				CITIZENSHIP *																							
R & I BUREAU CHECK RESULT				ALIAS				CLOTHING DESCRIPTION																																							
PROPERTY DESCRIPTION												SCARS/MARKS/TATTOOS/INJURY DESCRIPTION																																			
PARENT/GUARDIAN INFORMATION																																															
PARENT/GUARDIAN NAME				* NOTIFIED METHOD				DATE				TIME				SERIAL NO. *				* PHX *				* OFFICER NAME																							
ADDRESS SAME Y N												* PARENT/GUARDIAN ADDRESS (IF DIFFERENT) (STREET, APT, CITY, ST., ZIP)												RES. PHONE NO.												BUS. PHONE NO. & EXT.											
ARREST INFORMATION																																															
ARREST DATE				* DAY				* TIME				SERIAL NO. *				SQUAD/DETAIL ID *				ARREST LOCATION *																											
OFFICER ASSAULT Y N				* DOMESTIC VIOLENCE Y N				* INTOXICATION Y N				* (IF "Y")				CODE 1 ALCOHOL 3 TOXIC VAPORS 2 DRUGS 4 UNKNOWN				GANG RELATED Y N																											
TOTAL PROPERTY VALUE (nearest dollar)				STOLEN				RECOVERED				DAMAGED				CO-DEFENDANT NAME(S)																															
JUVENILE DISPOSITION																																															
DETAINED Y N				* IF YES, WAS VICTIM NOTIFIED Y N				REFERRAL (GIB) Y N				* COMPLAINANT (OFFICER) NAME				SERIAL NO. *				SQUAD/DETAIL ID *				COMPLAINT DATE *																							
RELEASED Y N				* RELEASED TO (NAME)				* RELATIONSHIP				ADDRESS				RES. PHONE NO.																															
OFFENSE INFORMATION																																															
1		OFFENSE DATE		* TIME		DESCRIPTION				* ARS CODE		* CLASS		PROPERTY VALUE OR NUMBER																																	
CONNECT-UNRELATED REPORT		LOCATION										VICTIM NAME																																			
2		OFFENSE DATE		* TIME		DESCRIPTION				* ARS CODE		* CLASS		PROPERTY VALUE OR NUMBER																																	
CONNECT-UNRELATED REPORT		LOCATION										VICTIM NAME																																			
3		OFFENSE DATE		* TIME		DESCRIPTION				* ARS CODE		* CLASS		PROPERTY VALUE OR NUMBER																																	
CONNECT-UNRELATED REPORT		LOCATION										VICTIM NAME																																			
<b>JUVENILE PROCEDURES</b>												— See OPS. ORDER D-7.																																			
<b>DETENTION CONDITIONS</b>												— Appears juvenile will not be present at a hearing, likely to commit an offense injurious to himself or others, must be held for another jurisdiction, interest of child or public require custodial protection, juvenile arrested for graffiti offense.												OPS. ORDER D-7.1																							
<b>NOTIFICATIONS</b>												— Juvenile temporarily at police facility, use Detained Persons Computerized Detention Log.												OPS. ORDER D-3 para. 1																							
												NOTIFY parents or guardian. Request they call JCC. If not available, a note may be left.												OPS. ORDER D-7.4.E.																							
												AFTER Detention, notify GIB.												OPS. ORDER D-7.4.F.																							
												Victims of physical injury, threat of physical injury, sexual offenses or felonies will be notified upon arrest or detention.												OPS. ORDER B-1.F																							
<b>JUVENILE WARRANTS</b>												— Contact JCC Central Index AND the MCSO Records Bureau to verify before detention.												OPS. ORDER D-7.16.																							
<b>TRAFFIC WARRANTS</b>												— Juvenile arrested on a traffic warrant issued by City Traffic court has in fact been remanded to adult court, and will be processed in the same manner as an adult. If juvenile cannot post bail, book into jail. Obtain copy of warrant and Remand Order from R & I and attach to jail copy of the arrest record.												OPS. ORDER D-7.16.B																							
<b>REMAND ORDERS</b>												— See OPS. ORDER D-7.17																																			
<b>CURFEW</b>												— UNDER SIXTEEN YEARS: Unlawful for juvenile under age 16 to be away from home between 2200 and 0500 hours unless accompanied by parent/custodian, on an emergency errand, or on reasonable/legitimate/specific activity permitted by parent/custodian.												PHX. CITY CODE SECTION 22																							
												— OVER SIXTEEN YEARS: Unlawful for juvenile over age 16 and under age 18 to be away from home between midnight and 0500 hours unless emancipated, accompanied by parent/custodian, on an emergency errand, or on reasonable/legitimate/specific activity permitted by parent/custodian.												PHX. CITY CODE SECTION 22																							

