



HEXAGON
SAFETY & INFRASTRUCTURE



Response to the
Kitsap County, WA
Request For Proposals for
Public Safety Records &
Jail Management System



No. 2019-147



TECHNICAL PROPOSAL

Thursday, September 26, 2019

This RFP response includes data that shall not be disclosed outside the Agency and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this RFP response. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Agency shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Agency's right to use information contained in this data if it is obtained from another source without restriction.



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APPENDIX A
RFP 2019-147
PROPOSAL COVERSHEET AND ACKNOWLEDGEMENT

This form must be signed by a person authorized to make proposals and enter into contract negotiations on behalf of your agency.

1. Primary Contact Person Information:

Name / Title: Seth Wold, Regional Sales Manager

Legal Name of Offeror: Intergraph Corporation

Telephone No. (435) 618-9009 Alternate No. (____) N/A

Email Address: seth.wold@hexagon.si.com Fax Number: N/A

2. Company Information

Other Names of Offeror: Hexagon Safety & Infrastructure

Street Address Line 1: 305 Intergraph Way

Street Address Line 2: _____

City: Madison State: AL Zip Code: 35758

Website: www.hexagonsafetyinfrastructure.com

Type of Entity / Organizational Structure (check one): ☒ Corporation, ☐ Partnership

☐ Limited Liability Partnership, ☐ Joint Venture, ☐ Non-Profit, ☐ Other: _____

Jurisdiction of Organization Structure: Delaware

Date of Organization Structure: 1989

Federal Tax Identification Number: 63-0573222

Washington State UBI Number: 600-312-144

State Industrial Account Identification Number: 413,864-00

3. Identify the number of law enforcement agencies using the proposed software: 9 customers using OnCall Records supporting 75+ law and fire agencies

4. Did an outside individual/agency assist with the Proposal preparation? ☐ Yes ☒ No

If yes, please describe: N/A

5. Receipt of Addenda. Offeror acknowledges receipt of the following Addenda, if any.

Addendum No. 1, Dated 8/6/2019; Addendum No. , Dated

Addendum No. 2, Dated 8/14/2019; Addendum No. , Dated

Addendum No. 3, Dated 8/26/2019; Addendum No. , Dated

6. In submitting this Proposal, Offeror represents that Offeror has read RFP 2019-147, and all addenda, understands them and desires to submit this Proposal to Kitsap County.
7. Offeror agrees that its Proposal will remain in effect for not less than 240 calendar days from the Proposal due date and may not be withdrawn or modified during that time.
8. Offeror agrees that the information provided by the Offeror in Appendix C (Cost Proposal) identifies the entire cost of the System and all Services to be provided in compliance with the RFP, and that no additional fees or charges will be incurred by the County other than as identified in the Proposal.
9. Offeror agrees that if awarded a Contract, the Offeror will make no claim against the County based upon ignorance of conditions or misunderstanding of the Contract documents and will comply with the minimum insurance requirements.
10. Based on Offeror's investigation of the County's existing systems which are to be replaced by the System, and the demonstrations, conversations, correspondence, and the RFP, Offeror agrees that it has gained an adequate understanding of County's requirements pertaining to an integrated System and Services to enable performance of the terms of the Contract. Based on this in-depth understanding, combined with Offeror's knowledge and experience with other municipal organizations, Offeror warrants that the proposed system has been sized to meet the current needs and future growth of the County and its agency partners.

Hexagon clarifies the System is sized based upon current usage reflected in Hexagon's maintenance contract with the County.

11. The undersigned certifies that he/she is authorized, offers, and agrees to furnish the Public Safety Records and Jail Management System in accordance with the Contract documents; that the information provided in the Proposal is true, accurate and complete; and that he/she has the legal authority to commit the Offeror to a contractual agreement and intends to be bound by the Proposal and terms of the RFP.

SIGNATURE (Authorized Representative): Debra T Huser

Print Name and Title of Signer: Debra T. Huser, Finance Director

Dated this 24 day of September 2019



SECTION 1 – COVER LETTER

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

B. Cover Letter. Proposals should include a cover letter that is signed by a representative of the Offeror, who is authorized to bind the Offeror to all provisions of the RFP, any subsequent changes to the contract if an award is made. If the Contractor is a partnership, a general manager must sign the proposal in the name of the partnership thereof. Proposals submitted by consortiums, joint ventures, or teams will not be considered responsive unless it is established in the proposal that all contractual responsibility rests solely with one legal entity and identify the responsible entity.

[following this page]



RFP No. 2019-147 RMS System
Kitsap County Purchasing Department
Attn: Colby Wattling
614 Division St., MS-7
Port Orchard, Washington 98366

Reference: RFP 2019-147 Public Safety Records & Jail Management System – Technical Proposal

Dear Mr. Wattling:

Intergraph Corporation d/b/a Hexagon Safety & Infrastructure (“Hexagon”) welcomes the opportunity to present the attached response to Kitsap County’s Request for Proposal for a Public Safety Records & Jail Management System for the Kitsap County Sheriff’s Office, the Kitsap County Sheriff’s Office Jail, and their agency partners.

Hexagon has been in business for 50 years and is located in Huntsville, Alabama. Our unparalleled experience in the high-tech marketplace coupled with a vast understanding of the emergency management environment has made Hexagon the foremost global provider of solutions for public safety agencies. Hexagon offers the most comprehensive tools for public safety personnel fully integrated on a modern platform for agencies of all sizes.

Hexagon has had the privilege of working with the County for 20 years now and values the County as a customer. As the County considers a move to a new technology platform, there are several benefits and advantages of migrating from I/LEADS to the OnCall Records platform for the County, including:

- The I/LEADS to OnCall Records migration route is a tried and tested path familiar to your department – minimizing change management
 - As the County considers upgrading to the Hexagon OnCall Records versus third-party systems, there is inherent transition risk in any choice. However, Hexagon has actual experience upgrading I/LEADS RMS systems and converting their data, which best positions its team to mitigate transition risk.
- All your data integrity is retained
 - A critical advantage of migrating to OnCall Records is you retain full use of the migrated data and referential integrity of the original I/LEADS data. Whether captured in I/LEADS or OnCall Records, all records and data are available to support searches, analysis, and reporting. As part of this data migration, Hexagon will also migrate COTS fields from I/LEADS to OnCall Records, as we’ve done with numerous customers and work with the County to determine their custom field needs in the new system
- Integration with Hexagon CAD and Mobile currently being used by Kitsap 911
 - OnCall Records is part of the wider Hexagon public safety portfolio. As such, it provides interfaces to and coordination with other core capabilities, such as CAD and Mobile, which is currently being used by Kitsap 911. This same integration and coordination does not exist with third-party RMS solutions.
- Future upgrades will require minimal effort and can be executed remotely
 - This will deliver **significant savings to the County in total cost of ownership** compared to the equivalent cost of rolling-out upgrades on I/LEADS. While there is an initial investment to migrate to OnCall Records, customers will benefit from the substantially lower upgrade costs web-based delivery offers. This reduces the net cost of the system over the medium term.
- OnCall Records is a **modern web and browser-based platform** that features better and broader functionality as part of our evolving public safety portfolio.
 - OnCall Records provides expanded and enhanced functionality over that offered by I/LEADS and other third-party systems, including more modules and new functions, enhanced capabilities, and closer integration with Hexagon’s wider public safety portfolio, including CAD and Mobile.



Our proposed OnCall Records solution for the County includes:

- OnCall Records, our web-based records management solution – a highly configurable web user interface that allows users to access, search, add, and link critical law enforcement database records from any device (stationary, mobile, or handheld) with Internet capability
- OnCall Records Jail, which provides fully-featured jail management functionality for small and medium jail facilities.
- OnCall Analytics Records Essentials, which provides complete reporting and analytic capabilities

In choosing Hexagon and our team for this Project, the County will be purchasing a world-class solution that has been carefully designed and built, and a proven integrated suite of products that will grow in value to serve the County and its citizens.

If you have any questions regarding the enclosed information or require any additional information, please feel free to contact me by phone at 435-618-9009 or by email at Seth.Wold@HexagonSI.com.

Sincerely,

Seth Wold

Seth Wold
Regional Sales Manager
Hexagon Safety & Infrastructure

AUTHORIZED HEXAGON SIGNATURE		
Name:	Debra T. Huser – Americas Finance Director	
Signature:	<i>Debra T Huser</i>	Date: September 24, 2019
Email:	Debra.huser@hexagonsi.com	Phone: 256-730-1572



SECTION 2 – EXECUTIVE SUMMARY

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

C. Executive Summary. *Proposals must include an executive summary which is a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations.*

UNDERSTANDING KITSAP COUNTY'S OBJECTIVES

Kitsap County's Records and Jail Management System procurement provides the Kitsap County Sheriff's Office, Kitsap County Sheriff's Office Jail, and their partner agencies (the County) an opportunity to positively impact their policing strategies for years to come. At the same time, this is an opportunity to enhance the County's ability to operate more efficiently and effectively.

The RMS must provide an integrated platform, provide robust master indices and prefilled reporting functionality to reduce redundant data entry, and provide officers with the ability to create, update, and submit reports for approval easily from the field or in the office. The migration to a new NIBRS/WA IBRS compliant RMS must be led by an established partner using a proven methodology that reduces project risk and smoothly transitions users to the new system.

The Hexagon Team is experienced and prepared to migrate the County from your current Hexagon RMS to the newest OnCall Records system, as we have done with numerous other Hexagon RMS customers.

PROPOSED SOLUTION FOR KITSAP COUNTY

Hexagon is proposing our HxGN OnCall Records suite of products to meet the County's requirements, which includes OnCall Records, Jail, and Analytics.

OnCall Records

Out of the box, HxGN OnCall Records can help the County:

- Streamline records capture and management
- Reduce administrative burdens
- Enhance data quality
- Harness complete information
- Enable real-time, rules-based alerts
- Provide visual reports and analytics all roles can use
- Comply with laws and regulations
- Adapt to change and agency needs
- Support on-premises and cloud deployment
- Lower total cost of ownership
- Integrate with computer-aided dispatch (CAD) and mobile system
- Comply with NIBRS and WA IBRS





Scalable for single- and multi-agency use, it serves all facets of law enforcement operations and administration. OnCall Records allows agencies to streamline records capture and administration, harness data to inform investigations, effectively manage resources, and enhance community safety. A flexible solution suite, it offers simple centralized administration and configuration of clients and embedded interfacing.

Increase Speed & Flexibility

Agencies must be able to quickly access and capture records data from anywhere to complete investigations and improve community safety. Our premier solution:

- Combines the advantages of an enterprise system with the benefits of a secure, browser-based solution
- Offers simplified central administration of browser and mobile app clients
- Supports access from PCs, laptops, tablets, and smartphones
- Increases agility with configuration-based customization and built-in interfacing capabilities
- Offers robust application and data security
- Supports on-premises and cloud deployment on Microsoft® Azure and other platforms

Benefits for All Facets of Law Enforcement

OnCall Records serves all facets of law enforcement operations, including field and office reporting, patrols, investigations, custody, and administration. Unified workflows and data remove manual and duplicative tasks to streamline data capture and administration, while improving overall quality. Accessed via browsers and mobile apps, it provides reliable access to comprehensive information and tools. This powerful enterprise system:

- Supports incident response, traffic stops, field interviews, crime analysis, asset and fleet management, human resources, reporting, and more
- Delivers a complete workflow solution for case management and investigative processes
- Links people, property, places, and related records into one central database, dramatically increasing law enforcement efficiency and effectiveness
- Provides greater insight by running a single search across themes and powerful, easy-to-use visual reports and analyses

- Integrates seamlessly with Hexagon or other third-party computer-aided dispatch (CAD) and mobile systems for fast, easy data access and query without the need for redundant data entry
- Supports government reporting requirements (such as NIBRS) to ensure accuracy, prevent audits, and improve internal reporting
- Integrates with multimedia, such as images and document workflows, resulting in faster identification and improved officer and citizen safety
- Ensures data security, simplifies auditing, and enables appropriate confidentiality (such as for juvenile records)
- Easily maintains evidence records and complete chain of custody with electronic signature capture
- Delivers automated notifications via alerts as data is captured or changes occur during the investigative processes

HxGN OnCall Records serves all facets of law enforcement operations, including field and office reporting, patrols, investigations, custody, and administration.



The ability to search and update from the field is essential to enhance awareness, speed workflows, and increase efficiency.

OnCall Records Jail


HxGN OnCall Records Jail is an RMS module that provides fully-featured jail management functionality for small and medium jail facilities. OnCall Records Jail saves agencies time and resources by delivering comprehensive jail management features and workflows in an easy to use, web-based application. OnCall Records Jail is fully embedded into OnCall Records, giving agencies a seamless information flow from incident, through the investigation process to incarceration, all in a single application.

OnCall Records Jail brings quick access to information and provides end-to-end jail management including:

- Inmate Tracking - records all data related to inmate intake, holds, housing and transfers, bail/bond details, release information, inmate property, caution codes, officers involved, medical screenings and more.
- Jail Incident - provides the ability to track non-judicial incidents that might occur involving inmates in the facility, including witness capture capabilities, infractions, and involved inmates
- Jail Log - supports the ability to log information (manually or automatically) for all activity in and out of the facility
- Sentencing - provides the ability to manage charges and calculations relating to sentencing
- Programs - provide the ability to define Program Types and allow assignment of eligibility to inmates

Analytics & Reporting

The HxGN OnCall Records suite provides the reporting and analytics capabilities needed for governance and investigations. It supports efficient preparation of statutory reports and data submissions. It also works with HxGN OnCall Analytics, which provides easy-to-use analytics and visual reports that allow users agency-wide to monitor events, align resources to demand, supervise performance, maintain governance and oversight, and much more. By enabling more employees to visualize data, run reports, and conduct analysis, agencies can develop intelligence, advance investigations, and build public confidence.



HxGN OnCall Analytics helps organizations be more productive from the start and meet specific agency and user requirements.

Features

Interactive Reports & Dashboards

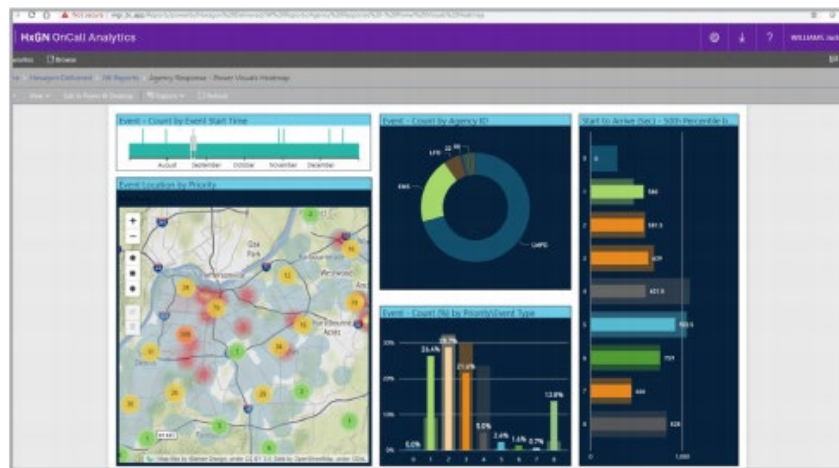
OnCall Analytics helps organizations be more productive from the start and meet specific agency and user requirements. With it, departments can access pre-built, paginated reports and dashboards that address diverse business challenges or build their own with subject-area data models and self-service, drag-and-drop tools. Agencies can also easily refine and adapt out-of-the-box content for assessing, reporting, and optimizing emergency response tasks.

Spatial Analysis & Playback

Better understand event sequences and incident patterns with spatial analysis, visualization, and playback capabilities. In OnCall Analytics, map controls include plotting location-based information, pin and hotspot mapping, dynamic clustering, geofencing (geospatial filtering), and more.

Powerful Data Warehouse

Ensure your data is clean, easy to understand, and business-ready with OnCall Analytics' customizable data warehouse. By flagging errors and inconsistencies and replacing obscure database codes with relevant business themes, the data warehouse enhances data quality and query performance. It creates a single source of truth all staff can understand and use, ensuring operators can quickly explore, analyze, and share data through interactive reports and dashboards. The data warehouse also supports third-party software access and provides data integration capabilities agency wide.



Analytics offers a variety of visual tools, such as the heat map above, to provide immediate, evidence-based analysis at all levels of operation.

Hexagon Implementation of the Proposed Solution

Hexagon's OnCall Records product suite represents the next stage in records management evolution, with more than a decade of research, development, and direct feedback from hands-on users. Our applications have been carefully designed, built, and will be competently deployed.

Hexagon Project Methodology maintains the flexibility to address each project individually while acknowledging the re-occurring activities associated with any Public Safety project. This methodology uses open communications and collaboration as a pathway to forming partnerships with our customers. From the initial kick-off meeting through the maintenance phase of all our projects, Hexagon's approach seeks to identify and implement the best solution for the given environment, ensure that common expectations are set, and that mutually agreed results are met. Please see Exhibit B for more information on our implementation approach.

Data Conversion

Because the County is already a valued Hexagon customer and currently has our legacy I/LEADS RMS product, data conversion is included in the implementation cost. Hexagon has significant experience converting I/LEADS data into OnCall Records.

Conclusion

Hexagon respectfully submits our proposal to the County and the members of the Evaluation Committee for review and consideration. Hexagon believes that in continuing your partnership with our team, the County will be purchasing world-class products and continuing services.

Hexagon's OnCall Records system represents the next stage in records management evolution, with more than a decade of research, development, and direct feedback from hands-on users. Our OnCall Records system has been carefully designed, built, and will be deployed competently using a low risk migration strategy. Hexagon has a stellar reputation of providing an integrated suite of products that will grow in value to the County and the citizens it serves.



SECTION 3 – GENERAL INFORMATION

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

D. General Information. Proposals are to include a general information section. This section is intended to provide the County with information about the Offeror's company background and experience that makes it uniquely qualified to satisfy the requirements of the RFP over the other vendors providing the same product and services.

Hexagon Response:

Hexagon Safety & Infrastructure develops, markets, implements, and supports computer-based solutions for law enforcement organizations, fire departments, emergency medical and rescue units, and other public safety agencies. An acknowledged leader in the industry, Hexagon offers technologically advanced solutions designed to capture, integrate, and display complex data in both CAD and RMS solutions.

Hexagon's entrance into Public Safety started in 1989 with the introduction of the I/CAD System, which coupled forms-based dispatching with an interactive map. Following Hexagon's launch of the first "map centric" CAD software, Hexagon's Public Safety Business Unit has consistently built on the I/CAD System technical platform and its Records and Jail Management systems (I/LEADS, inPURSUIT, and OnCall Records) to continue pushing Public Safety technology forward.

Hexagon's OnCall Records system represents the next stage in records management evolution and is the result of more than a decade of research, development, and direct feedback from hands-on users. The OnCall Records system has been carefully designed, built, and will be competently deployed. Hexagon released our most recent major OnCall Records version (3.7) in May 2016. Hexagon continues to issue minor version releases of OnCall Records 3.7, the latest being released in August 2019. Hexagon supports more than 100 RMS (I/LEADS RMS and inPURSUIT RMS) customer sites worldwide and currently has multiple customers contracted to undergo upgrades of their RMSs to OnCall Records 3.7.

Hexagon technology enables its customers to make the world safer and creates prosperity by implementing intelligent records management systems, managing assets, protecting infrastructure, building and operating more efficient plants and ships, and dispatching emergency services. Our mission is to earn the respect and trust of our customers through a total commitment to their success, deep industry expertise, and a long tradition of technical innovation.

Hexagon is proud to be a worldwide leader in the Public Safety and Security software market. Today Hexagon has implemented Public Safety systems in 27 countries using 14 languages. These implementations allow us to incorporate public safety functionality from around the world into our products and bring them back to customers like Kitsap County in the form of a highly configurable, commercial off-the-shelf (COTS) solution.

Hexagon project implementation personnel average 15 years of Public Safety experience per employee, and 13 years of experience per employee in our Support and Services organization. This level of experience ensures that, as the Prime Contractor, Hexagon understands the issues and requirements of the County, as well as long-term business objectives.

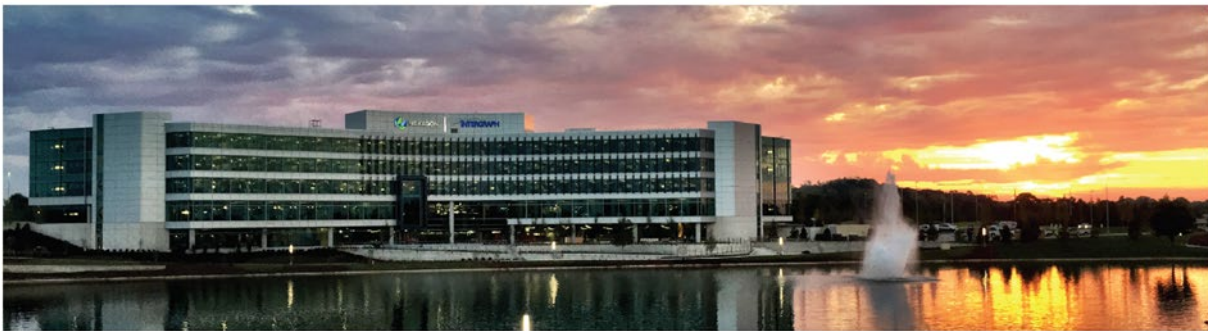


Our unparalleled experience in the high-tech marketplace coupled with a vast understanding of the emergency management environment has made Hexagon the foremost global provider of solutions for public safety agencies. With our premier product portfolio now seamlessly re-engineered for the cloud, Hexagon offers the most comprehensive tools for public safety personnel fully integrated on a modern platform for agencies of all sizes.

Continuous improvement and innovation serve as themes throughout our company's lifetime. Hexagon customers benefit from a unique mix of experienced long-time employees and an influx of young talent with fresh ideas. Our public safety portfolio offers all the benefits of a flexible, light, and cost-effective system backed by 50 years of effective problem-solving and a complete understanding of our customers and their needs.

Office Locations

Hexagon Safety & Infrastructure's main USA offices are located in Huntsville, AL (Headquarters); Columbia, MD; and Norcross, GA. The offices in Huntsville, AL will manage this effort.



Hexagon offices in Huntsville, Alabama, USA.



SECTION 4 – CONTRACTOR QUALIFICATIONS

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

E. Contractor Qualifications. This section should explain specifically how the Offeror is especially qualified to deliver the best possible turnkey solution to KCSO and its agency partners. This section should not include corporate 'boilerplate', but instead should emphasize the Offeror's understanding of the requirements and challenges as they have been described in the RFP and how the Offeror is particularly qualified to address those requirements. Offeror should also describe how the services provided are a core part of its long-term business strategy and why this uniquely qualifies the Offeror for the project.

Understanding of KCSO Requirements and Challenges

The County requires a COTS solution that provides robust RMS and JMS reporting and workflow functionality that they can use to increase cross-agency communication and collaboration. With the proposed turnkey OnCall Records and OnCall Records – Jail upgrade from I/LEADS, the County's needs for the following will be met:

- Improved ability to pull raw data out of the system for reporting and analysis
- Improved Jail reporting, workflows, and billing functionality
- Application configurability at the agency level to accommodate differences in agency workflows
- Quick and easy data entry through an intuitive user interface
- Improved data exchanges and interactions with prosecutor offices
- Publishing data to the web for public consumption
- Reducing /eliminating redundant data entry

Turnkey Solution

Hexagon has proposed to upgrade the County's existing I/LEADS RMS and I/LEADS JMS to meet their RMS, Jail and Analytics needs. The overall software solution includes HxGN OnCall Records, HxGN OnCall Records – Jail, and HxGN OnCall Analytics | Records Essentials.

OnCall Records

Out of the box, HxGN OnCall Records can help the County:

- Streamline records capture and management
- Reduce administrative burdens
- Enhance data quality
- Harness complete information
- Enable real-time, rules-based alerts
- Provide visual reports and analytics all roles can use
- Comply with laws and regulations
- Adapt to change and agency needs

- Support on-premises and cloud deployment
- Lower total cost of ownership
- Integrate with computer-aided dispatch (CAD) and mobile system
- Comply with NIBRS and WA IBRS

OnCall Records – Jail

HxGN OnCall Records Jail is an RMS module that provides fully-featured jail management functionality for small and medium jail facilities. OnCall Records Jail will save the County time and resources by delivering comprehensive jail management features and workflows in an easy to use, web-based application. OnCall Records Jail is fully embedded into OnCall Records, giving the County a seamless information flow from incident, through the investigation process to incarceration, all in a single application.

OnCall Records Jail brings quick access to information and provides end-to-end jail management including:

- Inmate Tracking - records all data related to inmate intake, holds, housing and transfers, bail/bond details, release information, inmate property, caution codes, officers involved, medical screenings and more.
- Jail Incident - provides the ability to track non-judicial incidents that might occur involving inmates in the facility, including witness capture capabilities, infractions, and involved inmates
- Jail Log - supports the ability to log information (manually or automatically) for all activity in and out of the facility
- Sentencing - provides the ability to manage charges and calculations relating to sentencing
- Programs - provide the ability to define Program Types and allow assignment of eligibility to inmates

OnCall Analytics | Records Essentials

HxGN OnCall Records works with HxGN OnCall Analytics | Records Essentials, which will provide the County with easy-to-use analytics and visual reports that allow users agency-wide to monitor events, align resources to demand, supervise performance, maintain governance and oversight, and much more. By enabling more employees to visualize data, run reports, and conduct analysis, the County can further develop intelligence, advance investigations, and build public confidence.

Long-term Business Strategy and Unique Qualifications

Hexagon has had the privilege of working with the County for 20 years now and values the County as a customer. Our history and relationship has allowed us to develop a thorough understanding of the County's current RMS and JMS workflows, requirements, and integration with the Kitsap 911 existing Hexagon CAD and mobile systems.

Hexagon's COTS OnCall Records solution represents the next stage in records management evolution and is the result of more than a decade of research, development, and direct feedback from hands-on users including Kitsap County. Because Hexagon is familiar with the County's challenges through years of data gathering and needs analysis, we believe the OnCall Records, Jail, and Analytics software is the best fit to fulfill your needs.

OnCall Records is part of the wider Hexagon public safety portfolio. As such, it provides interfaces to and coordination with other core capabilities, such as CAD and Mobile, which is currently being used by Kitsap 911. This same integration and coordination does not exist with third-party RMS solutions.

With the proposed software, the County will have an integrated end-to-end CAD-Mobile-RMS-Analytics solution that has been consistently implemented using Hexagon standardized approaches to implementation and validation.



SECTION 5 – COMPANY OVERVIEW

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

F. Company Overview

1. Proposal should include evidence that the Offeror has been engaged in the business of providing the systems and services as listed in the RFP for at least the past five (5) years. Identify the total number of years in business and the total number customers (past and present).

Hexagon Response:

Hexagon has been in business for 50 years and provided public safety software and related services for the past 30 years. Hexagon's entrance into Public Safety started in 1989 with the introduction of the I/CAD System, which coupled forms-based dispatching with an interactive map. Following Hexagon's launch of the first "map centric" CAD software, Hexagon's Public Safety Business Unit has consistently built on the I/CAD System technical platform and its Records and Jail Management systems (I/LEADS, inPURSUIT, and OnCall Records) to continue pushing Public Safety technology forward.

Hexagon supports more than 100 RMS (I/LEADS RMS and inPURSUIT RMS) customer sites worldwide and currently has multiple customers contracted to undergo upgrades of their RMSs to OnCall Records.

From a broader perspective, Hexagon's public safety portfolio for CAD, Mobile, and RMS software now protects one in 12 people in the world operating in over 27 countries and serving more than 2,500 agencies.

2. Provide a description of the ownership, age, size, and scope of the Offeror's company, state of incorporation (if applicable), and an organizational chart identifying the organizational structure, including any parent companies, subsidiaries, and the like.

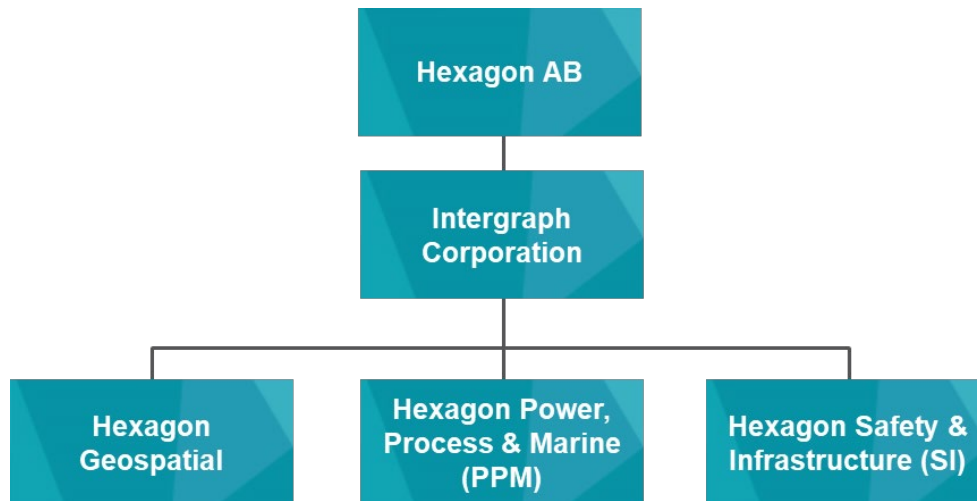
Hexagon Response:

Intergraph Corporation (dba Hexagon Safety & Infrastructure) was incorporated in the state of Delaware in 1969 and has been part of the Hexagon AB family since 2010. In 2015, Intergraph's Security, Government and Infrastructure division renamed itself Hexagon Safety & Infrastructure, to more closely align with its parent company. Hexagon's total numbers of employees are as follows:

- Worldwide – 5,464
- US – 1,904
- HEX S&I – 1,720
- HEX S&I US – 818

Note that the numbers above represent the number of active employees at Hexagon Safety & Infrastructure as of January 2019 and reflect employee counts from Hexagon Safety & Infrastructure, Hexagon Geospatial, and Hexagon PPM divisions. The local office count represents the number of

Hexagon employees located in Huntsville, Alabama. Huntsville is the headquarters for the Public Safety business unit, and oversight of the County's Project would be run from corporate headquarters in Huntsville, Alabama.



3. Provide the number of years the Offeror has operated under the current company name. Provide a list of all prior names under which the company has operated.

Hexagon Response:

Intergraph Corporation (dba Hexagon Safety & Infrastructure) has operated under its current name for 39 years. Intergraph was originally founded in 1969 as M&S Computing, Inc. The company was later renamed to Intergraph Corporation in 1980. In October 2010, Intergraph was acquired by Hexagon AB. On October 13, 2015, the Intergraph Security, Government & Infrastructure division was rebranded as Hexagon Safety & Infrastructure.

4. Offerors comprised of multiple organizations or alliances shall identify all entities that will be providing supplies and/or services under the Contract. Offerors, composed of multiple organizations, shall designate one entity/party that is legally and financially responsible for compliance with all Contract requirements, communications with the County and receipt of payment. The County will make payment only to the prime Contractor.

Hexagon Response:

Intergraph Corporation d/b/a Hexagon Safety & Infrastructure (Hexagon) will be responsible for providing supplies and services under the Contract and be legally and financially responsible for compliance with all Contract requirements, communications with the County, and receipt of payment.

5. Describe Offeror's experience, capabilities and other qualifications to provide the System and services as identified in the RFP for projects similar and size and scope.

Hexagon Response:

Hexagon's OnCall Records system represents the next stage in records management evolution and is the result of more than a decade of research, development, and direct feedback from hands-on users. The OnCall Records system has been carefully designed, built, and will be competently deployed. Hexagon released our most recent major OnCall Records version (3.7) in May 2016. Hexagon continues to issue minor version releases of OnCall Records 3.7, the latest being released in August 2019. Hexagon supports more than 100 RMS (I/LEADS RMS and inPURSUIT RMS) customer sites worldwide and currently has multiple customers contracted to undergo upgrades of their RMSs to OnCall Records 3.7.

6. Identify the total number of agencies currently using the Offeror's records management and jail records system and the number of agencies using the system in Washington state.

Hexagon Response:

- Customers using Hexagon RMS/JMS systems (I/LEADS, inPURSUIT RMS, or OnCall Records): 100
- Customers using Hexagon RMS/JMS in Washington state: 1 - Kitsap County

7. Identify if Offeror has ever been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from doing business with another government entity. If yes, provide detailed information regarding such action.

Hexagon Response:

N/A

8. Identify if Offeror has ever filed for bankruptcy, been in loan default, or if there are pending liens, claims or lawsuits against the firm. If so, please describe.

Hexagon Response:

Hexagon has not filed for bankruptcy or been in loan default. A summary of litigation within the past five years is included in a separate proposal response section (Section 13 – Litigation) per RFP requirements.



SECTION 6 – KEY PERSONNEL

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

KEY PERSONNEL

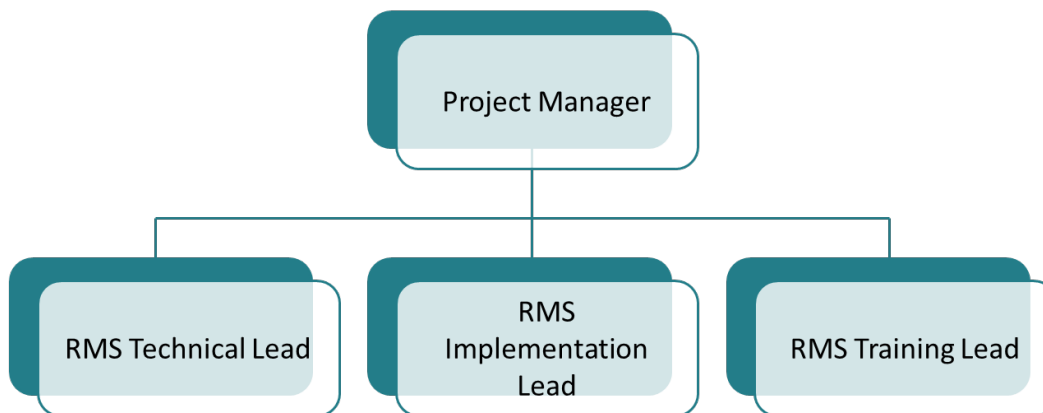
G. Key Personnel. All key personnel proposed by the Offeror must have relevant experience and be fully qualified to successfully provide the services describes in the RFP.

1. Identify and describe the titles, roles, responsibilities, and qualifications of all individuals who will be part of the project team and all relevant Staff that would be providing services under the resulting Contract;

Hexagon Response:

The following organizational chart provides a sample illustration of the Hexagon Project Core Team and identifies typical roles. In addition to the listed team members, Hexagon has many additional resources to call on for subject matter expertise in the areas of Information Technology, database, and system support and maintenance, including internal SMEs.

HEXAGON PROJECT TEAM ROLES



Roles: Note that the boxes shown above represent project roles rather than static resources. This approach enables Hexagon to efficiently distribute personnel to meet project requirements. For example, Hexagon's bid may integrate the Project Manager and Implementation Lead roles for one project, while for another the Implementation Lead and Training Lead roles may be performed by a single resource. For complex projects, roles may be expanded to that one person assumed focused responsibility for a portion of the project. The strategy associated with staffing each project is defined by RFP, scheduling, and configuration requirements, rather than by a "one size fits all" approach.



Personnel assigned to the Hexagon Project Manager role assume responsibility for day-to-day operations from project initiation to closure. This includes planning, organizing, and managing the project to ensure that tasks are performed and completed according to the project schedule. During implementation, Hexagon’s Project Manager is responsible for maintaining project communication with the County’s Project Manager in the performance of the project.

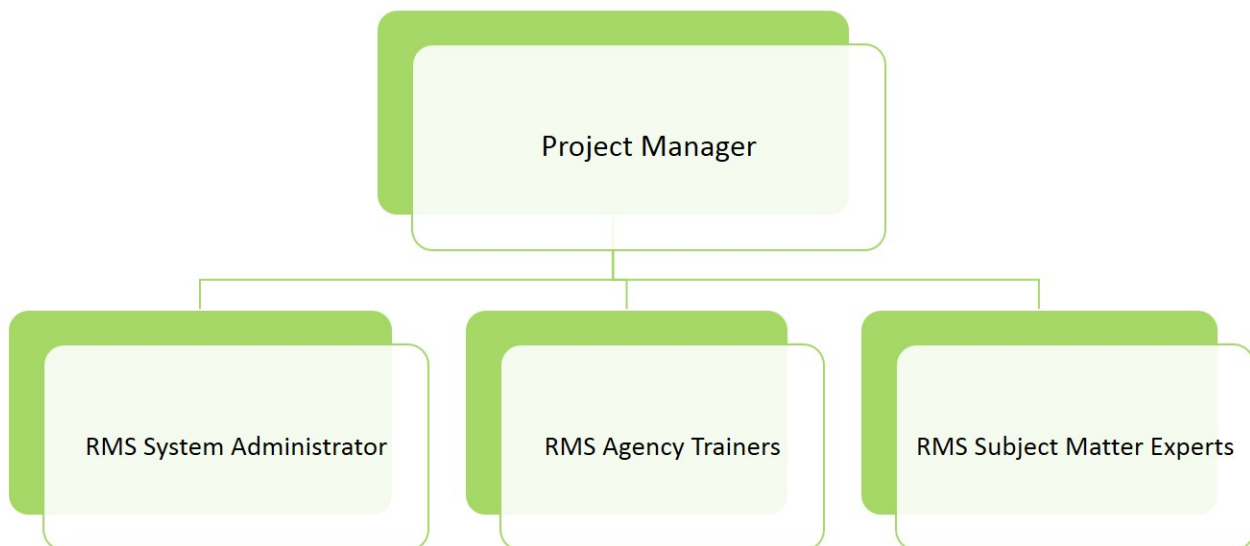
The Hexagon Implementation Lead is task based and will implement the project from start to finish, including the provided workshop-based training

The Hexagon Technical Lead provides the technical oversight, ensuring Hexagon best practices are used throughout the project as a whole.

The role of the Hexagon Training Lead is to provide agency trainer and/or end user training.

