

**Roscommon County
Request for Information
for
Computer Aided Dispatch System
Law Enforcement Records Management System
Jail Management System
& Supporting Mobile Technologies**



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This Table of Contents is intended as an aid to RFI Respondents and not as a comprehensive listing of the RFI package. RFI Respondents are responsible for reading the entire RFI package.

I. PURPOSE:

- A. Roscommon County is requesting information to prepare for solicitation to replace an existing system with a new integrated system that provides improved and new functionality. PROPOSALS ARE NOT REQUESTED AT THIS TIME. This is only a request for information.
- B. RFI submission date and time:

ORIGINAL AND ONE (1) COPY of COMPLETED RFI PROPOSALS MUST BE RECEIVED BY

**Roscommon County
Central Dispatch
AT 500 Lake St
Roscommon, MI 48653**

ON OR BEFORE September, 2 2022, AT 4:00 P.M.

- C. Questions:
 - 1. All documents related to this RFI; including but not limited to: the RFI document, questions and responses, addenda and special notices, will be posted on the Roscommon County Central Dispatch website and available for download by interested parties. No documents will be faxed or emailed after the initial Notice of Intent. It is the Respondent's sole responsibility to review the Central Dispatch website to retrieve all related documents prior to the RFI due date. Website:
<https://www.roscommoncounty.net/358/Roscommon-County-CAD-RMS-JMS-Project>
 - 2. Requests from interested Respondents for additional information or interpretation of the information included in the specifications and all questions should be directed to:

Vance Stringham, Director of Central Dispatch: rc911@rc911.org, 989-275-0911, or fax: 989-275-3360
 - 3. The deadline for receipt of all questions is 4:30 p.m., EST, **Friday, August 5, 2022**. After the question deadline, all questions and their responses will be posted on the website and available for download by respondents.

II. BACKGROUND:

- A. Presently dispatch and all law agencies have operated disparate systems hindering efficient sharing public safety information. The current CAD system, OneSolution, provided by CentralSquare, has been in local use since 1999. The system was not setup for exports to RMS or JMS systems. Roscommon County Central Dispatch, Roscommon County Sheriff Department, Denton Township Police Department, Gerrish Township Police Department, and the Richfield Township Police Department wish to collaboratively procure a system which provides full emergency call processing, mapping, law enforcement records management, and jail records management, all of which should facilitate data sharing while maintaining a level of security which meets and/or exceeds NCIC-CJIS requirements. All agencies are open to explore mobile AVL, report writing, and limited-CAD functionality in a mobile device. Additionally, Central Dispatch wishes to provide dispatch and parsed post-run information to the local fire and EMS agencies. There is no one software used by these departments, nor would they be inclined to purchase new software at this time. Thus, the challenge of getting information to these departments must be acknowledged. The current CAD system is located on-premises.
- B. Roscommon County has approximately 23,800 year-round citizens. During the summer months local populations of visitors and seasonal citizens can triple. It is a very rural community with large areas of remote forest and wildland known for its snowmobile and ORV trails and water recreation. We are home to Michigan's largest and eleventh largest inland lakes and Michigan's second largest state park.
- C. Roscommon County has an agreement with all parties of this project to be the point of billing but is open to other options as appropriate.
- D. Roscommon County Central Dispatch, when fully staffed, has 12 full-time emergency telecommunicators, a Quality Assurance/Quality Improvement and Dispatch Database Coordinator, a Deputy Director, and a Director. The center currently has 3 fully operational positions and is looking to expand that to 5 fully functional with two positions being used 24/7, a third frequently used, with the remaining positions fully functional but generally in a "gray" state. It dispatches for five local law enforcement agencies, the Michigan State Police, Michigan Department of Natural Resources Law Enforcement, nine local fire departments, the Michigan Department of Natural Resources Wildfire Division, seven EMS agencies, and the local Animal Control agency. This department processes an average of 40,000 calls for service per year and serves as the sole Public Safety Answering Point and Dispatch Center for Roscommon County.
- E. Roscommon County Sheriff's Office has twenty-five road patrol officers, fifteen corrections officers, one detective lieutenant, one detective sergeant, two additional administrative lieutenants for road patrol and jail administration, the undersheriff, and the sheriff. Roscommon County Sheriff's Offices provide countywide law enforcement, civil process services, issuance and processing of gun permits, and provides ORV, marine, and snowmobile patrols as resources allow. This department serves all of Roscommon County. Currently the systems used by this department for both RMS and JMS are on a legacy system – FSG. This department handles an

average of 13,800 calls for service a year.