SEE OTHER SIDE FOR JUVENILE MIRANDA WARNINGS WORKSHEET

82-1190 Rev. 10/98  
CALEA (44-28-8)

Guiding Values: Protection and Prevention - Responsibility - Integrity and Ideals - Dedication to Duty - Employee Excellence



# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
 Finance Department  
 Procurement Division  
 251 W. Washington Street  
 8<sup>th</sup> Floor  
 Phoenix, AZ 85003  
 Phone: (602) 262-7181

JUVENILE MIRANDA WARNINGS WORKSHEET			
VICTIM'S NAME:		TYPE OF REPORT:	
LOCATION OF OCCURRENCE:		DR NUMBER:	
<b>PHOENIX POLICE DEPARTMENT</b>			
JUVENILE'S NAME:		D.O.B.:	AGE:
LOCATION WARNINGS GIVEN:		BY OFFICER:	SERIAL NUMBER
JUVENILE'S PRESENT GRADE IN SCHOOL?:	JUVENILE'S REPORTED PERFORMANCE IN SCHOOL?:	IF NOT IN SCHOOL, LAST GRADE COMPLETED:	
<p><b>THESE ARE YOUR MIRANDA WARNINGS:</b></p> <p>1. You have the right to remain silent. This means that you do not have to talk to me or answer my questions about this crime. You can be quiet if you wish. Do you understand this? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>2. Anything you say can and will be used against you in a court of law. This means that anything you tell me, I can use later against you in a court of law. A Court of Law is a place where a person or judge will decide whether you committed a crime. A judge is like an umpire in a baseball game. He decides whether you have acted in a right or wrong way. If you did something wrong, you may be punished. Do you understand this right? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>3. You have the right to have an attorney present prior to and during questioning. This means, if you want one, you are allowed to have a lawyer here before and during my questions to you. An attorney is a lawyer or person who will speak for you and help you concerning the crime which we think you have done. Do you understand this right? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>4. If you cannot afford an attorney, you have the right to have one appointed for you prior to questioning. This means if you do not have the money to get a lawyer, if you wish, one will be given to you free of charge before you are questioned. Do you understand this right? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If you want to answer questions now without a lawyer present, you may. You will still have the right to stop answering my questions at any time.</p> <p>Do you understand each of these rights? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you agree to give up these rights and talk to me? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you want to have your parent(s) or guardian(s) present during questioning? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>The possibility exists that your case may be handled by an adult court. This means that a juvenile judge MAY decide that you do not belong in juvenile court because you are too old, have done a serious crime, or have done too many crimes before this one. If you are taken to adult court, you may get more punishment than you would receive in juvenile court. Do you understand this? Yes <input type="checkbox"/> No <input type="checkbox"/></p>			
<p><b>ESTOS SON SUS AVISOS DE MIRANDA:</b></p> <p>1. Usted tiene el derecho de guardar silencio. Esto quiere decir que usted no tiene que hablar conmigo o contestar mis preguntas sobre este crimen. Usted puede quedar callado(a) si lo desea. ¿Entiende usted esto? Si <input type="checkbox"/> No <input type="checkbox"/></p> <p>2. Cualquier cosa que usted diga se puede usar en su contra en los tribunales de la justicia. Esto quiere decir que cualquier cosa que usted me diga, yo puedo usar despues en su contra en los tribunales de justicia. Los tribunales de justicia es un lugar donde una persona o un juez decide si usted ha cometido un crimen. El juez es como un arbitador en un juego de beisbol. El decide si usted ha actuado en un modo bueno o malo. Si usted hizo algo malo, usted pueda ser castigado(a). ¿Entiende usted este derecho? Si <input type="checkbox"/> No <input type="checkbox"/></p> <p>3. Usted tiene el derecho de que este presente un abogado antes del interrogatorio y durante el interrogatorio. Esto quiere decir que, si usted quiere uno, se le permite tener un abogado aqui antes y durante mis preguntas a usted. Un abogado es un licenciado o una persona que hablara por usted y le ayudara tocante el crimen del cual pensamos que usted ha cometido. ¿Entiende usted este derecho? Si <input type="checkbox"/> No <input type="checkbox"/></p> <p>4. Si usted no tiene los fondos para pagarle a un abogado, usted tiene el derecho de que uno sea nombrado para usted antes del interrogatorio. Esto quiere decir que si usted no tiene dinero para obtener un abogado, si usted lo desea, uno sera nombrado para usted gratis antes del interrogatorio. ¿Entiende usted este derecho? Si <input type="checkbox"/> No <input type="checkbox"/></p> <p>Si usted quiere contestar preguntas ahorita sin la presencia de un abogado, lo puede hacer. Usted todavia tiene el derecho de parar de contestar mis preguntas a cualquier tiempo.</p> <p>¿Entiende usted cada uno de estos derechos? Si <input type="checkbox"/> No <input type="checkbox"/></p> <p>¿Esta usted de acuerdo en perder estos derechos y hablar conmigo? Si <input type="checkbox"/> No <input type="checkbox"/></p> <p>¿Quiere que su(s) padre(s) o persona(s) responsable(s) este presente durante el interrogatorio? Si <input type="checkbox"/> No <input type="checkbox"/></p> <p>Existe la posibilidad de que su caso sea dado al cargo del tribunal de justicia para adultos. Esto quiere decir que el juez juvenil tal vez decida que usted no pertenece a la corte juvenil porque ya es mayor de edad, ha cometido un crimen serio, o ha cometido muchos mas crimenes antes de este. Si usted es llevado al tribunal de justicia para adultos, tal vez reciba mas castigo del que hubiera recibido en el tribunal de justicia juvenil. ¿Entiende usted esto? Si <input type="checkbox"/> No <input type="checkbox"/></p>			
OFFICER WRITING REPORT/3.		OFFICIAL NUMBER:	DR NUMBER