Hexagon has nominated a “tentative” Project Team that represents the skills and experience of personnel likely to be assigned to the County’s Project. However, Hexagon has numerous projects in various stages of completion, as well as numerous proposals in various stages of evaluation. Because the timeline associated with project evaluation, negotiation, and the schedule is subject to many variables, it is not possible to firmly identify individuals who will be available should Hexagon be selected for the County’s Project. However, Hexagon commits to providing an experienced, professional Project Team that will ensure the County’s Project success. At the time of award, Hexagon will select the appropriate Project Team based on availability, experience, nature of the requirements, and input from the County.

CUSTOMER PROJECT CORE TEAM ROLES



Roles: As previously described for designated Hexagon roles, Hexagon encourages the Customer to combine project roles when possible, rather than attempt to assign static resources. This promotes the efficient use of personnel to meet project requirements. However, the Project Manager and System Administrator roles may each require an assigned resource for the duration of the project.

The County Project Manager provides a single point of contact for working with Hexagon and maintains sufficient authority within the project to make day-to-day decisions concerning County personnel and material resources. In multi-agency implementations, the consortium of agencies should designate one Project Manager that represents all participating agencies.

The County System Administrator(s) collaborates with Hexagon's Implementation Lead to configure the servers and interfaces and to define systemic operations such as backups, recovery, and archiving in addition to configuring the servers and interfaces. Following project closure, the designated System Administrator(s) becomes the point of contact for user questions/problems, for troubleshooting problems, and for acting as the liaison between the Hexagon Customer Support Center and their user community.

The Agency Trainers become the system experts that provide ongoing training for incoming personnel.

The County Subject Matter Experts provide agency information concerning specifications, workflow, and data definitions required to configure the system.

During the implementation process, Hexagon and the County work collaboratively and iteratively to design and build the configuration that best meets the County's needs within the bounds defined in the Statement of Work (SOW) as agreed upon during contract negotiations.

For RMS implementations, Hexagon also works closely with customers to ensure a thorough understanding of the configuration tools available. Once the County personnel understands how to use these tools, the RMS administrators and SMEs have the skills needed to configure the system to meet their specific workflows.

The Hexagon approach of collaboration and communication, in combination with workshops and training designed to teach County SMEs data collection, implementation, and configuration, continuously moves the project forward and readies the system for deployment.

2. *Identify and describe the titles, roles, responsibilities and qualifications of any outside personnel, such as subcontractors, Contractor intends to utilize to provide Services;*

Hexagon Response:

N/A.

3. *Provide detailed resumes of all management team members and subcontractors who will be directly working on the project; and*

Hexagon Response:

Hexagon has provided sample resumes in proposal response Sections 7 – 9 that represent the skills and experience of personnel likely to be assigned to the County's Project. Sample resumes have been included for the following:

- **Project Manager** – Greg Giurintano
- **RMS Technical Lead** – Maria Kelley
- **RMS Implementation Lead** – Todd Palmer
- **Training Lead** – Tammy Barger

Hexagon has numerous projects in various stages of completion, as well as numerous proposals in various stages of evaluation.

Hexagon commits to providing an experienced, professional Project Team that will ensure the County's Project success. Hexagon commits to providing an experienced, professional Project Team that will ensure the County's Project success once the timeline associated with project evaluation, negotiations, and the project schedule have been finalized.

At the time of award, Hexagon will select the appropriate Project Team based on availability, experience, nature of the requirements, and input from the County. Once in place, Hexagon agrees that key personnel will remain assigned to the County's Project unless unavailable due to death, illness, disability, or termination of the employment relationship.

4. Provide an organizational chart of all staff identified in 1-3 above, detailing each person by name and title, and how they relate to one-another organizationally and to the County.

Hexagon Response:

Please refer to answers 1 – 3 above.



SECTION 7 – PROJECT MANAGER

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

H. Project Manager. The identified project manager must have experience in managing a complete (start to finish) RMS/JMS solution for the Offeror and must have at least two years of experience with management system implementation and integration projects.

Hexagon Response:

Hexagon has provided a sample project manager resume on the following pages that represents the skills and experience of the project manager likely to be assigned to the County's Project.

- **Project Manager** – Greg Giurintano

Hexagon commits to providing an experienced, professional Project Team that will ensure the County's Project success. Hexagon commits to providing an experienced, professional Project Team that will ensure the County's Project success once the timeline associated with project evaluation, negotiations, and the project schedule have been finalized.

At the time of award, Hexagon will select the appropriate Project Team based on availability, experience, nature of the requirements, and input from the County. Once in place, Hexagon agrees that key personnel will remain assigned to the County's Project unless unavailable due to death, illness, disability, or termination of the employment relationship.



GREGORY T. GIURINTANO

Program Manager

QUALIFICATIONS	JOB HISTORY
<p>More than 25 years of experience in the technology industry consisting of a diverse background in the management of software, hardware, and services products with an industry application developer, systems and networking integrator (and former hardware manufacturer).</p> <p>Areas of expertise include project management, personnel management, support, testing, marketing, training, and the definition and implementation of process improvements.</p>	<ul style="list-style-type: none"> ● Intergraph Public Safety and Security: <ul style="list-style-type: none"> ● Program Manager; 2007 - Present ● Project Manager; 2005 - 2007 ● Intergraph Solutions Group: <ul style="list-style-type: none"> ● Project Manager; 1999 - 2005 ● Intergraph Computer Systems: <ul style="list-style-type: none"> ● Manager; 1998 - 1999; ● U.S. Sales Support Manager; 1997 - 1998 ● Intergraph Software Solutions: <ul style="list-style-type: none"> ● Technical Manager, Raster Products; 1995 - 1997; ● Technical Manager, Scanning Systems; 1991 - 1995; ● Systems Engineer, Scanning Systems; 1988 - 1991; ● Systems Engineer, Electronic Publishing; 1988 - 1991
PROFESSIONAL ASSOCIATIONS	
Project Management Institute	
TECHNICAL EXPERTISE	
<ul style="list-style-type: none"> ● Software Expertise Proficient with the Microsoft Office suite and Microsoft Project software applications. Experience with UNIX, Macintosh, and Windows operating systems ● Hardware Expertise PCs and workstations; and large and small format media scanners 	
EDUCATION	
<ul style="list-style-type: none"> ● B.A. in Graphic Design; College of Design; Louisiana State University; Baton Rouge, Louisiana; 1983 	

PROFESSIONAL EXPERIENCE

Fairfax County, VA

Mr. Giurintano presently serves as the program manager for the Fairfax County, Virginia computer aided dispatch (CAD), mobile computing, records management systems, field reporting project. The purpose of the project is to provide a fully integrated map display providing dispatchers and field personnel information on the closest available resources and the fastest response routes, as well as real-time information on the location of assets in the field as they respond to emergencies. In addition, the project will provide interfaces, analysis and reporting capabilities.

Fairfax County, Virginia is located in the northeast corner of Virginia and has an area of approximately 400 square miles and a population in excess of 1,000,000 people, the most populous in the Baltimore-Washington Metropolitan Area. Fairfax County selected the Intergraph system to provide dispatch services for the Police Department, Fire Rescue Department and Sheriff's Office. Fairfax County receives 585,000 calls for service a year.

The project included a 92-seat CAD and a 400 concurrent Mobile user implementation.

Washington, D.C.

Mr. Giurintano presently serves as the program manager for the Office of Unified Communications for various projects including system customizations, interfaces and a recent computer aided dispatch (CAD), interfaces, business intelligence and mobile computing upgrade.

Washington, D.C. is the capital of the United States. It is approximately 68 square miles with a metropolitan area population of 5,860,342. The Intergraph system provides dispatch services for the Metropolitan Police Department and Fire and Emergency Medical Services Department.

The system supports a 97-seat CAD and 400 concurrent Mobile for Public Safety user implementation.

New Jersey Transit, NJ

Mr. Giurintano presently serves as the program manager the New Jersey Transit Police Department (NJTPD) records management system (RMS), interface and field reporting project.

NJTPD is the only transit policing agency in the country with statewide authority and jurisdiction. The current authorized strength of the Department includes 220 sworn officers and 67 non-sworn members (which include Fare Enforcement Inspectors) serving the more than 400,000 commuters who use the New Jersey Transit system daily.

The project includes a 45-seat RMS and a 60 concurrent field reporting user implementation.

City of Arlington, TX

Mr. Giurintano presently serves as the program manager for the City of Arlington, TX computer aided dispatch (CAD), interfaces, business intelligence and mobile computing upgrade project.

At the end of 2013, the City of Arlington had a population of almost 379,577. Arlington is the fiftieth most populous city in the United States, the seventh most populous city in the state of Texas with a

total area of 99.0 square miles. Dispatch services are provided for Police, Fire Rescue and Ambulance Services.

The project includes a 50-seat CAD and a 123 concurrent Mobile for Public Safety user implementation.

County of Chester, PA

Mr. Giurintano currently serves as the program manager for the County of Chester, PA computer aided dispatch (CAD), interfaces, business intelligence and mobile computing project.

The County of Chester, PA is 760 square miles and in 2010 had a population of 498,886. The County of Chester is included in the Philadelphia-Camden-Wilmington metropolitan area that comprises part of the Main Line western suburbs of Philadelphia. Dispatch services are provided for Police, Fire and Emergency Medical Services for the City of Coatesville, 15 Boroughs and 57 Townships.

The project includes a 22-seat CAD and a 233 concurrent Mobile for Public Safety user implementation.

County of Nassau, New York

Mr. Giurintano served as the project manager for the County of Nassau, New York computer aided dispatch (CAD), message switch project. The purpose of the project is to provide an integrated, interactive mapping capability giving dispatchers and field personnel information on the closest available resources and the fastest response routes, as well as real-time information on the location of assets in the field as they respond to emergencies.

The County of Nassau, located on Long Island, NY, covers an area of 285 square miles with a population of over 1.3 million. Nassau County selected the Intergraph system to provide dispatch services for the Police Department that also provides ambulance services administered by the Department's Emergency Ambulance Bureau. The County of Nassau responds to 600,000 dispatched calls for Police and EMS services a year.

The project was a 41-seat I/CAD and message switch implementation.

City of Cleveland, Ohio

Mr. Giurintano served as the project manager for the City of Cleveland, Ohio computer aided dispatch (CAD), mobile data project. The purpose of the project was to provide an integrated, interactive mapping capability giving dispatchers and field personnel information on the closest available resources and the fastest response routes, as well as real-time information on the location of assets in the field as they respond to emergencies.

The City of Cleveland covers nearly 78 square miles with a population of over 458,000. The Department of Public Safety selected the Intergraph system to provide emergency dispatch services for the Fire Department and Emergency Medical Services. The City of Cleveland responds to approximately 157,000 calls for Fire and EMS services a year and provides mutual aid to the cities of Bratenahl and Linndale.

This project was a 34-seat I/CAD and 70 concurrent Mobile user implementation.

City and County of Mobile, Alabama

Mr. Giurintano served as the project manager for the City and County of Mobile, Alabama computer aided dispatch (CAD), mobile data project. The purpose of the project was to replace an existing dispatch system.

The County of Mobile covers 1,644 square miles with a population of over 398,000. The Mobile County Communications District selected the Intergraph system to provide emergency dispatch services for the City of Mobile Police and Fire Departments and the county's Emergency Medical Services. Mobile County EMS also provides services to nine outlying communities as well as the municipal airport.

This project was a 47-seat I/CAD and 75 concurrent Mobile user implementation.

U.S. Army Corps of Engineers – New Orleans, Louisiana

Mr. Giurintano performed and documented a Risk Assessment of the site's adherence to DoD and US Army regulations for systems and networking security and physical security. He performed the system testing and documented the results for the development of several appendices to the System Security Authorization Agreement (SSAA) to support a DoD Information Technology Security Certification & Accreditation Process (DITSCAP).

U.S. Army Corps of Engineers – San Francisco, California

Mr. Giurintano performed and documented a Risk Assessment of the site's adherence to DoD and US Army regulations for systems and networking security, as well as physical security. He performed the system testing and documented the results for the development of several appendices to the System Security Authorization Agreement (SSAA) to support a DoD Information Technology Security Certification & Accreditation Process (DITSCAP).

Consumers Water – Boardman, Ohio

Mr. Giurintano managed the project to create one network from two disparate systems. Consumers Water is a water utility company growing through acquisition. This project was to design, configure, and deploy equipment and implement a single Frame-Relay network by adding 12 new sites to the existing network. Activities were coordinated between in-house local/remote personnel and the long-distance carrier.

Seminis – Oxnard, California

Seminis, an international developer, grower, and marketer of fruit and vegetable seeds required remote network management services. Mr. Giurintano managed the relationship with the subcontractor providing 24x365 network monitoring services, problem isolation/resolution, dispatching, reporting, and analysis for the headquarters and 20 remote sites.

HCR Manorcare – Toledo, Ohio

HCR Manorcare, a long-term health care provider, desired to outsource the network management, Tier 1 and 2 HelpDesk services, field deployment services, and hardware depot that were being handled by its internal IT services. Mr. Giurintano participated in the 2-person project management team responsible for transitioning these services for the headquarters and 450 remote sites.

Kessler Rehabilitation – West Orange, New Jersey

Mr. Giurintano managed the project to implement a Frame-Relay network for the headquarters and 75 remote sites of this long-term health care provider. Services provided were the design of the new network, configuration and deployment of the networking equipment, coordination of activities between the in-house local/remote personnel and the long-distance carrier, and managing the relationship with the subcontractor providing remote network management services for the headquarters and 58 remote sites.

Cysive – Reston, Virginia

Mr. Giurintano managed the project to replace an existing network with a new Frame-Relay network and Virtual Private Network (VPN) solution for Cysive, a developer of web, wireless, and voice-activated software solutions. Services included the review of client's network design, configuration/deployment of new networking equipment, and implementation services for the headquarters and 6 remote sites.

Canada Life – Atlanta, Georgia

Mr. Giurintano managed the project to implement a Frame-Relay network and VPN solution for the headquarters and 25 remote sites of Canada Life, a financial solutions provider. Services included the design, configuration and deployment of new networking equipment, and the configuration of the VPN solution on remote laptops.

Tilcon New York – West Nyack, New York

Mr. Giurintano managed the project to implement a Frame-Relay network and a fail-over ISDN network for the headquarters and 24 remote sites of Tilcon New York, an aggregate provider and contractor of road construction services. Services included the design, configuration and deployment of networking equipment and managing the relationship with the subcontractor providing remote network management services for both networks.

Atlas Roofing – Meridian, Mississippi

Mr. Giurintano was responsible for managing the relationship with the subcontractor providing remote network management services for the headquarters and 19 remote sites of this manufacturer of residential and commercial building materials.

TRC Staffing – Atlanta, Georgia

Mr. Giurintano managed the project to design, configure and deploy networking equipment, and implement a Frame-Relay network for the headquarters and 19 remote sites of this provider of staffing services.

Dow Electronics – Tampa, Florida

Mr. Giurintano managed the project to implement a Frame-Relay network for the headquarters and 11 remote sites of this supplier of signal reception and signal distribution equipment, parts, and related services. Services included the design, configuration and deployment of networking equipment. Additional systems services provided in this project were Windows 2000 Server migrations, the configuration/installation of a Proxy Server, Exchange Server, SMS Server, and thin-client deployment at the remote sites.

Intergraph Computer Systems – Huntsville, Alabama

As Manager of World Wide Sales Support, Mr. Giurintano managed a 20-person call center providing technical sales support to Intergraph's sales force, business partners, and end-users on the desktop, workstation, and server products. He established and maintained daily and long-term operating procedures including training programs and growth opportunities. Mr. Giurintano coordinated the contacting of Microsoft users for registration in Microsoft-based training and certification programs. He was involved in vertical marketing strategies, product positioning, and channel development and was responsible for defining methods of automating daily processes and working with the in-house development organization to design and implement new software tools and database enhancements.

As U.S. Sales Support Manager, Mr. Giurintano provided all aspects of pre-sales technical support to the company's sales force, business partners, and end-users. He developed a Product Portfolio differentiating Intergraph's PC, workstation, and server product lines, including competitive analysis. Mr. Giurintano developed training materials and implemented on-site product introduction sessions at regional offices and provided pricing analysis for the development of promotions to reduce inventory on products nearing end-of-life. Mr. Giurintano defined changes to the order submission process and methods for improving customer notification on order status.

Intergraph Software Solutions – Huntsville, Alabama

As Technical Manager of Raster Products, Mr. Giurintano managed a 12-person certification team, which implemented progressive testing methods to meet ISO 9002 compliance for software applications. He created a Test Design Document template and established criteria for automated testing procedures, and managed the project for Intergraph's first Object Linking and Embedding (OLE)-based raster editor, I/RAS Engineer. He organized the department's first utilization of India office staff as off-site test analysts.

As Technical Manager of Scanning Systems, Mr. Giurintano scheduled and performed the testing of software to drive large format scanners and raster utilities, local and on-site training, and the handling of all aspects of customer support. He was involved in the implementation of a team approach for software projects and coordinated the project that developed the first Microsoft logo compliant application for the department, PixelPro, (the second application for Intergraph). Mr. Giurintano utilized automated testing more extensively with this project.

As Systems Engineer of Scanning Systems, Mr. Giurintano tested, supported, and provided on-site training of DP/Studio, a graphic arts color correction package.

As Systems Engineer of Electronic Publishing, Mr. Giurintano designed and generated presentation graphics and marketing collateral, and provided input to product planners and software developers for the design of DP/Studio.



SECTION 8 – APPLICATION CONFIGURATION MANAGER

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

I. Application Configuration Manager. The identified application configuration manager must have at least two years of experience in installing, configuring and implementing the proposed System.

Hexagon Response:

Hexagon has provided sample resumes for an RMS/JMS Technical Lead and RMS/JMS Implementation Lead on the following pages that represent the skills and experience of the personnel likely to be assigned to the County's Project.

- **RMS Technical Lead** – Maria Kelley
- **RMS Implementation Lead** – Todd Palmer

Hexagon commits to providing an experienced, professional Project Team that will ensure the County's Project success. Hexagon commits to providing an experienced, professional Project Team that will ensure the County's Project success once the timeline associated with project evaluation, negotiations, and the project schedule have been finalized.

At the time of award, Hexagon will select the appropriate Project Team based on availability, experience, nature of the requirements, and input from the County. Once in place, Hexagon agrees that key personnel will remain assigned to the County's Project unless unavailable due to death, illness, disability, or termination of the employment relationship.



MARIA T. KELLEY

EXECUTIVE MANAGER

QUALIFICATIONS	JOB HISTORY
<p>Having been involved with the computer automation of Law Enforcement agencies throughout her career, Ms. Kelley brings both technical expertise as well as Law Enforcement specific experience to Hexagon. She has experience implementing Hexagon CAD, RMS, and JMS products, integrating a wide variety of customer requirements into a cohesive automated solution. With an extensive knowledge of the RMS/JMS data structures, she has also performed in the capacity of a consultant for Hexagon customers considering data conversions, as well as developing custom solutions that address specific customer issues. Present responsibilities include CAD interface implementation and RMS and JMS implementation, with duties involving both standard implementation as well as some custom development.</p>	<ul style="list-style-type: none"> ● Hexagon Safety & Infrastructure: Executive Manager, Customer Services; 2007 – Present ● Intergraph Corporation: Senior Technical Manager, Customer Services; 2006 – 2007 ● Intergraph Corporation: Senior Systems Consultant, Customer Services; 2001 – 2006 ● Intergraph Corporation: Systems Consultant, Customer Services; 1998 – 2001 ● City of Temple: System Administrator, MIS Department; 1980 - 1998

TECHNICAL EXPERTISE

- **Software Expertise**

Various Windows operating systems; Intergraph CAD, MPS, CAD Interfaces, RMS, JMS and RMS/JMS Interfaces; Oracle, SQL Server, Microsoft Cluster Services, Oracle Fail Safe, FoxPro, VB, C++ applications, and other languages

- **Hardware Expertise**

PCs, workstations, and servers

EDUCATION

- Associates Degree in Computer Science; Central Texas College, Killeen, Texas; 1992

PROFESSIONAL EXPERIENCE

Bell County Communications Center, Belton, Texas

Ms. Kelley supported the initial implementation for CAD, RMS, JMS, and interfaces for the Bell County Sheriff's Office, Temple Police Department and Killeen Police Department, as well as several smaller agencies. This is a large multi-agency site encompassing the entire County, as

well as all the local municipalities within the County. She also was the technical lead for the migration to the OnCall Records platform for the entire Bell County 911 Center RMS environment.

Garland Police Department, Garland, Texas

Ms. Kelley implemented and upgraded CAD, RMS, JMS, and interfaces for the Garland Police Department. She provided data conversion consultation for City IT staff. She also developed custom applications to address specific agency requirements. Ms. Kelley is currently the technical lead for the migration to the OnCall Records platform for the Garland Police Department.

San Angelo Police Department, San Angelo, Texas

Ms. Kelley implemented and upgraded RMS for the San Angelo Police Department. She was also the technical lead for the project that brought the San Angelo agency back into the Hexagon family of software products.

Flagstaff Police Department/Coconino County Sheriff's Office, Flagstaff, Arizona

Ms. Kelley performed the original implementation and is now acting as the technical lead for the migration to the OnCall Records platform for the Coconino County Sheriff's Office and the Flagstaff Police Department.

Vail Police Department/Green County Sheriff's Office, Vail, Colorado

Ms. Kelley participated during the initial implementation as well as subsequent upgrade of RMS for the Vail Police Department RMS/JMS system. Ms. Kelley is currently the technical lead for the migration to the OnCall Records platform for the Vail Police/Green Sheriff systems.

Norfolk Police Department, Norfolk, Virginia

Ms. Kelley worked on both the RMS and CAD environments with the Norfolk Police department staff. Most recently, Ms. Kelley is the technical lead for the migration to the OnCall Records platform.

Amarillo Police Department, Amarillo, Texas

Ms. Kelley participated in the initial implementation of RMS as the manager for the implementation team working with the Amarillo Police Department. Ms. Kelley is currently the technical lead for the migration to the OnCall Records platform for the Amarillo Police Department.

J. TODD PALMER

System Consultant

QUALIFICATIONS	JOB HISTORY
<p>Mr. Palmer has been involved in Law Enforcement Information Technology and the Hexagon products for 20 years. He has served as a System Administrator of the I/LEADS product for Garland, TX and Athens-Clarke County, GA. He also supervised police IT operations at Garland, TX. As a System Consultant with Hexagon he has conducted RMS and related interface installations, upgrades, database migrations, troubleshooting and training. He also was a Resident System Administrator for the INPURSUIT RMS and FBR system for Dallas, TX.</p>	<ul style="list-style-type: none"> ● Hexagon Safety & Infrastructure: System Consultant; 2012 - Present ● Athens-Clarke County, GA: Systems Analyst II; 2009 – 2012 ● Intergraph Corporation: System Consultant; 2006 – 2007 ● Garland Police Department, TX: Systems Analyst Supervisor, Systems Administrator; 1998 – 2006

PROFESSIONAL CERTIFICATIONS

- Compia A+ Certified

TECHNICAL EXPERTISE

- **Software Expertise**
 - Oracle and Microsoft SQL Server database systems
 - Microsoft Windows Server and desktop operating systems
 - Citrix
 - I/LEADS RMS & JMS, INPURSUIT RMS, FBR and WebRMS
 - Microsoft Office
- **Hardware Expertise**
 - Dell server, laptop and desktop systems
 - Toshiba Toughbook laptops

EDUCATION

- Bachelor of Arts; Criswell College, Dallas, TX; 2005

PROFESSIONAL EXPERIENCE

Amarillo, TX

Upgraded I/LEADS interfaces for a CAD upgrade.

Amtrak

Assisted with initial implementation of I/LEADS. Upgraded I/LEADS interfaces for a CAD upgrade.

Arvada, CO

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

Athens-Clarke County, GA

County Employee: I/LEADS System Administrator. Police Server, desktop and laptop hardware and operating system support. Citrix Server support.

Hexagon Employee: I/LEADS system consulting and System Administrator training.

Bell County, TX

Custom field mapping and CAD link assistance for the I/LEADS to WebRMS migration.

BIPIN, Kennewick, WA

I/LEADS RMS & JMS upgrade and training.

Boone County, KY

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

Corpus Christi, TX

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

Dallas, TX

Resident System Administrator for INPURSUIT RMS and FBR. Upgraded RMS and FBR. Implemented NIBRS reporting.

DesMoines and Polk County, IA

Assisted with I/LEADS RMS & JMS upgrade. Upgraded I/LEADS interfaces for a CAD upgrade.

El Paso, TX

Upgraded I/LEADS interfaces for a CAD upgrade.

Elk Grove, CA

Evidence room barcoding consulting. Assisted with I/LEADS RMS upgrade. Upgraded I/LEADS interfaces for a CAD upgrade. Assisted with I/LEADS to WebRMS migration.

Frederick County, MD

Upgraded I/LEADS interfaces for a CAD upgrade.

Garland, TX

City Employee: Implemented I/LEADS and was System Administrator. Police server, desktop and laptop hardware and operating system support. Backup CAD and 911 system support. Supervised police IT support team.

Hexagon Employee: I/LEADS to HxGN OnCall Records migration.

Gilbert, AZ

Assisted with I/LEADS upgrade.

Glendale, AZ

Assisted with WebRMS implementation.

Howard County, MD

Upgraded I/LEADS interfaces for a CAD upgrade.

Huntington Beach, CA

Assisted with I/LEADS upgrade.

Huntsville, AL

Upgraded I/LEADS interfaces for a CAD upgrade. Assisted with server hardware move.

Irvine, CA

Upgraded I/LEADS interfaces for a CAD upgrade. Evidence room barcoding consulting.

Kalamazoo, MI

I/LEADS RMS upgrade and training.

Kitsap County, WA

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

Laguna Beach, CA

Upgraded I/LEADS interfaces for a CAD upgrade.

Lake County, OH

Upgraded I/LEADS interfaces for a CAD upgrade.

Louisville, KY

Server hardware refresh. Location duplication and GEO verification training.

Manatee County, FL

I/LEADS upgrade training.

Maui, HI

Upgraded I/LEADS interfaces for a CAD upgrade.

Mesa, AZ

Assisted with I/LEADS upgrade. Upgraded I/LEADS interfaces for a CAD upgrade.

Monroe County, NY

I/LEADS RMS upgrade and training.

Napa, CA

Assisted with I/LEADS upgrade.

Norfolk, VA

I/LEADS to HxGN OnCall Records migration.

Plantation, FL

I/LEADS RMS upgrade and training.

SFO Airport, San Francisco, CA

Upgraded I/LEADS interfaces for a CAD upgrade.

Sonoma County, CA

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

St Louis, MO

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

Thornton, CO

I/LEADS to WebRMS migration.

Vail, CO

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.



SECTION 9 – TRAINER

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

J. Trainer. The trainer must have at least two years of experience in developing and delivering software training, including experience on at least one project delivering training to end users on the use of the proposed RMS/JMS products.

Hexagon Response:

Hexagon has provided a sample trainer resume on the following pages that represents the skills and experience of the trainer likely to be assigned to the County's Project.

- **Training Lead – Tammy Barger**

Hexagon commits to providing an experienced, professional Project Team that will ensure the County's Project success. Hexagon commits to providing an experienced, professional Project Team that will ensure the County's Project success once the timeline associated with project evaluation, negotiations, and the project schedule have been finalized.

At the time of award, Hexagon will select the appropriate Project Team based on availability, experience, nature of the requirements, and input from the County. Once in place, Hexagon agrees that key personnel will remain assigned to the County's Project unless unavailable due to death, illness, disability, or termination of the employment relationship.



TAMERA T. BARGER

Records Management System Consultant

QUALIFICATIONS	JOB HISTORY
<p>Having been involved with the computer automation of Law Enforcement agencies throughout her career, Ms. Barger brings both technical expertise as well as Law Enforcement specific experience to Hexagon. She has experience administering CAD, RMS, and Mobile products, as well as integrating a wide variety of customer requirements into a cohesive automated solution. With an extensive knowledge of the CAD/RMS data structures, she has addressed specific customer issues.</p> <p>Present responsibilities include RMS implementation. Ms. Barger has been involved in the development of Business Intelligence for Public Safety as a resource specialist and implementer. Along with those duties, she has performed several database migrations.</p>	<ul style="list-style-type: none"> ● Hexagon Safety & Infrastructure: RMS Resident Engineer, 2010 - Present ● Intergraph Corporation: RMS System Consultant, RMS Implementation Services, 2008 - 2010 ● Tiburon, Inc.: RMS Resource Specialist, Resource & Training Department, 2003 - 2007 ● City of Melbourne: System Administrator, IS Department, 1999 - 2003 ● City of Melbourne: Crime Analyst, 1992 - 1999 ● City of Melbourne: Personal Computer Technician, 1990 – 1992 ● City of Melbourne: Communications Technician, 1988 - 1990
TECHNICAL EXPERTISE	
<ul style="list-style-type: none"> ● Software Expertise <ul style="list-style-type: none"> Windows 2000/2003/2008/2012/2016 Windows XP Windows NT Workstation and Server Windows 95/98 UNIX MS-DOS Operating Systems CAD and RMS applications Oracle and SQL Server Database Migration Tools Business Objects – Business Intelligence 	<ul style="list-style-type: none"> ● Hardware Expertise <ul style="list-style-type: none"> PCs, Workstations, and Servers

EDUCATION

- Bachelor of Arts Degree in Computer Information Systems; Rollins College, Brevard Campus; Melbourne, Florida; 1997
 - Associates Degree in Computer Programming; Brevard Community College; Cocoa, Florida; 1992
-

PROFESSIONAL EXPERIENCE

City of Cedar Rapids, Iowa (March 2019)

Ms. Barger supported the City of Cedar Rapids' CAD cutover Support implementation by updating I/LEADS Link and Address Server to allow communication after CAD Upgrade. She also upgraded Informer during the cutover to allow communication to the State Interface.

DuPage County, Illinois (June 2019)

Ms. Barger supported the County of DuPage's WebRMS implementation by providing support during their upgrade. She provided specialized training in the areas of Reports and Deployment, Business Intelligence, and Train the Trainer.

San Angelo Police Department, Texas (November 2018)

Ms. Barger supported San Angelo's I/LEADS implementation by providing assistance during the migration and upgrade, and training. Ms. Barger provided customer with I/MARS assistance, onsite cutover support and post cutover support.

Shelby County, Alabama (August 2018)

Ms. Barger supported Shelby County's CAD cutover Support implementation by updating I/LEADS Link and Address Server to allow communication after CAD Upgrade. She also upgraded Informer during the cutover to allow communication to the State Interface.

St Petersburg Police Department, Florida (March 2018)

Ms. Barger performed a database migration for St Petersburg Police Department. The Police updated their CAD/I/LEADS and migrated their database from Oracle to SQL and also upgraded their I/LEADS application. The upgrade was performed by Ms. Sepulveda, but the migration was completed by Ms. Barger. The cutover was supported by both implementers during the onsite cutover.

Amtrak Police Department – Multiple Locations (April 2017)

Ms. Barger supported Nationwide Amtrak's WebRMS implementation by providing specialized training. Ms. Barger provided customer with BI Training at multiple sites through the North East and Central United States.

Temple Police Department, Texas (May 2017)

Ms. Barger supported Temple's WebRMS implementation by providing support during their upgrade by assisting in the final migration at cutover. She provided consultation during the implementation process, specialized GIS training and application testing. Ms. Barger also provided customer support and resolution to service requests post cutover.

Thornton Police Department, Colorado (October 2016)

Ms. Barger supported Thornton's WebRMS implementation by providing support during their upgrade by assisting in the final migration at cutover. She provided consultation during the implementation process.

Wichita Falls Police Department, Texas (August 2018)

Ms. Barger supported Wichita Falls' CAD cutover Support implementation by updating I/LEADS Link and Address Server to allow communication after CAD Upgrade.

Bell County Sheriff's Office, Texas (June 2015)

Ms. Barger supported Bell County's WebRMS implementation by providing support during their upgrade by assisting in the final migration at cutover. She provided consultation during the implementation process.

Manatee County Sheriff's Department, Florida (June 2014)

Ms. Barger supported Manatee County's I/LEADS implementation by providing support during their CAD/IFR/I/LEADS upgrade by assisting in the final cutover. She provided support for the I/LEADS upgrade and support onsite during the cutover process.

Nassau County Police Department, New York (April 2010 – March 2014)

Ms. Barger supported the Nassau County's I/LEADS Records Management and Jail Management Systems as system administrator during implementation and after cutover. She provided daily consultation to the agencies' Team regarding various system topics. Ms. Barger also provided first line customer support and resolution to service requests to include installation of system patches.

Norfolk Police Department, Virginia (December 2013)

Ms. Barger supported Norfolk's I/LEADS implementation by providing support during their CAD and I/LEADS upgrade by assisting in the I/LEADS upgrade. She provided customer support and resolution while onsite for I/LEADS.

Suffolk County Police Department, New York (June 2011)

Ms. Barger provided additional supported for Suffolk County's implementation by providing after hours onsite support during their CAD and I/ Mobile upgrade. Due to her locale as Resident Engineer in Nassau County, and previous CAD/Mobile Administrator Background, she was utilized to support Suffolk during a critical cutover. She assisted in Mobile updates and provided customer support and resolution as needed.

Kern County Sheriff's Office, California (February 2010)

Ms. Barger performed a database migration for Kern County Sheriff's Office. The County migrated their database from Oracle to SQL and also upgraded their I/LEADS application. The upgrade was performed by Ms. Green, and was assisted by Ms. Barger.

Fairfax County Police Department, Virginia (November 2009)

Ms. Barger supported Fairfax County's I/LEADS implementation by providing on-site support during their training and application testing phase.

Louisville Police Department, Kentucky (November 2009)

Ms. Barger supported implementation of the first release of Business Intelligence for Public Safety at Louisville Police Department.

Bonneville County Sheriff's Office, Idaho (October 2009)

Ms. Barger performed a database migration for Bonneville County Sheriff's Office. The County migrated their database from Oracle to SQL and also upgraded their I/LEADS application. The upgrade was performed by Ms. Green, but was assisted by Ms. Barger.

Westminster Police Department, Colorado (October 2009)

Ms. Barger performed a database migration for Westminster Police Department. The County migrated their database from Oracle to SQL and also upgraded their I/LEADS application.

Irvine Police Department, California (January 2009)

Ms. Barger supported the implementation for the Early Adopter Program of Business Intelligence for Public Safety at the Irvine Police Department. She also provided end user training for their staff so that they could evaluate the new product.

Dodge County Sheriff's Office, Juneau, Wisconsin (November 2005)

Ms. Barger implemented RMS and field reporting for the Dodge County Sheriff's Office. She provided process workflow consultation and end user training for their staff. Ms. Barger also provided additional support for the live cutover.

Medford Police Department, Oregon (2005)

Ms. Barger implemented an upgrade of RMS for the Medford Police Department. She provided end user training for their staff and supported the live cutover.

Harris County Sheriff's Department, Texas (October and November 2004)

Ms. Barger supported implementation by providing on-site support during RMS end user training for the Harris County Sheriff's Department. She also provided additional support for Field Reporting end user training and Mobile Unit installations/configurations.

Metropolitan Emergency Communications Agency (MECA), Marion County, Indiana (October 2004)

Ms. Barger provided process workflow consultation for MECA staff. **MECA is a multi-agency facility serving the needs of Marion County Fire Departments and Indianapolis Emergency Medical Services.**

Fort Worth Police Department, Texas (June and August 2004)

Ms. Barger provided process workflow consultation for Fort Worth Police Department.

Pasadena Police Department, Texas (April, June and July 2004)

Ms. Barger provided RMS and Field Reporting end user training for the City of Pasadena Police Department.

Kansas City Police Department, Missouri (May 2004)

Ms. Barger implemented RMS and field reporting for the Kansas City Police Department. She provided process workflow consultation and end user training for their staff. Ms. Barger also provided additional support for the live cutover.

Fort Collins/Larimer County Sheriff's Office, Fort Collins, Colorado (August 2003 / January, February and June 2004)

Ms. Barger implemented RMS for the Fort Collins Police Department and the Larimer County Sheriff's Office. She provided process workflow consultation and end user training for their staff.

Cherokee County Sheriff's Office, Georgia (January 2003)

Ms. Barger provided RMS end user training for the Cherokee County Sheriff's Department staff. She provided their staff with training the full suite of modules.

Gwinnett County Police, Georgia (October and November 2002)

Ms. Barger provided RMS end user training for the Gwinnett County Police Department. She provided pre-cutover support and end user training for their staff including the full suite of modules.

Melbourne Police Department, Florida (1988-2003)

Ms. Barger continued implementation and upgrade of RMS for the Melbourne Police Department. She performed RMS implementation and support duties. Ms. Barger also provided process workflow consultation and end user training.



SECTION 10 – USE OF SUBCONTRACTOR

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

K. Use of Subcontractor. The Offeror should clearly identify the roles and responsibilities of each proposed subcontractor and describe the process for subcontractor management and oversight. The County will maintain a contractual relationship only with the Contractor as a prime contractor and not to enter into separate agreements with Offeror's proposed subcontractors. The County expects that any subcontractors will be subject to all of the same terms and conditions as the Contractor. Offerors are encouraged to include a diagram that clearly shows the relationships between the Offeror and subcontractor(s).

Hexagon Response:

Hexagon intends to support the KCSO's RMS/JMS project as a prime contractor. Subcontractors are not necessary to implement the proposed solution and not included in this proposal. Hexagon has also included our response to RFP Appendix E – Identification of Subcontractors form within this section.



APPENDIX E
RFP 2019-147
IDENTIFICATION OF SUBCONTRACTORS

OFFEROR'S NAME: Hexagon Safety & Infrastructure

OFFERORS: Provide the following information for all proposed subcontractors that may provide services of any kind for the Contract. Additional pages may be attached if necessary

Full Legal Name:
Address:
Contact Person:
Telephone No. and Email Address:
Service(s)/items Solicited:

Full Legal Name:
Address:
Contact Person:
Telephone No. and Email Address:
Service(s)/items Solicited:

Full Legal Name:
Address:
Contact Person:
Telephone No. and Email Address:
Service(s)/items Solicited:

SIGNATURE (Authorized Representative): Debra T. Huser

Print Name and Title: Debra T. Huser, Finance Director

Dated this 24 day of September 2019



SECTION 11 – REFERENCES

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

L. References

1. Provide at least five references of that are currently using a system similar to the System requested in the RFP. References must include agency name, mailing address, contact information, years using the system, and programs/modules in use.

