Request for

LETTER OF INTEREST/STATEMENT OF QUALIFICATIONS (LOI/SOQ)

<u>Records and Case Management System for Police Department, Municipal Court, and City Prosecutor</u>

TAC 1086 – PHASE 1 – LOI/SOQ

NIGP Commodity Code(s):

958-82 - RECORDS MANAGEMENT SERVICES
208-11 - APPLICATION SOFTWARE, MICROCOMPUTER
209-13 - APPLICATION SOFTWARE, MINICOMPUTER
204-47 - INTEGRATED HARDWARE-SOFTWARE I.T. SOLUTION
920-64 - SYSTEM IMPLEMENTATION AND ENGINEERING SERVICES
208-57 - LAW ENFORCEMENT SOFTWARE
961-24 - COURT REPORTING SERVICES

LOI/SOQ Responses Due 5:00 pm March 29, 2017

Submit proposals (sealed) to:
Deputy City Clerk
City of Tulsa
175 E. 2ND St.
Suite 260

Issued March 16, 2017

Addendum 3 - TAC1086 Records Management

Change

A. The Schedule of Events shown on page 15 was updated to reflect the deadline extensions.

B. The date of the Pre-Solicitation Conference shown on page 15 changed from Monday May 15, 2017 to Monday May 22, 2017.

Issued March 15, 2017

Addendum 2 - TAC1086 Records Management

Change

The deadline for submitting a response has been changed from March 22, 2017 to March 29, 2017. (The period for submitting questions has closed.)

Issued March 7, 2017

Addendum 1 - TAC1086 Records Management

Changes

A. The deadline for submitting a response has been changed from March 15, 2017 to March 22, 2017.

B. Page count limits to total page count and product description have been removed.

C. The following question and answer section was added

1. Question - Will the City of Tulsa entertain vendors who only respond to the Police Records Management System (RMS) and Computer Aided Dispatch (CAD) portions? (and not Municipal Court or City Prosecutor Case Management Systems)

    Response - Yes, the City of Tulsa will consider vendors with only partial solutions; however:

    a) Preference will be given to vendors that provide a total integrated solution for Police RMS, Court CMS, and Prosecutor CMS. Partnering with other solution providers and/or integrators to offer a complete solution is authorized and encouraged.

    b) A new CAD system is not in the scope of this solicitation. Integrations with the existing CAD system are in scope.

2. Question - In Section D.4 (p.24), would a description of our 3rd party system interfacing approach suffice or does the City wish to know vendor's approach to each of the 10 systems outlined?

    Response - Respondents should include a general approach to integrating third party systems. Respondents should also provide a list of specific third party vendor names and products with which you have successfully integrated into production operations.

3. Reference is made to page 20 of the SOQ- Section 7: Required Response Format.

    a. Question - The first paragraph limits the total vendor response to 50 pages. The bullets just under this statement show page counts by subject. These bullets add up to 59 pages. Can the City please clarify?

Response - The page limits are hereby removed. Respondents are encouraged to keep each section to the fewest pages necessary to address each topic.

    b.   Question - The fourth bullet specifies that the Product Description section should be 10 pages in length. There are four Product Description Sections in the document (D, E, F, H). Also, repeating the questions in order to respond takes up five pages before a response is included. Is the City requiring 10 pages total for all four product descriptions or 10 pages per product?

Response - See response to question 3(a) above.

    c.   Question - Would the City consider removing the page limit while still requiring that vendors consistently, but completely, describe their offering?

Response - See response to question 3(a) above.

4.   Question - How many concurrent users will be operating on the system?

Response - The RCMS program encompasses an integrated set of application systems: Police RMS; Prosecutor CMS; and Court CMS. Please refer to section 1.2.1 Primary Stakeholders for the number of positions in each stakeholder organization. The number of concurrent users will be published in the detailed requirements in part 2 of this solicitation, the Competitive Sealed Proposal (CSP).

5.   Question - Can the City provide guidance as to the relative importance between the three applications (products) identified in the LOI/SOQ on page 13?

Response - See response to Question #1 above.

6.   Question - Will Tulsa consider a 1-week deadline extension to afford vendors the opportunity to provide the most complete response possible?

Response - Yes, the due date will be extended by Addendum to 5:00 pm 3/22/2017.

7.   Question - Will the City consider increasing the page limit to 60 pages in order to accommodate for the mandatory forms included in Appendix A?

Response - See response to question 3(a) above.

8.   Question - For clarification, will the City confirm that the Supplier Risk Assurance Questionnaire is Appendix D and not Appendix C as referenced on page 27?

Response - Correct. The Supplier Risk Assurance Questionnaire is Appendix D.

9.   Question - From Section C - Page 22, Implementation Approach and Project Management: Item C.1: Will the agency specify the type of evidence it would like to see in regards to vendors' technical expertise?

Response - Item C.1 on page 21 states, "The Vendor must provide evidence of technical expertise sufficient to design, plan, implement, and support the system(s) throughout the lifecycle." The respondent is expected to demonstrate technical expertise by: (1) providing descriptions of similar projects completed; by (2) providing resumes of proposed staff that describe similar technical accomplishments; and by (3) providing references who can attest to the solution provider's technical qualifications and achievements in specific projects.

10. Question - From Section 7 D - Page 23-24: Please explain the difference between D.2.5 Document Generation and D.2.14 Standard and Ad Hoc Reporting.

Response - Document generation is a reporting function that creates documents of any pre-defined type, with content taken from a database specific to a person, event, or condition, to single or multiple recipients. Relevant examples are receipts, notices, subpoenas, warrants, summons, and citations.

A standard report is a management or statistical report normally involving data from more than one record available for periodic use by any authorized user. Relevant examples are Uniform Crime Reports (UCR), National Incident Based Report System (NIBRS), and court statistical reports.

Ad hoc reporting is a capability within the application's reporting engine. An ad hoc report satisfies a one-time or infrequent need, with the option of saving it as a standard report. Standard and ad hoc reporting are specifically not part of document generation.

Table of Contents

1 INTRODUCTION AND BACKGROUND

The City of Tulsa seeks a solution that provides the required functionality described in section 7. Respondents are encouraged to propose creative solutions including (1) separate police, court, and prosecutor applications with integrations; (2) a single integrated solution; or (3) other hybrid solutions. Respondents may also propose more than one of the above approaches.

1.1   *Current Business Environment*

The City of Tulsa is organized under a strong mayor governance model, with functional departments including the Tulsa Municipal Court, Tulsa Police Department (TPD), the Information Technology Department (IT), and the City Legal Department. IT provides the primary support for information systems to city departments. IT currently has approximately 117 persons on staff.

The Tulsa Municipal Court is a court of record, authorized under city ordinance with jurisdiction in the City of Tulsa. The court is responsible for misdemeanor traffic, parking, and criminal offenses; as well as code violations for health, fire, animal, and zoning regulations. The Municipal Court utilizes the Judicial Records Information System (JURIS) case management system (CMS), which was built in-house.

TPD has primary law enforcement jurisdiction in the City of Tulsa. TPD uses the Tulsa Regional Area Criminal Information System (TRACIS) and Case Management System (CMAN) as its main records management system and investigative CMS, respectively. TPD uses TriTech Inform computer-aided dispatch system (CAD) for police dispatch and Tyler Brazos for electronic citations. JURIS and TRACIS were initially built in the late 1970s, and CMAN is 8 to 10 years old. These applications have reached the point at which they can no longer provide the required business functionality.

The City Prosecutor prosecutes misdemeanor traffic and criminal city ordinances and code violations, and operates under the City Legal Department. The city does not have a dedicated prosecutorial CMS; instead, most of the prosecutor's information is paper files and printed reports from TRACIS with some Microsoft Excel and Word documents.
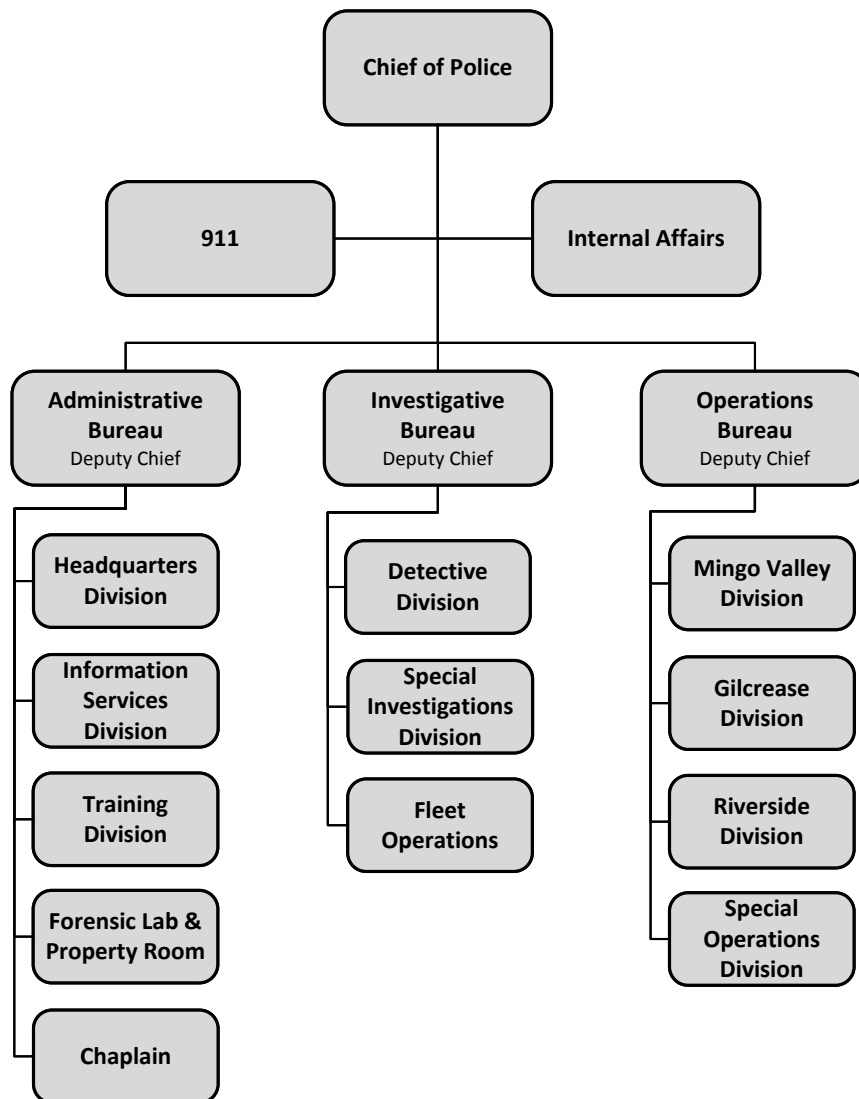
1.2   *Stakeholders*