SEE OTHER SIDE FOR JUVENILE ARREST WORKSHEET



SECTION VI - EXHIBITS

CITY OF PHOENIX
Finance Department
Procurement Division
251 W. Washington Street
8th Floor
Phoenix, AZ 85003
Phone: (602) 262-7181

Exhibit C-5 MENTAL HEALTH DETAINER SAMPLE

Handwritten document header: 'MENTAL HEALTH FILE STOPS.' and 'MENTAL HEALTH FILE STOPS'. City of Phoenix TRAFFIC BUREAU JUDICIAL PROCESS DETAIL. Facsimile TRANSMITTAL. FAX NUMBERS: [REDACTED] PHOENIX POLICE DEPARTMENT TRAFFIC BUREAU. Date: \_\_\_\_\_ Total Number of Pages: \_\_\_\_\_. To: PHOENIX P.D - CENTRAL BOOKING. Fax: [REDACTED]. From: [REDACTED]. Telephone: [REDACTED]. Message: ATTENTION: \*PLEASE CALL [REDACTED] UPON RECEIVING THIS INFORMATION.

JPDFaxTransmittalSheet



SECTION VI - EXHIBITS

CITY OF PHOENIX
Finance Department
Procurement Division
251 W. Washington Street
8th Floor
Phoenix, AZ 85003
Phone: (602) 262-7181

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- 2. Notify, transport and deliver for detention said person to [redacted] in a humane manner, pending further order of the court; and
3. Deliver a copy of the attached rights advisory to said person advising of their rights to Judicial Review and right to counsel pursuant to A.R.S. §36-546.

MH [redacted] COT EFF: [redacted] COT EXP: [redacted]
Inpatient Days Remaining: [redacted]

I hereby direct that a copy of this order be delivered to said person.
WITNESS MY HAND this 31st day of July, 2011.

[Handwritten signature]

[redacted signature]
Judge/Commissioner

RETURN OF ORDER

STATE OF ARIZONA
COUNTY OF MARICOPA

SS.

I hereby certify that I received Order for Detention at \_\_\_m. on the \_\_\_ day of \_\_\_, 20\_\_\_, and served same at \_\_\_m. on the \_\_\_ day of \_\_\_, 20\_\_\_, by apprehending and causing said person to be detained in conformity with Order For Detention and by delivering a copy of said Motion, Order For Detention to said person or \_\_\_ representative.

\_\_\_\_\_  
Detaining officer
\_\_\_\_\_  
Title of Detaining Officer



# SECTION VI - EXHIBITS

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 Phoenix, AZ 85003  
 Phone: (602) 262-7181

<b>FILE STOP</b>							SCN No. _____
Last Name, First, MI							
Race	Sex	Birthdate	Ht. (Ins.)	Wt.	Eyes	Hair	
Address					Phone #		
PPD #:			DR #:				
<b>NOT A WARRANT / NO AUTHORITY TO ARREST</b>							
Reason for File Stop: <b>Mental Health Detention Order</b>							
Expires Six Months or Date:							
Signature of Authorizing Supervisor:					Date:		
<b>From Judicial Process</b> If subject identified on the left side of this card is contacted arrested/detained, direct Officer making the contact to: <input checked="" type="checkbox"/> PER OPS 4.15.2.G(2)(c) VERIFY @ [REDACTED] <u>HERE ORIGINAL TO JPD/ NOTIFY R&amp;I TO DELETE</u> <u>EXPIRES:</u> _____  Mental Health Order Number MH# _____  Detective Name (Judicial Process Detail) (REV 11/07)							