Hexagon Response:

Hexagon has provided the following references for the County's consideration. This information is also included in Hexagon response to RFP Appendix D – Contractor References attached with this section.

Agency Name, Address, Contact, Title, Phone Number and E- Mail	Systems Installed	Years Using the System
Bell County, TX 708 W Ave O Belton, Texas 76513 Mark Lavigne, RMS Administrator 254-933-5561 Mark.Lavigne@bellcounty.texas.gov	RMS Version: HxGN OnCall Records 3.7 Key Applications: RMS, I/Informer	4 years
Glendale Police Department, AZ City of Glendale City Hall 5850 West Glendale Avenue Glendale, Arizona 85301 Brent Ackzen, Police IT Administrator 623-930-3251 backzen@glendaleaz.com	RMS Version: HxGN OnCall Records 3.6 Key Applications: RMS, FBR, I/Informer	1.5 years
DuPage County, IL (Emergency Telephone System Board - ETSB) 421 North County Farm Road Wheaton, Illinois 60187 Linda Zerwin, Executive Director of ETSB 630-550-7743 linda.zerwin@dupageco.org	RMS Version: HxGN OnCall Records 3.7 FBR 7.8 Key Applications: RMS, FBR, I/Informer; ICUR/NIBRS, EdgeFrontier	3.5 months



City of Dallas PD, TX City of Dallas Police Department City Hall, 1500 Marilla St Dallas, Texas 75206 Cornell Perry, Sr IT Manager 469-401-1806 cornell.perry@dallascityhall.com	RMS Version: Client-server inPURSUIT RMS 12.08 Key Applications: inPURSUIT RMS, NIBRS	5 years
Oklahoma City 420 W. Main Oklahoma City, Oklahoma 73102 Kerry Wagnon, Public Safety Program Manager 405-297-1924 kerry.wagnon@okc.gov	RMS Version: Client-server inPURSUIT RMS 12.08 FBR 7.8 Key Applications: inPURSUIT RMS; FBR; OK- NIBRS; Trittech CAD Import; Visinet Mobile Import; PARIS Accident Report; Tyler Court Import; Orion Court Personnel Import; NIST Interface; OLETS Connection	5 months

2. Provide a list of all Offeror's deployments of a similar proposed System in the past five years.

Hexagon Response:

Hexagon has provided a list below of all customers that have entered into an agreement with Hexagon to provide an RMS in the last five years. Many customers represent multiple police and fire agencies using the RMS.

- 1 Alexandria, VA – *active project*
- 2 Amarillo, TX – *active project*
- 3 Amtrak – *completed project*
- 4 Aurora Police Department, IL – *active project*
- 5 Bell County, TX – *completed project*
- 6 Dallas, TX – *completed project*
- 7 DuPage County, IL – *completed project*
- 8 Elk Grove, CA – *active project*
- 9 El Paso County, TX – *active project*

- 10 Flagstaff, AZ – *active project*
- 11 Garland, TX – *active project*
- 12 Glendale, AZ – *completed project*
- 13 Louisville, KY – *terminated project (remains active CAD and I/LEADS RMS customer)*
- 14 Maui, HI – *active project*
- 15 Nashville, TN – *active project*
- 16 Norfolk Police Department, VA – *active project*
- 17 Oklahoma City, OK – *completed project*
- 18 San Antonio, TX – *active project*
- 19 San Francisco International Airport, CA – *under contract*
- 20 Santa Clara, CA – *terminated project (remains active CAD customer)*
- 21 Temple, TX – *completed project*
- 22 Vail, CO – *active project*
- 23 VECC, UT – *terminated project*
- 24 Wayne County, NY – *active project*

Customers live with NIBRS*:

- Alexandria, VA
- Amtrak
- Bell County, TX – *planning to go live with NIBRS in 2019*
- Dallas, TX
- Oklahoma City, OK
- Temple, TX
- Thornton, CO
- Tennessee Valley Authority

**Customers live with inPURSUIT RMS or WebRMS NIBRS client*

3. Offerors agree that by submitting a Proposal, the County may contact any entities listed in the Proposal or known to have a previous business relationship with the Offeror or its proposed subcontractors for the purpose of obtaining references relative to past performance and to verify

experience and other information submitted by the Offeror. The Offeror agrees to take any actions necessary to facilitate, encourage or authorize the release of such information.

Hexagon Response:

Hexagon agrees the County may contact the references provided in our proposal.

APPENDIX D
RFP 2019-147
CONTRACTOR REFERENCES

OFFEROR'S NAME: Hexagon Safety & Infrastructure

OFFERORS: Provide at least three references that are similar in size and requirements to this project, and that have implemented your software in the past five years. References sites should be fully implemented and live on the current version of software.

Agency Name: Bell County, TX	Contract Period: Initial Contract Award – July 2010
Contact Person (<i>Name and Title</i>): Mark Lavigne, RMS Administrator	
Complete Primary Address: 708 W Ave O, Belton, Texas 76513	
Telephone Number: 254-933-5561	E-mail Address: Mark.Lavigne@bellcounty.texas.gov
Project Name: Bell County RMS System Agreement	Go Live Date: May 2015
Modules/Functionality Installed: OnCall Records 3.7	
Other Comments:	

Agency Name: Glendale Police Department, AZ	Contract Period: Initial Contract Awards – 2011-2013
Contact Person (<i>Name and Title</i>): Brent Ackzen, Police IT Administrator	
Complete Primary Address: City of Glendale City Hall, 5850 West Glendale Avenue Glendale, Arizona 85301	
Telephone Number: 623-930-3251	E-mail Address: backzen@glendaleaz.com
Project Name: CAD/MPS/RMS/AFR System Agreement	Go Live Date: June 2018
Modules/Functionality Installed: OnCall Records 3.6	
Other Comments:	

Agency Name: DuPage County, IL (Emergency Telephone System Board - ETSB)	Contract Period: Initial Contract Award: June 2016
Contact Person (<i>Name and Title</i>): Linda Zerwin, Executive Director of ETSB	
Complete Primary Address: 421 North County Farm Road, Wheaton, Illinois 60187	
Telephone Number: 630-550-7743	E-mail Address:

	linda.zerwin@dupageco.org
Project Name: Agreement for the DuPage County, Illinois Request For Proposal for CAD, Mobile, RMS, and FBR	Go Live Date: June 2019
Modules/Functionality Installed: CAD/MPS 9.4, WebRMS (OnCall Records) 3.7	
Other Comments:	

Agency Name: City of Dallas PD, TX	Contract Period: Initial Contract Award – May 2010; new Master Services Agreement – March 2016
Contact Person (<i>Name and Title</i>): Cornell Perry, Sr IT Manager	
Complete Primary Address: City of Dallas PD, City Hall, 1500 Marilla St Dallas, Texas 75206	
Telephone Number: 469-401-1806	E-mail Address: cornell.perry@dallascityhall.com
Project Name: inPURSUIT RMS/FBR upgrade agreement	Go Live Date: 2014
Modules/Functionality Installed: inPURSUIT RMS/FBR	
Other Comments:	

Agency Name: Oklahoma City	Contract Period: Initial Contract Award – June 2014
Contact Person (<i>Name and Title</i>): Kerry Wagnon, Public Safety Program Manager	
Complete Primary Address: 420 W. Main, Oklahoma City, Oklahoma 73102	
Telephone Number: 405-297-1924	E-mail Address: kerry.wagnon@okc.gov
Project Name: Law Enforcement RMS and FBR System Agreement	Go Live Date: April 2019
Modules/Functionality Installed: inPURSUIT RMS/FBR	
Other Comments:	



SECTION 12 – PERFORMANCE (ACTIVE AND INACTIVE CONTRACTS)

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

M. Performance (Active and Inactive Contracts)

1. The information requested in this section may be provided electronically, a paper copy is not required.

2. Provide a list of all contracts in the U.S. in the past five years in which the Offeror has provided a system similar to the System requested in the RFP, include all contracts which are no longer active or operated under prior ownership or management. For every contract, provide:

a. A complete copy of the contract, contract number, customer's organization name, full address, phone number, email address, and customer's contract representative.

b. Identify the contract effective and termination date.

c. Identify all deficiencies, written communications of concern, corrective actions, cure notices, instances of contractual non-compliance, and financial or administrative concerns or failures covered by the contract or identified by your customer during the contract term, include the resolution or final disposition regarding the deficiency, concern, failure or area of non-compliance.

d. Identify if Offeror failed to complete the implementation or if the implementation occurred after the original deadline or exceeded the agreed budget. If so, describe.

Hexagon Response:

Regarding the items under M. 2 above, although the materials may be disclosed by public entities under applicable public records disclosure statutes, Hexagon regards its contracts with its customers as confidential and does not disclose such information about its customers. Accordingly, Hexagon takes exception to the requirement for it to provide contracts with its customers.

Hexagon is sensitive to violating the trust of its customers and making such confidential information public.





SECTION 13 – LITIGATION

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

N. Litigation. Provide a summary of all litigation (regardless of disposition/status) involving the Offeror as plaintiff or defendant within the past five years.

Hexagon Response:

LITIGATION SUMMARY – NOVEMBER 2014 – SEPTEMBER 2019

General Directorate of State Airports Administration v. Intergraph Corporation

- Ankara, Turkey 8th Commercial Court of First Instance -2005/541-2008/382
- Attorney for Plaintiff: Hasan Kocagoz
- Attorney for Defendant: Serkan Pamukkale
- Pending

Intergraph Corporation v. Colossus (InterAct)

- Before the American Arbitration Association - Case No.: 50 117 T 00253 14
- Intergraph filed a Complaint against InterAct in the Circuit Court for Madison County, Alabama on February 19, 2013. InterAct compelled arbitration. InterAct filed a Counterclaim against Intergraph on April 19, 2014. Case relates to money due to Intergraph from InterAct.
- Settled July 11, 2014

County of Erie, New York v. M/A-Com, Inc.; E.M. Systems, Inc.; Tyco Electronics Corporation; Intergraph Corporation; and Kevin J. Comerford

- Civil Action Index No. I2009-012326
- State of New York Supreme Court, County of Erie
- Attorney for Plaintiff: Gross, Shuman, Brizdle & Gilfillan, PC
- Attorney for Defendant: Hagerty & Brady (Edwin P. Hunter)
- Settled May 23, 2014
- This matter arises from a 2006 contract between Intergraph and M/A-Com, Inc. ("M/A Com") whereby M/A-Com subcontracted with Intergraph for Intergraph to provide a Computer Aided Dispatch system. The claims primarily relate to the process by which M/A-Com was awarded the contract. The stipulations of discontinuance are fully executed. They recite that as to Intergraph, the matter is "discontinued on the merits, with prejudice and without costs or further recourse".



Intergraph Corporation v. Ashraf Taha, MDC Software Solutions LLC and Khira Abdelmoujib

- District Court of Harris County, Texas
- Cause No. 201646281
- Closed/Settled on May 22, 2017
- Intergraph filed a Petition, Application for Temporary Restraining Order, Temporary Injunction and Permanent Injunction, Request for Disclosure and Jury Demand against Defendants in July of 2016. Intergraph is seeking relief due to Defendants actively misappropriating confidential, proprietary trade secret information and intellectual property. Reached settlement with Defendants.

Xueyan Zhou a/k/a Susan Zhou v. Intergraph Corporation

- United States District Court for the Northern District of Alabama
- Case 5:17cv01033
- Settled March 15, 2019
- Plaintiff first initiated EEOC action based on race, sex and retaliation; withdrew same; demanded 18 months of severance; filed lawsuit on June 20, 2017.

Xuemei Kang a/k/a Celia Kang v. Intergraph Corporation (Hexagon PPM)

- New York State; Division of Human Rights; Case No. 10191485
- US Dept of Justice Charge No. 197-1-40
- EEOC Charge No.: 520-2018-01057
- All matters closed.
- The New York complaint was filed on December 8, and response was filed on December 22, 2017 (65 page submission). No reply or request for further information has been received. Filed response to US Department of Justice of Civil Rights Division in Washington DC on January 11, 2018. Interviews took place for HR employees of EcoSys and Hexagon PPM on April 11, 2018; Kang filed an EEOC charge on May 2, 2018 alleging discrimination based on sex, national origin and retaliation; The NY Division of Human Rights ruled in Intergraph's favor on Kang.

Intergraph Corporation v. Cloud 5 Solutions, LLC and Travis Enders

- In the United States District Court for the Northern District of Alabama
- Case No.: 5:18cv00828-HNJ
- Complaint filed: May 30, 2018
- Closed
- Intergraph filed a complaint against Cloud 5 Solutions LLC and Travis Enders requesting (a) the Court to enter a judgment for damages in excess of \$75K, (b) an injunction refraining Cloud 5/Enders from copying, distributing, viewing, using, publicly displaying, and/or creating derivative works from Intergraph's software applications, (c) an injunction refraining the facilitation of the downloading of any Intergraph software, (d) an injunction refraining the decompiling or disassembling of Intergraph software, (e) an injunction refraining from engagement of unfair competition; and (f) an injunction refraining Defendants from performing professional services related to Intergraph software. The Consent Judgment against Cloud 5 Solutions and Travis



Enders was entered on September 25, 2018. In addition to the permanent injunction against Cloud 5 and Enders, Cloud 5 was ordered by the Court to pay Intergraph Corp. \$20,000.00.

Wendy Downing v. Intergraph Corporation (PPM)

- EEOC Charge No. 420-2018-03498
- Plaintiff filed an EEOC charge of discrimination on December 9, 2018 alleging discrimination based on age and disability. Hexagon responded denying all claims with a position statement on March 7, 2019. Case still pending.

Intergraph Corporation v. Rolta

- In the Circuit Court for Madison County, Alabama
- Case No. 47-CV-2019-900636
- Defendants: Rolta India Limited and Rolta International, Inc.
- Intergraph filed a complaint against Rolta India and Rolta International on April 1, 2019, claiming it suffered damages as a direct and proximate result of Rolta India's breach of their Distributor Agreement and a Memorandum of Understanding. Rolta has not responded to the complaint.



SECTION 14 – EXCEPTIONS

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

O. Exceptions. In this Section, Offerors shall identify all proposed exceptions on the Appendix B (Exceptions Form). Exceptions noted elsewhere in the Proposal and not specified on the Exceptions Form will be considered void and not part of the Proposal. Unless the exceptions are properly identified, Offerors submitting Proposals are deemed to have accepted and agreed to comply with all terms and conditions contained in the RFP. The County has no obligation to accept any proposed exception.

Hexagon Response:

Hexagon has provided proposed exceptions with our response to RFP Appendix B (Exceptions Form) included in this section. Exceptions are duplicated in other response sections as appropriate.

While Hexagon has provided exceptions herein, it intends for its comments and clarifications reflected in its proposal to be given weight and do not waive Hexagon's proposal response where in conflict with a County requirement.

With the breadth of a proposal of this nature, Hexagon's response includes variances between Hexagon's approach and County requirements. Hexagon requires those clarifications and comments to be considered part of the proposal and not deemed void.



APPENDIX B
RFP 2019-147
EXCEPTIONS FORM

OFFEROR'S NAME: Hexagon Safety & Infrastructure

<p>All Offeror's representations, whether verbal, graphical or written, will be relied on by the County in the evaluation of the responses to this RFP. This reliance on the Offeror's represented expertise it to be considered as incorporated into any, and all, formal Contracts between the parties.</p> <p>Offerors shall identify all exceptions taken to the RFP and Appendices. If there are any exceptions taken to any of the terms, conditions, or specification of this RFP 2019-147, they must be clearly identified on the table below and returned with the Proposal. Unallowable or questionable exceptions may cause a Proposal to be non-responsive. Exceptions noted elsewhere in a Proposal, and not specified on this form, will be considered void and not part of the Proposal. Specifically describe all exceptions taken (<i>attach additional pages if needed</i>):</p>			
<p>Exceptions (<i>check one</i>):</p>			
	<p>No exceptions. By checking this box, the Offeror acknowledges that there are no exceptions to RFP 2019-147.</p>		
X	<p>Exceptions taken and fully identified.</p>		
REFERENCE TO			DESCRIPTION
RFP Section No. and Page No.	Describe Exception	Explain this is an issue	Identify proposed modification or resolution, if any
M.2 (pg. 9)	<p>Although the materials may be disclosed by public entities under applicable public records disclosure statutes, Hexagon regards its contracts with its customers as confidential and does not disclose such information about its customers. Accordingly, Hexagon takes exception to the requirement for it to provide contracts with its customers.</p>	<p>Hexagon is sensitive to violating the trust of its customers and making such confidential information public.</p>	
O (pg. 9)	<p>While Hexagon has provided exceptions herein, it intends for its comments and clarifications reflected in its proposal to be given weight and do not waive Hexagon's proposal response where in conflict with a County requirement</p>	<p>With the breadth of a proposal of this nature, Hexagon's response includes variances between Hexagon's approach and County requirements. Hexagon requires those clarifications and comments to be considered part of the proposal and not deemed void.</p>	

17.A.5 (pg. 10)	Hexagon proposes the development of the ICD's be performed during the project in lieu of being performed in advance of the formation of the SOW.	The work involved in preparing ICD's is handled following contract formation	
23 (pg. 13)	Hexagon proposes the resulting contract be based upon the Master Terms at the link in the far column in lieu of the County's proposed contract terms. Hexagon also proposes the resulting Master Terms be for five years	Hexagon's Master Terms are appropriately oriented to this type of project and any other project with Hexagon. It includes provisions for licensure, services, and support.	https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Sales/US_MT/US_MT_09-2019.pdf
2.18 (pg. 79)	Hexagon has proposed to provide COTS documentation for training, user guides, system administration guides. Hexagon will provide a soft copy of those materials, which the County may edit for its own purposes. Hexagon only intends to provide as built materials for Interface Control Documents (ICDs) and a site specific configuration diagram.	To provide an efficient proposal, Hexagon believes the as-built documents would drastically and unnecessarily increase the scope and price of the project. Hexagon has implemented many other RMS projects in the manner it has proposed.	
2.19 (pg. 80)	Hexagon clarifies it will perform the Tasks and Activities identified as being Hexagon obligations as set forth in the resulting SOW.	With a fixed price project, Hexagon requires certainty as to the services it is requested to provide.	
2.21(A-G) (pgs. 80-82)	Hexagon is of the understanding this section pertains to a SaaS hosted solution and is not applicable to solution hosted by the County. If Hexagon's understanding is incorrect, it reserves the right to address this topic further during contract negotiations.		

2.22 (A) (pg. 82)	Hexagon proposes to provide the County with a one year warranty on new products (i.e. products not presently on maintenance) that commences at cutover. During that time, Hexagon warrants the products shall materially conform to the technical matrix reflected in the resulting contract and that errors discovered shall be supported in accordance with the maintenance agreement. Software presently on maintenance will continue to be supported pursuant the then existing maintenance agreement between the parties for the duration of the maintenance term.	The foregoing reflects the warranty Hexagon provides for new software.	
2.22 (B) (pg. 82)	Hexagon proposes to provide two weeks of post cutover support. However, for purposes of the SOW, Hexagon proposes Cutover of the migrated system (OnCall Records) serve as final acceptance.	The foregoing reflects Hexagon's approach for its projects of this nature with existing customers.	
2.22 (C) (pg. 83)	Hexagon respectfully takes exception to this requirement and states it will provide support for the System in accordance with the then existing maintenance agreement between the parties.		
2.22 (D) (pg. 83)	Hexagon incorporates its response to Section 2.22 (C) above.		
2.24 (A) (pg. 84)	Hexagon takes exception to this clause. Alternatively, and subject to an annual fee, Hexagon can name the County as a beneficiary on Hexagon's source escrow account with Iron Mountain. The source code would be made available to the County in the event Hexagon is declared bankrupt under the Bankruptcy Code.	This solution offers the most value and economy for the County.	
2.24 (B and C) (pgs. 84 and 85)	Hexagon adopts its response to Subsection 2.24(A) above. Additionally, Hexagon provides updated COTS code to Iron Mountain two times per year.		
2.24 (D and E) (pg. 85)	Hexagon takes exception to these sections as written.		
2.28 (pg. 87)	Hexagon is willing to provide a performance bond that shall be surrendered upon cutover, but Hexagon takes exception to allowing any other party to work with or implement Hexagon proprietary software.		
2.29 (D) (pg. 88)	Hexagon has proposed a fixed price for the project. It takes exception to being required to offer a reduced price after contract formation.		

2.29 (E) (pg. 88)	Hexagon takes exception to this clause.		
2.29 (F) (pg. 88)	Hexagon does not offer payment incentives.		
2.29 (K) (pg. 88)	Hexagon has not proposed hourly rates as part of this proposal. Add-ons would need to be scoped at the time of the request.		
Section 10 (pg. 90)	Hexagon clarifies the System is sized based upon current usage reflected in Hexagon's maintenance contract with the County.		
2019-147 APPENDIX C Cost Proposal, Worksheet C-9: Proposed Payment Schedule	Hexagon takes exception to proposing payment milestones at this time.		Hexagon proposes the payment milestones be mutually developed and finalized during contract negotiations.
Article 3.1 (pg. 107)	Hexagon clarifies it will perform the services assigned to it as set forth in the SOW developed as part of contract negotiations.	As a fixed price project, Hexagon requires foresight and clarity on the nature of the project and services it is obligated to deliver.	
Article 3.2 (pg. 107)	Hexagon clarifies the County may inspect and test the System in accordance with the SOW, and Hexagon shall address defects in accordance with the resulting SOW.		
Article 3.3 (pg. 107)	Hexagon clarifies that cutover shall signify final acceptance, and that Hexagon will provide support in accordance with the warranty as described herein and the then current maintenance agreement.		
Article 3.5 (pg. 107)	Hexagon takes exception to the County having the unilateral right to change the scope and terms of the contract. Subject to formation of a mutually executed change order, the parties could modify the scope of the project.		
Article 5.2 (pg. 108)	Hexagon takes exception to limiting prices not included in the resulting contract or limiting them based upon CPI.		

Article 6.1 (pg. 109)	Hexagon clarifies it intends to send an invoice which shall be due and payable upon completion of an identified payment milestone.		
Article 6.2 (pg. 109)	Hexagon clarifies the County would be required to pay Hexagon within thirty (30) days.		
Article 6.6 (pg. 109)	Hexagon clarifies the County would be responsible for paying Hexagon applicable Sales and/or Use Taxes arising from the project.		
Article 6.7 (pg. 109)	Hexagon takes exception to this requirement.		
Article 8.3 (pg. 110)	Hexagon proposes Hexagon also have the right to terminate for cause in the event County has failed to perform its obligations after receiving notice to cure.		
Article 8.5 (pg.111)	Hexagon clarifies it is only obligated to perform project services set forth in the resulting statement of work and that no other vendor is permitted to implement Hexagon software. Hexagon takes exception to those requirements pertaining to a SaaS model given Hexagon is proposing an on-premises solution.		
Article 11.2 (pg. 114)	Hexagon clarifies new (software being purchased by the County and not provided pursuant to its existing maintenance agreement) Hexagon software is warranted to materially conform to the technical matrix reflected in this proposal with the understanding any errors shall be supported in the manner prescribed in the maintenance agreement		
Article 11.5 (pg. 114)	Hexagon clarifies it will indemnify the County for third party claims against the County for property damage and bodily injury arising from Hexagon's negligent acts and omissions.		
Article 12.3 and 12.4 (pg. 117)	Hexagon proposes it be allowed to satisfy its Error and Omissions and Cyber Liability policy through a shared policy. It also proposes the Cyber policy requirements be reduced to \$5M for solutions that are hosted by the County instead of being hosted in a SaaS model.		
Article 12.9 (pg. 118)	Hexagon takes exception to this section and allowing third parties to have access and viewing its insurance policies.		
Article 12.12 (pg. 118)	Hexagon takes exception to the requirement for 30 day advance notice endorsement.		

Article 14.1 (pg. 120)	Hexagon clarifies it shall own all intellectual property and Work Products developed and/or created by Hexagon. Hexagon shall have full rights in and to its intellectual property.		
Article 14.3 (pg. 121)	Hexagon proposes this Article be omitted in light of the solution being proposed by Hexagon is hosted by the County.		
Article 14.4 (pg. 122)	Hexagon takes exception to this requirement		
Article 15.3 (pg. 123)	Hexagon takes exception to this requirement and incorporates its response to Article 11.2. All other software provided pursuant to the County's maintenance agreement with Hexagon shall be supported pursuant to the then current maintenance agreement.		
Article 15.10 (pg. 124)	Hexagon disclaims all warranties except those specifically included in the Master Terms and clarifies Hexagon software will be supported in accordance with the maintenance agreement then in place.		
Article 16.1 (pg. 125)	Hexagon takes exception to the remedies to the extent they expand remedies otherwise available at law and or are in conflict with the limitation of liability reflected in the Master Terms.		
Article 16.4 (pg. 126)	Hexagon proposes Hexagon have the same and reciprocal rights as contemplated for the County		
Article 16.5 (pg. 16.5)	Hexagon clarifies the services shall be performed in accordance with the SOW, which reflects the fullest extent. Any additional services requested shall be subject to purchase by the County.		
Article 16.10 (pg. 126)	Hexagon takes exception to this section.		
Article 17 (pg. 127)	Hexagon takes exception to this requirement		
Article 18.1 (pg. 127)	Hexagon proposes the contract also allow for litigation to be commenced in the U.S. District Court for the Eastern District of Washington		
Article 19.3 (pg. 128)	Hexagon proposes the Proposal, which represents Hexagon's offer, have higher precedence than the RFP		

Article 19.6 (pg. 128)	Hexagon proposes this section be omitted from the resulting contract given the dynamic, dependent, and collaborative nature of the project		
Appendix G (pg. 131)	Hexagon clarifies its duties under a BAA are subject to the understanding the data contemplated, PHI, will be within the custody and control of the County with this solution. Hexagon's duties and obligations are limited by that circumstance. Hexagon proposes this BAA be subordinate to the resulting agreement with the understanding any rights and remedies set forth in the agreement reflect the full and complete set of rights and remedies available under the BAA.		

Offeror's Signature (Authorized Representative): Debra T Huser

Print Name and Title of Signer: Debra T. Huser, Finance Director

Dated this 24 day of September 2019



SECTION 15 – PROJECT SCHEDULE

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

P. Project Schedule. The Offeror shall provide a Gantt chart (a preliminary project schedule) identifying the estimated timelines of the project, the roles and responsibilities between the awarded Contractor and the County, and any additional resources needed for project completion. The project plan must include an installation timeline and proposed project milestones and align as close as possible to all components and requirements outlined within the RFP. The Gantt chart must estimate a project kickoff from contract execution through full implementation. Include a list of all responsibilities (Offeror, County, KCSO, County information services department, Kitsap 911, and agency partners) and a project transition schedule by task and include project organization, management, training, and quality control procedures.

Hexagon Response:

Hexagon has provided a sample project schedule on the following pages that identifies the estimated timeline of this project. The schedule estimates project kickoff from contract execution through full implementation. Durations are allotted for Hexagon tasks and customer review tasks.

During contract negotiations, Hexagon and the County will mutually develop a Statement of Work (SOW) and Project Schedule which shall more thoroughly detail all Hexagon and agency responsibilities associated with the project tasks. Project organization, management, training, and quality control procedures are described as required in proposal response Section 24 – Project Management.

As part of the proposed approach, Hexagon resources will provide an onsite Business Process Analysis (BPA) Workshop with County's Core Team and Subject Matter Experts (SMEs). The workshop will review the County's business processes and how they will apply to the OnCall Records system and how the OnCall Records system will be applied to the County's processes. This will be an interactive workshop with County's Core RMS Team and any SMEs that may be required. This workshop will provide the County with a System overview and process overview to prepare for the upcoming Core Team Training and subsequent onsite Configuration Workshops where the County's Core Team will setup the OnCall Records system for production use.

Hexagon understands that all current County processes may not be applicable to the new OnCall Records system and adjustments will have to be made by the County to implement the new COTS system. This knowledge will be critical during the Configuration Workshops. The BPA Workshop results should be documented by Customer staff.

Business Process Analysis includes the following:

- OnCall Records Overview
- Module Review – based on current I/LEADS Module usage
- Working with Address Server – Planning for Data Prep & Setup





- Preparing for Workflows – Planning For / Building Definitions & Administration
- Working with Alerts – Planning for Data Prep & Setup
- Questionnaires – Planning for Data Prep & Setup
- Regional System Setup Needs
- Agency Specific Setup Needs
- Department Data Flows
- OnCall Records and I/CAD Integration

Hexagon clarifies that the current sample schedule includes a duration of 14 months based on the time to migrate I/LEADS RMS to OnCall Records and implement the large number of interfaces and custom reporting requirements identified in the RFP. The schedule also includes various configuration workshops to meet the County's needs.

It may be possible to reduce the schedule by implementing a select number of interfaces after cutover of the OnCall Records system or another method the County may prefer. Hexagon commits to working with the County to build a mutually agreeable project schedule that allows the County to cutover in a timely manner.

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mode	Task Name	Duration	Start	Finish
1	🚀	Kitsap CO, WA I/Leads to OnCall Records (RMS/JMS)	310 days	Mon 8/17/20	Wed 10/6/21
2	🚀	PM Oversight	310 days	Mon 8/17/20	Wed 10/6/21
3	➡️	Planning Phase	222 days	Mon 8/17/20	Mon 6/14/21
4	🚀	Draft Project Schedule Developed	5 days	Mon 8/17/20	Fri 8/21/20
5	🚀	Review of Deliverables Requirements	1 day	Mon 8/17/20	Mon 8/17/20
6	➡️	Establish Project Organizational Structure	0.5 days	Tue 8/18/20	Tue 8/18/20
7	➡️	Review Of Training Requirements	0.5 days	Tue 8/18/20	Tue 8/18/20
8	➡️	Review Interfaces and Functions	1 day	Wed 8/19/20	Wed 8/19/20
9	➡️	Deliver Draft Project Schedule to Customer	1 day	Thu 8/20/20	Thu 8/20/20
10	➡️	Customer Review Project Schedule	0 days	Thu 8/20/20	Thu 8/20/20
11	🚀	Background/Fingerprinting	1 day	Tue 8/18/20	Tue 8/18/20
12	🚀	Project Kickoff Meeting	6 days	Mon 10/12/20	Mon 10/19/20
13	🚀	Kickoff Meeting Prep	1 day	Mon 10/12/20	Mon 10/12/20
14	🚀	Travel	1 day	Tue 10/13/20	Tue 10/13/20
15	➡️	Onsite Kickoff Meeting	1 day	Wed 10/14/20	Wed 10/14/20
16	➡️	Kickoff Meeting Remote Attendees	1 day	Wed 10/14/20	Wed 10/14/20
17	➡️	Travel Return	1 day	Thu 10/15/20	Thu 10/15/20
18	➡️	Deliver Project Kickoff Meeting Notes	1 day	Fri 10/16/20	Fri 10/16/20
19	➡️	Project Schedule Review and Approval	5 days	Mon 10/19/20	Fri 10/23/20
20	➡️	Hexagon Updates draft schedule from Kickoff Meeting	2 days	Mon 10/19/20	Tue 10/20/20
21	➡️	Hexagon Submits updated project schedule to Kitsap County	1 day	Wed 10/21/20	Wed 10/21/20
22	➡️	Kitsap CO reviews / approves updated project schedule	0 days	Wed 10/21/20	Wed 10/21/20
23	➡️	Project Schedule Baseline	0 days	Fri 10/23/20	Fri 10/23/20
24	🚀	Hardware Acquisition	2.25 days	Mon 8/17/20	Wed 8/19/20
25	🚀	Identify Hardware Requirements	1 day	Mon 8/17/20	Mon 8/17/20
26	➡️	Hexagon Orders Hardware	1 day	Tue 8/18/20	Tue 8/18/20
27	🚀	Hardware Arrives On Site	0 days	Fri 10/16/20	Fri 10/16/20
28	➡️	Software Acquisition	0.25 days	Wed 10/21/20	Wed 10/21/20

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mode	Task Name	Duration	Start	Finish
29	→	Hexagon Orders Application and OnCall Analytics/Records Essentials software	0.25 days	Wed 10/21/20	Wed 10/21/20
30	→	Third-Party Coordination and Planning	15 days	Tue 10/20/20	Mon 11/9/20
31	→	Identify all third-party vendors supporting the project	1 day	Tue 10/20/20	Tue 10/20/20
32	→	Confirm NDAs Needed	3 days	Wed 10/21/20	Fri 10/23/20
33	→	Initiate and Submit NDAs	5 days	Mon 10/26/20	Fri 10/30/20
34	→	NDAs approved	1 day	Mon 11/9/20	Mon 11/9/20
35	→	Kitsap provides IP Addresses and Node Names	1 day	Fri 10/30/20	Fri 10/30/20
36	→	Establish and Verify Remote Connectivity and Server Access	1 day	Wed 11/25/20	Wed 11/25/20
37	→	Hexagon Stages Hardware	173 days	Fri 10/23/20	Mon 6/14/21
38	→	Travel to Kitsap County for Hardware Install	1 day	Fri 10/23/20	Fri 10/23/20
39	→	Perform Hardware rack and stack - On Site	4 days	Mon 10/26/20	Thu 10/29/20
40	→	Create VMs per Server specification spreadsheet	10 days	Fri 10/30/20	Thu 11/12/20
41	→	Complete Server as built documentation	3 days	Fri 11/13/20	Tue 11/17/20
42	→	Provide ongoing support to implementers and answer customer questions as needed for duration of the project	150 days	Wed 11/18/20	Mon 6/7/21
43	→	Create SQL AlwaysOn Availability Group	3 days	Fri 11/13/20	Tue 11/17/20
44	→	Hexagon Creates Internal Template VM	5 days	Wed 11/18/20	Tue 11/24/20
45	→	Hexagon Creates Internal Template VM (JMS Included)	5 days	Wed 11/18/20	Tue 11/24/20
46	→	OnCall Records Server Software Staging	6 days	Wed 11/25/20	Wed 12/2/20
47	→	Installation of COTS OnCall Records Software and Base VM Populated Database	5 days	Wed 11/25/20	Tue 12/1/20
48	→	Hexagon Testing COTS OnCall Records Installation	1 day	Wed 12/2/20	Wed 12/2/20
49	→	OnCall Records Server Staging	16 days	Wed 11/25/20	Wed 12/16/20
50	→	Installation of COTS OnCall Records Software and Database (JMS Included)	6 days	Wed 11/25/20	Wed 12/2/20
51	→	Hexagon Testing of COTS OnCall Records Installation	10 days	Thu 12/3/20	Wed 12/16/20
52	→	Interfaces	50 days	Wed 11/25/20	Sat 1/30/21
53	→	COTS RMS Interfaces	13 days	Thu 12/17/20	Mon 1/4/21
54	→	Address Server	13 days	Thu 12/17/20	Mon 1/4/21
55	→	Address Server Overview, Installation & Configuration (Remote)	3 days	Thu 12/17/20	Mon 12/21/20

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mode	Task Name	Duration	Start	Finish
56	→	Travel to Address Server Training	1 day	Tue 12/22/20	Tue 12/22/20
57	→	Configuration with Address Server Training (On-Site)	4 days	Wed 12/23/20	Mon 12/28/20
58	→	Address Server SR's Issue Resolution and Follow Up	4 days	Tue 12/29/20	Fri 1/1/21
59	→	Validation of COTS Address Server Configuration	1 day	Mon 1/4/21	Mon 1/4/21
60	→	OnCall RMS Link (OnCall Records Link) to CAD 9.3 Interface	8 days	Thu 12/17/20	Mon 12/28/20
61	→	OnCall RMS Link (OnCall Records Link) Installation	6 days	Thu 12/17/20	Thu 12/24/20
62	→	Validation of COTS OnCall RMS Link (OnCall Records Link) Configuration	1 day	Fri 12/25/20	Fri 12/25/20
63	→	Completion of Installation and Configuration of COTS OnCall Records Link	1 day	Mon 12/28/20	Mon 12/28/20
64	→	OnCall Analytics/Records Essentials	26 days	Tue 12/29/20	Sat 1/30/21
65	→	Installation and Configuration of OnCall Analytics - Records Essentials	25 days	Tue 12/29/20	Fri 1/29/21
66	→	Test OnCall Analytics - Records Essentials	1 day	Sat 1/30/21	Sat 1/30/21
67	→	Federal NIBRS	7 days	Wed 11/25/20	Thu 12/3/20
68	→	Federal NIBRS Training Prep	1 day	Wed 11/25/20	Wed 11/25/20
69	→	Pre Federal NIBRS Remote Training (via WebEx)	1 day	Thu 11/26/20	Thu 11/26/20
70	→	Travel to Federal NIBRS Training	1 day	Fri 11/27/20	Fri 11/27/20
71	→	Federal NIBRS Training (On Site)	3 days	Mon 11/30/20	Wed 12/2/20
72	→	Travel from Federal NIBRS Training	1 day	Thu 12/3/20	Thu 12/3/20
73	→	Data Conversion/Migration from I/Leads to OnCall Records SQL	15 days	Tue 12/29/20	Mon 1/18/21
74	→	I/Leads Data Analysis	3 days	Tue 12/29/20	Thu 12/31/20
75	→	Upgrade I/Leads Data to Latest I/Leads Environment	1 day	Mon 1/4/21	Mon 1/4/21
76	→	Execution and Validation of conversion scripts COTS data Run 1	5 days	Tue 1/5/21	Mon 1/11/21
77	→	Conversion SR's	5 days	Tue 1/12/21	Mon 1/18/21
78	→	Configuration Stage	248.33 days	Tue 11/10/20	Wed 10/6/21
79	→	Post Data Migration Configuration	40 days	Tue 1/12/21	Mon 3/1/21
80	→	Post data Migration Configuration	40 days	Tue 1/12/21	Mon 3/1/21
81	→	BPA Review Workshop	11 days	Tue 1/19/21	Sat 1/30/21
82	→	System Overview Prep	1 day	Tue 1/19/21	Tue 1/19/21
83	→	Travel To BPA System Overview Workshop	1 day	Mon 1/25/21	Mon 1/25/21