- F. Denton Township Police Department serves the community of Denton Township, including the unincorporated city of Prudenville. All local departments will assist outside their geographic boundaries when needed. This department has 5 sworn officers including the chief. The township has approximately 5,600 year-round citizens and sees a significant increase in general traffic, visitors, and law enforcement events during the summer months. This township holds a bulk of the big-box commercial businesses drawing in people from around the area. The Township borders Houghton Lake, the largest inland lake in the state. Their current records management system is Caliber Public Safety. This department handles an average of 3,000 calls for service a year.
- G. Gerrish Township Police Department serves the community of Gerrish Township and the unincorporated community of Higgins Lake. This department is also cross trained as fire fighters, supplementing their township fire department. This department has 6 sworn officers including the chief. The township has approximately 2,900 year-round citizens and has a large seasonal population. Summertime brings in a large influx of visitors. It is home to the South Higgins Lake State Park which is the second largest Michigan State Park. This park sees an average of 800,000 visitors a year according to the Michigan Department of Natural Resources statistics. This township borders Higgins Lake, the eleventh largest inland lake in the state of Michigan. Their current records management system is Caliber Public Safety. This department handles an average of 3,600 calls for service per year.
- H. Richfield Township Department of Public Safety primarily serves the community of Richfield Township and the unincorporated village of St. Helen. This department is cross trained as fire fighters and emergency medical services, responding to calls in the required capacity. This department's fire and EMS services extend into AuSable township. The law department has 7 sworn officers including the chief. Richfield Township has approximately 3,700 year-round residents and is well-known for its ORV trails and Lake St. Helen. This township also brings in a large influx of warm-weather visitors and sees visitors year-round for the ORV trails. Lake St. Helen is a large body of water that is mostly encompassed by the township. The law enforcement department's current records management system is TIMS, by Core Tech. Corp. This department handles an average 2,700 calls for service per year.
- I. While existing fire and EMS departments are not actively part of the planning process, Central Dispatch would like to explore options that may benefit them. All EMS agencies combined respond on an average of 5,500 calls for service per year. All area fire agencies combined respond on an average of 920 calls for service per year.
- J. Existing systems are standalone with no information sharing. Existing licenses as follows:
 - 1. Computer Aided Dispatch: 7 (4 of which are "gray" – intermittent use)
 - a. The system does not include Automatic Vehicle Location (AVL) capability and very limited data export functionality.
 - 2. Records Management System:

- a. Roscommon County Sheriff's Office: 4
 - b. Denton Township Police: 1
 - c. Gerrish Township Police: 1
 - d. Richfield Township Police: 1
- 3. Jail Management System
 - a. Roscommon County Sheriff's Office: 4
- K. Workstation Capability Estimates:
 - 1. Computer Aided Dispatch: up to at least 10, three in near 24/7/365 use and remaining in an infrequent-as needed capacity in direct or remote usage.
 - 2. Records Management System:
 - a. Roscommon County Sheriff Office: Up to 15
 - b. Denton Township Police: 2
 - c. Gerrish Township Police: 2
 - d. Richfield Township Police: 2
 - 3. Jail Management System
 - a. Roscommon County Sheriff's Office: 6