# SECTION VI - EXHIBITS

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Phoenix, AZ 85003  
Phone: (602) 262-7181

PHOENIX MUNICIPAL COURT 300 W. Washington St. Phoenix, AZ 85003-2103 602-262-7120 TTY/602-495-0733

Plaintiff _____	Birth Date _____
v	
Defendant _____	

Case No.
NCIC# AZ007101J
Court# 0741

<b>DECLARATION OF SERVICE</b> Order of Protection, Injunction Against Harassment Injunction Against Workplace Harassment
Issue Date ____/____/20____

**USE THIS FORM ONLY IF YOU ARE A PERSON AUTHORIZED UNDER A.R.C.P. 4 OR ARS § 13-3602(Q) TO SERVE LEGAL PAPERS.**

I, the undersigned server, being first duly qualified by law, swears or certifies that a copy of the following was served upon the following person:

- Petition and Order of Protection (OP)  Modified OP, dated \_\_\_\_\_, 20\_\_\_\_.
- Petition and Injunction Against Harassment (IAH)  Modified IAH, dated \_\_\_\_\_, 20\_\_\_\_.
- Petition and Injunction Against Workplace Harassment (IAWH)  Modified IAWH, dated \_\_\_\_\_, 20\_\_\_\_.
- Notice of Hearing
- Other \_\_\_\_\_

Served to  Plaintiff  Defendant on \_\_\_\_\_ date \_\_\_\_\_, 20\_\_\_\_, at \_\_\_\_\_ a.m./p.m.

Served at \_\_\_\_\_ street address \_\_\_\_\_ city \_\_\_\_\_ state \_\_\_\_\_ zip \_\_\_\_\_

**SERVER INFORMATION**

Server is a  Registered Process Server  Peace Officer, Correction Officer, or Detention Officer

Server Name & Information \_\_\_\_\_  
priest full name \_\_\_\_\_ agency \_\_\_\_\_ id number \_\_\_\_\_

Server declares under penalty of perjury that the foregoing is true and correct pursuant to ARCP 80(i).

Server Signature \_\_\_\_\_ Date \_\_\_\_\_  
required

Charges\*: Services \$ \_\_\_\_\_ Mileage \$ \_\_\_\_\_ Fees Paid \$ \_\_\_\_\_ Total \$ \_\_\_\_\_

\*No charges/fees of any type for IAH that arises from a dating relationship. or any OP.

**Defendant Description:**

Sex	Race	Birth Date	Height	Weight	Eyes	Hair	Driver's License No. & State	Distinguishing Features

To request this document in an alternative format, please call 602-262-1625 or 602-495-0733 TTY.

DISTRIBUTION: WHITE - COURT YELLOW - MCSO PINK - DEFENDANT GOLDENROD - PLAINTIFF

30-148D Rev. 2/58



# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

## Exhibit C-6 PAWN DOCUMENTATION



### City of Phoenix - Police Department Property Crimes Bureau - Pawnshop Unit



#### Second Hand Dealer - Compliance Checklist

DATE: \_\_\_/\_\_\_/\_\_\_ TIME: \_\_\_\_\_ LOCATION: \_\_\_\_\_  
 BUSINESS NAME: \_\_\_\_\_ PHONE #: (\_\_\_\_) \_\_\_\_ - \_\_\_\_  
 LICENSEE: \_\_\_\_\_  
 PERSON IN CHARGE: \_\_\_\_\_ POSITION: \_\_\_\_\_  
 STORE #: \_\_\_\_\_ PLT LICENSE #: \_\_\_\_\_

	VIOLATIONS:	
	COMP	NON COMP
1 Licensing/Antique/Secondhand 19-3	<input type="checkbox"/>	<input type="checkbox"/>
2 Display License 19-4.A	<input type="checkbox"/>	<input type="checkbox"/>
3 Police Reports 19-40	<input type="checkbox"/>	<input type="checkbox"/>
4 Retain Store Copy for 6 months 19-40	<input type="checkbox"/>	<input type="checkbox"/>
5 Timely Reporting/Complete Accurate Legible Tickets 19-40	<input type="checkbox"/>	<input type="checkbox"/>
6 Ten Day Hold 19-41	<input type="checkbox"/>	<input type="checkbox"/>
7 Off-Site Storage 19-41	<input type="checkbox"/>	<input type="checkbox"/>
8 Exempt Purchase Receipts held 24 Months 19-42	<input type="checkbox"/>	<input type="checkbox"/>
9 Copy of City Code Maintained on Property 19-44	<input type="checkbox"/>	<input type="checkbox"/>
10 BATF/FFL Logs	<input type="checkbox"/>	<input type="checkbox"/>
11 Are employees familiar with second hand laws?	<input type="checkbox"/>	<input type="checkbox"/>
12 Property on Police Hold	<input type="checkbox"/>	<input type="checkbox"/>
13 Requirements of dealers for precious items 44-1602 / 44-1602.J	<input type="checkbox"/>	<input type="checkbox"/>