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mode	Task Name	Duration	Start	Finish
84	→	BPA Overview Workshop	4 days	Tue 1/26/21	Fri 1/29/21
85	→	Travel From BPA System Overview Workshop	1 day	Sat 1/30/21	Sat 1/30/21
86	→	OnCall Records Core Admin Training	8 days	Fri 1/22/21	Sat 1/30/21
87	→	OnCall Records System Admin Training Prep	1 day	Fri 1/22/21	Fri 1/22/21
88	→	Travel To OnCall Records System Admin Training	1 day	Mon 1/25/21	Mon 1/25/21
89	→	OnCall Records System Admin Training	4 days	Tue 1/26/21	Fri 1/29/21
90	→	Travel From OnCall Records System Admin Training	1 day	Sat 1/30/21	Sat 1/30/21
91	→	OnCall Records Core User Training	8 days	Fri 1/29/21	Sat 2/6/21
92	→	OnCall Records System User Training Prep	1 day	Fri 1/29/21	Fri 1/29/21
93	→	Travel To OnCall Records System User Training	1 day	Mon 2/1/21	Mon 2/1/21
94	→	OnCall Records System User Training	4 days	Tue 2/2/21	Fri 2/5/21
95	→	Travel From OnCall Records System User Training	1 day	Sat 2/6/21	Sat 2/6/21
96	→	Onsite Configuration Workshop 1	13 days	Mon 2/1/21	Mon 2/15/21
97	→	Configuration Workshop 1 Prep	1 day	Mon 2/1/21	Mon 2/1/21
98	→	Travel to Configuration Workshop 1	1 day	Mon 2/8/21	Mon 2/8/21
99	→	Configuration Workshop 1	4 days	Tue 2/9/21	Fri 2/12/21
100	→	Travel From Configuration Workshop 1	1 day	Sat 2/13/21	Sat 2/13/21
101	→	Configuration Workshop 1 Followup (WebEx)	1 day	Mon 2/15/21	Mon 2/15/21
102	→	Onsite Configuration Workshop 2	11 days	Tue 2/16/21	Mon 3/1/21
103	→	Configuration Workshop 2 Prep	1 day	Tue 2/16/21	Tue 2/16/21
104	→	Travel to Configuration Workshop 2	1 day	Mon 2/22/21	Mon 2/22/21
105	→	Configuration Workshop 2	4 days	Tue 2/23/21	Fri 2/26/21
106	→	Travel From Configuration Workshop 2	1 day	Sat 2/27/21	Sat 2/27/21
107	→	Configuration Workshop 2 Followup (WebEx)	1 day	Mon 3/1/21	Mon 3/1/21
108	→	Onsite Configuration Workshop 3	11 days	Tue 3/2/21	Mon 3/15/21
109	→	Configuration Workshop 3 Prep	1 day	Tue 3/2/21	Tue 3/2/21
110	→	Travel to Configuration Workshop 3	1 day	Mon 3/8/21	Mon 3/8/21
111	→	Configuration Workshop 3	4 days	Tue 3/9/21	Fri 3/12/21

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mod	Task Name	Duration	Start	Finish
112	→	Travel From Configuration Workshop 3	1 day	Sat 3/13/21	Sat 3/13/21
113	→	Configuration Workshop 3 Followup (WebEx)	1 day	Mon 3/15/21	Mon 3/15/21
114	→	Custom Interfaces RMS	160 days	Tue 11/10/20	Fri 6/11/21
115	→	Custom Interfaces (Vendor View) Requirments Gathering	5 days	Tue 11/10/20	Mon 11/16/20
116	→	OnCall Records (Jail) -Interface to VINE (Vendor View) Implementation	1 day	Tue 11/10/20	Tue 11/10/20
117	→	OnCall Records (Jail) -Interface to JBRS (Vendor View) Implementation	1 day	Wed 11/11/20	Wed 11/11/20
118	→	OnCall Records (RMS/Jail) -Interface to LinX (Vendor View) Implementation	1 day	Thu 11/12/20	Thu 11/12/20
119	→	OnCall Records (RMS/Jail) -Interface to Lumen (Vendor View) Implementation	1 day	Fri 11/13/20	Fri 11/13/20
120	→	OnCall Records - Interface to RideAlong (Vendor View) Implementation	1 day	Mon 11/16/20	Mon 11/16/20
121	→	Custom Interfaces RMS ICD Development	150 days	Tue 11/10/20	Fri 5/28/21
122	→	OnCall Records - Informer to WACIC/NCIC Interface	16 days	Tue 11/10/20	Tue 12/1/20
123	→	OnCall Records - Informer to WACIC/NCIC Interface ICD Development/Subm	2 days	Tue 11/10/20	Wed 11/11/20
124	→	Customer ICD Review	10 days	Thu 11/12/20	Wed 11/25/20
125	→	Update/Submit Final ICD for Approval	2 days	Thu 11/26/20	Fri 11/27/20
126	→	ICD Approval	2 days	Mon 11/30/20	Tue 12/1/20
127	→	OnCall Records (Jail) -Interface to NaphCare/TechCare	16 days	Tue 11/10/20	Tue 12/1/20
128	→	OnCall Records (Jail) -Interface to NaphCare/TechCare ICD Development	3 days	Tue 11/10/20	Thu 11/12/20
129	→	Customer ICD Review	10 days	Thu 11/12/20	Wed 11/25/20
130	→	Update/Submit Final ICD for Approval	2 days	Thu 11/26/20	Fri 11/27/20
131	→	ICD Approval	2 days	Mon 11/30/20	Tue 12/1/20
132	→	OnCall Records (Jail) -Interface to Keefe	18 days	Mon 11/30/20	Wed 12/23/20
133	→	OnCall Records (Jail) - Interface to Keefe ICD Development	4 days	Mon 11/30/20	Thu 12/3/20
134	→	Customer ICD Review	10 days	Fri 12/4/20	Thu 12/17/20
135	→	Update/Submit Final ICD for Approval	2 days	Fri 12/18/20	Mon 12/21/20
136	→	ICD Approval	2 days	Tue 12/22/20	Wed 12/23/20
137	→	OnCall Records (Jail) -Interface to Crossmatch Live Scan	17 days	Mon 11/30/20	Tue 12/22/20
138	→	OnCall Records (Jail) -Interface to Crossmatch Live Scan ICD Development	3 days	Mon 11/30/20	Wed 12/2/20
139	→	Customer ICD Review	10 days	Thu 12/3/20	Wed 12/16/20

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mod	Task Name	Duration	Start	Finish
140	→	Update/Submit Final ICD for Approval	2 days	Thu 12/17/20	Fri 12/18/20
141	→	ICD Approval	2 days	Mon 12/21/20	Tue 12/22/20
142	→	OnCall Records -Interface to LexisNexis Community Crime Map	18 days	Tue 12/22/20	Thu 1/14/21
143	→	OnCall Records -Interface to LexisNexis Community Crime Map ICD Development	4 days	Tue 12/22/20	Fri 12/25/20
144	→	Customer ICD Review	10 days	Mon 12/28/20	Fri 1/8/21
145	→	Update/Submit Final ICD for Approval	2 days	Mon 1/11/21	Tue 1/12/21
146	→	ICD Approval	2 days	Wed 1/13/21	Thu 1/14/21
147	→	OnCall Records -Interface to SECTOR	22 days	Mon 12/21/20	Tue 1/19/21
148	→	OnCall Records - Interface to SECTOR ICD Development	8 days	Mon 12/21/20	Wed 12/30/20
149	→	Customer ICD Review	10 days	Thu 12/31/20	Wed 1/13/21
150	→	Update/Submit Final ICD for Approval	2 days	Thu 1/14/21	Fri 1/15/21
151	→	ICD Approval	2 days	Mon 1/18/21	Tue 1/19/21
152	→	OnCall Records (Jail) -Interface to Odyssey	24 days	Wed 1/13/21	Wed 2/10/21
153	→	OnCall Records (Jail) -Interface to Odyssey ICD Development	10 days	Wed 1/13/21	Mon 1/25/21
154	→	Customer ICD Review	10 days	Tue 1/26/21	Fri 2/5/21
155	→	Update/Submit Final ICD for Approval	2 days	Sat 2/6/21	Mon 2/8/21
156	→	ICD Approval	2 days	Tue 2/9/21	Wed 2/10/21
157	→	OnCall Records -Interface to EvidenceOnQ	19 days	Mon 1/18/21	Mon 2/8/21
158	→	OnCall Records -Interface to EvidenceOnQ ICD Development	5 days	Mon 1/18/21	Fri 1/22/21
159	→	Customer ICD Review	10 days	Sat 1/23/21	Wed 2/3/21
160	→	Update/Submit Final ICD for Approval	2 days	Thu 2/4/21	Fri 2/5/21
161	→	ICD Approval	2 days	Sat 2/6/21	Mon 2/8/21
162	→	OnCall Records (Jail) -Interface to ImageWare	17 days	Tue 2/9/21	Mon 3/1/21
163	→	OnCall Records (Jail) -Interface to ImageWare ICD Development	3 days	Tue 2/9/21	Thu 2/11/21
164	→	Customer ICD Review	10 days	Fri 2/12/21	Wed 2/24/21
165	→	Update/Submit Final ICD for Approval	2 days	Thu 2/25/21	Fri 2/26/21
166	→	ICD Approval	2 days	Sat 2/27/21	Mon 3/1/21
167	→	OnCall Records (Jail) -Interface to Telmate	17 days	Sat 2/6/21	Fri 2/26/21

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mode	Task Name	Duration	Start	Finish
168	→	OnCall Records (Jail) -Interface to Telmate ICD Development	3 days	Sat 2/6/21	Tue 2/9/21
169	→	Customer ICD Review	10 days	Wed 2/10/21	Mon 2/22/21
170	→	Update/Submit Final ICD for Approval	2 days	Tue 2/23/21	Wed 2/24/21
171	→	ICD Approval	2 days	Thu 2/25/21	Fri 2/26/21
172	→	OnCall Records (Jail) -Interface to Compas	19 days	Sat 2/27/21	Tue 3/23/21
173	→	OnCall Records (Jail) -Interface to Compas ICD Development	5 days	Sat 2/27/21	Thu 3/4/21
174	→	Customer ICD Review	10 days	Fri 3/5/21	Wed 3/17/21
175	→	Update/Submit Final ICD for Approval	2 days	Thu 3/18/21	Fri 3/19/21
176	→	ICD Approval	2 days	Mon 3/22/21	Tue 3/23/21
177	→	OnCall Records - Interface to OffenderWatch	17 days	Thu 2/25/21	Wed 3/17/21
178	→	OnCall Records - Interface to OffenderWatch ICD Development	3 days	Thu 2/25/21	Sat 2/27/21
179	→	Customer ICD Review	10 days	Mon 3/1/21	Fri 3/12/21
180	→	Update/Submit Final ICD for Approval	2 days	Sat 3/13/21	Mon 3/15/21
181	→	ICD Approval	2 days	Tue 3/16/21	Wed 3/17/21
182	→	OnCall Records (RMS/Jail) - Interface to County Website	17 days	Mon 3/22/21	Tue 4/13/21
183	→	OnCall Records (RMS/Jail) - Interface to County Website ICD Development	3 days	Mon 3/22/21	Wed 3/24/21
184	→	Customer ICD Review	10 days	Thu 3/25/21	Wed 4/7/21
185	→	Update/Submit Final ICD for Approval	2 days	Thu 4/8/21	Fri 4/9/21
186	→	ICD Approval	2 days	Mon 4/12/21	Tue 4/13/21
187	→	OnCall Records - Interface to CivilServe	19 days	Tue 3/16/21	Fri 4/9/21
188	→	OnCall Records - Interface to CivilServe ICD Development	5 days	Tue 3/16/21	Mon 3/22/21
189	→	Customer ICD Review	10 days	Tue 3/23/21	Mon 4/5/21
190	→	Update/Submit Final ICD for Approval	2 days	Tue 4/6/21	Wed 4/7/21
191	→	ICD Approval	2 days	Thu 4/8/21	Fri 4/9/21
192	→	OnCall Records - Interface to AIM On Target	18 days	Mon 4/12/21	Wed 5/5/21
193	→	OnCall Records - Interface to AIM On Target ICD Development	4 days	Mon 4/12/21	Thu 4/15/21
194	→	Customer ICD Review	10 days	Fri 4/16/21	Thu 4/29/21
195	→	Update/Submit Final ICD for Approval	2 days	Fri 4/30/21	Mon 5/3/21

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mod	Task Name	Duration	Start	Finish
196	→	ICD Approval	2 days	Tue 5/4/21	Wed 5/5/21
197	→	OnCall Records - Interface to CarFax	17 days	Thu 4/8/21	Fri 4/30/21
198	→	OnCall Records - Interface to CarFax ICD Development	3 days	Thu 4/8/21	Mon 4/12/21
199	→	Customer ICD Review	10 days	Tue 4/13/21	Mon 4/26/21
200	→	Update/Submit Final ICD for Approval	2 days	Tue 4/27/21	Wed 4/28/21
201	→	ICD Approval	2 days	Thu 4/29/21	Fri 4/30/21
202	→	OnCall Records - Interface to Jworks	19 days	Tue 5/4/21	Fri 5/28/21
203	→	OnCall Records - Interface to Jworks ICD Development	5 days	Tue 5/4/21	Mon 5/10/21
204	→	Customer ICD Review	10 days	Tue 5/11/21	Mon 5/24/21
205	→	Update/Submit Final ICD for Approval	2 days	Tue 5/25/21	Wed 5/26/21
206	→	ICD Approval	2 days	Thu 5/27/21	Fri 5/28/21
207	→	OnCall Records - Interface to Internal Affairs Database	19 days	Thu 4/29/21	Tue 5/25/21
208	→	OnCall Records - Interface to Internal Affairs Database ICD Development	5 days	Thu 4/29/21	Wed 5/5/21
209	→	Customer ICD Review	10 days	Thu 5/6/21	Wed 5/19/21
210	→	Update/Submit Final ICD for Approval	2 days	Thu 5/20/21	Fri 5/21/21
211	→	ICD Approval	2 days	Mon 5/24/21	Tue 5/25/21
212	→	Custom Interfaces RMS Development and Implementation	159 days	Wed 11/11/20	Fri 6/11/21
213	→	OnCall Records (Jail) -Interface to VINE (Vendor View)	5 days	Wed 11/11/20	Tue 11/17/20
214	→	OnCall Records (Jail) -Interface to VINE (Vendor View) Implementation	5 days	Wed 11/11/20	Tue 11/17/20
215	→	OnCall Records (Jail) -Interface to JBRS (Vendor View)	5 days	Thu 11/12/20	Wed 11/18/20
216	→	OnCall Records (Jail) -Interface to JBRS (Vendor View) Implementation	5 days	Thu 11/12/20	Wed 11/18/20
217	→	OnCall Records (RMS/Jail) -Interface to LinX (Vendor View)	5 days	Fri 11/13/20	Thu 11/19/20
218	→	OnCall Records (RMS/Jail) -Interface to LinX (Vendor View) Implementation	5 days	Fri 11/13/20	Thu 11/19/20
219	→	OnCall Records - Informer to WACIC/NCIC Interface	73 days	Wed 12/2/20	Fri 3/5/21
220	→	OnCall Records - Informer to WACIC/NCIC Interface Development	61 days	Wed 12/2/20	Thu 2/18/21
221	→	OnCall Records - Informer to WACIC/NCIC Interface Implementation	12 days	Fri 2/19/21	Fri 3/5/21
222	→	OnCall Records (Jail) -Interface to NaphCare/TechCare	5.5 days	Wed 12/2/20	Wed 12/9/20
223	→	OnCall Records (Jail) -Interface to NaphCare/TechCare Development	2.5 days	Wed 12/2/20	Fri 12/4/20

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Module	Task Name	Duration	Start	Finish
224	→	OnCall Records (Jail) -Interface to NaphCare/TechCare Implementation	3 days	Fri 12/4/20	Wed 12/9/20
225	→	OnCall Records (Jail) -Interface to Keefe	8 days	Thu 12/24/20	Mon 1/4/21
226	→	OnCall Records (Jail) - Interface to Keefe Development	5 days	Thu 12/24/20	Wed 12/30/20
227	→	OnCall Records (Jail) - Interface to Keefe Implementation	3 days	Thu 12/31/20	Mon 1/4/21
228	→	OnCall Records (Jail) -Interface to Crossmatch Live Scan	8 days	Wed 12/23/20	Fri 1/1/21
229	→	OnCall Records (Jail) -Interface to Crossmatch Live Scan Development	5 days	Wed 12/23/20	Tue 12/29/20
230	→	OnCall Records (Jail) -Interface to Crossmatch Live Scan Implementation	3 days	Wed 12/30/20	Fri 1/1/21
231	→	OnCall Records -Interface to LexisNexis Community Crime Map	8 days	Fri 1/15/21	Mon 1/25/21
232	→	OnCall Records -Interface to LexisNexis Community Crime Map Development	5 days	Fri 1/15/21	Thu 1/21/21
233	→	OnCall Records -Interface to LexisNexis Community Crime Map Implementation	3 days	Fri 1/22/21	Mon 1/25/21
234	→	OnCall Records -Interface to SECTOR	11 days	Wed 1/20/21	Mon 2/1/21
235	→	OnCall Records - Interface to SECTOR Development	8 days	Wed 1/20/21	Thu 1/28/21
236	→	OnCall Records - Interface to SECTOR Implementation	3 days	Fri 1/29/21	Mon 2/1/21
237	→	OnCall Records (Jail) -Interface to Odyssey	22 days	Thu 2/11/21	Wed 3/10/21
238	→	OnCall Records (Jail) -Interface to Odyssey Development	14 days	Thu 2/11/21	Sat 2/27/21
239	→	OnCall Records (Jail) -Interface to Odyssey Implementation	8 days	Mon 3/1/21	Wed 3/10/21
240	→	OnCall Records -Interface to EvidenceOnQ	10 days	Tue 2/9/21	Fri 2/19/21
241	→	OnCall Records -Interface to EvidenceOnQ Development	7 days	Tue 2/9/21	Tue 2/16/21
242	→	OnCall Records -Interface to EvidenceOnQ Implementation	3 days	Wed 2/17/21	Fri 2/19/21
243	→	OnCall Records (Jail) -Interface to ImageWare	8 days	Tue 3/2/21	Thu 3/11/21
244	→	OnCall Records (Jail) -Interface to ImageWare Development	5 days	Tue 3/2/21	Mon 3/8/21
245	→	OnCall Records (Jail) -Interface to ImageWare Implementation	3 days	Tue 3/9/21	Thu 3/11/21
246	→	OnCall Records (RMS/Jail) -Interface to Lumen (Vendor View)	5 days	Mon 11/16/20	Fri 11/20/20
247	→	OnCall Records (RMS/Jail) -Interface to Lumen (Vendor View) Implementation	5 days	Mon 11/16/20	Fri 11/20/20
248	→	OnCall Records - Interface to CopLogic	5 days	Wed 11/11/20	Tue 11/17/20
249	→	OnCall Records - Interface to CopLogic Implementation	5 days	Wed 11/11/20	Tue 11/17/20
250	→	OnCall Records (Jail) -Interface to Telmate	6 days	Sat 2/27/21	Fri 3/5/21
251	→	OnCall Records (Jail) -Interface to Telmate Development	3 days	Sat 2/27/21	Tue 3/2/21

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mod	Task Name	Duration	Start	Finish
252	→	OnCall Records (Jail) -Interface to Telmate Implementation	3 days	Wed 3/3/21	Fri 3/5/21
253	→	OnCall Records (Jail) -Interface to Compas	10 days	Wed 3/24/21	Tue 4/6/21
254	→	OnCall Records (Jail) -Interface to Compas Development	7 days	Wed 3/24/21	Thu 4/1/21
255	→	OnCall Records (Jail) -Interface to Compas Implementation	3 days	Fri 4/2/21	Tue 4/6/21
256	→	OnCall Records - Interface to OffenderWatch	8 days	Thu 3/18/21	Mon 3/29/21
257	→	OnCall Records - Interface to OffenderWatch Development	5 days	Thu 3/18/21	Wed 3/24/21
258	→	OnCall Records - Interface to OffenderWatch Implementation	3 days	Thu 3/25/21	Mon 3/29/21
259	→	OnCall Records (RMS/Jail) - Interface to County Website	8 days	Wed 4/14/21	Fri 4/23/21
260	→	OnCall Records (RMS/Jail) - Interface to County Website Development	5 days	Wed 4/14/21	Tue 4/20/21
261	→	OnCall Records (RMS/Jail) - Interface to County Website Implementation	3 days	Wed 4/21/21	Fri 4/23/21
262	→	OnCall Records - Interface to CivilServe	10 days	Mon 4/12/21	Fri 4/23/21
263	→	OnCall Records - Interface to CivilServe Development	7 days	Mon 4/12/21	Tue 4/20/21
264	→	OnCall Records - Interface to CivilServe Implementation	3 days	Wed 4/21/21	Fri 4/23/21
265	→	OnCall Records - Interface to RideAlong (Vendor View)	5 days	Tue 11/17/20	Mon 11/23/20
266	→	OnCall Records - Interface to RideAlong (Vendor View) Implementation	5 days	Tue 11/17/20	Mon 11/23/20
267	→	OnCall Records - Interface to AIM On Target	11 days	Thu 5/6/21	Thu 5/20/21
268	→	OnCall Records - Interface to AIM On Target Development	7 days	Thu 5/6/21	Fri 5/14/21
269	→	OnCall Records - Interface to AIM On Target Implementation	4 days	Mon 5/17/21	Thu 5/20/21
270	→	OnCall Records - Interface to CarFax	8 days	Mon 5/3/21	Wed 5/12/21
271	→	OnCall Records - Interface to CarFax Development	5 days	Mon 5/3/21	Fri 5/7/21
272	→	OnCall Records - Interface to CarFax Implementation	3 days	Mon 5/10/21	Wed 5/12/21
273	→	Federal and WA State NIBRS Support	10 days	Wed 11/11/20	Tue 11/24/20
274	→	Federal and WA State NIBRS Support Implementation	10 days	Wed 11/11/20	Tue 11/24/20
275	→	OnCall Records - Interface to Jworks	10 days	Mon 5/31/21	Fri 6/11/21
276	→	OnCall Records - Interface to Jworks Development	7 days	Mon 5/31/21	Tue 6/8/21
277	→	OnCall Records - Interface to Jworks Implementation	3 days	Wed 6/9/21	Fri 6/11/21
278	→	OnCall Records - Interface to Internal Affairs Database	13 days	Wed 5/26/21	Fri 6/11/21
279	→	OnCall Records - Interface to Internal Affairs Database	8 days	Wed 5/26/21	Fri 6/4/21



Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mode	Task Name	Duration	Start	Finish
280	→	OnCall Records - Interface to Internal Affairs Database Implementation	5 days	Mon 6/7/21	Fri 6/11/21
281	→	Deployment Phase	88.33 days	Mon 6/14/21	Wed 10/6/21
282	→	Testing Stage	28 days	Mon 6/14/21	Wed 7/21/21
283	→	Test Plans and Test Cases	28 days	Mon 6/14/21	Wed 7/21/21
284	→	Hexagon and Customer Execute Test Plan and Test Cases (Includes JMS) SAT	6 days	Mon 6/14/21	Mon 6/21/21
285	→	Test Plans and Test Cases SR Resolution from SAT 1	10 days	Tue 6/22/21	Mon 7/5/21
286	→	Hexagon and Customer Execute Test Plan and Test Cases (Includes JMS) SAT	6 days	Tue 7/6/21	Tue 7/13/21
287	→	Test Plans and Test Cases SR Resolution from SAT 2	5 days	Wed 7/14/21	Tue 7/20/21
288	→	Snapshot of Accepted Production Ready System and System Code Freeze	1 day	Wed 7/21/21	Wed 7/21/21
289	★	Training Stage	24 days	Thu 7/22/21	Fri 8/20/21
290	★	Hexagon Delivered Training	24 days	Thu 7/22/21	Fri 8/20/21
291	★	OnCall Analytics and Records Essentials	24 days	Thu 7/22/21	Fri 8/20/21
292	★	OnCall Records Train the Training (TTT)	7 days	Thu 7/22/21	Fri 7/30/21
293	→	OnCall Analytics/Records Essentials Prep	1 day	Thu 7/22/21	Thu 7/22/21
294	→	Travel to OnCall Analytics/Records Essentials Training	1 day	Mon 7/26/21	Mon 7/26/21
295	→	OnCall Analytics/Records Essentials Training	4 days	Tue 7/27/21	Fri 7/30/21
296	→	Travel From OnCall Analytics/Records Essentials Training	1 day	Mon 8/2/21	Mon 8/2/21
297	→	OnCall Analytics/Records Essentials User Training	12 days	Mon 8/2/21	Sat 8/14/21
298	→	OnCall Analytics/Records Essentials Training Prep	1 day	Mon 8/2/21	Mon 8/2/21
299	→	Travel To OnCall Analytics/Records Essentials Training	1 day	Sun 8/8/21	Sun 8/8/21
300	→	OnCall Analytics/Records Essentials Training	5 days	Mon 8/9/21	Fri 8/13/21
301	→	Travel From OnCall Analytics/Records Essentials Training	1 day	Sat 8/14/21	Sat 8/14/21
302	★	OnCall Analytics/Records Essentials Admin Training	5 days	Mon 8/16/21	Fri 8/20/21
303	→	OnCall Analytics/Records Essentials Admin Training Prep	1 day	Mon 8/16/21	Mon 8/16/21
304	→	Travel To OnCall Analytics/Records Essentials Admin Training	1 day	Tue 8/17/21	Tue 8/17/21
305	→	OnCall Analytics/Records Essentials Admin Training	2 days	Wed 8/18/21	Thu 8/19/21
306	→	Travel From OnCall Analytics/Records Essentials Admin Training	1 day	Fri 8/20/21	Fri 8/20/21
307	→	Customer End User Training	0 days	Mon 8/16/21	Mon 8/16/21

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mode	Task Name	Duration	Start	Finish
308	🚀	Cutover Stage	33 days	Mon 8/16/21	Fri 9/24/21
309	➡	Cutover Plan Creation	4.83 days	Mon 8/16/21	Fri 8/20/21
310	➡	Draft Cutover Plan Creation	3 days	Mon 8/16/21	Wed 8/18/21
311	➡	Draft Cutover Plan Creation Assistance	1 day	Mon 8/16/21	Mon 8/16/21
312	➡	Hexagon Delivers Draft Cutover Plan	0.83 days	Thu 8/19/21	Thu 8/19/21
313	➡	Kitsap Incorporates Hexagon Supplied Cutover Plan Into Agency Readiness Plan	0 days	Thu 8/19/21	Thu 8/19/21
314	➡	Completion of Cutover Plan	1 day	Thu 8/19/21	Fri 8/20/21
315	➡	Readiness Review	1 day	Fri 8/20/21	Mon 8/23/21
316	➡	Readiness Review	1 day	Fri 8/20/21	Mon 8/23/21
317	🚀	Final Prep for Cutover	5 days	Mon 8/23/21	Fri 8/27/21
318	➡	Kitsap Prepares for Cutover	0 days	Mon 8/23/21	Mon 8/23/21
319	➡	I/LEADS Upgrade and DB Migration	2 days	Mon 9/6/21	Tue 9/7/21
320	➡	I/LEADS Upgrade and DB Migration (Issue Resolution)	3 days	Wed 9/8/21	Fri 9/10/21
321	🚀	Onsite Cutover	7 days	Sun 9/12/21	Sat 9/18/21
322	➡	Travel to Cutover Support	1 day	Sun 9/12/21	Sun 9/12/21
323	➡	Cutover Support (On-Site)	5 days	Mon 9/13/21	Fri 9/17/21
324	➡	Travel from Cutover Support	1 day	Sat 9/18/21	Sat 9/18/21
325	➡	Cutover Support (Remote) for WA NIBRS	2 days	Mon 9/13/21	Tue 9/14/21
326	➡	Post Cutover Support Week 1 (On-Site)	7 days	Sun 9/19/21	Sat 9/25/21
327	➡	Travel to Post Cutover Support Week 1 (On-Site)	1 day	Sun 9/19/21	Sun 9/19/21
328	➡	Post Cutover Support Week 1 (On-Site)	5 days	Mon 9/20/21	Fri 9/24/21
329	➡	Travel from Cutover Support Week 1 (On-Site)	1 day	Sat 9/25/21	Sat 9/25/21
330	➡	Post Cutover Support Week 1 (Remote)	2 days	Mon 9/20/21	Tue 9/21/21
331	➡	Post Cutover Support Week 2 (Remote)	6.33 days	Mon 9/27/21	Tue 10/5/21
332	➡	Post Cutover Support Week 2 (Remote)	5 days	Mon 9/27/21	Fri 10/1/21
333	➡	Transition to Customer Support	1 day	Mon 10/4/21	Mon 10/4/21
334	➡	Internal Meeting for Transition to Customer Support	0.33 days	Mon 10/4/21	Mon 10/4/21
335	➡	Hexagon and Kitsap WebEx with Customer Support for Transition	1 day	Mon 10/4/21	Tue 10/5/21

Kitsap County, WA I/LEADS RMS/JMS to OnCall Records Migration
Sample Project Schedule

ID	Task Mode	Task Name	Duration	Start	Finish
336		Project Closure	1 day	Tue 10/5/21	Wed 10/6/21
337		Project Closure	1 day	Tue 10/5/21	Wed 10/6/21

SAMPLE



SECTION 16 – PROPOSED SYSTEM OVERVIEW

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.6 PROPOSED SYSTEM OVERVIEW

A. Proposals must provide a detailed overview of Offeror's proposed System and response to the following:

1. Functional Overview

1. Functional Overview. Provide a detailed summary of no more than five pages that:

(1) describes the core features of your proposed software solution; (2) explains the key differences that differentiate your solution from those of your competitors; and (3) describes how your solution meets, or can be adapted to meet, the specific needs of Kitsap County District Court.

Hexagon Response:

Hexagon assumes the five page limitation is regarding the Functional Overview, items A(1) – (3) only indicated above.

Core Features of Proposed Software Solution

Hexagon has proposed to upgrade the County's existing I/LEADS RMS and I/LEADS JMS to meet their RMS, Jail and Analytics needs. The overall software solution includes HxGN OnCall Records, HxGN OnCall Records – Jail, and HxGN OnCall Analytics | Records Essentials.

OnCall Records

Out of the box, HxGN OnCall Records can help the County:

- Streamline records capture and management
- Reduce administrative burdens
- Enhance data quality
- Harness complete information
- Enable real-time, rules-based alerts
- Provide visual reports and analytics all roles can use
- Comply with laws and regulations
- Adapt to change and agency needs
- Support on-premises and cloud deployment
- Lower total cost of ownership
- Integrate with computer-aided dispatch (CAD) and mobile system
- Comply with NIBRS and WA IBRS



OnCall Records – Jail

HxGN OnCall Records Jail is an RMS module that provides fully-featured jail management functionality for small and medium jail facilities. OnCall Records Jail will save the County time and resources by delivering comprehensive jail management features and workflows in an easy to use, web-based application. OnCall Records Jail is fully embedded into OnCall Records, giving the County a seamless information flow from incident, through the investigation process to incarceration, all in a single application.

OnCall Records Jail brings quick access to information and provides end-to-end jail management including:

- Inmate Tracking - records all data related to inmate intake, holds, housing and transfers, bail/bond details, release information, inmate property, caution codes, officers involved, medical screenings and more.
- Jail Incident - provides the ability to track non-judicial incidents that might occur involving inmates in the facility, including witness capture capabilities, infractions, and involved inmates
- Jail Log - supports the ability to log information (manually or automatically) for all activity in and out of the facility
- Sentencing - provides the ability to manage charges and calculations relating to sentencing
- Programs - provide the ability to define Program Types and allow assignment of eligibility to inmates

OnCall Analytics | Records Essentials

HxGN OnCall Records works with HxGN OnCall Analytics | Records Essentials, which will provide the County with easy-to-use analytics and visual reports that allow users agency-wide to monitor events, align resources to demand, supervise performance, maintain governance and oversight, and much more. By enabling more employees to visualize data, run reports, and conduct analysis, the County can further develop intelligence, advance investigations, and build public confidence.

Key Differentiators

Hexagon has had the privilege of working with the County for 20 years now and values the County as a customer. Our history and relationship has allowed us to develop a thorough understanding of the County's current RMS and JMS workflows, requirements, and integration with the Kitsap 911 existing Hexagon CAD and mobile systems.

Hexagon's COTS OnCall Records solution represents the next stage in records management evolution and is the result of more than a decade of research, development, and direct feedback from hands-on users including Kitsap County. Because Hexagon is familiar with the County's challenges through years of data gathering and needs analysis, we believe the OnCall Records, Jail, and Analytics software is the best fit to fulfill your needs.

OnCall Records is part of the wider Hexagon public safety portfolio. As such, it provides interfaces to and coordination with other core capabilities, such as CAD and Mobile, which is currently being used by Kitsap 911. This same integration and coordination does not exist with third-party RMS solutions. With the proposed software, the County will have an integrated end-to-end CAD-Mobile-RMS-Analytics solution that has been consistently implemented using Hexagon standardized approaches to implementation and validation.

Meeting Kitsap County District Court Needs

The OnCall Records solution includes (but is not limited to) the following modules which track court-related data. Hexagon welcomes further discussion on working with the Kitsap County District Court to meet their needs.

Arrest	The Arrest module serves to record all arrestee, location, charge, weapon, UCR and court information pertaining to an arrest. Officers involved in the arrest can be recorded on the Officers tab, and release/bail data can be entered on the Release tab.
Citation	The Citation module serves as an index of all citations issued by an agency. In addition to basic details about the citation, users can enter speed information for moving violations, condition flags (such as snow or ice), the issued-by officer, location, offender, vehicle, violation, and court data.
Court Document	The Court Documents module serves to index all court documents, such as warrants, garnishments, protective orders, citations, subpoenas, summonses, and so forth. The document can be flagged as active, expired, cancelled, recalled, served, and so on. Additional tabs allow operators to enter charge and court information, as well as other parties involved, attorneys, and receipts.
Evidence	<p>The Evidence module serves as an index of all items currently (and previously) held in custody, usually as evidence for a criminal case. The Details fields available are generated based on the category selected. Other information collected includes Case Review, Storage/Custody, Chain of Custody (COC), Storage History, Disposition, and Caution Codes.</p> <p>All items are tracked for COC and storage, and a complete history of this data is recorded on the Chain of Custody and Storage History tabs.</p> <p>Bulk Intake provides the ability to perform bulk check-in to the same location for an unlimited number of evidence items simultaneously.</p> <p>A Signature Capture panel is available on both the Storage/Custody transfer tab and the Bulk Update screen. The signature is available and read-only on each corresponding COC record. Signature Capture is provided to support COC transactions for internal users (employees) and external users (Prosecutors, Courts, Public/Owners, etc.)</p> <p>The Evidence Management features support the ability to automatically notify officers of Evidence Items that require review via the My Review Items feature. This functionality supports the ability to prompt officers responsible for collected Evidence Items to review and take appropriate action concerning whether to maintain or dispose of the item.</p>
Juvenile Contact	The Juvenile Contact module serves as the "Arrest" module for Juveniles, and is used to record all juvenile identification, booking, charge, weapon, UCR, and court information. All officers involved can also be recorded on the Officers tab.
Juvenile Court Document	The Juvenile Court Documents module serves to index all Juvenile court documents, such as warrants, orders, citations, subpoenas, summonses, and so forth. The document can be flagged as active, expired, cancelled, recalled, served, and so on. Additional tabs allow operators to enter the charge and court information, as well as other parties involved, attorneys, and receipts.

[Responses to RFP Section 2.6 Items 2 – 12 are included in the following pages]

2. Improving Efficiency/Effectiveness

2. Describe how the System improves the efficiency and effectiveness of the officer in the field. Be sure to include specific information on the reducing time spent with data-entry and report -writing and better access to reliable data in the field.

a. Describe how the System performs field reporting and datamining in the mobile system and how it may differ from the desktop application.

Hexagon Response:

Hexagon has proposed the use of OnCall Records for both the field and the desktop application for field reporting and data mining. OnCall Records provides a single-source product for both desktop and field access and given an appropriate medium for transmitting and receiving data, field operators can use the same interface and functional operations as those employed in the workstation environment. By having the ability to access the same data in the field, officers are able to reduce time spent with data-entry and report writing.

b. Describe the System's functionality to provide situational awareness to officers at the beginning of their shifts?

Hexagon Response:

OnCall Records does not have a built-in function for this purpose.

c. Describe the System's reporting capabilities, including the ability to create preformatted and ad hoc reports?

Hexagon Response:

Hexagon has proposed our OnCall Analytics | Records Essentials software for the ability to create preformatted and ad hoc reports. Hexagon's OnCall Analytics | Records Essentials is a reporting and analysis solution with a web-based user portal comprised of data models and prebuilt reports. These data models and reports provide OnCall Records customers a framework for building and generating interactive reports and dashboards to solve organizational problems without the need for database professionals.

Included is a data warehouse and semantic layer that provides a translation of the underlying database structures into business user-oriented terms and constructs. It organizes and presents the OnCall Records data elements in a way that is intuitive to the agencies' business users, empowering them with the capability to generate ad hoc queries and reports, a task that was previously confined to IT and development staff.

The proposed OnCall Analytics | Records Essentials extracts data from OnCall Records, organizes it into subject areas such as incidents, accidents, arrests, case management etc., each utilizing a star schema and providing relevant Key Performance Indicator (KPI) measures such as accident counts, traffic related injuries and death, incident counts, clearance rates, etc. Standard OnCall Analytics Data Models and Reports as well as Records Essentials Power BI Reports are as follows:



HxGN OnCall Analytics Records Data Models and Reports

Records Essentials Data Models

- Accident
- Arrest
- Case Management
- Calls for Service
- Citation
- Court
- DUI
- Evidence
- Field Interview
- Incident
- Juvenile Court
- Master Employee
- Master Location
- Master Person
- Master Vehicle
- Use of Force

Records Essentials Power BI Reports

- Accident Details
- Accident Snapshot
- Arrest Details
- Arrest Snapshot
- Citation Details
- Citations Snapshot
- DUI Officer Performance
- DUI Snapshot
- Evidence Snapshot
- Incident Details
- Incident Snapshot
- Monthly Accident
- Monthly Arrest
- Monthly Calls for Service
- Monthly Citation
- Monthly Incident
- Monthly Offense
- Use of Force Details
- Use of Force Snapshot

Records Essentials Paginated (SSRS) Reports

- Accident Comparisons by Accident Class
- Accident Summary
- Arrest Summary
- Calls for Service Daily Summary
- Calls for Service Daily Summary Unit
- Cases by Clearance Type – Agency
- Cases by Clearance Type – Lead Investigator
- Cases by Investigation Status – Agency
- Cases by Investigation Status – Lead Investigator
- Citation Summary
- CompStat by District Post Sector
- Court Document Summary
- DUI Summary
- Employee Demographics



- Evidence Summary
- Incident Daily Summary
- Incident Offense Summary
- Incident Overdue Status
- Officer Activity
- Officer Activity by District
- Personnel Summary
- Property by Value
- Property Summary
- Top Accident Locations
- Use of Force Summary

d. Describe the System's imaging capabilities including how users capture, store, and use media.