1.2.1   **Primary Stakeholders**

The primary stakeholders include TPD, the Tulsa Legal Department, and the Tulsa Municipal Court.

TPD is organized into three bureaus under the Chief of Police: (1) Administrative Bureau; (2) Investigative Bureau; and (3) Operations Bureau. Each TPD bureau is commanded by a deputy chief of police. There are nine divisions under the three bureaus, each commanded by a TPD major. There are three patrol divisions in the operations bureau: (1) Mingo Valley, (2) Gilcrease, and (3) Riverside, plus a Special Operations Division. The 911 Call center director and the Internal Affairs commander (captain) report directly to the Chief of Police. Based on 2006 information, a total of 928 TPD positions are authorized, including 129 non-sworn civilian personnel.

Tulsa Police Department (TPD)
Organization

Chief of Police

911

Internal Affairs

Administrative Bureau
Deputy Chief

Investigative Bureau
Deputy Chief

Operations Bureau
Deputy Chief

Headquarters Division

Information Services Division

Training Division

Forensic Lab & Property Room

Chaplain

Detective Division

Special Investigations Division

Fleet Operations

Mingo Valley Division

Gilcrease Division

Riverside Division

Special Operations Division

The Tulsa City Legal Department has 32 full-time positions authorized, and it is directed by the City Attorney. Reporting to the City Attorney are a Deputy City Attorney and four division managers and one administrative officer leading the Litigation, Real Property, Contracts, Criminal, and Administrative Services divisions. The Criminal Division Manager is also the City Prosecutor and has four attorneys on staff.

Tulsa Legal Department Organization

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                          │  City Attorney  │
                          └────────┬────────┘
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                          │  Deputy City    │
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│and       │ │(2)       │ │and       │ │(4)       │ │Staff (6)     │
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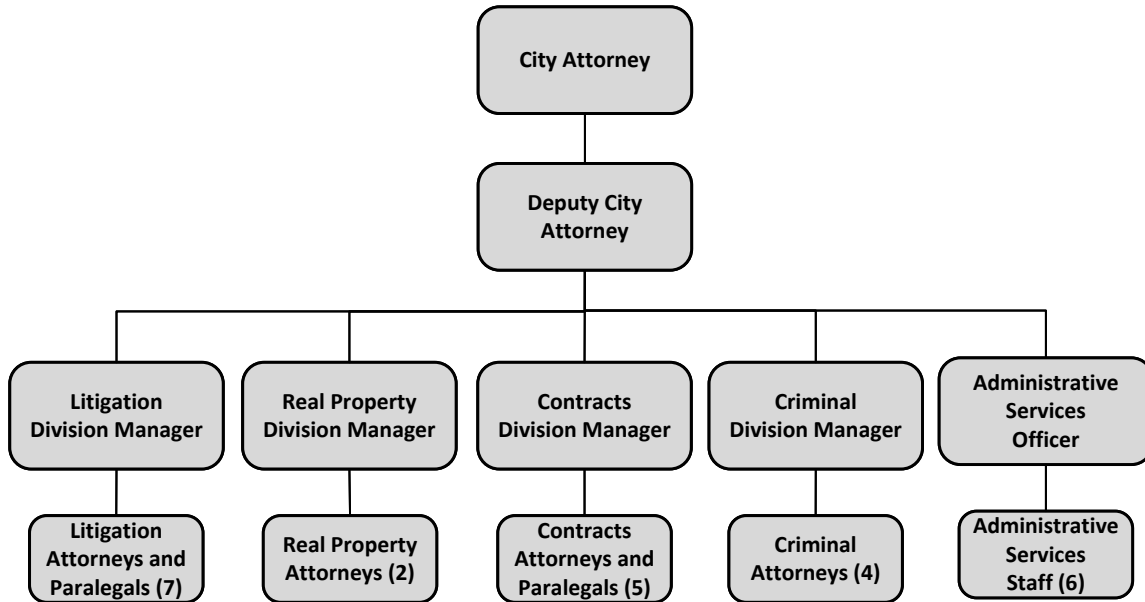
The Tulsa Municipal Court is directed by the Court Administrator. The court organization is divided into four organizational units. The Deputy Court Administrator oversees court operations with an authorized staff of 20 personnel. Thirteen municipal judge positions report to the Presiding Judge. The Chief Public Defender oversees two defense attorneys. The Bond and Release Unit has a supervisor and five authorized staff positions.

Tulsa Municipal Court Organization
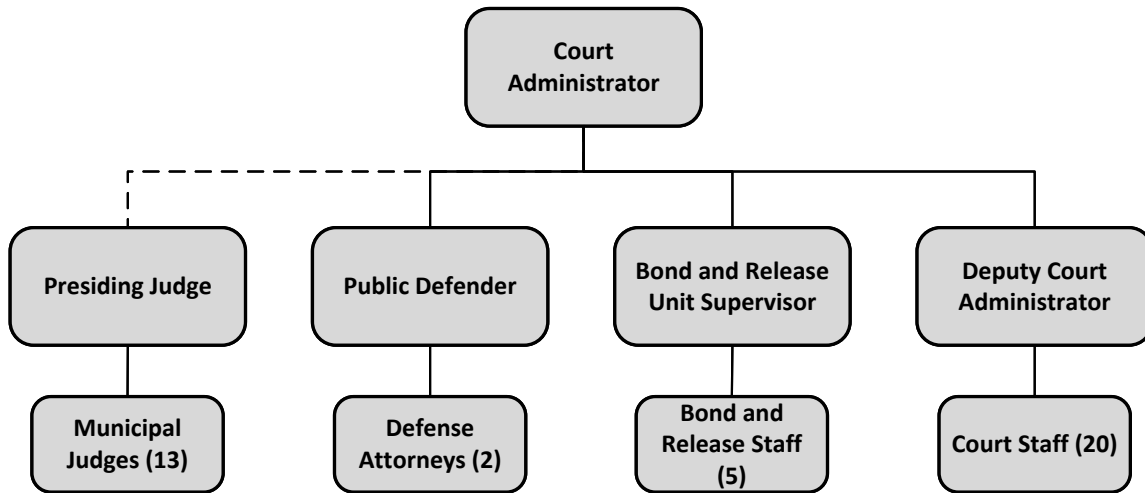
1.2.2 Secondary Stakeholders

The Records and Case Management System (RCMS) project has the following internal and external secondary stakeholders who receive or send key information to and from the primary stakeholders:

Internal	External
Tulsa Legal Department	Tulsa County District Attorney (DA)
Tulsa Finance Department	Tulsa County Jail
Tulsa IT Department	Tulsa County Sheriff
Tulsa Fire Department	Local, State, Federal Agencies
Tulsa Working in Neighborhoods Department	Public
Tulsa Asset Management and Other City Departments	Media

1.2.3 Service Providers

City IT is the primary service provider for legacy systems, network, radios, and desktops. IT operates a help desk for system end users and coordinates with outside providers when necessary. TPD provides limited support for mobile computing units and in-car video systems. In addition, software vendors provide support agreements for licensed systems, including the following: Tyler Technology Munis (ERP), VisionTek Frontline (mobile reporting), Tyler

Technology (Brazos) E-Citations, TriTech Inform CAD, ACISS Systems
Investigative/Intelligence Case Management System, and Linear Digital Image
Management Solution (DIMS).

1.3   Program Governance

The project's governance structure consists of the following four committees:

1. *Executive Steering Committee* – Made up of executive leadership of the
   involved organizations; has final decision-making authority.
2. *Business Management Committee* – Represents the primary users of
   RCMS and serves as the primary working group for the project.
3. *Technology Management Committee* – Provides input and direction on the
   technology considerations of project issues and decisions.
4. *Solution Evaluation Committee* – Evaluates proposals and recommends
   solution(s) the city should select to provide the RCMS.

The structure within which these committees will work together is outlined in the
diagram below.