NO FURTHER ACTION:  COMPLIANCE REQUIRED:  DUE DATE: \_\_\_\_\_

COMMENTS:

\_\_\_\_\_  
I ACKNOWLEDGE RECEIPT OF THIS REPORT

\_\_\_\_\_  
DETECTIVE, SERIAL NUMBER



# SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181



## City of Phoenix - Police Department Property Crimes Bureau - Pawnshop Unit



### Pawnshop - Compliance Checklist

DATE: \_\_\_/\_\_\_/\_\_\_ TIME: \_\_\_\_\_ LOCATION: \_\_\_\_\_  
BUSINESS NAME: \_\_\_\_\_ PHONE #: (\_\_\_\_) \_\_\_\_-\_\_\_\_  
LICENSEE: \_\_\_\_\_  
PERSON IN CHARGE: \_\_\_\_\_ POSITION: \_\_\_\_\_  
STORE #: \_\_\_\_\_

	VIOLATIONS:	
	COMP	NON COMP
1 Licensing/County/City 44-1627.A/19-3	<input type="checkbox"/>	<input type="checkbox"/>
2 Twenty Day Hold 44-1624.F	<input type="checkbox"/>	<input type="checkbox"/>
3 Off-Site Storage 44-1624.E	<input type="checkbox"/>	<input type="checkbox"/>
4 24 Month Records 44-1624.G	<input type="checkbox"/>	<input type="checkbox"/>
5 Interest Charged 44-1626	<input type="checkbox"/>	<input type="checkbox"/>
6 Police Reports/Pawn Tickets 44-1622	<input type="checkbox"/>	<input type="checkbox"/>
7 Owner Applied Number/Letter 44-1625.C.5	<input type="checkbox"/>	<input type="checkbox"/>
8 Requirements of dealers for precious items 44-1602	<input type="checkbox"/>	<input type="checkbox"/>
9 Copy of 44-1602 Statute in conspicuous place 44-1602.J	<input type="checkbox"/>	<input type="checkbox"/>
10 BATF/FFL Logs	<input type="checkbox"/>	<input type="checkbox"/>
11 Are employees familiar with pawnshop laws?	<input type="checkbox"/>	<input type="checkbox"/>
12 Property on Police Hold	<input type="checkbox"/>	<input type="checkbox"/>

NO FURTHER ACTION:  COMPLIANCE REQUIRED:  DUE DATE: \_\_\_\_\_

COMMENTS:

I ACKNOWLEDGE RECEIPT OF THIS REPORT

DETECTIVE, SERIAL NUMBER

Solicitation No. RFP 13-008 (LJ)





**SECTION VI - EXHIBITS**

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181



**City of Phoenix - Police Department  
NORTH COMMAND STATION  
PAWNSHOP UNIT**



**COMPLIANCE INSPECTION FORM**

DATE: \_\_\_ / \_\_\_ / \_\_\_ TIME: \_\_\_\_\_ LOCATION: \_\_\_\_\_

BUSINESS NAME: \_\_\_\_\_ PHONE #: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

LICENSEE: \_\_\_\_\_

PERSON IN CHARGE: \_\_\_\_\_ POSITION: \_\_\_\_\_

STORE #: P- \_\_\_\_\_ PLT LICENSE #: \_\_\_\_\_ DEALER LICENSE #: \_\_\_\_\_

VIOLATIONS / REMARKS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NO FURTHER ACTION:  COMPLIANCE REQUIRED:  DUE DATE: \_\_\_\_\_

\_\_\_\_\_  
I ACKNOWLEDGE RECEIPT OF THIS REPORT

\_\_\_\_\_  
DETECTIVE, SERIAL NUMBER



**SECTION VI - EXHIBITS**

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
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Phone: (602) 262-7181

**CITY OF PHOENIX  
POLICE DEPARTMENT  
PAWNBROKER & SECONDHAND DEALER STATEMENT**

**STORE #:**

Name of Business:

For the month of:

Total Tickets Received:

Adjustments/Renewal:

Tickets Paid For:

TOTAL TICKETS DUE: \_\_\_\_\_

x \$3.50

TOTAL AMOUNT STILL DUE:

Attestation:

I hereby attest that I am authorized to complete this report on behalf of the above named business, that I am familiar with the contents of the report, and that it is accurate in all respects.