Hexagon Response:

OnCall Records provides the ability for agencies to attach images, videos, and audio files directly to records using the Image/Media Viewer. Users can store an unlimited number of image attachments in the OnCall Records system. All images are maintained online.

e. Identify if users can attach all types of media files to an individual record (e.g., image, sound, and video files)? Can attachments be opened in their native formats?

Hexagon Response:

OnCall Records provides the ability for agencies to attach images, videos, and audio files directly to records using the Image/Media Viewer. Attachments can be opened in their native formats provided the devices the attachments are being opened on have the necessary third party applications to support the formats (e.g. Microsoft Photo Editor, Adobe Acrobat, etc.).

In addition, users can attach a file or scan documents directly into the Document Viewer component within nearly every module. Administrators can set secured access to specific record types to restrict access to confidential attachments.

f. Identify if the System includes link analysis functionality that connects all record types associated with a case? If so, describe.

Hexagon Response:

OnCall Records supports established links within the system that identify shared information across records. For example, Name, Address, City, and State data are collected from within the Names module, but also appear in the Vehicle module, the Accidents module, Field Interviews, Case Management, and more. This relational architecture prevents users from having to redundantly enter information that pre-exists within OnCall Records.

g. Describe how the System can assist with processes related to firearm transfer applications and concealed pistol licenses.

Hexagon Response:

OnCall Records has a Permit/License/Registration module that allows the entry of multiple types of permit categories and permit types. This module would be used for CPL and FTA data. The module has the ability to attach files of any type to the permit record including images and pdf files, allows users to enter notes related to the permit, and has a standard "Data Sheet" report. The County also will have the ability to create custom reports for the module. These custom reports could have watermarks and could allow the County to generate batch reports based on permit type and status, as well as date ranges. The module search pages allow users to export search results to pdf, csv, Excel and rtf files.

3. Design

a. Describe how the system is designed. Identify if it is a distributed server architecture, a centrally managed server architecture, a hosted architecture, a cloud-based architecture or other design.

Hexagon Response:

Hexagon has proposed a distributed server architecture.

b. Describe the System's multi-agency specific configuration capabilities (e.g. the ability to route reports to different approval groups and prosecuting authorities.)

Hexagon Response:

OnCall Records provides a single data source, multi-agency application. Each agency can operate independently from other agencies while using the same user interface. The multi-agency configuration supports:

- The ability to route reports to different approval groups and prosecuting authorities (via Security Group permission settings)
- Agency specific drop-down code values
- Agency specific users, groups and roles
- Sharing or maintaining separate indices for Names, Vehicles, and Locations
- Using system-wide customized data entry screens
- Managing and maintaining cross-agency users within each agency's security profiles

c. Describe the System's customization capabilities.

Hexagon Response:

OnCall Records is configurable by authorized users. Code tables may be created using site- or agency-specific codes. OnCall Records supports administrative creation of custom screens, the addition and identification of required fields, and configuration of data entry fields secured to

specific user groups. OnCall Records also supports customization of modules and screens by allowing field labels to be changed to match agency nomenclature, identify mandatory fields, and hide or disable data fields that are not used by the agency.

OnCall Records is also customizable. Agencies can use the UI Customization tool to add additional screens and data fields to delivered modules, capturing information not supported out-of-the-box. Agencies may also create custom questionnaires. The Custom Screens and Fields functionality is available to Regional Administrators only; however, there is no limit to the number of custom screens that can be added to a module, or fields that can be added to existing screens, and this feature is universal across the application. In addition, all of the following field types are now available: Text, Longtext, Date, Date/Time, Code, Number, and Boolean. Once configured, administrators may extend the use of custom screens across all agencies in a multi-agency environment.

d. Describe how many tenants/environments will be provided with their intended use. Will a testing tenant be included for future configuration/testing after implementation?

Hexagon Response:

Hexagon has proposed a production environment, a test environment, and a backup environment and the associated implementation services. Environment license costs (production, production-load balanced, test, and backup) are included as required in Hexagon's Cost Proposal.

The testing environment will be available to the County for future configuration/testing by the County after implementation.

e. Describe the types of dashboards and data visuals available in the System. Are these built in or utilizing a third-party solution?

Hexagon Response:

The dashboards and data visuals available in OnCall Records are via OnCall Analytics | Records Essentials and built-in. Please refer to answer 2.2.c on the previous pages.

4. Security and Storage

a. Describe your IT security process for the design identified above.

Hexagon Response:

Hexagon designs and develops its software in accordance with the quality standard dictated by ISO 9001:2008 standards. Encryption is either implemented via the network hardware or the Microsoft Windows Encryption API, which is FIPS – 140-2 compliant. Hexagon does not deliver an encryption DLL.

OnCall Records is compliant with the FBI/CJIS security and authentication requirements which govern access to federal and state crime databases such as NCIC. The OnCall Records system may be configured to utilize HTTP or HTTPS data transfer protocols. HTTPS connectivity provides the ability to utilize a secured SSL connection and implements the usage of a Security Certificate for data transfers and connections. HTTPS provides data encryption for information in transit and delivers an encrypted connection.

Encryption of the data outside of the sites' secured LAN is through their network provider. Data-at-rest on the laptop requires the site to use the Encrypting File System feature or a third-party product such as Symantec PGP Whole Disk Encryption, Lumension, or Check Point Full Disk Encryption. On the server to browser side, Hexagon tests with TLS 1.2. For internal encryption, Hexagon uses 128-bit or 256-bit.

The proposed I/Informer product uses Windows Communication Foundation (WCF) for encryption such as Kerberos up to the state router then encryption responsibility is passed to the state. The encryption is provided via WCF not from Hexagon.

For SQL Server database encryption, the customer can use TDE. For SQL Server 2016 end-to-end (at rest and over the wire) encryption the customer can use Always Encrypted. For full disk encryption Microsoft recommends Bitlocker because it leverages the TPM chip, if installed.

Attachments can be stored in the records database, and database contents can be encrypted.

b. Describe the process for the agency administrators to establish and modify security privileges and permissions within the system.

Hexagon Response:

OnCall Records security does not rely on underlying operating systems to provide access control. The OnCall Records security system enforces user IDs and passwords and allows system administrators to control system and data access for Users and Groups by locking individual modules, tabs, records, and attachments. Proper use of the built-in security functions allows the system administrator(s) to fine-tune a system in which sensitive data is available only to authorized users.

To facilitate security management, OnCall Records provides an interactive utility that allows administrators to establish an unlimited number of Security Groups. Using the Administration > Groups, Users, and Roles utilities, administrators can assign the capabilities (Roles) allowed for each Security Permission Group, for every module, tab, and individual record in the system. In addition, administrators can control access to any attachments (documents, photos, videos, and so forth) linked to module records.

When a new user account is established, that user will be assigned to a Permission Group and the account will inherit all security Roles applied to that Group. There is no limit to the number of Permission Groups or the number of users that can be assigned to the group. Administrators can give users and/or groups one of the following access options for modules, tabs, attachments, data sheets, and other features:

- None: No access
- Read: Read-only access
- Write: Read and edit access
- Admin: Read, edit, and delete access
- Custom: Specify an access option for each module and attachment type and tab

By implementing security down to tab and feature levels, administrators can render any sensitive content invisible to any user. For example, a department administrator may require that a group of data entry users be able to access the Employee Module in order to keep employee records up

to date. However, confidential data such as compensation, disciplinary actions, and associated paperwork can be made invisible to those users.

OnCall Records provides additional security features. OnCall Records permits the ability to establish access rights down to the specific Attachment type within a record. For example, Users may have access to Evidence Images but not Autopsy Photos. Attachment access is governed at the overall Permission Group level. However, extended features support the ability for an investigator or officer to selectively secure an attachment to specific permission groups manually to accommodate special situations. Investigators and officers are also provided the ability to secure an Incident or Case report to specific Permission Groups manually when the record contains sensitive information. In the event that the Incident or Case is not secured, an investigator or an officer can use the OnCall Records Alerts feature to be notified when a user accesses a particular record.

OnCall Records provides access security and supports CJIS Strong password requirements. Additional CJIS user policies are met such as password renewal, password re-use, restrictions on multiple user sessions, and limited logon failure attempts. Encryption of the data outside of the sites' secured LAN is through their network or cellphone provider. Data-at-rest on the laptop requires the site to use the Encrypting File System feature or a third-party product such as Symantec PGP Whole Disk Encryption, Lumension, or Check Point Full Disk Encryption. Two-factor authentication is performed through the operating system and assumes the use of Active Directory centralized user access management.

In addition, reports that are in draft or unapproved status within OnCall Records are View-Only for all users.

5. Implementation

a. Describe your implementation processes and procedures.

Hexagon Response:

During the past 30 years, Hexagon has developed a relevant and reliable system delivery method that incorporates the repeatable activities associated with any public safety project while maintaining the flexibility necessary to address each installation individually. The test bed for Hexagon's Project Methodology has been worldwide, and our resulting approach and philosophy incorporates proven processes while focusing on the challenges of each customer.

Hexagon prides itself on hiring and retaining world-class people and on identifying outstanding subcontractors and third-party vendors. Each principal brings measurable experience, knowledge, and expertise to our projects, and collectively ensures that our customers have access to the best talent available, beginning with the development of software and continuing through project implementation and maintenance. Hexagon's professional services personnel average 15+ years in the industry and recognize the complexities associated with change management. Assigned project manager and technical implementation personnel realize that the overall procurement goal encompasses more than implementing a system; they understand that project success means transferring the information and skills necessary to prepare on-site personnel to assume day-to-day responsibility for the system.

In addition to providing experienced and knowledgeable personnel, Hexagon believes that a successful project begins with establishing and maintaining open communications. The Hexagon project approach encourages frank discussion and information exchanges between Hexagon personnel and the County.

Hexagon is committed to providing the best solution for the given environment, and to ensuring that common expectations are set, and that mutually agreed results are attained.

Using Industry-Proven Methods

The delivery methodology consists of four (4) stages with clearly defined exit criteria to ensure all tasks for each phase are successfully completed by the County and Hexagon teams. Some tasks will overlap in between phases to accommodate the speed of the project, but those are not configuration-specific tasks.

The following sections provide an overview and examines *typical* tasks and deliverables associated with each implementation phase. The SOW, developed during contract negotiations, defines the specific tasks associated with the County's Project.

Hexagon segments RMS activities into four (4) implementation phases, described as follows:

- Planning and Initiating Phase
- Staging Phase
- Configuration Phase
- Deployment Phase

After each phase, Hexagon will conduct a technical health check to ensure all Project tasks within the phase have been completed and the Project is ready to transition into the next phase of implementation. If there are outstanding items, the Project Managers will mutually develop a plan to complete those items. The plan will include the potential impact of the outstanding items on the Project Schedule.

Planning and Initiating Phase

During the process leading up to selection, the County and Hexagon may have shared information during a benchmark, requirements discussions, and questions and answers exchanges. Upon selection of Hexagon to implement the County's Project, the Hexagon negotiating team and the assigned Hexagon Project Manager, in tandem with the County representatives, negotiate the final contract and develop the SOW, the Project Schedule, and associated appendices. After contract negotiations, Hexagon technical personnel will begin an assessment of the information known and provided to Hexagon and consult with the County during on-site meetings or conference calls concerning additional data that may be required, such as documented workflows, deployment practices, and third-party interface documentation and points of contact.

Through this information exchange, the County and Hexagon define and clarify as much functional, process, and staffing data as possible to develop an overall understanding of the current environment and to prepare for activities that follow contract signing, including:

- Conducting the Project Kickoff Meeting
- Reviewing the SOW with the Project Core Team to ensure a common understanding of the products contracted, the scheduled timelines, the resources required, and the contracted hours
- Conducting reviews and interviews with County Subject Matter Experts (SMEs)
- Drafting and updating the project schedule for County approval after Project Kickoff

Staging Phase

Following the Planning and Initiating Phase, the project moves into the Staging Phase. During this phase, the Hexagon team stages the server software, installs and configures the standard and custom interfaces, and installs the reporting/analytics software. Depending on Project and contract requirements, subsystem component implementation may be staged, configured, critiqued, restaged, and redelivered until each subsystem best meets the needs of the environment. To manage the schedule, Hexagon proposes the number of iterative deliveries associated with each system component and documents this number in the SOW.

Typical staging tasks:

- VM creation
- OnCall Records software staging
- Initial data conversion
- Integration with I/CAD
- OnCall Analytics Records Essentials installation

Configuration Phase

During the Configuration Phase, Hexagon will provide a series of configuration workshops. This includes a system/training review for the setups that will be covered. Hexagon will leverage the first data migration task run to pre-populate the OnCall Records environment. This will provide code tables, permission groups, roles, and users. The Hexagon Implementer/Trainer conducting this workshop will review the converted configurations with the County team for the jointly agreed-upon modules and/or sections of the OnCall Records.

Configuration builds and deliveries focus on system customization. The on-site configuration activities require that County representatives spend time with the Hexagon Technical Lead identifying and prioritizing changes necessary to execute.

Typical configuration tasks include:

- Configuration workshops
- System administration workshops/training
- NIBRS implementation

Deployment Phase

Deploying the system is divided into 2 parts: training/testing and cutover.

It includes the delivery of the final contracted configuration followed by the Acceptance Test Plan and training agency representatives selected by the County to provide ongoing end-user training. Hexagon encourages customers to develop and maintain a team of on-site trainers who undergo hands-on instruction in product application and who develop the skills necessary to train others. This approach to training proves to be less costly and ensures that a number of knowledgeable users remain on-site to train future employees and/or to help system administrators analyze the source of a problem. Formal Train-the-Trainer classes also serve to ensure that the system is operating as defined and that final adjustments are made prior to delivery to the end user community.

In addition, the Deployment Phase encompasses cutover to live operations. The Hexagon Team remains engaged throughout these processes.

Typical deployment tasks include:

- Acceptance Test Plan
- System code freeze
- Hexagon and County-led training
- Cutover Plan creation
- Cutover to production
- Post-cutover support

Maintenance Phase

The Maintenance Phase represents a single on-going task that begins upon cutover. At this time, the project status transitions from an active implementation under the care of the assigned Hexagon Project Team to an active County installation supported by Hexagon's Customer Support Center.

b. Describe the roles and responsibilities the vendor and the customer would each have in the implementation process.

Hexagon Response:

During implementation, Hexagon's Project Manager is responsible for maintaining project communication with the County's Project Manager in the performance of the project.

The Hexagon Implementation Lead is task based and will implement the project from start to finish, including the provided workshop-based training

The Hexagon Technical Lead provides the technical oversight, ensuring Hexagon best practices are used throughout the project as a whole.

The role of the Hexagon Training Lead is to provide agency trainer and/or end user training.

Hexagon recommends the County put together a Core Team, which consists of designated agency personnel with the various skill sets, knowledge and backgrounds required to implement the new OnCall Records system. The following list identifies the recommended Core Team and its respective roles and corresponding responsibilities:

- **Project Manager** – responsible for the day-to-day coordination of project activities with the County Core Team and with Hexagon
- **Departmental Sponsors** – responsible for making decisions on recommended business process changes and other related items
- **System Administrator Personnel** – responsible for all system administration and configuration responsibilities related to the new system, all system interfaces, and the mobile system
- **Training Personnel** – responsible for training other agency personnel



- **Subject Matter Experts** (i.e. records and jail personnel) – responsible for representing end-users' needs

c. Provide a sample of the structured project implementation plan you would utilize.

Hexagon Response:

Please refer to proposal response Section 15 – Project Schedule for a detailed project schedule.

d. Describe the number of customer resources necessary for ongoing maintenance of the system.

Hexagon Response:

The County is expected to have a dedicated system administrator responsible for ongoing system maintenance. Hexagon recommends that the RMS system/database administrator position be approximately 20-30 hours per week, but depending upon how the County staffs resources, the system administrator can also fulfill other system personnel staffing duties.

OnCall Records provides a suite of system administration tools to support effective ongoing operation of the system. Following the proposed system administrator training courses and cutover of the OnCall Records, the System Administrator would ultimately be responsible for the following tasks:

- Create and maintain user and group accounts
- Manage security
- Monitor and tune system performance
- Install and configure software/updates
- Monitor and maintain interfaces
- Schedule procedures
- Manage disaster recovery procedures
- Configure alerts
- Perform remote management

e. Describe the number of environments (test, production) supported in an implementation of your system and the cost of each.

Hexagon Response:

Hexagon has proposed a production environment, a test environment, and a backup environment and the associated implementation services. Environment license costs (production, production-load balanced, test, and backup) are included as required in Hexagon's Cost Proposal.

f. Provide a detailed explanation of the estimated length of time necessary for project implementation, beginning with the signing of the contract through final “go live” of the system.

Hexagon Response:

Hexagon has estimated a project duration of 14 months based on the time to migrate I/LEADS RMS to OnCall Records and implement the large number of interfaces and custom reporting requirements identified in the RFP. The schedule also includes various configuration workshops to meet the County's needs.

It may be possible to reduce the schedule by implementing a select number of interfaces after cutover of the OnCall Records system or another method the County may prefer. Hexagon commits to working with the County to build a mutually agreeable project schedule that allows the County to cutover in a timely manner.

6. Data Exchange and Interfaces

a. Describe the process you would use in building interfaces linking these systems with your solution.

Hexagon Response:

Hexagon has proposed the use of our EdgeFrontier Runtime Engine to integrate with multiple third party systems designated in the RFP. EdgeFrontier is a remotely configurable middleware platform that speeds up and simplifies data integration and interface-building. It provides trained users with a way to quickly build and run EdgeFrontier configurations (called “Systems”). It promotes a consistent, streamlined approach to data integration and interface development, by rapidly enabling interoperability between applications, systems, and devices (including internal products).

EdgeFrontier uses a point-and-click graphical development environment with robust data integration capabilities, a built-in policy engine, and live “data-watcher windows.” Robust connectivity is enabled using configurable integration components, while the built-in policy engine allows for quick customization of dynamic, event-driven business rules at any point throughout an integration workflow. The live “data-watcher windows” increase efficiency and aid in reducing configuration and troubleshooting times by allowing data to be viewed remotely throughout the data transformation and business rules workflow.

From an installation perspective, EdgeFrontier is a lightweight service that runs on Microsoft Windows operating system machines that support the Microsoft .NET Framework 4.5. The EdgeFrontier platform enables intelligent interoperability between applications, systems, and devices (including internal products and solutions). It is a remotely configurable, no-code integration platform that replaces the need for custom-coded, tightly coupled interfaces. The numbers of applications supported vary widely, since almost any application requires intelligent integration to internal and external systems. Common application use-cases include interfaces/integration to the following solutions: public safety, security, utilities, geospatial, remote monitoring, automation, and more.

EdgeFrontier streamlines implementation times, reduces risk associated with interface development, and provides a version-independent platform for integration to internal and external



systems. In addition, it decreases the total cost of ownership of interfaces, simplifies upgrade and maintenance costs, and provides a flexible, scalable integration hub to grow with future client needs.

b. Identify any potential issues these systems, or the interfaces required to connect to them, might have that would serve to limit the functionality of your software solution.

Hexagon Response:

The customer is responsible for providing complete and accurate description of the API needed to interface with the third party systems, and for any software/hardware/data required to implement communications with the external systems.

Implementation of all interfaces in the production and test environment is dependent on the ability of each external system to support interface connectivity to the applicable environment and subject to the Customer's ability to provide connection to the applicable system.

c. Describe how the System would replace or interface with each of the County's current interfaces (listed above in Section 2.3).

Hexagon Response:

Hexagon has proposed interface approaches for the following systems identified in RFP Section 2.3 and in the RFP Functional Specifications matrix (RFP sections 2.8 – 2.14).

- | | |
|---|--|
| ● WACIC/NCIC interface | ● Interface to CopLogic |
| ● Interface to VINE | ● Interface to Telmate |
| ● Interface to JBRS | ● Interface to Compass |
| ● Interface to LInX | ● Interface with CivilServe |
| ● Interface to NaphCare/TechCare | ● Interface to RideAlong |
| ● Interface to Keefe | ● Interface to OffenderWatch |
| ● Interface to Crossmatch Live Scan | ● Interface to County Website |
| ● Interface to LexisNexis Community Crime Map | ● Interface to AIM On Target |
| ● Interface to SECTOR | ● Interface to CarFax |
| ● Interface to Odyssey | ● Interface to JWorks |
| ● Interface to EvidenceOnQ | ● Interface to Internal Affairs Database |
| ● Interface to ImageWare | ● Federal and WA State NIBRS Support |
| ● Interface to Lumen | |



<p>OnCall Records – I/Informer to WACIC/NCIC interface</p>	<p>Hexagon has proposed the use of I/Informer and OnCall Records to I/Informer for the necessary queries to WACIC/NCIC. Each I/Informer interface implementation provides a set of forms designed to run queries on local, provincial, regional, and/or national crime information databases, such as the National Crime Information Center (NCIC), or to databases associated with external applications.</p> <p>I/Informer to WACIC/NCIC Query Interface</p> <p>Proposed Approach:</p> <p>Hexagon has proposed services to support 146 transactions as indicated in the RFP Functional Specifications Matrix section 2.14 Additional Interface Specifications. The OnCall Records services include time to create the transaction, setup, display processing per transaction, customer testing support, ICD creation and one revision session, and cutover use of the interface.</p> <p>The I/Informer services include time for one customer review cycle, transforms, formatting for the transactions included in this response, and remote unit testing with the OnCall Records team before customer testing.</p> <p>I/Informer provides the capability to access WACIC, DOL, NCIC, NLETS provided the user enters the mandated field data for each of the systems.</p> <p>Assumptions:</p> <ul style="list-style-type: none">• This is dependent on “Locate” being part of the OnCall Records system.• A test state server must be available that can be used unaccompanied by vendor personnel• Not all transactions are available in all modules. Each item below will be in one (1) module. The services assume the state is returning text-based returns in a single tagged field.• The transactions supported are those related to VEHICLE, WANTED PERSON, BOAT, GUN, ARTICLE, MISSING PERSON, and PROTECTION ORDER. This bid must be revisited if this assumption is not confirmed.• Responses covered for OnCall Records are as follows:<ul style="list-style-type: none">○ Simultaneously perform real- time queries of WACIC, DOL, NCIC, NLETS provided the user enters the mandated fields for those systems.○ Query, enter, modify, locate, clear, cancel (Data entered on the source record, if formatted as needed for query can be pulled to the transaction form for submission.)○ Photo query returns can be displayed, but not printed
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	<ul style="list-style-type: none">○ Queries from a name record<ul style="list-style-type: none">▪ driver history▪ driver license▪ wanted person▪ criminal history▪ state RAP sheet▪ NCIC III▪ clear missing person▪ enter missing person▪ locate missing person▪ modify missing person▪ query missing person▪ cancel missing person○ Queries from a property record<ul style="list-style-type: none">▪ clear stolen gun▪ enter stolen gun▪ locate stolen gun▪ modify stolen gun▪ query stolen gun▪ cancel stolen gun▪ clear stolen article▪ enter stolen article▪ locate stolen article▪ modify stolen article▪ query stolen article▪ cancel stolen article○ Queries from a vehicle record<ul style="list-style-type: none">▪ Registration query▪ clear stolen vehicle▪ enter stolen vehicle▪ locate stolen vehicle▪ modify stolen vehicle▪ query stolen vehicle▪ cancel stolen vehicle
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	<ul style="list-style-type: none">○ Queries from a boat record<ul style="list-style-type: none">▪ clear stolen boat▪ enter stolen boat▪ locate stolen boat▪ modify stolen boat▪ query stolen boat▪ cancel stolen boat○ Queries from a wanted person record<ul style="list-style-type: none">▪ clear wanted person▪ enter wanted person▪ locate wanted person▪ modify wanted person▪ cancel wanted person• Users can search record information from WACIC, DOL, NCIC, and NLETS simultaneously provided the users enter mandated field data for each of the systems.• There will be an AVAILABLE TEST CONNECTION WITH REMOTE ACCESS TO HEXAGON PERSONNEL- this is required before the scheduled OnCall Records and I/Informer delivery.• There will be VALID TEST RECORDS WHICH PROVIDE PRODUCTION EQUIVALENT RESPONSES (CONTENT) ON ALL LISTED TRANSACTIONS – this is required before the scheduled I/informer delivery.• There will be FULL ACCESS TO ALL TRANSACTIONS LISTED FOR UNIT TESTING (BEFORE CUSTOMER TESTING)• The agency's TAC is available for technical support as a liason between the Hexagon staff and WSP• The proposed services exclude support of any customized workflows• The proposed services are specific to the OnCall Records to NCIC workflow. The transactions are excluded from the CAD system. Additional services at additional cost would be required to provide forms in the CAD system.
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OnCall Records (Jail) - Interface to VINE	Hexagon will create the necessary vendor views for Appriss VINE to continue to pull the data they need from the OnCall Records system.
OnCall Records (Jail) - Interface to JBRS	Hexagon will create the necessary vendor views for the vendor to continue to pull the data they need from the OnCall Records system.
OnCall Records (RMS/Jail) - Interface to LInX	Hexagon will create the necessary vendor views for Northrop Grumman LInX to continue to pull the data they need from the OnCall Records system
OnCall Records (Jail) - Interface to NaphCare/TechCare	Hexagon has proposed to create an EdgeFrontier interface that will export active inmate information from the OnCall Records Inmate Tracking and Booking modules and send the information via Secure FTP to the Jail HealthCare system. The data will be in CSV format and will be sent at configurable intervals.
OnCall Records (Jail) - Interface to Keefe	Hexagon has proposed to create an EdgeFrontier interface that will export inmate and booking information for new bookings entered in the OnCall Records system (Inmate Tracking and Booking modules). The data will be in a common format (i.e. XML, CSV, delimited, JASON, fixed length) and will be sent at configurable intervals (batch) or near real time when each booking record is added. The data will be sent via a file drop to a shared directory on the customer's network or sent to a web service, API or secure FTP site provided by the Jail Commissary system.
OnCall Records (Jail) - Interface to Crossmatch Live Scan	Hexagon will upgrade the County's current Crossmatch LiveScan interface with a custom EdgeFrontier interface that will export arrest, booking and master name information. Hexagon assumes the data will be in XML format and sent via a file drop to a shared directory on the County's network.
OnCall Records - Interface to LexisNexis Community Crime Map	Hexagon has proposed to create an EdgeFrontier interface that will export all new and modified Incident and Arrest records in the OnCall Records system to the LexisNexis Community Crime Map. All new records will be sent to the LexisNexis system via XML files sent to a shared directory that the system can access, a web service/API provided by LexisNexis or to a secured FTP site made available to the export interface.



OnCall Records - Interface to SECTOR	<p>Hexagon has proposed to create an EdgeFrontier interface that will import collision and citation data from SECTOR. It is expected that the data will be provided in XML format via a web service, queues or a file drop to a shared network directory. The interface will be responsible for adding new accidents and citations or updating existing records if already in the OnCall Records Accident and Citation modules.</p>
OnCall Records (Jail) - Interface to Odyssey	<p>Hexagon will provide a bidirectional EdgeFrontier interface with components for the following:</p> <ul style="list-style-type: none">(1) export new/updated booking information from the OnCall Records Scheduled Events and Warrants modules and send the information to the Odyssey court management system,(2) import court date information for inmates which will be imported as scheduled events linked to existing inmates, and(3) import warrants and warrant updates from the Odyssey court management system to the OnCall Records system <p>Hexagon assumes the data will be in XML, delimited, or fixed length format and that the exchange will be via a file drop to a shared directory, web service, API, or to a secure FTP site made available to the interface.</p>
OnCall Records - Interface to EvidenceOnQ	<p>Hexagon has proposed to create a bidirectional EdgeFrontier interface to EvidenceOnQ. For the interface, Hexagon will create an EdgeFrontier import component that imports Evidence information from the FileOnQ EvidenceOnQ system as new or updated evidence data in the OnCall Records Evidence module.</p> <p>It is expected that FileOnQ will send XML data to Hexagon through file drops to a shared directory on the customer network or the data will be sent to a Web Service created by Hexagon to accept the information and return a status to FileOnQ. It is also expected that FileOnQ will search the OnCall Records system for property and name information via Hexagon's COTS Named Query API functionality that comes with OnCall Records.</p>
OnCall Records (Jail) - Interface to ImageWare	<p>Hexagon recommends using the COTS mugshot functionality available in OnCall Records in place of this interface request. However, if this interface is still desired in addition to the COTS functionality, Hexagon has proposed interface services as follows:</p> <p>Hexagon will create an EdgeFrontier interface that will monitor a shared directory to import XML files provided by the ImageWare system to the OnCall Records system. This XML file will contain information about the individual and include the mugshots and scars/marks/tattoos (SMTs) which will be imported and attached to the Master Name record in OnCall Records.</p>



OnCall Records (RMS/Jail) - Interface to Lumen	Hexagon has proposed to create the necessary vendor views for Lumen to continue to pull the data they need from the OnCall Records system.
OnCall Records - Interface to CopLogic	Hexagon has proposed our standardized CopLogic OnCall Records EdgeFrontier interface to meet this integration requirements. This is a web-based interface, written on the EdgeFrontier platform for the purposes of importing incident data generated by the public through the Coplogic DORS portal. Information imported includes the following: primary and supplemental incident records, charges, people, vehicles, property, narratives, and file attachments. Once imported, the data can be modified, searched, and audited as incident records within OnCall Records.
OnCall Records (Jail) - Interface to Telmate	Hexagon has proposed to create an EdgeFrontier interface that will export active inmate information from the OnCall Records Inmate Tracking and Booking modules and send the information via file drop, web service, API or FTP to the Telmate system. The data will be in XML, delimited, fixed length or other standard data format and will be sent at configurable intervals for batch processing or near real time on record additions/modifications.
OnCall Records (Jail) - Interface to Compas	Hexagon has proposed to create a bidirectional EdgeFrontier interface that will export new booking information from the OnCall Records Booking and Inmate Tracking modules and send this information to the Compas system. It is expected that, once determined in the Compas system, the Inmate Classification can be sent from the Compas system and imported into the OnCall Records system for the inmate. Hexagon assumes the data will be in XML, delimited, JASON, or fixed length format and be exchanged via a file drop to a shared directory, web service, API or to a secure FTP site made available to the interface.
OnCall Records - Interface with CivilServe	Hexagon has proposed to create an EdgeFrontier bidirectional interface that will export Case Management, Incident and Arrest information upon request (picklist value set to some configurable option of "Send to CivilServe"). The interface will also accept disposition updates from the CivilServe system via XML data or ZIP files sent to a shared directory or to a web service provided by Hexagon.
OnCall Records - Interface to RideAlong	Hexagon will create the necessary vendor views for RideAlong to continue to pull the data they need from the OnCall Records system.



OnCall Records - Interface to OffenderWatch	<p>Hexagon has proposed to create an EdgeFrontier interface necessary to import information from the State OffenderWatch Database. It is assumed that the data will be passed in XML format via web services, queues or file drops on a shared network. Only fields in the COTS OnCall Records product (Master Names and Registrations modules) will be populated via an import.</p> <p>It is assumed a shared Offender number, that is used in both systems, will be used to match offenders with the correct Master Name record in the OnCall Records system. For the import, an EdgeFrontier system will be created to either access a web service provided by OffenderWatch or to monitor a shared directory for XML. Either way, once the XML data has been retrieved by the EdgeFrontier system, it will look for existing entries in the Group Tracking module. If no entries are found, one will be created and for those where an entry already exists, the system will update the record accordingly (if the County desires) or nothing will be done to the record (if the County desires). An ICD will be created for this interface and must be agreed to and signed off on before any development work can begin. No Delete transactions will be imported as Deletes from OffenderWatch.</p>
OnCall Records (RMS/Jail) - Interface to County Website	<p>Hexagon will create an EdgeFrontier interface that will export the following OnCall Records Inmate Tracking and Booking module information at configurable times:</p> <ul style="list-style-type: none">• County inmate jail roster• KCSO Most Wanted List,• Inmates released in last 24 hours• Inmates booked in last 72 hours <p>It is assumed that this data would be exported in XML, delimited or fixed length format and sent, as files, to a shared directory on the network or to a web service, API or FTP site controlled by the County. For the Most Wanted List, it is assumed that the County will setup a "Most Wanted" caution code in the OnCall Records Master Name module and the interface will trigger on this field and the date range for that caution code.</p>
OnCall Records - Interface to AIM On Target	<p>Hexagon will create an EdgeFrontier interface that will import personnel information, provided by the AIM system, to the OnCall Records Personnel module on a scheduled basis. Hexagon assumes the data will be in XML format and exchanged via file drop to a shared directory, FTP, or web service.</p>
OnCall Records - Interface to GovQA	<p>This interface currently is not proposed as further information is required. Hexagon welcomes further discussion on their integration needs with GovQA.</p>



OnCall Records - Interface to CarFax	<p>Hexagon has proposed to create an EdgeFrontier interface that will export new Accident records in the OnCall Records system to CarFax. Accident records that have a custom "Send to Carfax" checkbox checked will be sent and then the checkbox will be cleared by the export. The data will be in CSV format and will be sent via file drop to a configurable shared directory on the customer network.</p> <p>A state-specific crash report .pdf is not included as part of this interface. If such a report is desired, Hexagon welcomes further discussion on the report requirements and can provide a report quote for the County at a later date.</p>
OnCall Records - Interface to JWorks	<p>Hexagon has proposed to create an EdgeFrontier bidirectional interface that will export Case Management, Incident and Arrest information upon request (picklist value set to some configurable option of "Send to JWorks"). The interface will also accept disposition updates from the JWorks system via XML data or ZIP files sent to a shared directory or to a web service provided by Hexagon.</p>
OnCall Records - Interface to Internal Affairs Database	<p>Hexagon has proposed to create two EdgeFrontier export components for one interface to support this requirement (EdgeFrontier Interface to Internal Affairs Database). The first component of the interface will export new/modified Vehicle Pursuit records from OnCall Records. The second component of the interface will export new/modified Use of Force records from OnCall Records. It is assumed that the data will be sent in XML format to a shared directory, direct SQL transfer (database scripts), or a web service/API provided by the other systems.</p> <p>Otherwise, the data could be automatically entered into external databases for internal affairs, provided credentials and access are given to Hexagon.</p>
Federal and WA State NIBRS Support	<p>Hexagon has proposed Federal and WA State NIBRS software and services necessary for the County's NIBRS reporting, using in conjunction with OnCall Records. Hexagon will install and support NIBRS on the production and test environment during the project until cutover. This will include regular patch release installs and pre-cutover setup during the lifecycle of the project.</p> <p>The NIBRS software provides a tool for the State/Federal reporting manager to collect and validate incident data prior to submitting it to the FBI and State. OnCall Records provides for incident data capture and supports a tool to translate and validate NIBRS data against Federal reporting standards and codes. Once translated/validated, this data can then be compiled into a report for submission to the appropriate system.</p>

d. Identify if all System modules query a single database. Describe the internal interface between proposed modules.

Hexagon Response:

All OnCall Records system modules use the same SQL server database. Established links within the software identify shared information. For example, Name, Address, City, and State data are collected from within the Names module, but also appear in the Vehicle module, the Accidents module, Field Interviews, Case Management, and more. This relational architecture prevents users from having to redundantly enter information that pre-exists within OnCall Records.

Additionally, OnCall Records provides record inter-relationships and linkage through common tools that allow the user to drill into another table, search for and select the desired record creating links between records. As an example, the vehicle owner data for the vehicle record is a link to a name record in the Master Name Index and labeled as owner. Each displayed record and module provides Record Properties Links to access and navigate to specific details about a record. In addition, each record and module provides a Records Linked to access and navigate to specific related record(s). These menu items within a module also provide a numeric indicator that identifies the number of available linked records.

Records Linked items provide the end-user the ability to hover over the link and get a peek at available information. By selecting the Link, a summary page with hyperlinks to each detailed record is provided.

For queries to an external database (WACIC/NCIC), Hexagon has proposed our I/Informer interface integrated with OnCall Records as described in the previous pages.

e. Describe the ability of Offeror's System to interface with the currently deployed computer aided dispatch software, Hexagon CAD.

Hexagon Response:

Hexagon has proposed time for implementation of the OnCall Records interface with Hexagon's CAD. This includes time for OnCall RMS link installation, validation of the OnCall RMS link install, and configuration/completion of the interface.

Hexagon will install and test the OnCall RMS Link in the Customer's production environment. The OnCall RMS Link communicates between CAD and OnCall Records to retrieve data from CAD. It facilitates the transfer of data from the CAD system to the OnCall Records including the following: Call Information and Supplemental Vehicle, Location, Property, and Name Information.

f. Describe how the System will reduce redundant data entry by the officer through integration and interfaces.

Hexagon Response:

Individual OnCall Records modules are closely integrated to eliminate redundant data collection through data sharing and data entry wizard. Established links within the software identify shared information. For example, Name, Address, City, and State data are collected from within the Names module, but also appear in the Vehicle module, the Accidents module, Field Interviews,

Case Management, and more. This relational architecture prevents users from having to redundantly enter information that pre-exists within OnCall Records.

As the application automatically relates and crosschecks information, operators are immediately alerted to errors, users always have accurate information available, and the reporting system produces reliable statistics on which to base informed decisions.

Additionally, any data entry field that is expected to be unique will not allow a user to enter data already in the database. This is the case for all identifiers of each module; for example, Incident Number must be unique for all incidents. This check for duplicate will occur when the user attempts to save the record for the first time and will not allow the data to be saved. Other unique identifiers such as SSN, Driver License Number, FBI#, and others will prompt an immediate check for duplicate and warn the user when one or more is found but will not prevent the user from saving the record.

g. Describe the System's ability to share data with other state and federal agencies.