Record and Case Management System (RCMS)
Program Organization

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          │  Executive Steering  │
          │      Committee       │
          └──────────┬───────────┘
            ┌─────────┴─────────┐
  ┌─────────┴────────┐  ┌───────┴──────────┐
  │     Business     │  │    Technology    │
  │    Management    │  │    Management    │
  │    Committee     │  │    Committee     │
  └─────────┬────────┘  └──────────────────┘
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  │ Solution Evaluation │
  │     Committee     │
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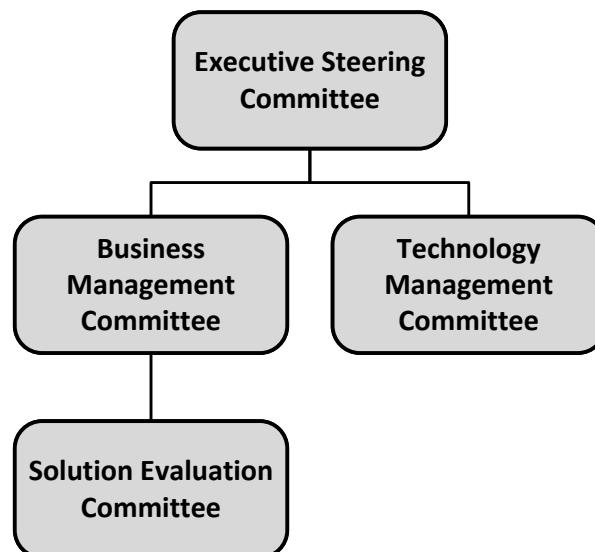
1.4   Policy Environment

The stakeholders on this project operate under federal, state, and local laws, ordinances, policies, and procedures. TPD arrests on state felonies, state misdemeanors, and municipal misdemeanors, and writes municipal traffic citations. The Legal Department, the Police Department, and the Municipal Court each maintain extensive written operational policy directives, which comply with applicable laws.

Oklahoma State laws are located online at https://www.oscn.net .

Municipal Courts of Record are defined in Oklahoma Statutes, Title 11, Chapter 1, Article XXVIII here:
http://www.oscn.net/applications/oscn/DeliverDocument.asp?CiteID=76165 .

Tulsa City Ordinances are available on the city's Web site at:
https://www.municode.com/library/ok/tulsa/codes/code_of_ordinances .

The following table contains select sections from the municipal code with accompanying URL.

Name	Citation	URL
Purchasing Procedures	Title 6, Chapter 4, Section 400	https://www.municode.com/library/ok/tulsa/codes/code_of_ordinances?nodeId=CD_ORD_TIT6FIDE_CH4PU
Responsibilities of TPD	Title 29, Section 105	https://www.municode.com/library/ok/tulsa/codes/code_of_ordinances?nodeId=TUCOOR_TIT29PODE
Municipal Criminal Court	Title 23	https://www.municode.com/library/ok/tulsa/codes/code_of_ordinances?nodeId=TUCOOR_TIT23MUCRCO
City Attorney	1989 Amended Charter, Article III, Section 4	https://www.municode.com/library/ok/tulsa/codes/code_of_ordinances?nodeId=CD_ORD_1989AMCH_ARTIIITHMA_S4CIAT

The Municipal Court Rules of the Court is the primary policy authority for the court. Administrative orders are issued as needed to supplement policy for specific areas.

The primary policy authority for the City Prosecutor is the Criminal Court Pre-Trial Guidelines handbook.

The Federal Bureau of Investigation Criminal Justice Information Services (CJIS) Security Policy, Commission on Accreditation for Law Enforcement Agencies (CALEA) standards, and 28 CFR contain information security requirements, guidelines, and agreements reflecting the will of law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information. The current iteration of the CJIS policy is Version 5.3.

1.5 Current Technical Environment

1.5.1 Information Systems

This section contains an overview of the major information systems used by the Municipal Court, TPD, and the City Prosecutor's Office. Following the systems summaries is a description of key interfaces and a complete inventory of information systems currently in use. APPENDIX A contains a current inventory of internal and external systems in use.

1.5.1.1 TRACIS

TRACIS is the TPD's criminal information system. It was built in-house in the late 1970s, and it has undergone numerous functional and platform upgrades over the years. TRACIS was developed using Oracle 9i Forms and Reports and is hosted on an IBM AiX v5.3 server. The AiX server platform is no longer supported by IBM.

1.5.1.2 JURIS

JURIS is the Tulsa Municipal Court's judicial CMS. It has the same technology pedigree as TRACIS, including dependencies on Oracle 9i Forms and Reports and the AiX v5.3 server platform. JURIS is used to schedule court hearings, record filed charges, assign judges; and record pleadings, proceedings, and dispositions. JURIS is not used as a content management system, however. For example, charge dispositions are recorded as data in JURIS, but the authoritative court record is a printed Judgement and Sentence document that is printed, signed in wet ink, and then scanned via Kofax Capture 9.0 into the IBM Content Manager 8.3 system.

1.5.1.3 Frontline 5

Frontline 5 is commercial off-the-shelf (COTS) mobile/field reporting software. It is currently interfaced to TRACIS and the Oklahoma Department of Public Safety Oklahoma Law Enforcement Telecommunications System (OLETS) and is only available to officers in their patrol cars.

1.5.1.4   CMAN

CMAN was developed in the late 2000s by a former employee as a police investigative CMS on Oracle 9i Forms and Reports and the AiX v5.5 server platform. TPD detective supervisors assign open police investigations to detectives in CMAN. The system is not used uniformly by all divisions and supervisors. Common user complaints include the following: (1) a very difficult-to-use search feature that requires an understanding of Boolean logic; (2) search returns that require paging through one case at a time; and (3) a very limited linkage to TRACIS by incident number.

1.5.1.5   TriTech CAD

The TriTech Inform CAD (version 5.5.25) system was purchased in 2007–2008 for the Emergency Medical Services Authority (EMSA), adapted to the Tulsa Fire Department, but was implemented for TPD without fully understanding police requirements. Several key TriTech modules were not purchased, including a Mobile CAD module for field reporting and mobile dispatch and a reporting module.

Without the Mobile CAD module, silent unit assignments, call accepting, and officer distress capability are not available. This functional gap is widely considered by TPD officers as a major problem that affects officer safety and effectiveness. As a workaround, an IT custom-built calls-for-service Web site provides patrol officers with read-only dispatch information. The TriTech CAD system currently runs on 11 virtual machine (VM) servers.

1.5.1.6   Tyler Brazos E-Citation System

Brazos is a mobile electronic citation system used by traffic enforcement police units (primarily motorcycles). It was first implemented in 2010 as a Tulsa-unique version 1.0. A current project to upgrade to a Tulsa version 2.0 is underway, and a follow-on project is planned to bring Tulsa's version up to the current public offering from Tyler Brazos. Approximately 65 to 70 percent of all TPD traffic citations are written by mostly motorcycle and traffic units using Brazos. Traffic officers use hand-held mobile devices to enter new e-citations, which are later uploaded to a central server and then loaded into JURIS. The City Prosecutor reviews each e-citation online and makes a charging decision. Citation images are transferred to the IBM Content Manager system and linked to JURIS by case number. A major limitation of this system is the lack of a workflow interface to JURIS and Content Manager systems.

1.5.2   Interfaces

The existing interfaces between these systems are summarized in the following table

System A	System B	Description
TRACIS	JURIS	Systems share warrant information.
TRACIS	TriTech Inform CAD	TriTech Inform CAD call-for-service data is batch uploaded nightly to TRACIS for incident reporting. Officers search and select a CAD record to populate a new incident report.
TRACIS	Frontline 5	Frontline incident reports and field interviews are uploaded to TRACIS after supervisor approval.
TRACIS	CMAN	Systems are linked by TRACIS incident number. Searching and locating TRACIS reports is cumbersome and unreliable.
JURIS	Kofax	Kofax is the scanning front-end software for IBM Content Manager. Scanned document images are linked to JURIS by case number.
JURIS	Tyler Brazos, Kofax	Approved electronic citations images from Brazos are transmitted to the Kofax scanning system and stored in the IBM Content Manager system; citation data is imported to a new case in JURIS. The image in the IBM Content Manager system is linked to the new JURIS case.
Frontline 5	OLETS	Frontline mobile reporting system queries and receives wants and warrants returns from OLETS/NCIC.

2 NOTICE OF DISCLAIMER

The information contained in this Letter of Interest (LOI)/Statement of Qualifications (SOQ) has been prepared to help identify a list of qualified solution providers whose qualifications and software solutions meet minimum requirements which include, but are certainly not limited to the following:

- Demonstrated recent successful experience implementing court and prosecutor case management solutions and police records management solutions for public sector jurisdictions of similar size and business complexity to the City of Tulsa.
- Proven change management approach to assisting comparably-sized departments (finance, information technology, police, fire, public works, parks and recreation, etc.) to adopt a more modern system that is radically different from their current technology.
- Sufficient standard functionality to meet the city's current and future business requirements.
- Easily configurable processes and workflow for city business processes.
- Simple-to-use and easy-to-navigate user interface.
- Availability in a variety of hosting models (on-premise, cloud, etc.).

City of Tulsa reserves the right to modify or supplement this LOI/SOQ. No part of this LOI/SOQ and no part of any subsequent correspondence by the City of Tulsa shall be construed as providing legal, financial, or other advice, nor as establishing a contract or contractual obligation.