\_\_\_\_\_  
Date Submitted

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Title

Make checks payable to: Phoenix Police Department

Mail to: Phoenix Pawn Regulatory Fee

If you have any questions, please contact \_\_\_\_\_, Phoenix Police Department Pawnshop Detail, at \_\_\_\_\_ Monday through Friday, 6am - 2pm, or you can email me at \_\_\_\_\_



**SECTION VI - EXHIBITS**

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

**CITY OF PHOENIX  
POLICE DEPARTMENT  
PAWNBROKER & SECONDHAND DEALER REPORT**

**STORE #:**

Name of Business:

For the month of:

**TICKETS**

Number of reports required to be prepared pursuant to A.R.S. § 44-1625(A)

x \$3.50

Adjustments (Describe):

**TOTAL AMOUNT DUE** \_\_\_\_\_

Attestation:

I hereby attest that I am authorized to complete this report on behalf of the above named business, that I am familiar with the contents of the report, and that it is accurate in all respects.

\_\_\_\_\_  
Date Submitted

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Title

Make checks payable to: Phoenix Police Department

Mail to: Phoenix Pawn Regulatory Fee

If you have any questions, please contact \_\_\_\_\_, Phoenix Police Department Pawnshop Detail, at \_\_\_\_\_ Monday through Friday, 6am - 2pm, or you can email me at: \_\_\_\_\_



**SECTION VI - EXHIBITS**

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

July 30, 2012

[Redacted]

**RE: RELEASE OF POLICE HOLD**

Dear [Redacted]:

On [Redacted], a police hold was placed on the property detailed on Attachment A, reference report number [Redacted].

[Redacted] of the Phoenix Police Department, North Property Investigations Unit, has conducted the investigation and determined that the listed property is not involved or is no longer needed as evidence in the above listed report.

The above-referenced hold is therefore released pursuant to Phoenix City Code § 19-11.3(C)(1).

Sincerely,

[Redacted]

[Redacted]  
Property Crimes Bureau



## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
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Phone: (602) 262-7181

### Attachment A

DR#: [REDACTED]

<u>Item #</u>	<u>Description</u>	<u>Brand</u>	<u>Caliber</u>	<u>OAN</u>	<u>Serial #</u>
1	TROYBILT GAS GENERATOR, MODEL 01919				[REDACTED]



## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

July 30, 2012

[REDACTED]

### RE: NOTICE OF POLICE HOLD

Dear [REDACTED]:

On [REDACTED] an oral hold was placed on the property detailed on Attachment A.

There is probable cause to believe that the above-described property is stolen and a 90-day police hold is being placed on this property pursuant to Phoenix City Code Section 19-11.3. This hold will expire on [REDACTED].

During this 90 day period, you may not release or dispose of this property to anyone, including any person claiming to be that property's owner, except pursuant to a court order or upon receipt of a written authorization signed by a member of the Phoenix Police Department.

You must now tag or otherwise mark the item(s) described above with the following information: date and time of the oral hold, Phoenix Police Department, and these numbers: ORI [REDACTED] and report number: [REDACTED].

If you have any questions, please contact [REDACTED] Phoenix Police Department, North Property Investigations Unit, [REDACTED] between the hours of 08:00 AM and 04:00 PM, Monday through Friday.

Sincerely,

[REDACTED]

[REDACTED]  
Property Crimes Bureau

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## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

### Attachment A

DR#: [REDACTED]

<u>Item #</u>	<u>Description</u>	<u>Brand</u>	<u>Caliber</u>	<u>OAN</u>	<u>Serial #</u>
1	TDD machine				[REDACTED]

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## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
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Procurement Division  
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Phone: (602) 262-7181




July 30, 2012



### NOTICE OF HEARING CONCERNING DISPOSITION OF ALLEGEDLY STOLEN PROPERTY

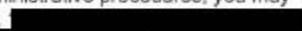
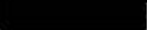
CASE NO: 

The City of Phoenix Police Department has requested a hearing to determine who has the greater right to possession of the property which is described in the enclosed petition. You are one of the persons identified in the petition as having a potential claim to the possession of the property. A copy of the petition and Chapter 19, Article III of the Phoenix City Code, which governs this process, is enclosed with this notice.