Hexagon Response:

For those agencies identified that will use the OnCall Records system as part of the contract, data sharing across the agencies is supported by security group permission settings within the system.

External data transfers to other systems and other formats will require an interface to be proposed. Additionally, imports of data from external systems are managed via proposed interfaces. These external data exchanges can be managed via the OnCall Records – EdgeFrontier interface or via custom interfaces, if necessary. For any custom interface, a complete Interface Control Document (ICD) will be developed to identify the data structure, data elements, data flow, scheduling, and security of each of these external data exchanges.

h. Describe the System's ability to interface with state and federal systems and reporting. (SECTOR, NIBRS, etc.)

Hexagon Response:

Hexagon has proposed to create an EdgeFrontier interface that will import collision and citation data from SECTOR. It is expected that the data will be provided in XML format via a web service, queues or a file drop to a shared network directory. The interface will be responsible for adding new accidents and citations or updating existing records if already in the OnCall Records Accident and Citation modules.

Additionally, Hexagon has proposed Federal and WA State NIBRS software and services necessary for the County's NIBRS reporting, using in conjunction with OnCall Records. Hexagon will install and support NIBRS on the production and test environment during the project until cutover. This will include regular patch release installs and pre-cutover setup during the lifecycle of the project.

The NIBRS software provides a tool for the State/Federal reporting manager to collect and validate incident data prior to submitting it to the FBI and State. OnCall Records provides for incident data capture and supports a tool to translate and validate NIBRS data against Federal reporting standards and codes. Once translated/validated, this data can then be compiled into a report for submission to the appropriate system.

7. Maintenance and Support

a. Describe your technical support organization and structure.

Hexagon Response:

The County will continue to have access to the Hexagon Customer Support Center, which is an integral part of Hexagon's Extended Warranty and Maintenance programs and is provided at no additional cost with the cost of the system (Extended Warranty) or with the purchase of Maintenance. The special support requirements for mission-critical Public Safety systems are met by providing the following:

- Toll-free access to Hexagon Customer Support Center resources
- "Always-available" support during Extended Warranty and Maintenance
- Response times monitored by priority
- A central single point-of-contact for all problems
- First level of direct support for all products purchased from Hexagon, including Hexagon software applications, third-party software/hardware, operating system software, database management system, development tools, report writers, productivity tools, networking software, and external interface software
- Problem resolution based on priority level

The main priority of the Hexagon Customer Support Center is to meet the needs of the customer when problems occur and to assist in keeping the system in operation and running smoothly. To that end, the Customer Support Center works problems in a priority order and the more information that can be provided when a problem is reported, the quicker a solution can be found. For the Customer Support Center to be able to expeditiously resolve problems, it is important that the customer's system administrator attempt to isolate the nature of the problem and determine if it is a hardware or software issue. It is also important that circumstances under which the problem occurs are thoroughly documented prior to reporting the problem.

For telephone support, the Customer Support Center personnel are available, via a single toll-free phone number, between the hours of 7:00 A.M. and 7:00 P.M. CST, Monday through Friday. All after-hour, critical calls will be answered within 30 minutes, ensuring customers have help available when needed. Regardless of the problem or the time of day, customers can reach the Hexagon Customer Support Center through a single phone number.

The following table provides problem determinations and resulting actions that may be taken by Hexagon Customer Support Representatives:



IF HEXAGON DETERMINES THAT...	THEN THE CUSTOMER SUPPORT REPRESENTATIVE...
Local Hexagon personnel must be involved	Initiates the involvement of those specialists
On-site software support is necessary	Initiates the request for on-site software support personnel. On-site software support personnel services are at additional cost.

Error Reporting and Resolution

Hexagon recognizes that our systems are mission-critical, and we provide error resolution accordingly as described above. Hexagon has a documented and successful methodology for error reporting and resolution and uses these standard industry practices for error reporting and resolution in a timely manner.

Hexagon will repair or replace software error during the warranty or extended warranty periods, and during any maintenance periods thereafter as specified in Hexagon's Maintenance Agreement. Should the customer request on-site services, these are available at an additional expense.

b. What hours is your Technical Support department available?

Hexagon Response:

7:00 A.M. and 7:00 P.M. CST, Monday through Friday. All after-hour, critical calls will be answered within 30 minutes, ensuring customers have help available when needed

c. Would a designated support representative be assigned to this project?

Hexagon Response:

Hexagon customer support staff members will be remotely available to assist the County post-cutover during normal business hours indicated above. A specific support representative has not been assigned.

d. Do you provide means to check the status of issues on-line?

Hexagon Response:

Yes. For online support, Hexagon offers electronic access to the Customer Support Center via the Hexagon Customer website. Hexagon eService allows our customers to:

- Report a new issue
- Update or monitor an outstanding issue
- Check on issues previously reported
- Search confirmed issues previously reported by other customers



- Search the Hexagon knowledge base
- Review Release Notes for products available to customers
- Review plans for upcoming releases
- Review certified environment information about released products or products that will be made available within the next 90 days

Hexagon uses Siebel as the Customer Relationship Management (CRM) system for tracking technical support incidents reported by customers. First line support requests are logged into Hexagon's Siebel CRM System, whether the contact is made via a telephone call to the Customer Support Center or through the Hexagon eService website, and incidents are tracked throughout their lifecycle in the Siebel CRM System. The Siebel system is also used to track escalations and reports are run on a regularly scheduled basis to identify escalation problems. Support staff also uses Siebel to review previously reported issues and Hexagon's knowledge base for searching existing problem/solution articles, as well as for accessing internal and external discussion forums. In addition, staff frequently uses WebEx to view customer workflows.

In addition, Hexagon uses SecureLink as the remote access tool to connect directly to the customer's system, when required, to assist in troubleshooting and problem resolution. SecureLink, which is provided to customers at no extra charge, is Hexagon's preferred method of remote access and diagnosis of customer issues. Using SecureLink, experienced support analysts resolve problems through well-defined diagnostic methods, including application log files or debug tools. If required, assistance from Product Center developer staff is solicited. Remote access to the customer's system is completely under the security controls imposed by the customer.

e. When was the first version of your software solution released?

Hexagon Response:

Hexagon released our most recent major OnCall Records version (3.7) in May 2016.

f. Describe how consistently new versions of the software are released.

Hexagon Response:

New releases of Hexagon's OnCall Records solution are made available on a regular release cadence, typically every 1-2 months, the latest being released in August 2019. Customers can review the release notes on Hexagon's product website to see the list of features and fixes available with a specific release, as well as the product roadmap to understand the feature details planned for future releases and corresponding release timelines.

g. Describe how software changes or enhancements are incorporated into a release.

Hexagon Response:

Hexagon strives to incorporate desired software changes or enhancements in the latest versions of OnCall Records software released. Hexagon invites customers to influence product enhancements by responding to an annual survey, regardless of release cycle. The electronic Product Enhancement Survey is categorized into logical groupings including a pre-selected list of enhancements. Customers indicate interest in functional categories of the products and specific

enhancements by selecting the categories and enhancements that they believe are the most important. Input from this survey is considered by the Product Management team in planning major and minor releases of the products.

h. Explain how long a release is maintained.

Hexagon Response:

When a customer receives a reissue or upgrade of a product, there is no impact on the existing Warranty and Maintenance Program and no change in status. A product in Warranty remains in Warranty, a product in Extended Warranty remains in Extended Warranty, and a product under Maintenance remains under Maintenance.

If the system is under Maintenance, there is no change to the expiration of the Maintenance Period or to the cost for that contractual period. Furthermore, Hexagon does not set a limit to the amount of time a product can remain under maintenance, and the Hexagon Customer Support Center will continue to provide phone support on any Hexagon software version that is on an active maintenance agreement. However, “fixes” releases or software patches for major versions are only available until the earlier of: (i) the fourth anniversary of the customer’s first operation of that version in a live production environment, or (ii) the customer’s failure to commence live operation prior to the availability of two newer versions of the relevant software product. Further, after a software product version reaches the third anniversary of the customer’s first operation of that version in a live production environment, but only until the subject software product reaches the fourth anniversary of the customer’s first operation of that version in a live production environment or upon the customer’s failure to commence live operation prior to the availability of two newer versions of the relevant software product, Hexagon shall provide reasonable commercial efforts to aid in correction of Level One Defects only. If the customer reaches one of the version limitations described above, then the customer must upgrade all applicable software to be able to receive “fixes” releases or software patches in accordance with the customer’s maintenance agreement.

i. Detail any software license costs or upgrade costs that existing users have incurred in the past, or that would likely be imposed in the future with an upgrade to a new release.

Hexagon Response:

With an upgrade to a new release, Hexagon software licenses covered under an existing maintenance contract would be at no additional cost. Only services to install the upgrade are at cost.

Software items that could incur additional cost as part of an upgrade are dependent on the customer’s requirements/desires at the time of the release and may include the following:

- Additional database licenses
- Custom development for interfaces or customizations not covered by an existing maintenance contract
- Additional client licenses for production, testing, training, etc.

8. Data Conversion

a. Describe your data conversion process

Hexagon Response:

Hexagon follows a structured methodology for data conversion, which uses a combination of an automated conversion tool and custom programming. The data conversion process is a joint effort between the County, who is most familiar with the legacy data, and Hexagon, who is most familiar with OnCall Records.

Data conversion is key to a successful implementation of the County's new RMS. Hexagon has proposed data conversion services to convert master records (name, vehicle, property and location indices) and any data associated with a master record from the County's I/LEADS RMS and I/LEADS JMS to the OnCall Records solution. Service hours proposed include time for the following:

- Data Conversion/Migration from I/LEADS to OnCall Records SQL
 - I/LEADS Data Analysis
 - Upgrade I/LEADS Data to latest I/LEADS version
 - Execution and validation of conversion scripts (COTS Data Run 1)
 - Cutover Conversion Run
 - Conversion SRs
 - Post Data Migration Configuration

b. Describe the Offeror's capabilities of data migration and process of data migration from ILEADS to Offeror's system. At minimum, list County and agency partner duties/requirements, length of time, types of data, different options for retrieving/searching archived data.

Hexagon Response:

Hexagon has currently estimated 15 days for Data Conversion/Migration from I/LEADS to OnCall Records and 40 days for Post Data Migration Configuration. Hexagon commits to working with the County to build a mutually agreeable project schedule that allows the County to cutover in a timely manner. Hexagon recommends data conversion from I/LEADS to OnCall Records as the best practice solution to meet the County's needs. Hexagon has not proposed alternate legacy data access options at this time.

COTS Data Conversion Run 1

Hexagon resources will convert the COTS information in the I/LEADS database schema (a single database) by executing conversion scripts. The County must provide its I/LEADS database to Hexagon via a secured encrypted hard drive. Hexagon will restore the full I/LEADS database backup provided by the County into the Hexagon virtual cloud which is a secured and CJIS compliant environment. Only those Hexagon employees that are CJIS security cleared by Customer to access their data will be allowed access to this environment.

Hexagon resources will then execute the conversion scripts on the I/LEADS database to convert the COTS data fields to the OnCall Records format (Data Run 1). Hexagon resources will validate the data in OnCall Records based on general knowledge of the applications. As part of this task, Hexagon will analyze the incoming data and convert it to the latest I/LEADS version to facilitate the conversion to OnCall Records schema format.

Task Deliverables

- Migration of the provided COTS I/Leads data into the OnCall Records system
- Delivery of the OnCall Records system database with converted data for the County

Task Assumptions

- The County has provided Hexagon with a recent full backup of their existing production database
- Before commencing this task, the County shall be responsible for identifying and cleaning/merging of duplicated data. No changes to the source data will be permitted until after Cutover Conversion Run, which occurs immediately prior to Cutover

Hexagon Team Participation and Responsibilities

- Members of Hexagon Core Team
- Migrate legacy COTS I/LEADS data into the internal OnCall Records schema
- Validate data migration process
- Create after-action report

Customer Team Participation and Responsibilities

- Members of County Core Team
- Consult with Hexagon regarding any data migration questions
- Perform data verification and validation
- Identify matching criteria for Vehicle, Name, and Location Data and clean up and/or merge any duplicate data prior to the first data conversion run

Task Completion Criteria

This task will be considered complete when agreed-upon COTS I/LEADS data has been migrated to the OnCall Records database schema.

Data Conversion Issue Resolution Run

Task Description

Hexagon will address issues arising from the Data Conversion process as reflected in the Customer 's review following Data Run 1. After review of the converted/migrated data with Customer staff, Hexagon will modify data the conversion/migration scripts for the agreed-upon changes and then re-execute those scripts. This will be the second execution of the data conversion/migration scripts and the last execution of the data prior to the final creation and internal verification use of the OnCall Records system. The County shall be responsible for its own data verification and validation and any errors associated with the source data. As part of

this task and following Data Run 1, Hexagon will migrate the data in Hexagon's cloud to the County's hardware.

Task Deliverables

- Execution of Data Run 1
- Resolution of data mapping conversion issues (excluding erroneous source data)
- Delivery of converted data to Customer's hardware

Task Prerequisites

- COTS Data Conversion Run 1

Task Assumptions

- Identifying and cleaning/merging of duplicated data is the responsibility of the Customer prior to the first data conversion run and after the final data conversion run

Hexagon Team Participation and Responsibilities

- Migrate legacy COTS and custom Customer-added I/LEADS data into the internal OnCall Records database schema
- Validate data migration process

Customer Team Participation and Responsibilities

- Consult with Hexagon regarding any data migration questions
- Perform data verification and validation

Task Completion Criteria

This task will be considered complete when agreed-upon I/LEADS data has been migrated to the OnCall Records database schema.

Final Data Conversion Run**Task Description**

Hexagon resources will have executed scripts reflecting the ability to convert the COTS and Customer-added custom fields in the I/LEADS database schema (a single database). Through this task, Hexagon will execute those scripts for the final time to port all existing data within I/LEADS into the OnCall Records Production Environment (Cutover Conversion Run). This task would occur immediately prior to Cutover.

Task Deliverables

- Migration of the provided COTS I/LEADS data into the OnCall Records Production Environment

Task Prerequisites

- Data Conversion Issue Resolution Run Task – Complete
- Cutover Plan Creation – Complete

Task Assumptions

- Data Conversion Services that include COTS I/LEADS RMS fields only

Hexagon Team Participation and Responsibilities

- Migrate legacy COTS I/LEADS data into the Customer's OnCall Records database
- Validate data migration process

Customer Team Participation and Responsibilities

- Consult with Hexagon regarding any data migration questions
- Perform data verification and validation

Task Completion Criteria

This task will be considered complete when agreed-upon I/LEADS data has been migrated to the OnCall Records database schema in the Production Environment.

c. Describe how many data load cycles are proposed. Will the data from the County's current production systems be converted during each data load cycle without data scrambling or masking? Will each data load cycle convert data into each tenant provided?

Hexagon Response:

Hexagon has proposed two data conversion runs (COTS data run 1 and cutover conversion) and cutover conversion support for issue resolution. The data runs are intended to migrate the data to the production environment as indicated above.

9. Training

a. Describe the training you would provide to County personnel, and whether that training would be conducted on site.

Hexagon Response:

Hexagon has proposed a Train-the-Trainer approach to meet the County's needs as they transition from their existing I/LEADS RMS to the proposed OnCall Records solution. The training would be conducted on site.

b. Describe any "train-the-trainer" technique you would provide to County personnel?

Hexagon Response:

The Train-the-Trainer approach is included with Hexagon's base pricing and is designed to instruct agency trainers and power users on the overall functionality available within each Public Safety application, as well as techniques to best train the user.

Due to the vast functionality of the system, some application commands or functions may not be of benefit to the customer's operation. The Train-the-Trainer approach involves a level of consultation from Hexagon implementation and training personnel that permits the customer's Core Team, System Administrator(s), and Trainers to learn the full capabilities of the respective

systems and determine which commands and/or functions within the system will be used as part of their operation. This training also provides the opportunity to support the customer team responsible for the design and development of the training curriculum for Train-the-User.

A soft copy of training documentation is provided to the customer's trainers, which can be modified and customized to meet their site-specific training needs.

c. Do you provide web-enabled training courses and tutorials? If yes, are there any fees that would be associated with those courses?

Hexagon Response:

Hexagon does not offer on-line training options for OnCall Records but does provide access to WebEx topical discussions free-of-charge to customers via our Customer website.

Additionally, Hexagon provides customers with access to an online support knowledge base with keyword search capability to facilitate problem resolution.

10. Disaster Recovery Management

a. Identify your business continuity and disaster recovery options, with their respective costs.

Hexagon Response:

Hexagon has proposed services to support the following disaster recovery model in our Cost Proposal.

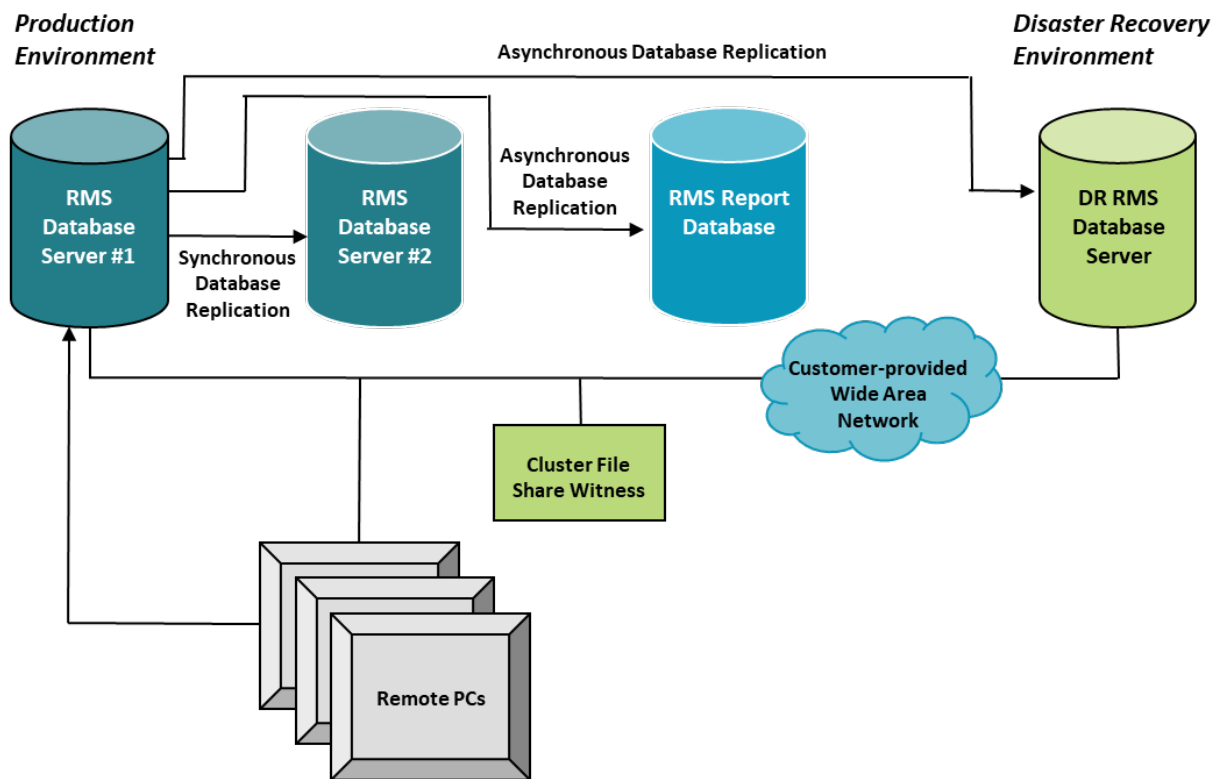
Because access to information in the OnCall Records database is fundamental to providing detailed historical data to end users, Hexagon recommends the configuration of fully redundant OnCall Records Database Servers to prevent disruption of service in the unlikely event of a complete server failure.

The foundation of providing high availability reliability for the OnCall Records begins with the AlwaysOn functionality provided by Microsoft SQL Server Enterprise Edition, which is configured to support server-based replication of the primary database to one or more local secondary replica databases. In addition to the database replication, the AlwaysOn functionality provides automatic failover if the primary server fails, and automatic resynchronization of the former primary database following recovery.

In the proposed OnCall Records configuration, OnCall Records Database Server #1, and a secondary replica, OnCall Records Database Server #2, each provide automatic failover for the other, and a cluster file share witness, which does not have to be a database server, are located in the Production Environment.

An asynchronous secondary replica OnCall Records Database may be located at a backup site to provide Disaster Recovery support in the unlikely event of a catastrophic failure of the Production Environment and abandonment of the site.

The typical configuration for the OnCall Records Production and Disaster Recovery Environments is shown below:



The configuration above illustrates Intergraph's high availability solution using Microsoft's AlwaysOn replication functionality to provide automatic failover between OnCall Records Database Servers located in the Production Environment. The Cluster File Share Witness ensures the Windows cluster maintains quorum. Upon failover, database traffic is automatically re-directed to the functioning database, making it the primary. All workstations read and write to the acting primary database. The acting secondary database is updated synchronously. The report (business intelligence) Database is updated asynchronously. If the configuration includes a Disaster Recovery Environment, the tertiary database is updated asynchronously also. Advantages of this configuration:

- If the primary database fails and the secondary database automatically assumes the role as primary, clients logged into the Production Environment continue to run without interruption.
- Because all clients are connected to the Production Environment, allowing the Disaster Recovery Environment to be designated as asynchronous makes the network connection between the two sites not as critical as if OnCall Records Database Server #1 and OnCall Records Database Server #2 were split between sites.
- For planned outages in the Production Environment, the System Administrator may temporarily designate the asynchronous Web Database as the secondary counterpart to the primary database, making it synchronous. This allows the System Administrator to perform a seamless, zero data loss update of hardware or software in the Production Environment without running in single server mode.

In addition to using the AlwaysOn high availability solution described, Hexagon's server configuration supports high availability using virtualization and redundant hardware components, such as hot-swappable RAID disk drives, hot-swappable fans, and hot-swappable power supplies.

This design provides for multiple copies of the data to prevent data loss. In addition, the SAN is configured to use drives in a RAID configuration to prevent data loss from a drive failure. The SQL Database is also scheduled to be backed up on a regular basis. Some customers choose daily while others choose hourly, depending upon the backup method employed, the robustness of the backup system, and customer demands.

To support continuous operations during hardware upgrades and/or expansions, Hexagon has carefully and thoughtfully built its database access layer to provide seamless application-level failover. For example, OnCall Records Database Server #2 can be taken offline for either a hardware/software update or complete hardware exchange. After the update has been completed, the server can be placed back in production and re-synchronized with OnCall Records Database Server # 1. OnCall Records Database Server #1 can then be upgraded using the same procedure. In this manner, the System Administrator can perform a seamless, zero system downtime and zero data loss hardware/software upgrade.

b. Identify how and where the disaster recovery data is stored.

Hexagon Response:

OnCall Records supports the storage of data within the Microsoft SQL Server databases. Additionally, OnCall Records is architected to retain all data online at all times.

c. Describe the replication and synchronization strategy for restoring the complete system (both data and application software) within the Vendors operating environment (e.g., intra and inter data center replication).

Hexagon Response:

OnCall Records supports the storage of data within a Microsoft SQL Server environment, which can be configured to support failover and disaster recovery databases, all kept in sync using standard SQL Server replication capabilities. In addition to replications, additional database backups of the primary should be performed on a regular basis.

Should for any reason there be a need to extract data from the OnCall Records database, standard database extraction and reporting tools can be used. Hexagon will provide documentation of the OnCall Records database schema so that the County has a full understanding of how the data is stored. The combination of standard database extraction and reporting tools, used with the schema documentation, provides the County everything it needs to read and extract its data from the OnCall Records system.

The SQL server database can be scheduled to be backed up on a regular basis (e.g. weekly), as determined by the County. Hexagon recommends more frequent daily backups to reduce restore time.

d. Identify the disaster recovery timeline.

Hexagon Response:

Recovery time is dependent on the type of failure. For example, if you have a failure of a redundant interface in the production environment, recovery could be less than 30 seconds. If you have a system failure and have to go to a cold backup, there will be a startup time for the interfaces.

A single application or server failure or physical host failure would unnoticed by the end users because of the redundancy of the components built into the system. An unexpected failure of an entire site, requiring failover to the secondary site, should be able to be accomplished in a matter of minutes.

e. Identify whether the synchronization of backup data is real-time.

Hexagon Response:

Synchronization of backup data is real-time between the synchronous Database #1 and Database #2 servers located at the primary site for the production environment. Backup data is asynchronous for the backup environment database server (Database server #3) and the Reporting Database Server.

f. Identify whether you will meet the following expectation or if you have an alternative approach: If the primary hosting environment is down, the County expects the Vendor will enable an active environment which is capable of sustaining County operations until primary hosting environment is functional and secure.

Hexagon Response:

Hexagon has proposed an on-premise solution to be hosted by the County. As proposed, if the primary database server #1 in the production environment is down, the secondary replica database server #2 in the production environment will support automatic database failover capable of sustaining County operations until the primary database server #2 is functional and secure.

11. Pricing

a. Provide a description of your pricing model and approach as it would pertain to a multi-agency implementation. Does the pricing model and/or approach differ in implementation or data conversion? How is it billed (monthly, quarterly, annually)?

Hexagon Response:

Hexagon's pricing models vary based on the software products proposed. For example, HxGN OnCall Records and OnCall Records - Jail client license counts are priced based on concurrency. Pricing for product licenses for the OnCall Records server application, the EdgeFrontier Runtime Engine (interface platform) and communication interfaces is server-based. The system licenses are designed to support a multi-agency implementation. Each agency identified in the RFP may have their own client licenses and access one OnCall Records system.

For professional services pricing, implementation services are included for the overall I/LEADS to OnCall Records upgrade and include data conversion, training, and project management. This does not impact the pricing model for the software.

During the course of the project, the County is responsible for payment milestones (Hexagon proposes the payment milestones be mutually developed and agreed upon during contract negotiations). Following project cutover, the County is billed annually under Hexagon's Maintenance programs.

b. Describe your pricing model and approach in regard to your support plan.

Hexagon Response:

Hexagon's Extended Warranty and Maintenance programs are included with the purchase of software maintenance; maintenance is billed annually.

Hexagon proposes to provide the County with a one year warranty on new products (i.e. products not presently on maintenance) that commences at cutover. During that time, Hexagon warrants the products shall materially conform to the technical matrix reflected in the resulting contract and that errors discovered shall be supported in accordance with the maintenance agreement. Software presently on maintenance will continue to be supported pursuant the then existing maintenance agreement between the parties for the duration of the maintenance term.

The foregoing reflects the warranty Hexagon provides for new software.

12. Additional Features/Innovations

12. Describe any additional features/innovations not contemplated in this RFP. In short, what don't we know about your system capabilities?

Hexagon Response:

Addressing System Centralization

OnCall Records will improve officer safety and efficacy as a consolidated data source to be used for deployment planning, statistical reporting, criminal investigations and the day to day processing of law enforcement records and reports.

OnCall Records provides a single-source product for both desktop and field access and given an appropriate medium for transmitting and receiving data, field operators can use the same interface and functional operations as those employed in the workstation environment.

The advantages to this approach include:

- Individual OnCall Records modules are closely integrated to eliminate redundant data collection through data sharing and data entry wizard
- OnCall Records is configurable by authorized users. Code tables may be created using site- or agency-specific codes. OnCall Records supports administrative creation of custom screens, the addition and identification of required fields, and configuration of data entry fields secured to specific user groups. OnCall Records also supports customization of modules and screens by allowing field labels to be changed to match agency nomenclature, identify mandatory fields, and hide or disable data fields that are not used by the agency
- OnCall Records is customizable. Agencies can use the UI Customization tool to add additional screens and data fields to delivered modules, capturing information not supported out-of-the-box. Agencies may also create custom questionnaires. The Custom Screens and Fields functionality is available to Regional Administrators only; however, there is no limit to the number of custom screens that can be added to a module, or fields that can be added to existing screens, and this feature is universal across the application. In addition, all of the following field types are available:

Text, Longtext, Date, Date/Time, Code, Number, and Boolean. Once configured, administrators may extend the use of custom screens across all agencies in a multi-agency environment

- OnCall Records provides data on demand. Alerts can be created within each module to provide notifications to defined user groups or individual users based upon specific scenarios or changes in data
- OnCall Records includes an integrated workflow component that can be enabled within each of the modules. By acquiring the EdgeFrontier software and using OnCall Records Connect, the application can also be interfaced with existing and emerging technologies to ensure that new functionality can be deployed rapidly. Security and business rules defined in the application are enforced for data imported from and/or exported to external third-party parties.



Improving Utilization of Enforcement Resources

To help the County improve productivity, broaden the user community, and leverage centralized RMS data, OnCall Records simplifies information retrieval and reporting workflows and automates data capture processes while eliminating the redundant entry of information.

Established links within the software identify shared information. For example, Name, Address, City, County and State data are collected from within the Names module, but also appear in the Vehicle module, the Accidents module, Field Interviews, Case Management, and more. This relational architecture prevents users from having to redundantly enter information that pre-exists within OnCall Records.

As the application automatically relates and crosschecks information, operators are immediately alerted to errors, users always have accurate information available, and the reporting system produces reliable statistics on which to base informed decisions.

To cope with the complexity of collecting, managing, and analyzing public safety information, OnCall Records developers applied several techniques:

- **Intuitive User Interface**—OnCall Records leverages user interface best practices and Responsive Design methodologies to present data and navigation in a clear intuitive format
- **Modularity**—OnCall Records divides information types into collection modules, thereby ensuring that access to read or edit data is limited to the least amount needed by that user group
- **Involvements**—OnCall Records clearly shows complex data and their relationships. Within each module, users can instantly see how many other instances of data from either child records or linked records are related to the data they are viewing. Users can also view a subset of the related data without ever leaving the current data set
- **Rich Text Formatting in Narratives**—OnCall Records includes a Rich Text Formatting control in the **Narrative**, **SPC**, **SOC**, and **Synopsis** fields, with the following options: bold font, italic font, underlined font, increase/decrease font size, bulleted list, and numbered list
- **Advanced Searching**—OnCall Records supports searching and drill-down searching within each module. The ability to search across the entire application for certain types of data is also supported. Full-text searching is included for most free form text fields including narratives, comments, descriptions, probable cause statements, and notes. Search results are paged, so that a query executed that returns thousands of results will not slow down the application
- **Ease of Use Search Features**—OnCall Records provides user-friendly search screens to retrieve and view data easily. Users can filter large queries by adding new query parameters

without the need to re-enter data each time. And, while OnCall Records fully supports structured queries on data fields, it also functions as narrative text search engine to discover information

- **Media, Images, and Documents**—OnCall Records provides the ability for agencies to attach images, videos, and audio files directly to records using the Image/Media Viewer. In addition, users can attach a file or scan documents directly into the Document Viewer component within nearly every module. Administrators can set secured access to specific record types to restrict access to confidential attachments
- **Secured Access and Control**—Administrators have a highly flexible security utility to manage control and access to information within the OnCall Records. Administrators can control access to modules within the OnCall Records via User Roles. They can define access as None, Read, Write, and Delete levels. The security module allows limiting access to specific records through record locking features. Restrictions can also be established to tabs of information and to specific data fields within a module that are considered sensitive. Record Security permissions, or the ability to “hide” records from search results for specific user Groups, is available to specified security Roles on a per module basis
- **Auditing**—Administrators can use an Audit History feature that allows them to search and audit user and administrative actions within OnCall Records for inserts, updates, deletions, login, login failures, and logouts. However, nearly any action that affects a database table can be audited, provided the user is familiar with the OnCall Records database structure and table names.
- **Record Alerts and Intuitive Workflows**—OnCall Records provides agencies with automated alerting for flagged records in the Names, Vehicles, Locations, Property, and Gang Modules. Querying, viewing, or involving the record in a new report can trigger visible alerts to end users and also send system or emailed alerts to designated recipients with notifications of actions to be taken. The OnCall Records Workflow provides an automated and manual process to manage ongoing approval processes and review/follow-up of reports. Workflow significantly reduces the need to generate manual reports to identify cases and investigations that require review or updates.
- **Automated Alerting and Notifications**—OnCall Records provides an administrator with the ability to define notifications to be sent to user groups. These alerts are available for all modules.
 - Alert Triggers are customizable and can be added for any module. Example triggers include:
 - Create and/or update actions to any database module table or child/link table
 - The Offense type selected in the Incident module. This feature also includes the option to auto-create a Case Management record based on the Offense type
 - Record viewing
 - Attachment added
 - Property transferred to Evidence
 - Alert notification options also include a Send Message to Queue selection for delivery to third-party systems through OnCall Records Connect; this option sends a Java MS (Java Message Service) message to a specified queue in the configured messaging server
- **Advanced Alerting Features**—The OnCall Records also allows administrators and users to configure alerts triggered by report data elements in Location, Evidence Type, Victims involved, etc. modules. For example:
 - Command staff can be alerted to specific offense and crime types, but only in their command area (district, precinct, etc.)



- Investigators may be alerted to specific victims involved (juveniles, elderly, etc.) or specific property crimes (copper theft, cargo theft, etc.)
- Evidence Management Technicians can be alerted to the involvement of certain values associate with property or drugs and guns that have been collected
- **Interface to Other Sources**—Given the proper system configuration, OnCall Records accepts information collected during call taking and dispatching processes, allowing information to be captured as early and as accurately as possible and to be considered during the policy making process. Using OnCall Records Connect, the system can also be configured to automatically export and import information to/from outlying databases
- **Query and Review NCIC Responses**—OnCall Records provides the ability to submit NCIC queries, including update, enter, and cancel transactions for Names, Articles, Guns, and Vehicles, perform criminal history checks, and enter National Crime Information Center (FBI) information for a BOLO

Below are full descriptions of some of the major modules provided in the OnCall Records software.