All recipients of this LOI/SOQ are responsible for all costs incurred by them when evaluating and responding to this document, and for any negotiation costs incurred by the recipient thereafter. The City of Tulsa may, in its sole discretion and without limitation, refuse to accept any LOI/SOQ responses and to evaluate the responses and proceed in the manner it deems appropriate, which may include deviation from its expected evaluation process, the waiver of any requirements, and the request for additional information. Rejected vendors will have no claim whatsoever against the City of Tulsa.

3 BUSINESS OBJECTIVES

The ultimate objective of the RCMS program is to install an integrated set of application systems for TPD, the Municipal Court, and the City Prosecutor. Specifically, the business objectives are to:

- Replace the aging TRACIS police Records Management System (RMS).
- Replace the aging police investigative CMAN system.
- Replace the legacy JURIS municipal court CMS.
- Provide a new prosecution CMS for the City Prosecutor's office.
- Implement a user-administered workflow management solution within and between each major RCMS subsystem.
- Potentially update or replace the CAD system to be fully integrated with the police mobile computing platform.

The following diagram depicts the major application systems as components of the target technical architecture:

CITY OF TULSA, OKLAHOMA
RECORDS AND CASE MANAGEMENT SYSTEM
Target Technical Architecture
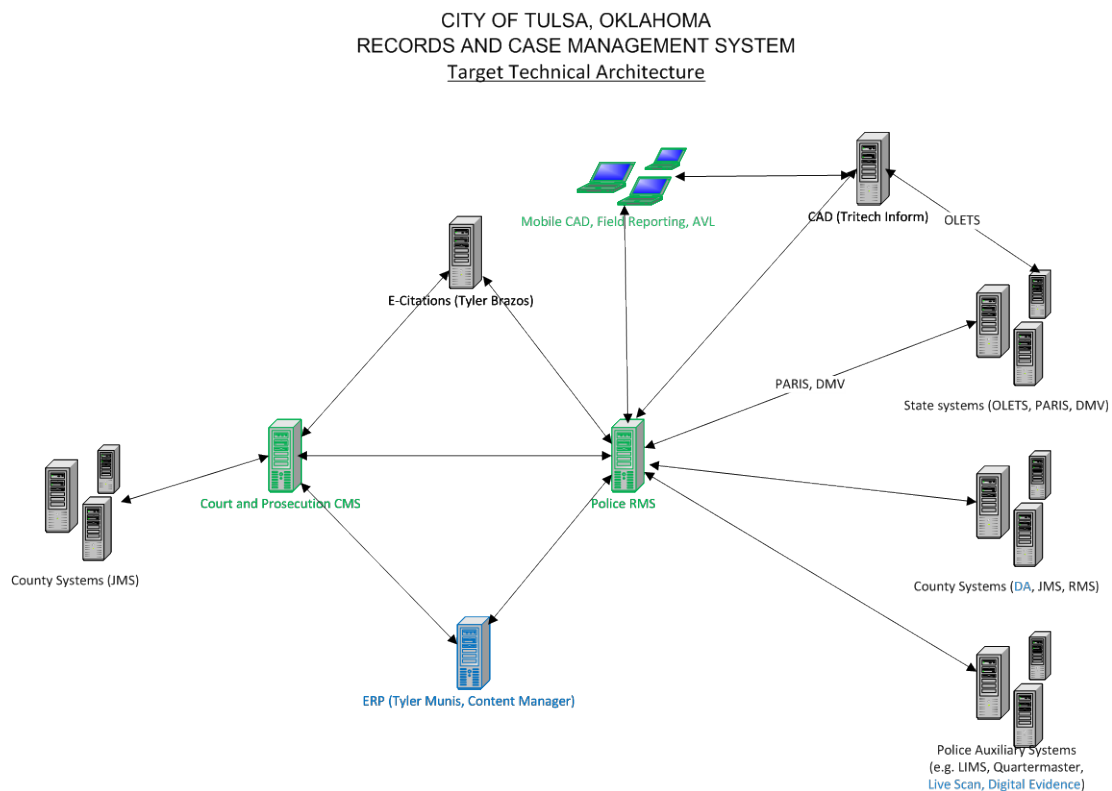
4 PROJECT GOALS AND CONCEPTS

The City of Tulsa seeks qualified providers of municipal court, prosecutor, and police software that:

1. Is easily maintained and administered by the City of Tulsa or its agents;
2. Easily integrates with other city applications;
3. Provides enhanced reporting capability;
4. Is flexible enough to grow with technology enhancements;
5. Is supported by reputable, experienced vendors;
6. Efficiently collects and exchanges information;
7. Can be initially populated with data from current systems; and
8. Meets the city's needs with minimal customization and programming.

The City of Tulsa has chosen to leverage COTS software and configure it to fit within Tulsa's unique needs and specific workflows. The City of Tulsa desires a highly integrated, loosely coupled system of systems that shares information seamlessly between divisions and across departments. To achieve this goal, the city desires to engage a single primary vendor responsible for integration of the total solution. Bidders are encouraged to seek out best-of-breed application solutions and partnerships, if necessary, to implement the desired solution.
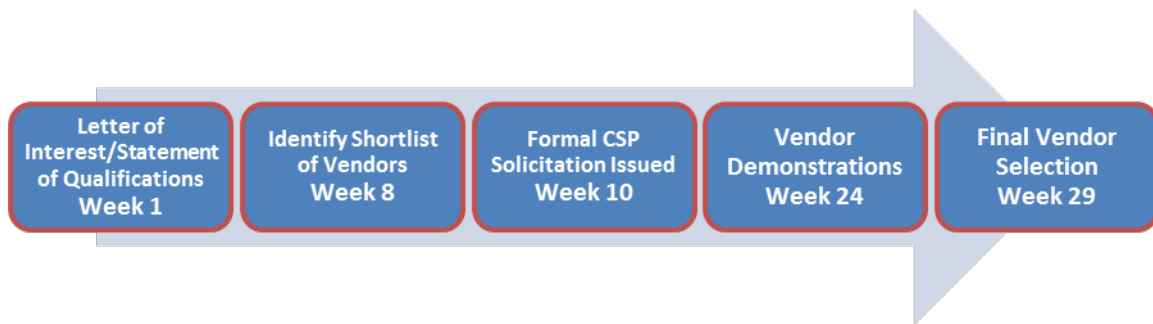
Significant customization of the software is not desired, and it is expected that the process of implementation will highlight the opportunity to change appropriate workflows to leverage the functionality of the new systems. The intent in minimizing custom development is to ensure a smoother upgrade path for new software releases and to minimize implementation risks.

The City of Tulsa is committed to recognizing opportunities for improvement and will support changing business processes as appropriate. Prospective vendors are expected to provide sufficient change management assistance to the municipal court, city prosecutor, police department, and others throughout the city to assist in the successful implementation of the RCMS solution.

5 SELECTION PROCESS OVERVIEW AND ANTICIPATED SCHEDULE

5.1 Selection Process and Schedule

The City of Tulsa will invite the most qualified vendors to participate in Phase 2. That second phase will include responding to a request for Competitive Sealed Proposal (CSP) addressing business requirements, functionality, cost, scheduling, and a demonstration of the solution. The graphic below highlights key steps and anticipated time frames.

| Letter of Interest/Statement of Qualifications Week 1 | Identify Shortlist of Vendors Week 8 | Formal CSP Solicitation Issued Week 10 | Vendor Demonstrations Week 24 | Final Vendor Selection Week 29 |

5.2 Evaluation Criteria

As stated above, the goal of this process is to identify vendors whose software and implementation services meet the city's core requirements so that additional evaluation can be completed through a more detailed CSP process. In evaluating vendor responses, the following criteria will be used:

Respondent Qualifications and Financial Stability	10%
Project Approach	10%
Project Management and Key Personnel	5%
Functional Requirements	40%
Non-Functional Requirements	15%
Cost Proposal	20%

As the city progresses into the formal selection process that will occur following the LOI/SOQ process, additional criteria may be considered.

6   GENERAL INSTRUCTIONS

6.1   Schedule of Events

The following schedule will be adhered to as closely as possible during the evaluation process:

Event	Week Number
Release of LOI/SOQ	Week 1
Final Day to Submit Questions	Week 3
Due Date for Submission of LOI/SOQ	Week 7
Release of CSP	Week 12
Pre-Solicitation Conference	Week 15
CSP Responses Due	Week 21
Notification of Short-listed Vendors	Week 25
Vendor Demonstrations	Weeks 26 and 27

At the time of release of this document, the Pre-Solicitation Conference is scheduled for Monday, May 22, 2017.

6.2   Inquiries

All inquiries concerning this LOI/SOQ and requests for clarifications shall be made in writing and be submitted by email to the following project Buyer:

Terry Thomas, Senior Buyer
City of Tulsa – Purchasing
175 East Second Street, Tulsa, Oklahoma 74103
tthomas@cityoftulsa.org

City of Tulsa will respond to questions and inquiries received on or before 5:00 p.m., March 2, 2017. Inquiries received after this date and time will be addressed only if they are deemed by City of Tulsa to be critical to the competitive selection process. Responses to all questions and inquires received by City of Tulsa will be provided to all prospective vendors who received the original LOI/SOQ. From the date of the release of this LOI/SOQ to the date of authorization to contract, there shall be no communication concerning this LOI/SOQ between representatives except as provided for in the LOI/SOQ. Communication with City of Tulsa staff or City of Tulsa representatives is expressly prohibited. Any communication in violation of this provision will not be binding on City of Tulsa, and violation of this provision by any prospective vendor and/or its agent shall be justification for immediate disqualification.