III. INFORMATION REQUESTED:

- A. Provide details for the following statements or questions:
 - 1. Describe hosting environment technology.
 - 2. Detail how CJIS-certification is attained for this technology including availability of FIPS Certificates for the systems.
 - 3. Detail the CJIS-certification process for vendor personnel
 - 4. Describe standard functionality and what is considered optional/upgraded.
 - 5. Describe options of legacy data conversation into new system
 - 6. What levels of redundancy and disaster recovery are included and/or available?
 - 7. Describe the landscape of both hosted and on-premises solutions.
 - 8. Describe current trends and market share.
 - 9. Provide contact list of no less than three agencies, per module (CAD, RMS, JMS, Mobile) who have used the system no less than 24 months. Please consider geographic distance when listing references. Agencies who use the full suite may be listed individually and noted to as such.
 - 10. Describe systems capabilities of information flow from initial 911 call entry through the booking process, including mobile.
- B. CAD:

1. Describe standard capabilities. Describe any upgradable features.
2. Describe E911 data capture and integration. Please include details about data population into call records.
3. Describe text-based message to cell phone capabilities, locally referred to as "CAD Paging." Is a third-party interface necessary for this feature to function? Describe the creation, management and maintenance of recipient and group databases. Describe ability of CAD to auto-generate a CAD Page based upon Nature Code. Describe ability to manually send CAD Pages. This is not to be confused with fire pager activation by CAD. Fire pager activation via CAD is not a desired function.
4. Describe the CAD based phone directory. Detail the process of building and maintaining that database. If not a current function of the system is there plans to add that functionality and what is the timeline for implementation of that functionality?
5. Describe capabilities of the system to transmit and receive information to NCIC, the State of Michigan Law Enforcement Information Network (LEIN), and all associated databases.
6. Describe CAD report generation capabilities including customizable reports. Can these be scheduled to generate automatically? Can they be schedule and exported automatically to law, fire, and EMS agencies and across different platforms.
7. Describe options for data export for Rip-And-Run features as well as to fire and EMS reporting software understanding there are multiple fire and EMS reporting software in use with no agency inclined to change
8. Describe the options for creating and updating databases including business names, common locations, seasonal property check locations, department unit numbers, personnel, and nature codes, among others. This is not an exhaustive list of needed databases.
9. Describe options for updating maps and map layers, including software requirements to manage the maps and layers.
10. Describe remote access capabilities of the system.
11. Describe ability provide permission-based view and information manipulation in the system by all disciplines.

C. Records Management System:

1. Describe standard capabilities. Describe any upgradable features.
2. Describe functionality, compatibility, and capabilities with the Michigan Incident Crime Reporting (MICR) system. This is in addition to the Uniform Reporting Codes and the National Incident-Based Reporting system. What work has been done with the State of Michigan to meet Michigan CJIS security and compliance? Has RMS exports to the MICR system been

established, tested, and approved/certified by the State of Michigan? Is the system inclusive of the Michigan File Class codes?

3. Describe the standard capabilities of the Civil Process module within the system.
4. Describe the standard capabilities of firearms processing including firearm registration.
5. Describe the capabilities of fleet and equipment management.
6. Describe multi-jurisdictional capabilities, including managed access to certain records and data across jurisdictions and disciplines.
7. Describe evidence logging and tracking capabilities including any accessories supporting the function.
8. Describe incident report creation, approval, and management. Are there specific client programs and does the workflow change depending on whether a user is mobile or on network?
9. Describe report generation capabilities including customizable reports. Can these be scheduled to generate automatically? Can they be scheduled to generate automatically? Is report generation handled internally by the software or does it require a third-party interface?

D. Jail Management System:

1. Describe standard capabilities of Jail Management System. Describe any upgradable features.
2. Describe capabilities to integrate with an existing commissary program.
3. Describe capabilities to integrate with an existing fingerprinting database – LiveScan and AFIS.
4. Describe report generation capabilities including customizable reports. Can these be scheduled to generate automatically? Can they be scheduled to generate automatically?
5. Describe capabilities of viewing activity, information, and generating reports for current and past inmates and if it includes inmate rosters by cell, name, age, by name for ICE purposes, charges by inmate, status by name, inmate events, victim list notifications, viewing by charges and sentencing, inmate census and movements, inmate money on account history, names presenting risk to inmates (enemies), codefendant lists, cell history, inmates by county lists, and days served records.
6. Describe jail booking capabilities and management of, but not limited to, inmate processes from initial book in through release, updating booking information, bond and sentencing information, court appearance information, cell

assignments and classifications, inmate property inventory management, booking history, cell movements, and victim information and notification management.