MODULE	DESCRIPTION
Master Location	The Master Location module serves as an index of all locations involved or central to any type of criminal record, including Incidents, Arrests, <i>BOLOs</i> , or Citations. Even employee address data entered in the Employee module can be saved and linked as a Master Location. All address data can be geocoded/validated and standardized to ensure accuracy and efficiency.
Master Name	<p>The Master Name module serves as an index of all persons involved for any type of incident record, including suspects, witnesses, juveniles, and family, accident victims, and so forth.</p> <p>The only people who are not recorded in the Master Name module are officers and employees; these are indexed in the Employee module.</p>
Master Vehicle	<p>The Master Vehicle module serves as an index of all vehicles involved or central to accidents or incidents, such as citations, arrests, vehicle thefts, missing persons, and so forth. Vehicle information can include towing, trailer, and permit data, in addition to basic VIN, description, and insurance information. Vehicles considered evidence can also be recorded in the Evidence module and linked to an Incident record. A History tab displays a read-only record of all changes made to the vehicle's license plate number, state, color, insurance information, and owner. Vehicle categories include automobiles, aircraft, and vessels. Employee vehicles are not tracked in the Vehicle module.</p> <p>In cases when the vehicle is not central to an accident or crime, but instead seized as property, basic automobile data can be entered in the Master Property module instead.</p>



MODULE	DESCRIPTION
Arrest	The Arrest module serves to record all arrestee, location, charge, weapon, <i>UCR</i> , and court information pertaining to an arrest. Officers involved in the arrest can be recorded on the Officers tab, and release/bail data can be entered on the Release tab.
B.O.L.O. (APB)	<p>The BOLO module allows users to broadcast an All-Points Bulletin for a person and/or vehicle involved in a crime. Using RMS Workflow, the BOLO will be seen by all selected officers and personnel.</p> <p>Note: An active BOLO record is defined as any BOLO without a cancellation date entry.</p> <p>BOLO types can include auto theft, kidnapping, burglary, abuse, missing persons, and runaways, DUI or reckless driving, terror threats, and so forth.</p> <p>Data collected includes issued and expiration dates/times for the bulletin, issuing and approving officers, and cancellation details. Creators can also enter or link the person, vehicle, and "last seen location" data for the BOLO.</p>
Calls For Service	The Calls for Service (CFS) module uploads a department's CFS data entered in the Computer Aided Dispatch (CAD) system and transferred to the OnCall Records. All data in this module is read-only. When the customer's CAD system receives a call, it records the information in CAD and assigns a unique number. In a typical configuration, the system sends this number to the OnCall Records and displays it in the CFS module CFS# field. The interface between a Department's CAD system and the OnCall Records determines the data passed to the OnCall Records and the interval used to pass the information. A CAD system may send the CFS data to the OnCall Records and create a skeleton incident record. When the CFS record displays, it includes a linked Incident record.
Case Management	The Case Management module provides various tabs and tools that allow investigators to manage criminal cases and investigations. Cases are assigned a type based on the Incident Offenses involved, and multiple Incident records, as well as other record types can be linked to the Case Management record. Data entry includes the investigators assigned, status, activity, clearance, attorneys, buys, and so forth. Case Alerts are configurable at the administrator and user level. The modules also supports task and time-tracking abilities, and users with permission can view and track the activity of other users assigned to the Case. When a task is assigned a notification is sent to the assigned user's OnCall Records Inbox.
Field Interview	The Field Interview module allows users to record all information about a field interview, including type, action taken, location, search



MODULE	DESCRIPTION
	conducted, vehicle details, persons interviewed, and officers involved.
Incident	<p>For thorough record-keeping and linking, operators use the Incident module to record any type of incident, along with offense details, suspect and victim information, and officers involved. Other tabs can be used when <i>UCR</i>, arson, <i>LEOKA</i>, or drug data must be recorded.</p> <p>Because the Incident module is used so widely, users can establish links to all other modules, except the Employee and Group Tracking modules. Therefore, much of the data that needs to be entered for an Incident record can be searched for, entered, or linked directly from the Incident record.</p> <p>For Domestic Violence related Incidents, two DV sub-tabs are available from the Offense > Add Victim screen. The first sub-tab is a customizable DV Questionnaire; the second is a Victim/Suspect tab containing fields related to victim and suspect demeanor, prior history, children impacted, stalking, referrals, and so forth.</p>
Incident Supplement	<p>The Incident Supplement module allows users to create supplements to existing Incident records. Using Supplements, operators can make modifications and additions to the original Incident, without overwriting the original Incident record data. Modifications and additions can be made to Offenses and linked to the Arrests, Juvenile Contacts, Names, Property, and Vehicles modules.</p> <p>These changes are displayed on the original Incident, in addition to any previous data collected.</p>
Juvenile Contact	<p>The Juvenile Contact module serves as the "Arrest" module for Juveniles, and is used to record all juvenile identification, booking, charge, weapon, <i>UCR</i>, and court information. All officers involved can also be recorded on the Officers tab.</p>
Miscellaneous Service	<p>The Miscellaneous Service module serves to record and track all law enforcement miscellaneous service calls reported, assigned, investigated, approved, and/or closed. Call types can include abandoned vehicle, traffic stop, abandoned building, fire, security, and so forth.</p>
Missing Person	<p>The Missing Person module allows users to enter and store descriptive information for a missing individual. A record in this module is linked to a record in the Master Name module.</p>
Court Document	<p>The Court Documents module serves to index all court documents, such as warrants, garnishments, protective orders, citations, subpoenas, summonses, and so forth. The document can be</p>



MODULE	DESCRIPTION
	flagged as active, expired, cancelled, recalled, served, and so on. Additional tabs allow operators to enter charge and court information, as well as other parties involved, attorneys, and receipts.
Juvenile Court Document	The Juvenile Court Documents module serves to index all Juvenile court documents, such as warrants, orders, citations, subpoenas, summonses, and so forth. The document can be flagged as active, expired, cancelled, recalled, served, and so on. Additional tabs allow operators to enter the charge and court information, as well as other parties involved, attorneys, and receipts.
Booking	The Booking module serves to record all intake, processing, detention, hold, medical screening, inmate property, phone call, transport, and release data pertaining to booking an inmate. All officers involved in the booking can also be recorded.
Juvenile Booking	The Juvenile Booking module serves to record all intake, processing, detention, hold, medical screening, inmate property, phone call, transport, and release data pertaining to a juvenile booking. All officers involved in the booking can be recorded on the Officers tab.
Inmate Tracking	The Inmate Tracking module provides the ability to record all data related to inmate intake, holds, housing and transfers, bail/bond details, release information, inmate property, caution codes, officers involved, medical screenings, and logs of visitors, meals, and so forth.
Accident	<p>The Accident module allows operators to enter and track vehicular accident-related data, including:</p> <ul style="list-style-type: none">● Description and detailed location information● Medical, injury, insurance, DUI data● Disposition and crime coding● Contributing factors, scene conditions● Storage of diagrams and accident scene images within the Attachments function● Methods used to estimate speed or impact● Officers and other parties involved● Detailed vehicle records (linked as Master Vehicle records)● Scene conditions, objects struck, property damage
Citation	The Citation module serves as an index of all citations issued by an agency. In addition to basic details about the citation, users can



MODULE	DESCRIPTION
	enter speed information for moving violations, condition flags (such as snow or ice), the issued-by officer, location, offender, vehicle, violation, and court data.
Impound/Tow	The Impound module allows users to record detailed data about a vehicle impound related to a criminal incident. Operators can link a Master Vehicle and Incident record, registered owner, towed to location, towing company, and so forth. Additional information can include vehicle condition, towing Officer, impound status, release, hold, inventory, storage, fees, and contact data.
Driving Under the Influence (DUI)	The Driving Under the Influence (DUI) module allows users to record information associated with a DUI arrest. This includes the ability to link the name of the driver, the vehicle, registered owner, location of the stop, arrest/juvenile contact, and any Miranda warning details. The DUI module provides a questionnaire feature that allows the officer to record any field sobriety test and officer observations. Data transfer is also available from the DUI module to the Arrest and/or Juvenile Contact modules and from Accident and Incident modules to the DUI module.
Evidence	<p>The Evidence module serves as an index of all items currently (and previously) held in custody, usually as evidence for a criminal case. The Details fields available are generated based on the category selected. Other information collected includes Case Review, Storage/Custody, Chain of Custody (COC), Storage History, Disposition, and Caution Codes.</p> <p>All items are tracked for COC and storage, and a complete history of this data is recorded on the Chain of Custody and Storage History tabs.</p> <p>Bulk Intake provides the ability to perform bulk check-in to the same location for an unlimited number of evidence items simultaneously.</p> <p>A Signature Capture panel is available on both the Storage/Custody transfer tab and the Bulk Update screen. The signature is available and read-only on each corresponding COC record. Signature Capture is provided to support COC transactions for internal users (employees) and external users (Prosecutors, Courts, Public/Owners, etc.)</p> <p>The Evidence Management features support the ability to automatically notify officers of Evidence Items that require review via the My Review Items feature. This functionality supports the ability to prompt officers responsible for collected Evidence Items to review and take appropriate action concerning whether to maintain or dispose of the item.</p>
Property	The Property module serves as an index of all property not in custody, such as property that is missing, lost, stolen, and so forth.



MODULE	DESCRIPTION
	Property types range from drugs and money to equipment and livestock. A Currency tab is available for recording money as property.
Asset Management	The Asset Management module serves to record all physical property issued by an agency for use by an officer or employee. In addition to basic details about the asset, the Main tab allows users to enter the property status, replacement details, all associated dates (including inspection and insurance), funding information, and so forth.
Employee	The Employee module serves as an index of all agency employees. In addition to identification information, employee records can include rank, classification, level, assignment, and departmental data. The Human Resource Info tab can be used to record fingerprints, disciplinary tracking, recruit tracking, transfers, promotions, awards, and continuing or external education.
Training	The Training module allows users to track all courses required for certifications, and all certifications required for employees. Training also permits the ability to manage user sessions for each course attended and relate this information to the Employee record.
Alarm	The Alarm module allows operators to register alarm systems for owners/businesses and locations; track alarm system details, such as alarm company, monitoring company, events, and event contacts; and calculate fines, generate invoices, and record payments for excessive alarm events.
Group Tracking	The Group Tracking module serves to record and track all criminal gang or group activity. Each record tracks one known or suspected group, along with the members, activities, <i>modus operandi</i> (MO), weapons used, and drugs sold.
Lineup	The Lineup module allows operators to search, create, and save photo lineups to aid in the investigation and prosecution of criminal cases.
Permits/Licensing	The Permits/License module allows users to record data pertaining to registrations, permits, and licenses for property, such as guns or bicycles. Application and payment information can be included.
Use of Force	The Use of Force module allows the Department to record data pertaining to incidents during which officer(s) found it necessary to use force in order to perform their duties. Information can include circumstances and reasons, types of force and weapons used, officers involved, locations, narratives, and subject and witness data.

MODULE	DESCRIPTION
Vehicle Pursuit	The Vehicle Pursuit module allows users to record data about vehicle pursuits involving officers and suspects, including agency and location information. Several record types can be linked to Vehicle Pursuit records, including Names, Vehicles, Locations, Incidents, Arrests, and Accidents.



Enhancing Agency Intra-Interoperability

To maximize RMS data sharing within an agency and with other law enforcement agencies and justice partners, OnCall Records provides a single data source, multi-agency, multi-jurisdictional application. Each agency can operate independently from other agencies while sharing the same user interface. The multi-agency configuration supports:

- Agency specific drop-down code values
- Agency specific users, groups and roles
- Sharing or maintaining separate indices for Names, Vehicles, and Locations
- Using system-wide customized data entry screens
- Managing and maintaining cross-agency users within each agency's security profiles

OnCall Records server components are extensible, scalable, maintainable, and easily managed. These features translate to a system that scales horizontally to meet an agency's future needs and reduce the Total Cost of Ownership for the product. The multi-agency nature of OnCall Records and integration with the Kitsap 911 CAD system can provide the County with a Countywide CAD/RMS hub & spoke environment to add agencies as needed.

Combining OnCall Records with other Hexagon public safety products, such as I/CAD and OnCall Analytics, provides a complete solution to the challenges of creating and maintaining public safety information for agency, municipal, County, and federal requirements.

MODULE/SERVICE TABLE

D. MODULE/SERVICE TABLE. In the Module/Service Table below enter the name of the vendors providing each module or service in Offeror's proposed System. The information should reflect any third-party vendors proposed for this project.

MODULE/SERVICE TABLE

Module/Service	Offeror
RMS software	Hexagon Safety & Infrastructure
JMS software	Hexagon Safety & Infrastructure
Mobile software	N/A
Mapping software	N/A
Project management	Hexagon Safety & Infrastructure
Training	Hexagon Safety & Infrastructure
Software maintenance and support	Hexagon Safety & Infrastructure
Booking photo and photo lineups	Hexagon Safety & Infrastructure

NIEM Standards

E. NIEM Standards. Describe Offeror's compliance with the National Information Exchange Model (NIEM) standards. List all specifications, functionality, and features related to the proposed system. <http://www.niem.gov>

Hexagon Response:

Hexagon is committed to the use of NIEM-compliant IEPDs where effective and efficient, as a primary means of interoperable communications between compliant public safety systems. Hexagon customers currently utilizing NIEM-compliant interfaces with Intergraph solutions include Fairfax County, VA and Richmond, VA.

Configured and purchased interfaces from OnCall Records to external applications can transform OnCall Records data to NIEM. However, this is dependent upon the third party applications' ability to support NIEM and often the interface must be configured to meet the vendor's API, which may not be NIEM.

Affiliations

F. AFFILIATIONS. Describe the Offeror's affiliation with public safety organizations such as WASPC, IACP, CALEA, etc., and how the Offeror leverages industry standards, guidelines, and best practices. Describe how the System supports and complies with the WASPC Accreditation Standards.

Hexagon Response:

Hexagon recognizes the need for vendors to support the industry in which it operates. As a proactive agent of change within the Public Safety industry, Hexagon helped found the 9-1-1 Industry Alliance iCERT for the purpose of advancing public safety policy and infrastructure, and we actively participate in the leading organizations that drive the standards, technology, and operational paradigms in which our customers operate. In Hexagon's efforts to establish the framework used by the Public Safety industry in the 21st century, our industry involvement includes:

- Committee involvement in NG9-1-1 standards development as part of NENA
- A commitment to geospatial interoperability as a principal founding member of the Open Geospatial Consortium (OGC)
- Participation in the Integrated Justice Information Systems (IJIS) organization to drive the emerging NIEM standards for interoperability
- Industry stewardship through our role with The Industry Council for Emergency Response Technologies (iCERT)
- Leading sponsorship roles with APCO, IACP, and other industry trade organizations
- A long-standing sponsorship and involvement in the International CAD Consortium
- Key membership on Microsoft's Public Safety Industry Partners Council

Hexagon welcomes further discussions with the County to review specific WASPC Accreditation standards. Hexagon's proposed OnCall products for records, jail, and analytics will enable the County to improve their operational effectiveness, strengthen agency workflows and procedures, and reflect high policing standards across the Kitsap County Sheriff's Office, the Kitsap County Sheriff's Office Jail, and their agency partners.



SECTION 17 – SYSTEM REQUIREMENTS

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.7 SYSTEM REQUIREMENTS

2.7 SYSTEM REQUIREMENTS

A. Describe the System's minimum networking requirements.

Hexagon Response:

Hexagon assumes that the Local Area Network (LAN), the wide area network (WAN), Active Directory, and any Microsoft Exchange Server infrastructure will be provided and staged by the Customer.

- Minimum agency WAN Connection = 100 Mbps.

Network communications provided by the Customer to remote sites must support the following bandwidth requirements:

- Each laptop or tablet running OnCall Records requires a minimum bandwidth availability of 128Kbps.

B. Identify many servers will be required to operate the System? Describe the purpose of each proposed server.

Hexagon Response:

17 virtual servers (supported on three (3) physical host servers) are proposed for the Primary Site and seven (7) virtual servers (supported on two (2) physical host servers) are proposed for the Secondary Site.

PRIMARY SITE MANAGEMENT VIRTUAL ENVIRONMENT:

- Domain Control Server / DNS Server #1
- Domain Control Server / DNS Server #2
- System Management Server #1
- vCenter Server #1

ONCALL RECORDS VIRTUAL PRODUCTION ENVIRONMENT:

- OnCall Records Database Server #1 (OnCall Records SQL AlwaysOn Cluster)
- OnCall Records Database Server #2 (OnCall Records SQL AlwaysOn Cluster)
- OnCall Records Reporting Database Server



- OnCall Records Application Server #1
- OnCall Records Application Server #2
- OnCall Records Interface/Communications Server #1a
- OnCall Records Attachment Server #1
- OnCall Records Attachment Server #2
- OnCall Analytics – Records Essentials Reporting Server
- OnCall Analytics – Records Essentials Data Warehouse Server

ONCALL RECORDS VIRTUAL TEST ENVIRONMENT:

- OnCall Records Test Database Server
- OnCall Records Test Application Server
- OnCall Records Test Interface Server

SECONDARY SITE MANAGEMENT VIRTUAL ENVIRONMENT:

- Domain Control Server / DNS Server #3
- System Management Server #2
- vCenter Server #2

ONCALL RECORDS VIRTUAL BACKUP ENVIRONMENT:

- OnCall Records Database Server #3 (OnCall Records SQL AlwaysOn Cluster)
- OnCall Records Application Server #3
- OnCall Records Interface/Communications Server #1c (Cold Backup)
- OnCall Records Attachment Server #3

C. *Using the table below, provide server hardware specifications. Repeat the table for each proposed server.*

Hexagon Response:

Production Site Physical Host Servers (Qty: 3)

SERVER RECOMMENDATIONS	
Number of Concurrent Users Supported	110 HxGN OnCall Records Clients 36 HxGN OnCall Records - Jail Clients The above are the numbers of concurrent user licenses proposed intended to be supported by the host servers. Depending on whether the County desires additional concurrent user licenses, the specified host servers may support additional concurrent users without needing to increase server quantities.



System Information	
Operating System	Windows Server 2016 Datacenter; (2) vSphere Enterprise Plus 6.x (5 Year)
Database Requirements	
Size, Type and Version of Database	SQL Server 2016 Editions (Enterprise, Standard, Express)
Processors	
Number of Processors @ Speed	Two (20), 22-core processors
Memory	
Memory	512GB RAM
Storage	
Type	Storage on SAN Recommended SAN configuration: EMC Unity 450F SAN (6) SFP FC Ports per controller (21) 1.92TB SSD Drives
Speed	N/A
RAID levels supported	RAID 10
Capacity	N/A
Network Adapters	
Number of Ports	2
Speed	Dual Port 16GB Fiber HBA Dual 10GB NIC Dual 1GB NIC

Secondary Site Physical Host Servers (Qty: 2)

SERVER RECOMMENDATIONS	
Number of Concurrent Users Supported	110 HxGN OnCall Records Clients 36 HxGN OnCall Records - Jail Clients The above are the numbers of concurrent user licenses proposed intended to be supported by the host servers. Depending on whether the County



	desires additional concurrent user licenses, the specified host servers may support additional concurrent users without needing to increase server quantities.
System Information	
Operating System	Windows Server 2016 Datacenter; (2) vSphere Enterprise Plus 6.x (5 Year)
Database Requirements	
Size, Type and Version of Database	SQL Server 2016 Editions (Enterprise, Standard, Express)
Processors	
Number of Processors @ Speed	Two (20), 22-core processors
Memory	
Memory	256GB RAM
Storage	
Type	<u>Storage on SAN</u> Recommended SAN configuration: EMC Unity 350F SAN (6) SFP FC Ports per controller (10) 1.92TB SSD Drives
Speed	N/A
RAID levels supported	RAID 10
Capacity	N/A
Network Adapters	
Number of Ports	2
Speed	Dual Port 16GB Fiber HBA Dual 10GB NIC Dual 1GB NIC



D. *Using the table below, provide the recommended specifications for user workstations.*

NON-DISPATCH WORKSTATIONS	
Operating Systems	Windows 8.1 64bit or Windows 10 64bit
Processor	Quad Core processor or better
Memory	8GB
Network card	Single 1GB required
Screen resolution, pixels	Resolution must be at least 1152x768
Hard disk space	80GB disk drive
Monitor	Dell or HP compatible; Dual Monitors
Additional Software Applications	Microsoft Office

E. *Using the table below, provide the recommended specifications for mobile laptops.*

MOBILE LAPTOPS	
Operating Systems	Windows 8.1 64bit or Windows 10 64bit
Processor	Quad Core processor or better
Memory	8GB RAM
Wireless network	Single 1GB required
Screen resolution, pixels	Resolution must be at least 1152x768
Screen size	80GB disk drive
Hard disk space	Dell or HP compatible; Dual Monitors
Additional Software Applications	Microsoft Office



Additionally, for OnCall Records Tablet devices, Hexagon recommends the following:

MOBILE TABLETS	
Operating Systems	Windows 10 64bit, iOS 9.x, Android 5.x
Browsers	Internet Explorer, Mozilla Firefox, Apple Safari and Google Chrome
Processor	Dual core processor or better
Memory	2GB RAM
Wireless network	Single 1Gb required; (Wi-Fi and/or Cellular) 802.11g or 802.11n; 3G or 4G LTE recommended Cellular wireless data connectivity – either built-in or attached via USB port.
Screen resolution, pixels	Resolution must be at least 1152x768
Screen size	Minimum of 9.70” screen size
Hard disk space	10 GB



SECTION 18 – FUNCTIONAL SPECIFICATIONS

Hexagon has provided our answers to the following RFP sections within this proposal response section:

- **RFP 2.8 FUNCTIONAL SPECIFICATIONS**
- **RFP 2.9 GENERAL SYSTEM SPECIFICATIONS**
- **RFP 2.10 CORE INTEGRATION**
- **RFP 2.11 RECORDS MANAGEMENT SYSTEM**
- **RFP 2.12 MOBILE COMPUTER TERMINAL**
- **RFP 2.13 JAIL MANAGEMENT SYSTEM**
- **RFP 2.14 ADDITIONAL INTERFACE SPECIFICATIONS**



2.8 FUNCTIONAL SPECIFICATIONS

A. The following table describes the response ratings used for each of the functional requirements listed in the tables below. The Offeror is expected to rate each response using these ratings and to provide a detailed narrative description of how the requirements will be met. Requirements where there is no rating provided (where the rating field is blank) will be scored as “N” and considered as though the Contractor cannot meet the specification.

The Offeror is **required** to provide a narrative response specifically for any response that is not rated as a “Yes”, meaning the functionality cannot be met with the current system that is in production elsewhere. Contractor should refer to each requirement by number for easy reference. Additional pages may be added if necessary.

RATE	DESCRIPTION
Y	Yes, this requirement can be met with existing functionality. This means the capability exists, is being used in production elsewhere and can be demonstrated.
N	No, this requirement cannot be met.
T	Third party vendor. This requirement can be met with a third-party system or interface the Offeror will provide.
C	Customization or Modification. This requirement can be met by making programmatic (software development) changes to existing software, developing new software and/or creating new interface with third-party software. Provide estimated costs and proposed delivery date.
U	Unknown. The Contractor does not understand the requirement sufficiently to rate it and requires additional information before a rating can be applied.

A. GENERAL SYSTEM SPECIFICATIONS		
Description		Rate
1	Are all System modules integrated through one central database to maximize information sharing and reduce redundant entry?	Y
2	Can System modules be added, licensed, and implemented separately as needed?	Y
3	Is the System multi-jurisdictional, allowing agencies, groups, or persons to share data while protecting agency-specific or confidential data?	Y
4	Can each individual agency configure agency-specific workflows?	Y
5	Does the System software use a Windows- based or Linux-based operating system?	Y
6	Is the System ODBC compliant?	Y
7	Does the system provide Application Programming Interfaces (APIs) for integrations?	Y

2.9 General System Specs

8	Does the System interface comply with the NIEM principles for data sharing and integration with other systems?	U	<p>Hexagon is committed to the use of NIEM-compliant IEPDs where effective and efficient, as a primary means of interoperable communications between compliant public safety systems. Configured and purchased interfaces from OnCall Records to external applications can transform OnCall Records data to NIEM. However, this is dependent upon the third party applications' ability to support NIEM; often an interface must be configured to meet the vendor's API, which may not be NIEM.</p> <p>Hexagon welcomes further discussion on this requirement.</p>
9	Does the System include an N-DEx IEPD compliant interface?	N	<p>OnCall Records does not include an N-DEx interface out of the box. If desired, Hexagon can create an EdgeFrontier system to export new/updated incident and arrest information from OnCall Records to send to the N-DEx system. This interface is not currently proposed and would require additional services at additional cost.</p> <p>Hexagon welcomes further discussion on the KCSO's requirements for this interface.</p>
10	Does the System include a screen for administrators to oversee all System modules?	Y	OnCall Records has administration log in.
11	Can users view changes to code tables without logging out of the System?	Y	OnCall Records provides the view of changes without logging out.
12	Can users operate the System using function keys, a command line, and mouse point- and-click operations?	Y	OnCall Records supports the ability to use function keys, command line, and mouse point and click operations.

13	Can the agency hide fields in the System without the need for Contractor’s assistance?	Y	System administrators can hide fields as needed without Contractor's assistance.
14	Can the agency create templates for narrative fields on any screen?	Y	The agency can create templates for narrative fields in OnCall Records.
A. GENERAL SYSTEM SPECIFICATIONS			
Description		Rate	Explanation
15	Can data/narratives be entered off-line in the mobile application and imported once connection is reestablished?	N	Hexagon assumes OnCall Records will be used in the mobile units as well as the desktop workstations. OnCall Records is web-based and requires connection to enter data.
16	Does the System allow for a user to import or embed an image into their narrative reports?	N	Images cannot be imported or embedded directly into the narrative reports, but users can attach images to the incident when needed.
17	Does the System provide spell check for narratives?	N	There is no native spell check in the OnCall Records, but as it is web-based application, spell checking can be accomplished in most supported browsers.
18	Does the System provide cut, copy, and paste functionality?	Y	System provides cut, copy and paste functionality
19	Can the System create electronic signatures for every user?	N	There is no saved signature for any user.
20	Can the user enter data out of sequence?	Y	Users can enter information out of sequence, e.g. entering evidence can be added before entering the incident.
21	Is the user able to return to a screen already processed to add or modify information previously entered?	Y	The user can add or modify information entered until the report is submitted.
22	Can a user cancel an action at any time prior to completion of that action?	Y	The user can cancel an action any time prior to completion.
B. SYSTEM QUERIES			
Description		Rate	Explanation
1	Can users search any field, on any screen, in any order?	Y	Users can search any visible field.

2.9 General System Specs

2	Can searches be performed directly within the data entry screens, without the need for a separate search application or window?	Y	Users can search from the main screen without a separate application or window.
Can users search all of the following criteria?			
3	– none	Y	Users can search a module with no data selected.
4	– equal to	N	Not currently available
5	– not equal to	N	Not currently available
6	– less than	N	Not currently available
7	– greater than	N	Not currently available
8	– between (date/time, day of week, etc.)	Y	Users can search between criteria.
9	Can users search any field with wildcard characters?	Y	All fields except date can use a wildcard search.
10	Does the System provide Soundex search capabilities?	Y	OnCall RMS uses Soundex when searching
11	Does the System allow search criteria to be non-case sensitive?	Y	OnCall RMS is non-case sensitive
12	Can users search multiple criteria within the same table or search combined criteria across multiple tables?	Y	Depending on the module being searched, a user has the ability to search multiple criteria across several tables.
13	Can users expand or refine a search with additional criteria?	Y	Users can modify a search with additional criteria
14	Can the System display a list of all records matching the search criteria?	Y	A list of search results will display
15	Can users create a new search based on previous search criteria?	Y	Users can modify search results to search other criteria with the results of first search
16	Are all search functions available in the mobile application? List any differences and limitations	Y	Hexagon assumes mobile users will use OnCall Records in the field; therefore, the mobile users will have same search functionality as those using OnCall Records on a desktop.
17	Can searches be limited to geographical areas?	Y	Users can search by geographical areas with the use of geocodes

C. REPORTING

Description	Rate	Explanation
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1	Can the System create UCR and NIBRS reports?	Y	OnCall Records supports the creation of UCR and NIBRS reports. Hexagon has proposed our COTS OnCall Records Federal NIBRS and WA NIBRS software and the associated standard implementation and NIBRS training services.
2	Can users schedule recurring reports to run at user-defined times and dates?	N	<p>The functionality for reports running at user-defined times/dates is not supported out of the box in OnCall Records.</p> <p>However, with OnCall Analytics Records Essentials, users can use SQL Server Reporting Services (SSRS) as well as Power BI to send out email notifications with a link to click on the report.</p>
3	Can users output reports in various formats such as PDF and HTML?	Y	Users can export reports in various formats. PDF, CSV.
4	Can reports be run in the mobile application for “on the fly” crime analysis?	Y	Mobile users can run reports "on the fly" using OnCall Analytics Records Essentials
D. SECURITY			
Description		Rate	Explanation
1	Can an agency define security on world, agency, group, and individual levels for all screens within the System?	Y	OnCall Records has multiple levels of security
2	Can user access be defined per screen, record, field, and function (view, add, modify, delete, etc.)?	Y	OnCall Records has multiple levels of security
3	Does the System allow multiple agencies to share the host server yet partition data to limit access to sensitive information?	Y	OnCall Records can allow multiple agencies to share a host server; with proper rights given in the system, the system administrator can limit user access to sensitive information.
4	Can users be assigned to one primary group and multiple secondary groups? (e.g. a patrol shift supervisor might be assigned to a primary patrol group and to a secondary supervisor group given additional privileges.)	Y	Users can be added to multiple rights groups

5	Can an agency track how users access tables, including which records have been printed, searched, viewed, added, and deleted?	Y	System administration can view the audit history of users' access to tables, including which records have been viewed, added, and deleted.
E. MESSAGING AND CHAT			
Description		Rate	Explanation
1	Does the System provide messaging and real-time chat capability?	N	OnCall Records utilizes email-based messaging services.
2	Can users add customized external links directly to the home messaging screen (for example, to a county intranet site)?	N	Users can add links to external sites in messages, but those links will open the external site on a separate page and not directly in a home messaging screen.
3	Can users establish custom messaging groups for an agency or zone?	Y	OnCall Records Administrators can create groups that users can send messages to.
4	Does the message center display a summary of alerts, state/NCIC/local returns, approvals, and report assignments?	Y	Upon accessing RMS OnCall Inbox, all internal OnCall Records email messages appear and are stored in the Mail folder.
5	Can users view the status of personnel (online or offline)?	N	OnCall Records does not show users the online/offline statuses of other users.
6	Can BOLO and ATL notices scroll along the bottom of the screen until expired or deleted?	N	Not currently available
7	Can BOLO and ATL notices be sent as instant messages?	U	<p>Further discussion is needed on this requirement prior to rating. Clarification is needed on Kitsap's definition/expectation of instant messaging.</p> <p>Upon saving a BOLO in the BOLO module, OnCall Records supports automatic alerts to specific security groups (dependent on permission settings).</p>
8	Can users set the expiration date and time for outgoing alerts (e.g. BOLOs)?	Y	Users can set an expiration date to the BOLO.

9	Does the System retain a searchable record of all instant messages? If yes, is there ability to set an automatic purge date?	U	Further discussion is needed on this requirement prior to rating. OnCall Records retains alerts within the user's Inbox and supports manually selecting and bulk deleting messages, but these are not searchable. Automated purging is not available for removing alerts.
10	Can a user print the metadata for the instant messages?	U	Further discussion is needed on this requirement prior to rating.

A. NAMES			
Description		Rate	Explanation
1	Is a central names table used for all names entered into the System? Can a names table accommodate an individual, business, or group of names?	Y	OnCall RMS has Master Names Indices that accommodate individuals and businesses. OnCall RMS has a Group module for names.
A. NAMES			
Description		Rate	Explanation
2	Can names be entered into the System via a bar code scan of a driver’s license?	N	<p>This would require the use of a third party device (not proposed) to scan the driver's license bar code to enter into the system. Bar code functionality is available in the OnCall Records COTS Evidence module only. The base product functionality could be extended to other modules with customization (this would require additional services at additional cost). The bar code uses bar code scanning as a keyboard wedge.</p> <p>Once the driver's license bar code scan is included in OnCall Records, OnCall Records can search the Master Name index by the bar code.</p>
3	Can name records be accessed from all System modules without the need to re-enter search criteria?	Y	OnCall RMS Master Names Indices can link to all modules
4	Can users view any records linked to a name, such as an incident or vehicle record?	Y	Users can view linked records to a name
Can users capture the following information regarding an individual in the name record?			
5	- name and address	Y	OnCall RMS Master Names Indices functionality
6	- Does the System verify addresses? Describe	Y	The user enters a location in the location field. If it is a valid location, the user selects that location and presses enter. If the location is not valid, the system has the ability to enter non-verified locations.
7	– home and work phones	Y	OnCall RMS Master Names Indices functionality
8	– date of birth	Y	OnCall RMS Master Names Indices functionality

2.10 Core Integration

9	– place of birth	Y	OnCall RMS Master Names Indices functionality
10	– adult/juvenile	Y	OnCall RMS Master Names Indices functionality
11	– physical description	Y	OnCall RMS Master Names Indices functionality
12	– social security number	Y	OnCall RMS Master Names Indices functionality
13	– driver license	Y	OnCall RMS Master Names Indices functionality
14	– school	Y	OnCall RMS Master Names Indices functionality
15	– emergency contact	Y	OnCall RMS Master Names Indices functionality
16	– relationships	Y	OnCall RMS Master Names Indices functionality
17	– employment	Y	OnCall RMS Master Names Indices functionality
18	– state ID number	Y	OnCall RMS Master Names Indices functionality
19	– FBI ID number	Y	OnCall RMS Master Names Indices functionality
20	– user-defined ID numbers	Y	OnCall RMS Master Names Indices functionality
21	Can users attach media to a name record, such as images, audio, and video?	Y	Users can attach media to a name record.
22	Does the system maintain a history of all past addresses, telephone numbers, and name changes?	Y	OnCall RMS Master Names Indices functionality
Can users search a name record using a variety of criteria, including the following?			
23	– partial name	Y	OnCall RMS Master Names Indices functionality for search features
24	– address	Y	OnCall RMS Master Names Indices functionality for search features
25	– social security number	Y	OnCall RMS Master Names Indices functionality for search features
26	– date of birth	Y	OnCall RMS Master Names Indices functionality for search features
27	– sex	Y	OnCall RMS Master Names Indices functionality for search features
28	– race	Y	OnCall RMS Master Names Indices functionality for search features
29	– hair color	Y	OnCall RMS Master Names Indices functionality for search features

30	– eye color	Y	OnCall RMS Master Names Indices functionality for search features
31	– approximate height/weight	Y	OnCall RMS Master Names Indices functionality for search features
32	– scars/marks/tattoos	Y	OnCall RMS Master Names Indices functionality for search features
A. NAMES			
Description		Rate	Explanation
33	Can users enter Modus Operandi (MO) information for each name and search by particular MOs?	Y	OnCall RMS has MO search module
34	Can the System manage confidential informant information? Describe	Y	Users can enter a name with name type of "Confidential Informant" and then seal the record for only assigned groups or person to see information
35	Can users enter and view alert codes for any name in the System (trespass warnings, attempts to locate, etc.)?	Y	Users can add alerts to any name
36	Does an alert appear if a name is associated with an alias?	Y	On the Quick Info of any name, the list of Alias names is displayed. Also, when adding a new name within a module, on the search master names screen there is a checkbox to include Alias names in the search.
37	Can the System alert if a victim/witness has requested confidentiality?	Y	An alert can be added to the name record and/or it can be sealed
38	Can the System alert if an individual is in the address confidentiality program?	Y	An alert can be added to the name record and/or it can be sealed
39	Can a name record be associated with an unlimited number of aliases, with a physical description for each alias?	Y	Multiple name aliases and physical descriptions can be linked to the master name record
40	Can users generate a report identifying possible duplicate name records to merge data?	Y	OnCall RMS provides a duplicate check feature in the Master Names Indices
41	Does the System accommodate alias identifiers such as social security number and driver's license number?	Y	The system accommodates multiple identifiers

42	Can the System limit users from entering duplicate names? Describe	Y	When adding a name, the system forces the user to search the name first and attempts to find a match. Only after a search and results are displayed can a user add a new MNI.
43	Can the System distinguish a biometrically name verified name from one that is entered based on information gathered in the field? Describe	N	This feature is not currently available.
44	Can the System transfer data required by the FBI from the names record to a Live Scan Fingerprinting system?	C	Hexagon has proposed to create an EdgeFrontier interface that will export arrest, booking and name information to the Crossmatch Live Scan system to meet this requirement. The development for this interface is covered under the KCSO's existing maintenance contract.
45	Can the user attach documents to the name like trespass warnings?	Y	Users can attach media to the name record
B. VEHICLES			
Description		Rate	Explanation
1	Is a central vehicle table used for all vehicles entered into the System?	Y	OnCall RMS has Master Vehicle Indices
2	Can vehicles be entered into the System via a bar code scan of the vehicle registration?	N	Vehicle registration bar code scanning is not currently supported. This would require the use of a third party device (not proposed) to scan the vehicle registration bar code to enter into the system. Bar code functionality is available in the OnCall Records COTS Evidence module only. The base product functionality could be extended to other modules with customization (this would require additional services at additional cost). The bar code uses bar code scanning as a keyboard wedge.
B. VEHICLES			
Description		Rate	Explanation
3	Can vehicle records be accessed from all system modules without the need to re- enter search criteria?	Y	OnCall Records has typeahead functionality. When entering a vehicle on any of the modules as you type, the system is searching the Master Vehicle Index for selection of Master Vehicle. If unable to find a match, a new vehicle can be added .

2.10 Core Integration

4	Can users view any records linked to a vehicle, such as accidents and traffic citations?	Y	Users can view any records linked to a vehicle.
Can users capture the following information regarding a vehicle?			
5	– license plate number, type, and state	Y	OnCall RMS Master Vehicles Indices functionality
6	– vehicle Identification Number (VIN)	Y	OnCall RMS Master Vehicles Indices functionality
7	– year, make, model	Y	OnCall RMS Master Vehicles Indices functionality
8	– vehicle type	Y	OnCall RMS Master Vehicles Indices functionality
9	– description	Y	OnCall RMS Master Vehicles Indices functionality
10	– storage location	Y	OnCall RMS Master Vehicles Indices functionality
11	– status	Y	OnCall RMS Master Vehicles Indices functionality
12	– date stolen, recovered, or received	Y	OnCall RMS Master Vehicles Indices functionality
13	– responsible agency and officer	Y	OnCall RMS Master Vehicles Indices functionality
14	– owner	Y	OnCall RMS Master Vehicles Indices functionality
15	– related incident	Y	OnCall RMS Master Vehicles Indices functionality
16	– recovered value	Y	OnCall RMS Master Vehicles Indices functionality
17	Can users attach media to a vehicle record (e.g. images, audio, and video)?	Y	Users can add attachments to MVI
Can the following information be included in a vehicle record?			
18	– stolen/not recovered	Y	Master Vehicle Indices link to Property, Incident, Evidence, and Impound modules; theft history and alerts can also be added.
19	– stolen/recovered	Y	Master Vehicle Indices link to Property, Incident, Evidence, and Impound modules; theft history and alerts can also be added.
20	– evidence	Y	Master Vehicle Indices link to Property, Incident, Evidence, and Impound modules; theft history and alerts can also be added.
21	– abandoned	Y	Master Vehicle Indices link to Property, Incident, Evidence, and Impound modules; theft history and alerts can also be added.

2.10 Core Integration

22	– impounded	Y	Master Vehicle Indices link to Property, Incident, Evidence, and Impound modules; theft history and alerts can also be added.
23	– involved in an accident	Y	Master Vehicle Indices link to Property, Incident, Evidence, and Impound modules; theft history and alerts can also be added.
24	– driven by criminal suspect	Y	Master Vehicle Indices link to Property, Incident, Evidence, Impound modules, theft history and alerts can also be added
25	– used in crime	Y	Master Vehicle Indices link to Property, Incident, Evidence, and Impound modules; theft history and alerts can also be added.
26	– vehicle of interest	Y	Master Vehicle Indices link to Property, Incident, Evidence, and Impound modules; theft history and alerts can also be added.
27	Can the System maintain a history of modifications made to a vehicle record?	Y	The history of MVI records can be viewed in an audit trail and/or history link within the system.
28	Does the System perform a check digit calculation to validate the VIN entered for a vehicle record?	N	VIN validation checks for duplicate VIN on record
29	Can users generate a report identifying any vehicles with invalid VINs?	Y	OnCall RMS can provide reports, and the system administrator could create a custom report for users by using the OnCall RMS Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
30	Can users generate a report identifying possible duplicate vehicle records to merge data?	Y	Master Vehicle Indices provide a report of possible duplicates
C. PROPERTY			
Description		Rate	Explanation

1	Is there an interface with FileOnQ that eliminates duplicate data entry when placing items/images into evidence?	C	<p>To support this requirement, Hexagon has proposed to create an EdgeFrontier import interface that imports Evidence information from the FileOnQ EvidenceOnQ system as new or updated evidence data in OnCall Records.</p> <p>It is expected that FileOnQ will send data XML data to Hexagon through file drops to a shared directory on the customer network or the data will be sent to a Web Service created by Hexagon to accept the information and return a status to FileOnQ. It is also expected that FileOnQ will search the OnCall Records system for property and name information via Hexagon's COTS Named Query API functionality that is included with OnCall Records.</p>
2	Can property records be accessed from all System modules without the need to re-enter search criteria?	Y	Hexagon clarifies that the property records must be linked with data from the other system modules for this to be supported; if the records are linked, then users will be able to access the property records from the various linked modules.
3	Can users view any records linked to property, such as the owner’s name?	Y	Any record linked to property that has the owner's name linked can be viewed.
Can users capture and search the following information regarding property:			
4	– type	Y	Functionality of Property Module
5	– brand name and model	Y	Functionality of Property Module
6	– model year	Y	Functionality of Property Module
7	– serial number	Y	Functionality of Property Module
8	– owner-applied number	Y	Functionality of Property Module
9	– descriptive characteristics	Y	Functionality of Property Module
10	– UCR code	Y	Functionality of Property Module
11	– quantity with measurement unit	Y	Functionality of Property Module
12	– crime lab case number	Y	Functionality of Property Module
13	– status	Y	Functionality of Property Module

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14	– date stolen, recovered, or received	Y	Functionality of Property Module linked to Evidence Module
15	– stolen and recovered locations	Y	Functionality of Property Module linked to Evidence Module
16	– stolen and recovered values	Y	Functionality of Property Module linked to Evidence Module
17	– responsible agency and officer	Y	Functionality of Property Module
18	– owner information	Y	Functionality of Property Module
19	– victim name	Y	Functionality of Property Module
20	– related incidents	Y	Functionality of Property Module
21	Can users attach media to a property record, such as images, audio, and video?	Y	Users can attach media to the property record
22	Does the system provide a record displaying the history of an item's custody transfers?	Y	When property is transferred to Evidence there is a chain of custody
Can the following information be included in a property record?			
23	– stolen/not recovered	Y	The Property Module is linked to the Incidents and Evidence modules that provide this information. Alerts and/or Theft history is added to the record.
24	– stolen/recovered	Y	The Property Module is linked to the Incidents and Evidence modules that provide this information. Alerts and/or Theft history is added to the record.
25	– lost	Y	Functionality of Property Module
26	– found	Y	Functionality of Property Module
27	– evidence	Y	The Property Module is linked to the Evidence Module when property is transferred to Evidence.
28	– attached by civil officers	Y	The Property Module will have the officer's name that entered, found and submitted
29	Does the system maintain a history of modifications made to a property record?	Y	Users will be able to see changes in the record's audit history
30	Can users access preformatted reports for property records?	Y	System Administration can use Reports and/or Custom reports in OnCall RMS for users access

31	Can users submit property reports to UCR/IBR?	Y	OnCall RMS can be configured to send UCR data. OnCall Records supports the creation of UCR and NIBRS reports. Hexagon has proposed our COTS OnCall Records Federal NIBRS and WA NIBRS software and the associated standard implementation and NIBRS training services.
32	Can stolen items be lined and tracked from stolen in one jurisdiction to recovered by a separate agency?	Y	Property Module is linked to Evidence Module when property is transferred to Evidence and will link to Incident module for information of locations
33	Can the property be entered as “stolen” or “recovered” into WACIC/NCIC via the system?	Y	From OnCall Records, a stolen record can be entered into WACIC/NCIC. This same record can later be set as recovered.
D. WARRANTS/ALERTS			
Description		Rate	Explanation
1	Can users capture information regarding wanted persons, both within an agency’s jurisdiction and across jurisdictional lines?	Y	Via rights driven in user groups for cross agency information
Can users capture and search the following information regarding wanted persons:			
2	– court number	Y	Court Module functionality
3	– docket number	Y	Court Module functionality
4	– type of want	Y	Court Module functionality
5	– reason wanted	Y	Court Module functionality
6	– disposition of want	Y	Court Module functionality
7	– assigned officer and agency	Y	Court Module functionality
8	– dates issued, received, served, returned	Y	Court Module functionality
9	For a single name, can users enter multiple active wants or multiple offenses per want?	Y	Court Module functionality
10	Does a wanted person's name automatically become part of the central names table?	Y	Court Module functionality
11	Does the System automatically display any active wants/warrants for a name record?	Y	The Court Module is linked to Master Names Indices that will display warrant information
12	Does a visual alert automatically display beside the person’s name or alias?	Y	Visual Alerts are displayed in the list view before the name and on the name record at the top of the record.