6.3   General Notifications

All interested Respondents are required to register with the Buyer to receive updates, addenda or any additional information required. The City is not responsible for any failure to register.

Respondents shall designate a contact person, to address any questions concerning a response, and to complete the **Respondent Information Sheet** included herein. Respondents shall also state the name and title of individuals who will make final decisions regarding contractual commitments and have legal authority to execute a contract on the Respondent's behalf.

With the Phase 2 – CSP request, the City reserves the right to do the following:

a. To conduct oral or written discussions with Respondents, after proposals are received, concerning technical and Price aspects of the proposals and/or to allow Respondents to revise their proposals, including Price;

b. To evaluate, after proposals are received, the relative abilities of Respondents to perform, including their technical or professional experience and/or expertise;

c. To conduct a comparative evaluation, after proposals are received, of the differing Price, service, quality, contractual factors, technical content and/or technical and performance capability of the proposals;

d. To negotiate mutually agreeable terms in a contract;

The City of Tulsa notifies all possible Respondents that no person shall be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, sex, age, ethnicity, or on any other basis prohibited by law.

All Respondents shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination.

All Respondents shall comply with the Americans with Disabilities Act (ADA) and all proposals and any subsequent contract shall include the following statement:

Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act.

It is understood that the program of the Respondent is not a program or activity of the City of Tulsa. Respondent agrees that its program or activity will comply with the requirements of the ADA. Any costs of such compliance will be the responsibility of the Respondent. Under no circumstances will the Respondent conduct any activity which it deems to not be in compliance with the ADA.

Although it is the City's intent to choose only the most qualified Respondents to interview, the City reserves the right to choose any number of qualified finalists for interview and/or final selection.

This CSP request does not commit the City of Tulsa to pay any costs incurred in the submission of a proposal or the costs incurred in making necessary studies and designs for preparation thereof, or contract for service or supplies.

The City evaluates responses based on the general criteria identified in Tulsa Revised Ordinance (TRO) Title 6, Chapter 4, and listed below:

a. The ability, capacity and skill of the Respondent to perform the contract or provide the service required;

b. Whether the Respondent can perform the contract or provide the service promptly or within the time specified, without delay or interference;

c. The character, integrity, reputation, judgment, experience, and efficiency of the Respondent;

d. The quality of performance by Respondent of previous contracts or services;

e. The previous and existing compliance by the Respondent with laws and ordinances relating to the contract or service;

f. The sufficiency of the financial resources and ability of the Respondent to perform the contract or provide the service;

g. The quality, availability, and adaptability of the services offered by Respondent for the particular use required;

h. The ability of the Respondent to provide future maintenance, support, and service related to Respondent's offer;

i. Where an earlier delivery date would be of great benefit to the Using Department, the date and terms of delivery may be considered in the proposal award;

j. The degree to which the proposal submitted is complete, clear, and addresses the requirements in the CSP request specifications;

k. If a point system has been utilized in the CSP request specifications, the number of points earned by the Respondent;

l. The total cost of ownership, including the costs of supplies, materials, maintenance, and support necessary to perform the item's intended function;

m. If an evaluation committee performs the evaluation, the recommendation of such committee.

The City is bound to comply with Oklahoma's Open Records Act, and information submitted with your proposal, with few exceptions, is a matter of public record. For specifics, see the provisions of the City of Tulsa Open Records Policy, available via the following link:

www.cityoftulsa.org/OurCity/documents/OpenRecordsActPolicy.pdf .

The City shall not be under any obligation to return any materials submitted in response to this request.

7 REQUIRED RESPONSE FORMAT

The submittal must adhere to the outline prescribed below in this section. Respondents are encouraged to keep each section to the fewest pages necessary to address each topic.

Respondents are required to complete, sign, and notarize the three affidavits and the Respondent Information Sheet in Appendix A. Each Respondent must submit a single physical hard copy response document plus a digital version in PDF format on a USB drive. In the event of a discrepancy, the physical hard copy will prevail. Submittals will be received by the City Clerk's Office, 175 East Second Street, Suite 260, Tulsa, OK. 74103, until 5:00 p.m. CST March 29, 2017.

A.   Company Profile, Team Organization, and Capacity

A.1.   A brief description of the company.

A.2.   How long has your company been in business?

A.3.   The software vendor must describe the business in terms the following:

  A.3.1. Total annual sales (overall and public sector only).

  A.3.2. Total sales of the case management and records management products (overall and public sector only).

  A.3.3. Growth or shrinkage of the business and staff over the last 5 years.

  A.3.4. Vendor must provide a copy of the latest audited financial statements.

  A.3.5. The Software Vendor should list and document current ownership as well as any mergers, acquisitions, or divestitures.

A.4.   Are there any current plans for merger, consolidation, or divestiture?

A.5.   Are there any pending litigations involving your company? Any litigations over the past five (5) years?

A.6.   Describe your company's organizational structure and the proposed organizational structure you would utilize for the City of Tulsa project.

A.7.   Provide the location of your headquarters and nearest local office.

A.8.   Include the number of full time equivalents in your company for the following:

  A.8.1. Project Management.

  A.8.2. Software Development.

A.8.3. Technical Support.

A.8.4. Training.

A.8.5. Customer Support.

A.8.6. Research and Development.

A.8.7. Consulting.

A.8.8. Indicate whether any of the above are outsourced and to whom.

A.9. The core competency of the company (i.e. software, hardware, imaging, etc.).

A.10. The software vendor must provide evidence of the continued development and commitment to the case management and records management product(s). Provide the following:

A.10.1. Detailed product roadmaps.

A.10.2. Description of process to determine what new features/functionality will be included in upcoming releases.

A.10.3. Percentage of total budget spent on product development, broken down by year for the past 5 years, for the products proposed to the City of Tulsa.

A.11. The software vendor must demonstrate that its primary line of business includes the sale and support of the case management and records management product(s).

A.12. If proposer is not developer of the proposed software product, describe and provide evidence of the relationship with the software developer.

A.13. User group meetings/conferences, and where they have been held in the past.

A.14. Number of active clients (total and public sector).

A.15. Average size of active clients (i.e., number of employees).

A.16. Include documentation on all third-party alliance partners proposed as part of this contract:

A.16.1. Company history.

A.16.2. Alliance relationship.

A.16.3. Clients where you have done work together.

A.16.4. Products and services provided and how they interface with your products and services.

A.17. Review the city's standard legal terms for software purchases that is provided in Appendix A. Provide any exceptions to the language provided.

B. Demonstrated Experience

20

B.1. Provide a minimum of five descriptions of projects where your firm has implemented the proposed solution similar to this scope of work. The references must be for city or county governments of similar size as Tulsa, and the implementations must have been completed within the past 5 years. The city also prefers that the reference contact be an individual who is intimately familiar with the implementation process.

B.2. The vendor must provide references to support claims of success and quality support for each project listed. Include the following for each customer:

B.2.1. Organization Name.

B.2.2. Contact Name.

B.2.3. Contact Position.

B.2.4. Contact Phone Number.

B.2.5. Contact E-mail Address.

B.2.6. Services supported (police records, court case management, etc.).

B.2.7. Installation Year.

B.2.8. Length of Implementation.

B.2.9. Proposed Budget.

B.2.10. Final Budget.

C. Implementation Approach and Project Management

C.1. The Vendor must provide evidence of technical expertise sufficient to design, plan, implement, and support the system(s) throughout the lifecycle.

C.2. Describe your company's general approach to the implementation of the proposed software product(s). Based upon what you know about the City of Tulsa, what would be the expected level of city involvement in the process?

C.3. Provide the following elements:

C.3.1. An overview of project phases and major milestones.

C.3.2. A matrix of proposed roles/responsibilities for participating city staff and the implementation consultants.

C.3.3. The use of stages or phases to separate the level of effort for the implementation of specific modules.

C.4. The description of the implementation plan should include the specific software modules/functionality that is included in each phase of the implementation based on the scope of work for the project(s).

C.5. Discuss your preferred approach to the following areas:

- C.5.1. Periodic schedule and budget reporting.
- C.5.2. Technical team training.
- C.5.3. End-user training.
- C.5.4. Organizational change management.
- C.5.5. Data conversion.
- C.5.6. Interfaces.
- C.5.7. System customizations.

Important Note: The City of Tulsa seeks a solution that provides the required functionality described in the product description sections below. Respondents are encouraged to propose creative solutions including (1) separate police, court, and prosecutor applications with integrations; (2) a single integrated solution; or (3) other hybrid solutions. Respondents may also propose more than one of the above approaches.

D. Product Description – Police Records Management System (RMS)

D.1. Vendor must offer a base Police RMS product that services multiple functional areas within an integrated package. Describe the recommended police RMS solution using imbedded graphics and/or text descriptions. This information can be standard vendor documentation, where available.

D.2. For each of the high-level functional needs below, explain how the software will satisfy each area with minimal customization of the software:

- D.2.1. Arrest Warrants.
- D.2.2. Citations.
- D.2.3. Collision Reporting.
- D.2.4. Crime Analysis.
- D.2.5. Document Generation.
- D.2.6. Electronic Suspect Lineup.
- D.2.7. Field Arrest.
- D.2.8. Incident Reporting.
- D.2.9. Investigative Case Management.
- D.2.10. Master Person Records Management.
- D.2.11. Master Vehicle Records Management.
- D.2.12. Property and Evidence Management.
- D.2.13. Pawned Property.