7. Describe jail reporting capabilities including monthly admitted/housing, lists by date entered or released, cell history, booked summary stats, released summary stats, total releases by city, total arrests by officer, daily arrest log, annual survey of jail reports, 10-year Bed Days Reports, inmate Social Security Administration information, State Criminal Alien Assistance Program, and master cell lists.
8. Describe inmate medical data entry and management capabilities including medication maintenance, creation-management of medical log, special diet lists and notifications, special medical needs-alert notification, general medical logs, list of inmate medications by name, daily medication administration report by time, medical appraisal date and reports, inmate medical log by name, list of inmates with special diets.
9. Describe capabilities to enter and manage visitor lists, scheduling visits by date, time and location, visitor check-in/check-out processes, visitation logs by name and/or dates, printable visitation lists and schedules
10. Describe capabilities of data export to the Victim Information and Notification Everyday (VINE) system
11. Describe capabilities creating, management, exporting to, and reporting from the Jail Population Information Systems including primary classifications, miscellaneous JPIS information, classification review, JPIS history, inmate high-risk reporting, daily minimum-median-maximum statistical reports, JPIS-centric reports, creation of a monthly JPIS transfer file, and creation of community corrections JPIS file.
12. Describe capabilities of master file maintenance for databases of inmate personal property, daily jail count, bond codes, violation codes, special diet codes, cell maintenance, bed maintenance, and jail facility supplemental maintenance.
13. Describe the capability to recover deleted, but not expunged, records? How?

E. Mobile Technologies:

1. Detail existing compatible technologies – what mobile devices are available for use with this system. Detail any differences in how the system will interact with different mobile devices – such as laptop versus a tablet.
2. Describe Officer Daily Activity report capabilities
3. Describe mobile device applications and extent of ability to interact with the multiple systems. Describe ability to limit how mobile applications interact with the system and permission-based views of information on mobile devices.
4. Describe the latest technology and options for program and data updates to

mobile devices (i.e., both client software updates and updates to master tables). Are over-the-air updates standard? Are there specific mobile network performance levels (i.e., average network speed) that should be met for that capability to be utilized?

5. Describe capabilities of the mobile system to receive dispatched calls and capabilities of responder interaction with dispatched calls.
- F. Provide a high-level implementation schedule, showing key tasks after a contract is awarded and approximate durations for each task. This is not intended to be a detailed or committed schedule – it is intended as a planning aid for Roscommon County regarding overall project duration.
- G. If interested, include a cost estimate for a turnkey upgrade from the existing system described in this RFI to the proposed solution. **THIS DOES NOT CONSTITUTE AN OFFER AND SHOULD BE DEEMED INFORMATIONAL ONLY.** This is considered a budgeting exercise. Any full solicitation process would occur after budget approval at a later date.
- H. The cost estimate should include all the variables and price methodologies, including:
 1. Core system licensing costs
 2. Module licensing costs to replace all modules described
 3. User licensing costs to provide for user counts described in Section II., point J. If site licensing is a more appropriate option for the proposed system, please include that cost here.
 4. Project implementation costs including:
 - a. Transition to proposed environment. If this will include file transfer cost to hosted environment, please estimate those here based on data volumes listed in Section I point D.
 - b. Implementation staff provided by vendor.
 - c. Data conversion of all data and attached files, listed in Section I point D.
 - d. Cost per year of environment (if hosted).
 - e. Annual maintenance of all provided modules. If standard annual maintenance includes built-in escalator clauses, document those here.
- I. Include any additional information that you think relevant or helpful to our group as we investigate the current technology landscape.