The hearing will be held on  at  (Arizona Time) at  Hearing Room for the purpose of determining the relative rights to possession of the property. We anticipate a five-minute presentation from each side. If you believe that you will need a substantially longer time to present your case, you should notify the Hearing Office no later than fifteen days after the date of this Notice. Many hearings are scheduled each day, so please be prepared and appear promptly.

Administrative hearings shall be conducted in person. You have the right to appear at the hearing and to present evidence and legal argument in support of your claim to possession of the property. It is recommended that you bring with you any documentation showing your right to the property, such as receipt, witness statements, etc.

**Failure to appear at the hearing to present evidence or legal argument in support of your claim to possession of the property may result in your losing important legal rights, including any right to claim an entitlement to possession of the property.**

If you have questions about the hearing schedule or other administrative procedures, you may write the Chief Hearing Officer at the City Auditor Department,  or call the City Auditor Department, Administrative Division at .

Hearing Office  
City Auditor Department

Page 1



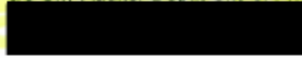


## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

July 30, 2012

Hearing Officer  
c/o City Auditor Dept., City of Phoenix



**PHOENIX CITY CODE SECTION 19-20(A) PETITION**  
**CASE NO:** [REDACTED]

Dear Hearing Officer:

Pursuant to Phoenix City Code Section 19-20(A), the following facts are alleged:

1. The property described on attachment "A" hereto (hereinafter " the Property ") has come into the possession of the Phoenix Police Department by means of seizure by the Phoenix Police Department.
2. The City of Phoenix has reason to believe that the property has been stolen.  
Departmental Report Number: [REDACTED]
3. No Arizona Court has before it a petition against a suspect alleged to have stolen the property.
4. The City of Phoenix makes no claim to possession of the property.
5. The property will not be required to be retained for use as evidence in any legal proceeding other than the Hearing under Article III, Chapter 19, Phoenix City Code.
6. The following persons are known to have made, or can be reasonably anticipated to make, a claim for possession of the property:



**Person and Business from whom property was taken.**

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**SECTION VI - EXHIBITS**

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Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
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Phone: (602) 262-7181

SECTION 19-20(A) PETITION

CASE NO: [REDACTED]  
Page: 2 of 2

6. Continued

[REDACTED]

Sincerely,

[REDACTED]

[REDACTED]  
Property Crimes Bureau

Page 3



## SECTION VI - EXHIBITS

**CITY OF PHOENIX**  
Finance Department  
Procurement Division  
251 W. Washington Street  
8<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 262-7181

### Attachment A

Case #: [REDACTED]

DR#: [REDACTED]

<u>Item #</u>	<u>Description</u>	<u>Brand</u>	<u>Caliber</u>	<u>OAN</u>	<u>Serial #</u>
1	GARMIN GPS				[REDACTED]

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## SECTION VI - EXHIBITS

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 Procurement Division  
 251 W. Washington Street  
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### EXHIBIT D: ITB TECHNOLOGY STANDARDS

This Exhibit provides information on the current state of PPD information technology systems, including relevant standards.

**NETWORK:** The City of Phoenix maintains an extensive WAN throughout the City. The PPD portion of the WAN connects to 39 locations throughout the City.

Physical	Ethernet
Protocol	TCP/IP
Routers/Switches	Cisco
Remote Access	Net Motion
Wireless	Broadband 3G / Some wireless

**HARDWARE:** PPD supports over 2,500 desktops on its WAN. In addition, we support over 1,300 mobile units over the wireless network.