D.2.14. Standard and Ad-Hoc Reporting.

D.2.15. Uniform Crime Reporting (UCR) and NIBRS Reporting.

D.2.16. Vehicle Impound.

D.2.17. Workflow Management with configurable routing, reviews, approvals, and work queues.

D.3. Discuss your ability to provide the following component software. If a third party is required, discuss your experience integrating to the specifically identified third-party package.

D.3.1. Police Mobile Reporting System.

D.3.2. Computer-Aided Dispatch.

D.3.3. Mobile Computer-Aided Dispatch System.

D.4. Discuss your proposed system's ability to integrate to third-party systems including the following. Include the specific vendor's name and product:

D.4.1. Jail Management System.

D.4.2. City Prosecutor Case Management System.

D.4.3. Municipal Court Case Management System.

D.4.4. State Prosecutor Case Management System.

D.4.5. Electronic Citation System.

D.4.6. State Incident Reporting System (Oklahoma State Bureau of Investigation (OSBI) SIBRS--state NIBRS).

D.4.7. Oklahoma Law Enforcement Telecommunications System (OLETS--state NCIC).

D.4.8. Police Automated Records Integration System (PARIS-- state collision reporting system).

D.4.9. Automated Fingerprint Identification System (AFIS).

D.4.10. LEADS Online pawned property system.

E.   Product Description – Municipal Court Case Management System

E.1. Vendor must offer a base Municipal Court CMS product or equivalent solution that services multiple functional areas within an integrated package. Describe the recommended court RMS solution using imbedded graphics and/or text descriptions. This information can be standard vendor documentation, where available.

E.2. For each of the high-level functional needs below, explain how the software will satisfy each area with minimal customization of the software:

E.2.1. Calendaring.

E.2.2. Case Accounting

    E.2.2.1. Fine and Fee Assessment.

    E.2.2.2. Accounting – Receipting.

    E.2.2.3. Accounting – Bookkeeping.

    E.2.2.4. Fine and Fee Disbursements.

E.2.3. Case Initiation and Indexing.

E.2.4. Docketing.

E.2.5. Document Generation and Tracking.

E.2.6. Disposition (including sentencing and releasing).

E.2.7. Electronic Court Records.

E.2.8. Hearings.

E.2.9. Management and Statistical Reports.

E.2.10. Probation and Community Sentencing.

E.2.11. Scheduling:

    E.2.11.1. Judges.

    E.2.11.2. Courtrooms.

E.2.12. Time Served Accounting.

E.2.13. Bond Accounting.

E.2.14. Electronic Signatures.

E.2.15. Electronic Warrants.

E.2.16. Electronic Party Notices.

E.2.17. Online Electronic Payments.

E.2.18. Online Court Records.

E.2.19. Workflow Management with configurable routing, reviews, approvals, and work queues.

E.3. Discuss your ability to provide the following component software. If a third party is required, discuss your experience integrating to the specifically identified third-party package.

E.3.1. Electronic Filing.

E.3.2. Jury Management.

E.4. Discuss your proposed system's ability to integrate to third-party systems such as the following. Include the specific vendor's name and product:

E.4.1. Tyler Technologies Munis ERP System (accounting and payments).

E.4.2. Jail Management System.

E.4.3. City Prosecutor Case Management System (if not included in court CMS).

E.4.4. Electronic Citation System.

E.4.5. Oklahoma Law Enforcement Terminal System (OLETS) (state NCIC).

E.4.6. Automated Fingerprint Identification System (AFIS).

F.   Product Description – City Prosecutor Case Management System (may be included in court CMS)

F.1.   Vendor must offer a base City Prosecutor CMS product that services multiple functional areas within an integrated package. Describe the recommended prosecutor RMS solution using imbedded graphics and/or text descriptions. This information can be standard vendor documentation, where available. If the prosecutor functionality is included in the Municipal Court CMS, indicate this in the vendor response.

F.2.   For each of the high-level functional needs below, explain how the software will satisfy each area with minimal customization of the software:

F.2.1. Prosecutor Case Management.

F.2.2. Document Generation.

F.2.3. Electronic Signatures.

F.2.4. Workflow Management with configurable routing, reviews, approvals, and work queues.

F.3.   If the prosecutor functionality is included in the Municipal Court CMS, describe methods and technologies used to ensure security of prosecutor information from unauthorized access.

F.4.   Discuss your ability to provide the following component software. If a third party is required, discuss your experience integrating to the specifically identified third-party package.

F.4.1. Electronic Filing.

F.5.   Discuss your proposed system's ability to integrate to third-party systems such as the following. Include the specific vendor's name and product:

F.5.1. Jail Management System.

F.5.2. Municipal Court Case Management System.

F.5.3. Electronic Citation System.

G.   Complete Appendix D – Supplier Risk Questionnaire for each proposed solution provider.

H.   Product Description – Required Integrations

H.1.   The City of Tulsa seeks a total solution for the court, the prosecutor, and the police department with a seamless workflow interface between each major internal component exchanging information. The following integrations have been identified as system requirements. Integrations are listed below as internal city integrations or integrations with external systems. For each integration below describe the proposed system interface as part of an integrated solution, and include a description of the proposed end user's experience (e.g. routing, reviews, work queues, notices, approvals, etc.).

H.2.   Internal Integrations:

H.2.1.   Between Prosecutor CMS and Court CMS:

H.2.1.1.   Initial filing of charges (citations and misdemeanors).

H.2.1.2.   Centralized master file of city ordinances.

H.2.2.   Between Prosecutor RMS and Police RMS:

H.2.2.1.   Police arrest charging packets to prosecutor.

H.2.2.2.   Prosecutor charging decision updates.

H.2.3.   Between Court CMS and TPD RMS:

H.2.3.1.   City arrest warrants (request, response, updates).

H.2.4.   Between CAD and TPD RMS:

H.2.4.1.   Call-for-service data import to incident report.

H.3.   External Integrations:

H.3.1.   Between Court CMS and Tulsa County Criminal Justice Authority (TCCJA) IMACS jail management system.

H.3.1.1.   Appearance, sentencing, and release information.

H.3.2.   Between TPD RMS and TCCJA IMACS jail management system:

H.3.2.1.   Field arrest information.

H.3.2.2.   Inmate booking data, mugshots, fingerprints.

H.3.3.   Between TPD RMS and Tulsa County Sheriff's Office Management System (SOMS) RMS:

H.3.3.1.   State arrest warrants.

H.3.3.2.   City arrest warrants.

H.3.3.3.   Warrant service information.

H.3.3.4.   Protective orders.

I.   Customer Support Model

    I.1.   The vendor must provide evidence of providing a complete system, including system administrator guides and user documentation for its system.

    I.2.   Provide information about the software support program, support for system upgrades, and other user support programs, including:

        I.2.1.   Software release plans.
        I.2.2.   Response times.
        I.2.3.   Support hours, time zones.

    I.3.   All releases must preserve local settings, user-defined groups, configurations, and customizations.

    I.4.   Provide information about licensing arrangements that are supported and a sample licensing agreement that is recommended for Tulsa.

J.   Technical Requirements

    J.1.   Define the specific hardware and system requirements for the proposed solution.

    J.2.   Identify any other software requirements (not included in the overall software offering and to be purchased separately).

    J.3.   Discuss the general configuration, such as client-server or Web-based.

Appendix A
Required Forms

INTEREST AFFIDAVIT

STATE OF _____)

COUNTY OF_____)

I, _____, of lawful age, being first duly sworn, state that I am the agent authorized by Seller to submit the attached Proposal. Affiant further states that no officer or employee of the City of Tulsa either directly or indirectly owns a five percent (5%) interest or more in the Respondent's business or such a percentage that constitutes a controlling interest. Affiant further states that the following officers, including any Trustee, and/or employee of the City of Tulsa own an interest in the Respondent's business which is less than a controlling interest, either direct or indirect.

_____
_____

_____

_____

By: _____

Signature

Title: _____

Subscribed and sworn to before me this _____day of _____, 20_____.

_____

Notary Public

My Commission Expires: _____

Notary Commission Number: _____

County & State Where Notarized: _____

The Affidavit must be signed by an authorized agent and notarized

29

NON-COLLUSION AFFIDAVIT

(Required by Oklahoma law, 74 O.S. §85.22-85.25)

STATE OF _____)

COUNTY OF_____)

I, _____ , of lawful age, being first duly sworn, state that:

(Seller's Authorized Agent)

1. I am the authorized agent of Seller herein for the purposes of certifying facts pertaining to the existence of collusion between and among Respondents and municipal officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the Proposal to which this statement is attached.

2. I am fully aware of the facts and circumstances surrounding the making of Seller's Proposal to which this statement is attached, and I have been personally and directly involved in the proceedings leading to the submission of such Proposal; and

3. Neither the Seller nor anyone subject to the Seller's direction or control has been a party:
   a.   to any collusion among Respondents in restraint of freedom of competition by agreement to Propose at a fixed price or to refrain from responding,
   b.   to any collusion with any municipal official or employee as to quantity, quality, or price in the prospective contract, or as to any other terms of such prospective contract, nor
   c.   in any discussions between Respondents and any municipal official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

By: _____

_____
Signature
Title: _____

_____

Subscribed and sworn to before me this _____day of _____, 20____.

_____

Notary Public
My Commission Expires: _____

Notary Commission Number: _____

County & State Where Notarized: _____

The Affidavit must be signed by an authorized agent and notarized

30

AFFIDAVIT OF CLAIMANT

STATE OF _____)

COUNTY OF_____)

The undersigned person, of lawful age, being first duly sworn on oath, says that all invoices to be submitted pursuant to this agreement with the City of Tulsa will be true and correct. Affiant further states that the work, services or material furnished will be completed or supplied in accordance with the plans, specifications, orders, requests and/or contract furnished or executed by the affiant. Affiant further states that (s)he has made no payment directly or indirectly to any elected official, officer, or employee of the City of Tulsa, or of any public trust where the City of Tulsa is a beneficiary, of money or any other thing of value to obtain payment of the invoice or procure the contract or purchase order pursuant to which an invoice is submitted**.** Affiant further certifies that (s)he has complied with all applicable laws regarding equal employment opportunity.

Company: _____

Remit to
Address: _____

City, State
Zip: _____

Phone: _____

Name (print): _____

Signature: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

_____
Notary Public

My commission expires: _____
My commission number: _____
County and State where notarized: _____

The Affidavit must be signed by an authorized agent and notarized

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Appendix B
Respondent Information Sheet

RESPONDENT INFORMATION SHEET

Respondent's Legal Name: _____
(Must be Respondent's company name exactly as reflected on its organizational
documents, filed with the state in which Respondent is organized; <u>not</u> simply a DBA.)

State of Organization: _____

Respondent's Type of Legal Entity: (check one)

( ) Sole Proprietorship   ( ) Limited Liability Company
( ) Partnership   ( ) Limited Liability Partnership
( ) Corporation
( ) Limited Partnership   ( ) Other: _____

Address: _____
Street   City   State   Zip

Website Address:_____**Email Address:** _____

Sales Contact: **Legal or Alternate Sales Contact:**

Name: _____   Name: _____

Street: _____   Street: _____

City: _____   City: _____

State: _____   State: _____

Phone: _____   Phone: _____

Fax: _____   Fax: _____

Email: _____   Email:_____

**Appendix C
Standard Terms**

8 STANDARD TERMS

It is anticipated that the City of Tulsa will enter into a contract with the selected Respondent for an initial term ending one (1) year from the date of its execution by the City's Mayor, with four (4) one-year renewals available at the option of the City. Contracts entered into by the City of Tulsa generally include, but are not limited to, the following terms:

1. **Renewals.** Contractor understands and acknowledges that any future contracts or renewals are neither automatic nor implied by this Agreement. The continuing purchase by City of the Services set forth in this Agreement is subject to City's needs and to City's annual appropriation of sufficient funds in City's fiscal year (July 1st to June 30th) in which such Services are purchased. In the event City does not appropriate or budget sufficient funds to perform this Agreement, this Agreement shall be null and void without further action by City.

2. **No Indemnification or Arbitration by City.** Contractor understands and acknowledges that City is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, City shall not indemnify nor hold Contractor harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorneys' fees and costs. In addition, Contractor shall not limit its liability to City for actual loss or direct damages for any claim based on a breach of this Agreement and the documents incorporated herein. City reserves the right to pursue all legal and equitable remedies to which it may be entitled. City will not agree to binding arbitration of any disputes.

3. **Intellectual Property Indemnification by Contractor.** Contractor agrees to indemnify, defend, and save harmless City and its officers, employees and agents from all suits and actions of every nature brought against them due to the use of patented, trademarked or copyright-protected appliances, products, materials or processes provided by Contractor hereunder. Contractor shall pay all royalties and charges incident to such patents, trademarks or copyrights.

4. **General Liability.** Contractor shall hold City harmless from any loss, damage or claims arising from or related to the performance of the Agreement herein. Contractor must exercise all reasonable and customary precaution to prevent any harm or loss to all persons and property related to this Agreement.

5. **Liens.** Pursuant to City's Charter (Art. XII, §5), no lien of any kind shall exist against any property of City. Contractor agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and material furnished by Contractor or Contractor's subcontractors under the scope of this Agreement.

6. **No Confidentiality.** Contractor understands and acknowledges that City is subject to the Oklahoma Open Records Act (51 O.S. §24A.1 *et seq.*) and therefore cannot assure the confidentiality of contract terms or other information provided by Contractor pursuant to this Agreement that would be inconsistent with City's compliance with its statutory requirements there under.

7. **Compliance with Laws.** Contractor shall be responsible for complying with all applicable federal, state and local laws. Contractor is responsible for any costs of such compliance. Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act. Contractor certifies that it and all of its subcontractors to be

used in the performance of this agreement are in compliance with 25 O.S. Sec. 1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. Sec. 1313 and includes, but is not limited to, the free Employee Verification Program (E-Verify) available at www.dhs.gov/E-Verify.

8. **Right to Audit.** The parties agree that books, records, documents, accounting procedures, practices, price lists or any other items related to the Services provided hereunder are subject to inspection, examination, and copying by City or its designees. Contractor shall retain all records related to this Agreement for the duration of the contract term and a period of three years following completion and/or termination of the contract. If an audit, litigation or other action involving such records begins before the end of the three year period, the records shall be maintained for three years from the date that all issues arising out of the action are resolved or until the end of the three year retention period, whichever is later.

9. **Governing Law and Venue.** This Agreement is executed in and shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principles, which shall be the forum for any lawsuits arising under this Agreement or incident thereto. The parties stipulate that venue is proper in a court of competent jurisdiction in Tulsa County, Oklahoma and each party waives any objection to such venue.

10. **No Waiver.** A waiver of any breach of any provision of this Agreement shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.

11. **Entire Agreement/No Assignment.** This Agreement and any documents incorporated herein constitute the entire agreement of the parties and supersede any and all prior agreements, oral or otherwise, relating to the subject matter of this Agreement. This Agreement may only be modified or amended in writing and must be signed by both parties. Notwithstanding anything to the contrary herein, the City does not agree to the terms of any future agreements, revisions or modifications that may be required under this Agreement unless such terms, revisions or modifications have been reduced to writing and signed by both parties. Contractor may not assign this Agreement or use subcontractors to provide the Goods and/or Services without City's prior written consent. Contractor shall not be entitled to any claim for extras of any kind or nature.

12. **Equal Employment Opportunity**. Contractor shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination

The undersigned agrees to the inclusion of the above provisions, among others, in any contract with the City of Tulsa.

Company Name: _____   Date: _____

Signature: _____

Name Printed: _____

Title: _____

Appendix D
Supplier Risk Assurance Questionnaire

Supplier Risk Assurance Questionnaire

Part 1 – Supplier readiness for information security

	Question	Response
1	Does your organization have an Information Security Officer (ISO) or someone that acts in that capacity?	
2	Does your organization carry cyber-insurance?	
3	Has your organization ever had a 3rd party risk audit or assessment?	
4	Does your organization conduct an annual risk assessment?	
5	Does your organization have a Business Continuity/Disaster Recovery Plan?	
6	Does your organization have an incident response plan?	
Score		

Part 2 – Information shared with the supplier

		Question	Response
7		In the course of your business relationship with the City of Tulsa, do you, or will you, receive, store, or use, from the City:	
	a	No information is shared	
	b	Any non-public, operational information,	
	c	Personally Identifiable Information (PII),	
	d	Healthcare records, or	
	e	Credit card information?	
8		In the course of your business relationship with the City of Tulsa, do you, or will you, have physical access to any City facilities?	
9		In the course of your business relationship with the City of Tulsa, do you, or will you, have remote access to any City information systems, devices, or resources?	
Score			

Part 3 – Solution business model

		Question	Response
10		Select the type of information solution proposed for or in use by the City from your organization:	
	a	Service only	
	b	Hardware only	
	c	Software only	
	d	On-premise system	
	e	Managed system	
	f	Software as a Service (SaaS	
Score			

Appendix E
System Inventory

9 SYSTEM INVENTORY

A. Internal System Inventory

The inventory of internal systems is summarized in the following table:

System	Description
ACISS	SID's case management system.
ALARMS *(see glossary for definition.)*	Issuance of First Response Certificates. Being rewritten with TriTech.
AFIS *(see glossary for definition.)*	FBI fingerprint system.
Arbitrator	Dash camera system.
ARCGIS	Mapping software.
Audacity	Voice recording redaction system (open source).
Blue Team/IAPro	Internal affairs CMS.
Tyler Technologies (Brazos)	E-Citations.
Case Cracker	Investigative interview management system.
Clandestine Meth Lab	Meth lab tracking and reporting.
CitiSource	Tulsa Web site with crime statistics.
Confidential Informants	Content-sensitive SID database.
CMAN	Case management system; Tulsa-built; used for caseload management.
Tulsa Police Confiscation Database	Asset forfeiture database.
CopLogic	Citizen police report submission.
COT Reporting	Web-based, parameter-driven reporting for TRACIS and JURIS.
Content Manager	IBM content management system (used by municipal court)
DTSearch	Search engine for text; single server license w/Spider application.
DIMS	Digital evidence system.
DS Reporting	Download system for all audio recorded court sessions used by court reporters.