Desktop	<p><b>Current Standard:</b> New Purchase – Intel Core i3 – 3.3GHz – 4GB RAM – DVD – 250GB HD – WinXP</p> <p><b>Current Minimum Configuration for existing computers:</b> Pentium 4 – 1GB RAM – 80GB HD – WinXP</p> <p><b>Future Direction:</b> Intel Core i7 – 3.4GHz – 8GB RAM – DVD – 250GB HD – Windows 7, Office 2010 or newer.</p>
Laptop	<p><b>Current Standard:</b> New Purchase – Intel Core i5 – 2.5GHz – 4GB RAM – DVD – 320GB HD – WinXP</p> <p><b>Current Minimum Configuration for existing laptops:</b> Intel Core 2 Duo – 2GB RAM – DVD - 80GB HD – WinXP</p> <p><b>Future Direction:</b> Intel Core i7 – 3.4GHz – 8GB RAM – DVD – 320 GB HD, Windows 7, Office 2010 or newer.</p>
Mobile Vehicle Laptop	<p><b>Current Standard:</b> Panasonic CF-31 – Intel Core i5 – 2.5GHz – 3GB RAM – 300GB HD – WinXP</p> <p><b>Current Minimum Configuration for existing laptops:</b> Panasonic CF-29 – Intel Pentium M – 1.4GHz – 1GB RAM – 60GB HD</p> <p><b>Future Direction:</b> Panasonic CF-31 - Intel Core i5 – 2.5GHz – 3GB RAM – 300GB HD – Windows 7, Office 2010 or newer.</p>
Mobile Motors Laptop	<p><b>Current Standard:</b> Dell XT2 – Intel Core 2 Duo – 1.60GHz – 3GB RAM – 60GB HD – WinXP</p> <p><b>Future Direction:</b> Intel i7 – 3.4GHz – 8GB RAM – 250GB HD – Windows 7, Office 2010 or newer.</p>
Mobile Detective Laptop	<p><b>Current Standard:</b> Dell Latitude E6520 – Intel Core i5 – 2.67GHz – 4GB RAM – 250GB HD – WinXP</p> <p><b>Current Minimum Configuration for existing laptops:</b> Dell Latitude E6400 – Intel Core 2 Duo – 2.53GHz – 3GB – 130GB HD – WinXP</p> <p><b>Future Direction:</b> Intel i7 – 3.4GHz – 8GB RAM – 250GB HD – Windows 7, Office 2010 or newer.</p>



## SECTION VI - EXHIBITS

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### SOFTWARE – OPERATING SYSTEMS

Network	<b>Current Standard:</b> 100MB to desktop, Broadband 3G in patrol cars. We currently have a few 10MB to desktop connections. <b>Future Direction:</b> 1GB to desktop, Broadband 4G in patrol cars
Server	<b>Current Standard:</b> Windows Server 2008 R2, SharePoint 2010, Microsoft SQL Server 2010, Exchange 2010, McAfee Virus Shield. <b>Future Direction:</b> SharePoint 2012, Microsoft SQL Server 2012, Windows Server 2012, System Center 2012, Exchange 2012, McAfee Server 7.5.
Desktop	<b>Current Standard:</b> Windows XP Professional, McAfee, LANDesk 9 agent. <b>Future Direction:</b> Windows 7 Professional or newer.
Mobile Computers	<b>Current Standard:</b> Windows XP Professional. <b>Future Direction:</b> Windows 7 Professional.

### MOBILE DATA

CDMA – EVDO Rev A	Verizon in 80% of Vehicles
HSPA/EDGE	AT&T in 20% of Vehicles
	<b>Future Direction:</b> Verizon in 100% of Vehicles

### SOFTWARE – MOBILE APPLICATION ENVIRONMENT

Net Motion	<b>Current Standard:</b> Mobility XE Client Version 8.0, 9.1, and 9.23 <b>Future Direction:</b> Mobility XE Client Version 9.5
Mobile CAD and Field Reporting	<b>Current Standard:</b> Versaterm – Versadex CAD 7.3.0.785 for desktops, Versadex MDT 7.2.25 for mobile <b>Future Direction:</b> Versaterm – Versadex CAD 7.3.0.832 for desktops, Versadex MDT 7.3.11

### SOFTWARE – APPLICATIONS

Client	<b>Current Standard:</b> Office 2002 Professional. <b>Future Direction:</b> PPD is looking at web based systems including Office 2013.
Workgroup Database / Backend	<b>Current Standard:</b> Access 2002. <b>Future Direction:</b> No support for Access.
Department Wide Database / Backend	<b>Current Standard:</b> Microsoft SQL Server / Informix / PostgreSQL <b>Future Direction:</b> Microsoft SQL Server

### BACKUP – HARDWARE

Server	<b>Current Standard:</b> HP Server, blade or standalone <b>Future Direction:</b> HP Server, blade or standalone as appropriate
Tape library	<b>Current Standard:</b> HP tape library, two or four tape drives. <b>Future Direction:</b> HP tape library, four or eight tape drives.



## SECTION VI - EXHIBITS

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### BACKUP – SOFTWARE

Client	<b>Current Standard:</b> NetBackup or Microsoft Data Protection Manager <b>Future Direction:</b> NetBackup or Microsoft Data Protection Manager (current versions).
--------	--

### SYSTEM & SECURITY MONITORING – SOFTWARE

Servers	<b>Current Standard:</b> Microsoft System Center Suite <b>Future Direction:</b> Microsoft System Center Suite (current versions).
---------	--

**HARDWARE/SOFTWARE PROCURED TO DATE:** In reviewing the current infrastructure, equipment, and software licenses for PPD, it will be in the best interest of this project to use as much hardware/software as appropriate for completion. Specifically this includes:

**Hardware:** No hardware has been purchased or identified for the RMS upgrade.