System	Description
Encase	Digital forensic system.
Enrollware	Class registration software.
Everbridge	Hosted mass notification system; specialty team call-outs.
Forensic Advantage LIMS	TPD Crime Lab information system; vendor-supported.
Frontline	Mobile reporting system.
HIDTA Deconfliction	High intensity drug trafficking area; multi-agency deconfliction.
i2	Link analysis tool (spider charts).
Infor/Extra	Budget information system.
JURIS	Tulsa legacy municipal court CMS.
Kofax	Document scanning system.
Kronos	Time and attendance system (Workforce version 8)
LEFTA	Field training software for Field Training Officers (FTOs).
Lineup System	Built by City of Tulsa IT by Fairen Bard (left in 2007); Off. Tim O'Keefe runs it.
Microsoft Office	
NetMotion Mobility XE	Communications software for TPD mobile laptops to get on the city's network. Without this system, TPD, TFD, and Water and Sewer will be unable to use network.
Other Digital Media	
PSCWeb	Public Safety Communications Web. System to query and report on CAD/911 calls. Integrated with TriTech report server data.
PS Reports	Pulls ad hoc and scheduled departmental reports from JURIS/ TRACIS. These are programmed reports.
PowerDMS	Compliance management software; policy review manager.
Qualtrax	Compliance monitoring software for forensics lab.
Quartermaster	Inventory management software used for TPD equipment.

System	Description
RFFlow	Link analysis tool (spider and flow charts).
Ride-Along Database	Access database used by TPD to track civilians who periodically engage in police ride-alongs.
RIMS	Personnel management system.
RSVP	Records Steno Viewer Program. Used to review and complete police Virtual Terminal (VTRM) reports.
Search Warrants	Tracks search warrants for SID.
Total Station Mapping System	Forensic crime scene mapping station and system.
TPD Fusion	Intelligence dissemination.
TRACIS	Tulsa legacy police RMS.
UmbraCO	Web content publishing tool.
Geo Talent	Employee course tracking.
TriTech CAD	CAD 9-1-1.
VisiNet	TriTech CAD Web call history.
VTRM Web Page	Used for police officer supervisors to approve Frontline reports (incident, collision, field interview, search and seizure).
VSOFF	Violent and sex offender registry (city-built in Oracle).

B.   External System Inventory

The inventory of existing external systems is summarized in the following table:

System	Description
3SI Security	Asset tracking system.
Accurint	Subscription public records search.
CLEAR	External search software similar to Accurint.
CODIS	Combined DNA Index System.
Federal Bureau of Prisons	Sex offender registry; inmate records.
High Affinity	External search software similar to Accurint.
IMACS	Incarceration management and cost-recovery system (TCCJA jail management system).
Jail Call System	Jail inmate telephone call tracking system.

System	Description
JOLTS	Oklahoma Juvenile Authority CMS.
JusticeXchange	Nationwide booking records.
Leads Online	Online investigation system.
LENS	Federal probation system.
MV1Link	Oklahoma motor vehicle registrations (Oklahoma Tax Commission).
NSOR	National Sex Offender Registry
NCIC	FBI National Criminal Information Center.
NICB	National Insurance Crime Bureau; (vehicles, trailers, etc.).
NIBRS	FBI National Incident-Based Reporting System
NPLEX	Appriss National Precursor Log Exchange.
OCIVS	Oklahoma Compulsory Insurance Verification System.
Oklahoma Fusion Center	Intel sharing center run by OSBI.
Oklahoma DoC	Offender, sex offender, violent offender lookup.
OSCN	Oklahoma State Courts network.
PARIS	Crash reporting – Police Automated Reporting and Information System. Developed by the Intelligent Transportation Systems (ITS) Laboratory at the University of Oklahoma (free).
PERPHOUND	Cell phone detail mapping tool.
Phone Data Extraction Systems	Telephone exploitation tool.
Prescription Monitoring Program	Oklahoma Board of Narcotics and Dangerous Drugs system.
Purdue Brandon Fields and Mott Web Site	External Web page for collections agency to verify defendant collection accounts.
Salamander (to be replaced by Dragonfly)	Large-scale incident management software.
SIN	OSBI State Intelligence Network (plate search).
Smart911	9-1-1 caller profile information system. Citizens sign up for free at Smart911.com by RAVE and enter information into a national database that they want 9-1-1 to receive in case of an emergency.

System	Description
Social Media/Open Source	Multiple online resources.
SOMS	Sheriff's Office Management System (TCSO RMS)
TLO	Address, phone, associates, etc. (like Accurint and CLEAR).
TSA K-9 Web Site (CWS)	Transportation Security Administration (TSA) bomb dog training and activation Web system.
VINELink	Protective orders.
WORKS	Bank of America P-Card system (city credit card system).

C. Information Dissemination Systems

The inventory of existing dissemination information systems is summarized in the following table:

System	Description
COT Internet Live Traffic Report	For citizens to view live traffic data for reported incidents.
Crime Map Web Map	To view data in a graphical, map-based format.
Meth Labs Web Map	To view meth lab data in a graphical manner.
Sex Offender Web Map	To view sex offender data in a graphical manner.
SIBRS	OSBI State Incident-Based Reporting System
TPD Internet Chaplin	Used by TPD Chaplin Service to document events the Chaplin Service is called into.
TPD Internet Commendation	Enables citizens to commend TPD personnel.
TPD Internet Complaint	Enables citizens to submit complaints regarding TPD personnel.
TPD Personnel Reporting	Access database maintained by the users that uses an open database connectivity (ODBC) connection to the personnel (PERS) database, using a view.
TPD Internet Program Request	Enables citizens to request that TPD personnel attend a public event.
TPD Internet Sex Offenders	Enables citizens to look up sex offenders.
TPD Internet Unsolved Crimes	Documents and maintains information on cold cases, missing persons, and unsolved crimes. Allows citizens to search for information on cases and contact TPD.

System	Description
TPD Internet Warrants	Enables citizens to search for outstanding warrants.
TPD Intranet (inet)	Intranet for Tulsa Police; includes sex offenders, warrants, chaplain apps.
TPD Intranet Bulletin	Subset of Tulsa Police Intranet.
TPD Intranet Fusion	Bulletin board to exchange information, tips, criminal activity, etc. for the police department.
TPD Intranet Hireback	Police use to sign up for extra shifts, and officers are selected from a list on a first-in, first-out basis.
Traffic Collision Web Map	To view collision data in a graphical format.

**Appendix F
Glossary of Terms**

10 Glossary of Terms

The following table provides a list of definitions for all acronyms used within this document. Acronyms are defined in the body of the document at first use and are listed below in alphabetical order.

Term	Definition
ADA	Americans with Disabilities Act
AFIS	Automated Fingerprint Identification System
AVL	Automated Vehicle Location
BJA	U.S. Department of Justice Bureau of Justice Assistance
BPMN	Business Process Model Notation
CAD	Computer-Aided Dispatch
CALEA	Commission on Accreditation for Law Enforcement Agencies
CJIS	Criminal Justice Information Services, a division of the Federal Bureau of Investigation
CMAN	TPD's Investigative Case Management System
CMS	Case Management System
CODIS	Combined DNA Index System
COTS	Commercial Off-the-Shelf
CRM	Customer Relationship Management
CRUD	Create, Read, Update, Delete
CSP	Competitive Sealed Proposal
CTC	Court Technology Conference
DA	District Attorney
DIMS	Digital Image Management Solution
EFM	Electronic Filing Manager
EFSP	Electronic Filing Service Provider
EMSA	Emergency Medical Services Authority
ERP	Enterprise Resource Planning Information System
FTO	Field Training Officer
IACP	International Association of Chiefs of Police
IT	Information Technology
ITS	Intelligent Transportation Systems
JURIS	Judicial Records Information System (Tulsa Municipal Court's legacy CMS)
LIMS	Laboratory Information Management System
LOI	Letter of Interest
MC	Municipal Court (JURIS system label)

NCIC	National Crime Information Center
N-Dex	National Data Exchange
NIBRS	FBI National Incident Based Reporting System
NIEM	National Information Exchange Model
NSOR	National Sex Offender Registry
ODBC	Open Database Connectivity
OLETS	Oklahoma Law Enforcement Telecommunications System
OR	Own Recognizance (inmate release bond type)
OSBI	Oklahoma State Bureau of Investigation
PARIS	Police Automated Records Integration System (Oklahoma University and Department of Public Safety)
PERS	Personnel (as in Personal Database)
PSI	Pre-Sentencing Investigation
RCMS	Records and Case Management System
RFP	Request for Proposals
RIMS	Sun Ridge Systems Records Information Management System
RMS	Records Management System
RSVP	Records Steno Viewer Program
SaaS	Software as a Service
SAR	Suspicious Activity Reports
SID	Special Investigations Division
SOMS	Sheriff's Office Management System
SOQ	Statement of Qualifications
SWAT	Special Weapons Attack Team
SWOT	Strengths, Weaknesses, Opportunities, and Threats
TCCJA	Tulsa County Criminal Justice Authority
TCSO	Tulsa County Sheriff's Office
TMUA	Tulsa Metropolitan Utility Authority
TPD	Tulsa Police Department
TRACIS	Tulsa Regional Area Criminal Information System
TRO	Tulsa Revised Ordinance
TSA	Transportation Security Administration
UCR	Uniform Crime Reporting
VM	Virtual Machine
VTRM	Virtual Terminal – a review Web page for incident reports submitted with Frontline