13	Are alerts visible in all system modules?	Y	The alert on the name will always display on the name record selected from any module.
14	Can users define the wording of a want alert?	Y	Users can add comments to a want alert to clarify/define the alert
15	Does an alert identify if a person is currently in jail?	Y	Users can add an alert in the system to notify a person and/or groups if a subject is arrested
16	Can users access preformatted reports for wanted persons?	Y	OnCall RMS can provide reports, and the system administrator could create a custom report for users by using the OnCall RMS Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
17	Can the user enter, remove, and edit warrants and protection orders in WACIC/NCIC via the System?	C	This is supported via the proposed integration between OnCall Records and WACIC/NCIC using I/Informer.
18	Can second checks and validations be performed in the system and automatically entered into WACIC/NCIC?	U	Further discussion is needed on the expectations for the checks/validations.
D. WARRANTS/ALERTS			
Description		Rate	Explanation
19	Can users run a wants/warrants check through WACIC/NCIC via the system?	C	This is supported via the proposed integration between OnCall Records and WACIC/NCIC using I/Informer.
20	Can a warrants/wants check and all associated data (e.g. DOB, address) be auto-populated into the name module?	Y	A user can select to auto-populate Master Name Indices data when selecting the subject's name
21	Does the RMS support multi-jurisdictional warrant/protection order storage and access?	Y	OnCall Records supports multi-jurisdictional warrant/protection orders. These can be created via the Court Documents module. Different ORIs will be created for each agency in the system as part of the proposed standard implementation/configuration services. Each agency will decide what types of modules and information they want to share with other agencies using the system.
22	Is it possible to allow viewing privileges to all authorized users but limit adding, editing, and removal privileges to a user's own agency?	Y	User rights can be restricted down to the field.

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23	Can the System limit the viewing of warrants and protection orders to authorized users?	Y	Users can seal a record down to the individual and/or group.
24	KCSO handles most warrants, but some agencies prefer to handle their own municipal misdemeanor warrants. Can the RMS support multiple warrant/protection order workflows?	Y	OnCall Records supports multi-jurisdictional warrant/protection orders. These can be created via the Court Documents module. Different ORIs will be created for each agency in the system as part of the proposed standard implementation/configuration services. Each agency will decide what types of modules and information they want to share with other agencies using the system.
25	Does the System interface/integrate with Odyssey to alert users of person's pending court charges and court dates within Kitsap County?	C	Hexagon has proposed to create EdgeFrontier interfaces to (1) export new/update booking information from the OnCall RMS to send to the Odyssey Court Management system, (2) import court date information for inmates which will be imported as scheduled events linked to existing inmates in OnCall RMS, and (3) import warrants and warrant updates from the court system to OnCall RMS.
26	Does the System allow trespass warning entries and alerts?	Y	Alerts can be added to locations and/or a person
27	Can the user view the actual trespass warning from the alert to review the provisions?	Y	Users can read the alert comments for provisions
28	Can the user set an expiration date for the trespass warning?	Y	Expiration dates can be set on alerts
29	Can the System be set to automatically purge the alert on the expiration of the trespass warning?	N	System Administrators can purge alerts. Alerts are kept for historical purposes once they expire. The system does not auto-purge alerts.
E. IMAGING			
Description		Rate	Explanation
1	Does the System include imaging functionality developed and maintained by the Contractor?	Y	OnCall Records has the capability to attach images manually.

2	Can images captured by the agency owned or operated hardware/software be imported into the System as a booking photograph?	Y	OnCall Records has the capability to attach images manually. For this to be an automatic process, a custom interface would need to be developed and additional services at additional cost would be required. Hexagon welcomes further discussion on this requirement.
E. IMAGING			
Description		Rate	Explanation
3	Can the software capture an image with a TWAIN compliant device from any terminal connected to the network?	Y	OnCall Records has the capability to attach images to all modules via choosing the "Capture Image From Camera" feature.
4	Does the System provide crosshairs for positioning during image capture?	Y	The captured image will be cropped according to the red outline to create a 1:1.25 aspect ratio mugshot image.
5	Does the System display a preview of the captured image prior to final acceptance?	Y	There is an option to Approve or Retake.
6	Are all images stored in a nonproprietary format?	Y	Images are stored as .JPG or .PNG, etc. format
7	Can users view thumbnail images that can enlarged by clicking the picture?	Y	To view the enlarged image of the attachment, users would need to go in and click the Edit button.
Can users alter the properties of a photo with the following actions?			
8	– crop	N	Not within OnCall RMS. A user could download the picture and modify it outside of OnCall RMS, and then re-attach it as a new photo for selection.
9	– resize	N	Not within OnCall RMS. A user could download the picture and modify it outside of OnCall RMS, and then re-attach it as a new photo for selection.
10	– center	N	Not within OnCall RMS. A user could download the picture and modify it outside of OnCall RMS, and then re-attach it as a new photo for selection.
11	– rotate	N	Not within OnCall RMS. A user could download the picture and modify it outside of OnCall RMS, and then re-attach it as a new photo for selection.

12	– adjust contrast, sharpness, and brightness	N	Not within OnCall RMS. A user could download the picture and modify it outside of OnCall RMS, and then re-attach it as a new photo for selection.
13	Are all images taken archived and available to the user?	U	Under the Regional Global Settings in OnCall RMS, the system administrator can configure the "api.attachmentFolder.Location" settings to specify where attachments are stored. Availability to users is dependent upon access rights within the system. Hexagon welcomes further discussion on this requirement.
14	Can users create a lineup directly from a suspect’s name record based on matching characteristics (e.g. age, hair color, height)?	Y	Users can use the Lineup Module, add suspect name, and create the line up based on the criteria of information provided from the Master Names module. If subject information has changed (weight, hair, build), the user can modify the criteria.
15	Can users choose any image of a suspect for a lineup, such as an older image that more accurately reflects current appearance?	Y	Users can choose any image of the suspect.
16	Can users alter the position of individual photos in a lineup and add other photos using drag and drop?	N	The lineup photos are selected from the OnCall RMS based on the criteria of the search query. The photos already must be within OnCall RMS; users cannot use external photos outside of OnCall RMS for the lineup.
17	Using the Imaging solution, can users generate wanted/missing posters?	Y	Wanted/missing posters can be generated and printed using the BOLO module in OnCall RMS.
F. GIS ADDRESS VERIFICATION			
Description		Rate	Explanation
1	Does the System validate addresses using industry standard GIS technologies?	Y	OnCall Records includes a built-in Address Server component. Address verification is based on the centerline and/or address points data used in OnCall Records from the client through address services.
Does the GIS System verify the following?			

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2	– street names	Y	Address verification is based on the centerline and/or address points data used in OnCall Records from the client through address services.
3	– intersections	Y	Address verification is based on the centerline and/or address points data used in OnCall Records from the client through address services.
4	– street aliases	Y	Common Place names can be used in RMS for alias street names.
5	– mile markers	Y	Mile markers can be entered as common locations for use
6	– rural routes	Y	
7	– highway exits	Y	Highway exits can be entered as common locations for use
8	– overpasses	Y	
9	– common place names	Y	
10	– number ranges	Y	
11	– street names	Y	
12	Does the System automatically populate the record with the city, state, zip, and jurisdiction after verifying an address?	Y	Address verification is based on the centerline and/or address points data used in OnCall Records from the client through address services. OnCall Records automatically populates the address once selected.
13	Can users enter information on commercial properties associated with individual suites or apartment numbers?	Y	The OnCall RMS address service allows for the input of apartment or unit numbers for all addresses
14	Does the System allow for multiple occurrences of the same street name in different cities?	Y	Users can add multiple occurrences for the same street name in different cities. This will produce different incidents
15	Does the System accommodate the use of address abbreviations (St. for Street)?	Y	Address services and OnCall RMS accommodates address abbreviations
16	Can users rename a street and retain the old name as an alias?	Y	Users can rename a street and the old name history will be available. The old street name should be included in common places.

A. GENERAL RMS SPECIFICATIONS		
Description	Rate	Explanation
Can users create case records with the following fields:		
1 – address	Y	Functionality of Incident Module
2 – complainant	Y	Functionality of Incident Module
3 – offense	Y	Functionality of Incident Module
4 – responding officer	Y	Functionality of Incident Module
5 – times and date	Y	Functionality of Incident Module
6 – modus operandi	Y	Functionality of Incident Module
7 – status	Y	Functionality of Incident Module
8 Do case records automatically link to all associated records?	Y	When the initial link is used, all associated links will automatically link
9 Can the System automatically generate agency specific incident numbers for each agency using the System?	Y	The System Administrator can select the format of incident numbers per agency
10 Can the System accommodate interagency investigations routed through a separate case number specific to that group? [e.g. Officer shooting investigated by team from multiple agencies routed through a supervisor].	Y	OnCall Records accommodates the linking to multiple agency Incident Records and Case Management assignment of tasks between agencies.
A. GENERAL RMS SPECIFICATIONS		
Description	Rate	Explanation
11 Can each agency define narrative templates that prompt users to enter required information?	Y	Each agency can create templates for workflow requirements
12 Does the System support logic-driven data entry (e.g., data fields shown are based on previous entries such as offense type or report type)?	Y	Workflows are generated as the user enters data fields
13 Can users clone a report or a partial report to save time? Describe process.	N	OnCall Records does not have this functionality.
14 Can each agency configure specific information based on a particular reporting need? [e.g. grant information, statistics for elected officials.]	Y	The System Administrator can format modules for required fields as well as add new fields for data entry.
15 Can each agency configure specific criminal codes for their county, municipal, or tribal laws to be viewed and available only by those officers that use them?	Y	The Statute Codes can be configured per agency or system wide.
16 Can users enter a narrative of unlimited length?	Y	Users can enter unlimited length for narrative.
17 Can a user to import or embed an image into the report narrative?	N	Users can attach an image to the report. Users cannot import or embed an image directly into the report narrative.

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18	Can scanned items and images be attached to a case report?	Y	Users can attach scanned items to a case report.
19	Can a report supplement be completed before or during the completion of the main report?	Y	Supplemental reports can be completed before or during the completion of the main report.
20	Can additional names, addresses, vehicles, property, be entered into a report supplement?	Y	Users can add additional names, addresses, vehicles, and property into a report supplement.
21	Can users attach scanned items to a report supplement?	Y	Users can add attachments on a supplemental report.
22	Can the versions of a report be saved and archive at each stage of approval?	Y	As part of the Workflow Approvals you can choose to Generate Approved Report, Generate Submitted Report, and Generate Snapshot of the "At Time Of" report.
23	Can the System track the completion of reports and each stage of the approval process?	Y	Users can track the reports during the approval stage
24	Can the System notify the officer and supervisor of reports not completed and approved?	Y	Users and/or supervisors will be notified of reports not complete and/or for approval status
25	Can reports be written in the mobile and desktop version at the same time? [e.g. can it be started in mobile and completed on a desktop?]	Y	Hexagon assumes OnCall Records will be used in the mobile units. While online, the user can start the report in OnCall Records in the car and finish the report in OnCall Records at their desktop.

A. GENERAL RMS SPECIFICATIONS

Description		Rate	Explanation
26	Can the System track the workflow or approval process and keep related historical records?	Y	OnCall Records records history of workflow/approval process
27	Can the System alert supervisors that reports need approval?	Y	Supervisors will receive the reports needing approval
28	If a report is rejected, is the supervisor able to write notes and are they archived?	Y	Rejection comments are available. OnCall Records has a regional setting called workflow.approval.hides.comments. If it is set to true, the approval process comments will not be visible once a report is approved.
29	Can an agency configure data entry in reports to prevent submission if certain errors are present?	Y	Administrators can choose whether or not an individual can send a report for approval if there are any incomplete fields or errors.
30	Is the officer alerted that a report needs correction or follow-up?	Y	Rejected reports send notifications to the officer in the officer's My Task tab

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31	Can the system set different routing flows depending on report type to control and limit to whom reports are routed?	Y	Administrators can configure triggers on any field or fields that will route notifications to groups in the system.
32	Does the System have a case management feature to track law incidents from the initial incident to the completed investigation? Describe	Y	Case Management is linked to all related incidents
33	Can case assignments be changed within a particular agency and to another agency?	Y	Depending on their assigned permissions in the system, users can assign an external user from another agency to the case.
34	Can the System notify the supervisor when cases have not been assigned?	Y	Cases that are not assigned will be listed in "Available Tasks"
35	Can the System notify the assigned investigator of any new actions or supplemental reports regarding a case?	Y	Users can add alerts on the case to notify an investigator and/or group
36	For an incident with multiple arrestees, can the System accommodate clearing one arrestee while keeping a case open for the other arrestees?	Y	
37	Can the System notify an assigned investigator of new investigations involving the same suspect(s)?	Y	Users can add alerts to the Master Name Indices
38	Can the RMS notify an investigator of a new case assignment?	Y	A new task will appear in the officer's Inbox upon log in.
39	Can multiple investigators be assigned to one case number?	Y	An unlimited amount of investigators can be assigned to a case. However, there can only be one primary investigator at one time.
40	Can cases be assigned by suspect rather than by incident?	N	Not functionality of OnCall Records
41	Can the RMS support the merging of multiple cases, from either one agency or multiple agencies, into one case? Would it be a separate case number identifier?	Y	Cases cannot be merged, but they can be linked to a main case. All the linked cases would keep their existing case numbers.

A. GENERAL RMS SPECIFICATIONS

Description		Rate	Explanation
42	Does the RMS provide a numerical solvability tool based on agency-defined criteria and scoring?	Y	OnCall Records has solvability factors that can be configured by administrators.
43	Can detectives keep unlimited case notes that are both part of and separate from the law incident?	Y	Investigators can continue to add notes/narratives as supplements to either an Incident or notes/narratives to a case.
44	Can users generate a list of pending or past due cases?	Y	Users can search for pending or past due cases.
45	Can the due date of a case report be set for each case individually?	Y	Users can set a due date.

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46	Does the System alert the investigator and supervisor of cases that are pending and past due?	Y	A system administrator can set up triggers on any date field that can send notifications.
47	Can users track race and ethnicity information on persons involved in law incidents?	Y	Users can search for criteria to view reports.
48	Can the supervisor monitor case activity by case status, next action required, by investigator, or other perimeters? Explain	Y	Supervisors can search by individual and by case status as well as by other fields in the Case Management module.
49	Can supervisors monitor case workloads and reassign or assign cases as needed?	Y	
Can users capture the following intelligence information?			
50	– name	Y	Case Management field
51	– description	Y	Case Management field
52	– associates	Y	Master Names linked to Case Management
53	– hangouts	Y	Group tracking linked to Case Management
54	– vehicles	Y	Master Vehicle linked to Case Management
55	– employment history	Y	Master Names linked to Case Management
56	– residence history	Y	Master Names linked to Case Management
57	– gang affiliations	Y	Group tracking linked to Case Management
Can users associate intelligence information with a person of interest?			
58	– known sex offender	Y	Master Names linked to Case Management
59	– habitual criminal	Y	Master Names linked to Case Management
60	– under investigation	Y	Master Names linked to Case Management and other incidents
61	– drug dealer	Y	Master Names linked to Case Management
62	Does the System track criminal history activity for non-custody bookings (cite and release)?	Y	Master Names linked to Case Management and linked to Citations
Does the System capture the following arrest information?			
63	– name	Y	Arrest Module functionality
64	– address	Y	Arrest Module functionality
65	– offense	Y	Arrest Module functionality
A. GENERAL RMS SPECIFICATIONS			
Description		Rate	Explanation
66	– date	Y	

2.11 Records Management System

67	Can case reports be sent electronically read only print or download format [not email] to various prosecuting authorities?	Y	Users can be given view rights to OnCall Records as well as a "share" option which will send a link to a particular document in the system. The receiving user can access the document as long as they have access to the system and the appropriate security rights.
68	Can prosecutors be given privileges to view reports for their assigned cases? Explain	Y	Users can be given view rights to OnCall Records
69	Can the System auto-populate case disposition based on information sent to or from the prosecutor's records management system, JWorks, a product of Equivant.	C	Hexagon has proposed to create an EdgeFrontier bi-directional interface that will export Case Management, incident and arrest information upon request (picklist value set to some configurable option of "Send to JWorks". The interface will also accept disposition updates from the JWorks system via XML data sent to a shared directory or to a web service provided by Hexagon.
70	Are all attached items included when a report is sent electronically?	Y	Attachments can be exported and sent electronically with the report.
71	Can reports be sent by email directly from the System for public records requests or request from outside agencies?	Y	Data sheets can be sent to outside email addresses.
72	Can reports be sent directly to the prosecutor's records management system, JWorks, through integrations or API?	C	Hexagon has optioned to create an EdgeFrontier bi-directional interface that will export Case Management, incident and arrest information upon request (picklist value set to some configurable option of "Send to JWorks". The interface will also accept disposition updates from the JWorks system via XML data sent to a shared directory or to a web service provided by Hexagon.
73	Can the System track dissemination information?	Y	OnCall Records audits all users when they view/open a report. The Report Dissemination module in OnCall Records tracks the sharing of reports and data sheets between agencies.
74	Can users customize dissemination information reports?	Y	Users can select sections of a report to include in a data sheet
75	Can the System include preformatted management reports?	U	Further discussion is needed on this requirement prior to rating. This is dependent on the types of reports desired and may require custom reports not currently proposed.

2.11 Records Management System

76	Can the System customize retention schedules by department and agency?	Y	Retention schedules can be configured within the statutes. Depending upon which statutes are used, an Incident will dictate the retention schedule.
77	Are retention schedules customizable by incident types?	Y	Retention schedules can be configured within the statutes. Depending upon which statutes are used, an Incident will dictate the retention schedule.
78	Can designated roles (e.g., investigator assigned to a case, property room manager, records manager) receive notifications of cases, property, or documents that need to be reviewed per the retention schedules?	Y	Alerts can be added to the property
79	Can WACIC/NCIC validations be done through the System?	Y	This is supported on an individual transaction basis. NIBRS validation is integrated into OnCall Records and WACIC specific charge codes can be added.
80	We currently use spreadsheets to track missing persons, stolen vehicles, stolen firearms, can the System generate and send the required validation letters per a state schedule?	U	Missing persons, stolen vehicles, and stolen firearms can be tracked within the system. The creation and export of validation letters may require customization services at additional cost (not currently proposed). Further discussion is needed on the validation letter information and export requirements prior to rating this item.
81	Does the System have configurable data fields for use of force reporting?	Y	Use of Force Module functionality
A. GENERAL RMS SPECIFICATIONS			
Description		Rate	Explanation

82	Can the System export use of force data to internal affairs databases?	C	<p>Hexagon has proposed to create two EdgeFrontier export components for one interface to support this requirement (EdgeFrontier Interface to Internal Affairs Database). The first component of the interface will export new/modified Vehicle Pursuit records from OnCall Records. The second component of the interface will export new/modified Use of Force records from OnCall Records. It is assumed that the data will be sent in XML format to a shared directory, direct SQL transfer (database scripts), or a web service/API provided by the other systems.</p> <p>Otherwise, the data could be automatically entered into external databases for internal affairs, provided credentials and access are given to Hexagon.</p>
83	Does the System have configurable data fields for vehicle pursuit reporting?	Y	Vehicle Pursuit Module functionality
84	Is vehicle pursuit data exportable to internal affairs databases?	C	<p>Hexagon has proposed to create two EdgeFrontier export components for one interface to support this requirement (EdgeFrontier Interface to Internal Affairs Database). The first component of the interface will export new/modified Vehicle Pursuit records from OnCall Records. The second component of the interface will export new/modified Use of Force records from OnCall Records. It is assumed that the data will be sent in XML format to a shared directory, direct SQL transfer (database scripts), or a web service/API provided by the other systems.</p> <p>Otherwise, the data could be automatically entered into external databases for internal affairs, provided credentials and access are given to Hexagon.</p>

B. UNIFORM CRIME REPORTING			
Description		Rate	Explanation
1	Can users generate UCR from law incidents and arrests?	Y	OnCall Records has UCR reporting functionality.
2	Can the System alert for potential UCR- related errors (e.g. reported date is prior to incident date)?	Y	OnCall Records has UCR and NIBRS rules built-in and can be configured to use one or both. Hexagon has proposed our COTS OnCall Records Federal NIBRS and WA NIBRS software and the associated standard implementation and NIBRS training services.
3	Can the System prompt the user for UCR related data-entry based on the specific crime entered?	Y	The system will require certain elements for types of crimes.
Does the System create the following returns?			
4	– Return A: Monthly Count of Offenses Known	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
5	– Property by Type and Value	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
6	– Property Stolen by Classification	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.

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7	– Return D: Persons Arrested 18 yrs. and Over	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
8	– Return E: Persons Arrested Under 18 yrs.	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
9	– Return I: Return of Arson Offenses	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
10	– Law Enforcement Officer Killed/Assaulted	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
11	– Domestic Violence Calls – Assist	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.

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12	– Violent Crimes Against Senior Citizens	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
13	When multiple offenses are reported in a single incident, does the UCR reporting automatically prioritize and report the most severe offense, regardless of the order the offenses were entered?	Y	As part of the proposed standard implementation/configuration services, the OnCall Records System can be configured to automatically prioritize the most severe offense.
14	In the event of arson, is there a dedicated field for entering the value of damages?	Y	Total damage value is available.
15	Can users create unique offense codes that correspond with the UCR value required by law?	Y	A System Administrator can create offense codes.
B. UNIFORM CRIME REPORTING			
Description		Rate	Explanation
16	Can the System provide customizable visual labels/cues to identify all required UCR fields?	Y	All required UCR fields depending upon which offenses have been chosen will show as required upon validation.
17	Can the System prevent a user from submitting a report due to an error?	Y	Administrators can select that users will not be able to submit a report if there are any errors.
18	In a multi-jurisdictional setting, can one agency submit IBR while another agency submits UCR?	N	OnCall Records cannot configure by agency whether IBR or UCR is used. This is a system-wide setting.
19	Can the System identify NIBRS errors (reporting standards violations) prior to or during submission?	Y	OnCall Records provides a NIBRS validate function that can run during the submission process
20	Can the system designate particular criminal codes under the IBR and UCR crime classifications?	Y	
C. TRAFFIC INFORMATION			
Description		Rate	Explanation
Can users record the following traffic accident information?			
1	– accident number	Y	Crash Module Functionality
2	– date, time, and location	Y	Crash Module Functionality
3	– individuals and vehicles involved	Y	Crash Module Functionality
4	– agency and officer	Y	Crash Module Functionality

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5	– severity code	Y	Crash Module Functionality
6	– injuries	Y	Crash Module Functionality
7	– speed (actual, posted, safe)	Y	Crash Module Functionality
8	– weather and road conditions	Y	Crash Module Functionality
9	– traffic control	Y	Crash Module Functionality
10	Can users link related records to an accident?	Y	Crash Module Functionality
Can users record the following traffic citation and warning information?			
11	– citation number	Y	Citation Module Functionality
12	– date, time, and location	Y	Citation Module Functionality
13	– individuals and vehicles involved	Y	Citation Module Functionality
14	– agency and officer	Y	Citation Module Functionality
15	– citation/warning type	Y	Citation Module Functionality
16	– speed (actual, posted, safe)	Y	Citation Module Functionality
17	– court location and date	Y	Citation Module Functionality
18	Can the System prompt a user to include required information and use acceptable field values for accurate and error-free citations?	Y	A System Administrator can configure required fields from pick list selections
C. TRAFFIC INFORMATION			
Description		Rate	Explanation
19	Can the user make notes regarding the citation that do not appear on the violator’s copy?	Y	Via setting fields for "public copy"
20	Can the user make corrections to a citation and generate the required notifications to correct errors in a timely, accurate, and legally compliant manner?	U	Further discussion is needed on this requirement prior to rating.
21	Can the System interface with SECTOR so the user can use one system to enter the collision, towing, citation, or infraction with an interface that will push all data into the other system?	C	Hexagon has proposed to create an import interface that will import collision and citation data from SECTOR. It is expected that the data will be provided in XML format via a web service, queues or a file drop to a shared network directory. The interface will be responsible for adding new accidents and citations or updating existing records if already in the OnCall Records system.

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22	Can the System interface with SECTOR so the user can use one system to enter the collision, towing, citation, or infraction with an interface that will pull all data into the other system?	C	Hexagon has proposed to create an import interface that will import collision and citation data from SECTOR. It is expected that the data will be provided in XML format via a web service, queues or a file drop to a shared network directory. The interface will be responsible for adding new accidents and citations or updating existing records if already in the OnCall Records system.
23	Can users start and stop citation writing at any time and continue where they left off to avoid re-entering information?	Y	All modules allow a user to save as a draft at any time.
24	Can users associate a citation to other RMS records to maintain a history of the event and relationship to other RMS records?	Y	The Citation Module can be linked to other modules
25	Can users track citation dispositions as well as bail and fine collections?	Y	The Citation Module can link to the Court Module
26	Can the System run monthly citation audit reports? If yes, are the reports sortable by field?	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
27	Can users view the number of accidents, citations, and/or warnings associated with a vehicle?	Y	Master Vehicle Indices can link to the citation
28	Does the System provide preformatted traffic information reports?	Y	Default reports
29	Can the System link citations to reports?	Y	Citation Module can be linked to other modules
30	If importing names from SECTOR, does the System limit the creation of duplicate names? Describe.	C	Hexagon has proposed to create an import interface that will import collision and citation data from SECTOR. It is expected that the data will be provided in XML format via a web service, queues or a file drop to a shared network directory. The interface will be responsible for adding new accidents and citations or updating existing records if already in the OnCall Records system.

31	Can data from a crash report be sent to CarFax via an interface?	C	Hexagon has proposed to create an EdgeFrontier system that will export new accident records. Additionally, accident records that have a custom "Send to Carfax" checkbox checked will be sent and then the checkbox will be cleared by the export. Hexagon assumes the data will be in CSV format and will be sent to a configurable directory on the customer network. (NOTE: This does not include a WA state-specific crash report .pdf. If a WA state-specific crash report is required in addition to this interface, custom services at additional cost will be required.)
32	Can the System create parking violation infractions for the mobile application?	U	Further discussion is needed prior to rating this requirement. Clarification is needed on whether this relates to the RMS being used in the mobile units or a specific third-party mobile application.
C. TRAFFIC INFORMATION			
Description		Rate	Explanation
33	Can the System forward parking violation infractions to courts?	N	In general, it is possible for Hexagon to create an EdgeFrontier interface to forward parking violation infractions to various court systems from OnCall Records. Further discussion is needed on the various court systems requiring integration with OnCall Records prior to quoting the interface(s).
Can users track the following information on impounded vehicles?			
34	-impound number	Y	Tow Module functionality
35	-ticket number	Y	Users can link the Tow Module to the Citation Module.
36	-impound date and type	Y	Tow Module functionality
37	-related incident number	Y	Users can link the Tow Module to the Incident Module.
38	-towing company	Y	Tow Module functionality
39	-Vehicle Information Number	Y	Tow Module functionality linked to Master Vehicle Indices

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40	-make, model, and year	Y	Tow Module functionality linked to Master Vehicle Indices
41	-owner, driver, and lien holder	Y	Tow Module functionality
42	-status and storage location	Y	Tow Module functionality
43	-releases	Y	Tow Module functionality
44	-scheduled sale date	Y	Tow Module functionality
45	-price and buyer	Y	Tow Module functionality
46	Can users verify a VIN in the System?	Y	Users can run NCIC queries in OnCall Records
47	Can the System automatically link vehicle impound records to related records?	Y	When users enter in TOW they can select the Master Vehicle to link for involvements
48	Can users track impound, towing, and storage fees?	Y	Users can add this information to the Tow Module record
49	Can the System automatically stop the calculation of storage charges for sold vehicles?	Y	This is dependent on the user changing the status of the vehicle to indicate it as sold.
50	Can the System batch-enter vehicle sales and automatically update individual vehicle records?	N	This is not something that OnCall Records currently does.
51	Can the System provide preformatted Impound and Intent to Sell notifications for owners and lien holders?	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
52	Can the System provide preformatted vehicle impound reports?	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
D. ONLINE REPORTING			
Description		Rate	Explanation

1	Can the System allow for public online reporting?	C	<p>Public online reporting is assumed to be through a third party system such as Coplogic and not through OnCall Records.</p> <p>Hexagon has optioned our standardized EdgeFrontier interface to Coplogic to support this requirement. The Coplogic EF Interface is an OnCall Records based interface, written on the EdgeFrontier platform for the purposes of importing incident data generated by the public through the Coplogic DORS portal. Information imported includes: both primary and supplemental incident records, offenses, people, vehicles, property, narratives, and file attachments. Once imported, the data can be modified, searched, and audited as incident records within OnCall Records.</p>
2	Can the System prevent errors during online reporting? Describe	Y	Data is validated prior to importing. If validation against the schema definition fails, the report will not be imported into OnCall Records.
3	Can the System route online reports route to the appropriate agency for review, approval and acceptance?	Y	Typically, online reports are approved prior to sending to OnCall Records for import. If this is not the case for Kitsap, reports can come in as unapproved and OnCall Records Workflow will determine the review/approval/acceptance of the report.
D. ONLINE REPORTING			
Description		Rate	Explanation

4	If needed, can the System interface with CopLogic to import the cases and data?	C	Hexagon has proposed our standardized EdgeFrontier interface to Coplogic to support this requirement. The Coplogic EF Interface is an OnCall Records based interface, written on the EdgeFrontier platform for the purposes of importing incident data generated by the public through the Coplogic DORS portal. Information imported includes: both primary and supplemental incident records, offenses, people, vehicles, property, narratives, and file attachments. Once imported, the data can be modified, searched, and audited as incident records within OnCall Records.
5	Are there safeguards to prevent incomplete or incorrect data entry in the System from CopLogic?	C	Hexagon has proposed our standardized EdgeFrontier interface to Coplogic to support this requirement. The Coplogic EF Interface is an OnCall Records based interface, written on the EdgeFrontier platform for the purposes of importing incident data generated by the public through the Coplogic DORS portal. Information imported includes: both primary and supplemental incident records, offenses, people, vehicles, property, narratives, and file attachments. Once imported, the data can be modified, searched, and audited as incident records within OnCall Records.

E. PUBLIC RECORDS, REDACTION, SEALING AND PURGING		
Description		
	Rate	Explanation
1 Can the user electronically redact records in the System for public dissemination?	Y	Users can select public copy and/or select which data selections to print off
2 Does the redaction tool have a text replacement function?	Y	This is available in the attachment management feature found in the Incident and Case Management modules.
3 Can the System track metadata for all redactions, to include the user who redacted and time redacted?	N	Not through OnCall Records.
4 Can the System preserve the redacted and unredacted versions of the record? Describe	Y	Password protected backup of the non-redacted version
5 Can the redaction occur without impacting the permanent record (e.g. the master name index)?	Y	
6 Can the System purge a record permanently?	Y	System has the ability to hard expunge

7	Can the System purge a portion of a record or select information within a record (e.g. a person) without destroying the report?	N	This feature is not currently available out of the box. This could possibly be met by a custom report. Additional services would be required at additional cost. Hexagon welcomes further discussion on this requirement.
8	Can all information regarding a person be purged from the System?	Y	Person can be purged/expunged from system
9	Can the System differentiate between sealed versus expunged records?	Y	Sealing and Expungement module allows the user with appropriate rights to choose which function they want to perform.
10	Can the System seal and unseal a record?	Y	Users can seal and unseal a record
11	Can the System partially seal a record?	Y	Users can seal parts of a record
12	Can the System create a log of all historical record changes?	Y	Audit history records changes
F. INTERFACE			
Description		Rate	Explanation
1	Does the System currently have an operating interface with Hexagon CAD? List examples of current live interfaces with Hexagon CAD.	Y	<p>The I/Informer for OnCall Records product (in addition to the OnCall Records Query API/OnCall Records Link web services component included with OnCall Records) allows integration between the Hexagon CAD system and OnCall Records. Using these products, CAD and Mobile for Public Safety (MPS) can query and retrieve OnCall Records data for Name, Vehicle, Location, and Property Information. Additionally, OnCall Records can pull Calls For Service (CFS) information from the CAD system.</p> <p>Hexagon currently integrates CAD with OnCall Records (formerly called WebRMS) at DuPage County, IL and other sites.</p>

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2	Does the System have existing interfaces with other third party products? If yes, provide a listing.	Y	<p>OnCall Records integrates with Hexagon's CAD using the method described above. OnCall Records supports integration with multiple third party systems via the EdgeFrontier platform and HxGN OnCall Records - EdgeFrontier interface which functions as an interface between EdgeFrontier and inPURSUIT OnCall Records using the new OnCall Records API.</p> <p>Hexagon has a productized a standard EdgeFrontier interface to Coplogic, which we have optioned in our response to meet online reporting needs.</p> <p>From a CAD perspective, Hexagon has also productized standard EdgeFrontier interfaces to ShotSpotter, PulsePoint, WebEOC, and Everbridge, among others. These interfaces are not included in the current proposal. Hexagon welcomes further discussion on KCSO's integration needs.</p>
3	Can users import data returned from WACIC, NCIC, and DOL queries performed by dispatch? Describe the process.	N	Not through OnCall Records.
4	List all information that can be imported to the System from CAD software.	Y	Calls for Service, Incident, Accident, and Supplemental data
5	Does the information import in real time or does it require an incident be closed before importing into the System?	Y	OnCall Records Link is configurable per agency and can be configured to either import the information in real time or after the incident is closed.
6	Can the user run property, names, and vehicles in WACIC/NCIC through the System?	C	OnCall Records supports this using I/Informer. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

7	Can the user run names and vehicles in the DOL through the System?	C	Yes, from OnCall Records using I/Informer. I/Informer provides the capability to access WACIC, DOL, NCIC, NLETS provided the user enters the mandated field data for each of the systems. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
8	Can the user import DOL returns into the names and vehicle modules?	N	From OnCall Records, returns can be displayed, but they are not directly imported into the names and vehicles modules. I/Informer receives and returns DOL images to the requesting system (OnCall Records).
9	Can the user receive the driver’s license photo from DOL through the System?	C	The proposed services support I/Informer receiving DOL images.
10	Does the System currently have an operating interface with Hexagon I/Mobile or an equivalent replacement? Please describe.	Y	<p>The I/Informer for OnCall Records product (in addition to the OnCall Records Query API/OnCall Records Link web services component included with OnCall Records) allows CAD and Mobile for Public Safety (MPS) to query and retrieve OnCall Records data for Name, Vehicle, Location, and Property Information.</p> <p>There is not a direct interface from OnCall Records to Hexagon's Mobile for Public Safety product.</p>

G. CRIME MAPPING		
Description	Rate	Explanation
1 Can the System query every field of operational data (e.g. data entered by a user) to create reports utilizing all of the data stored in the System?	Y	Each module offers the ability to add any field to the search screen to search upon.
2 Can the System calculate trends and patterns, displaying statistical information in a graphical dashboard, including crimes, quality of life offenses, accidents, and traffic citations?	Y	This is available in OnCall Analytics Records Essentials.
3 Can users customize a dashboard based on districts, zones, and beats?	Y	This is available in OnCall Analytics Records Essentials.
4 Can each agency compare statistics over user-defined periods of time?	Y	This is available in OnCall Analytics Records Essentials.
5 Can users perform queries using “wild cards” to identify data without having to search for an exact data match?	Y	

G. CRIME MAPPING			
Description		Rate	Explanation
6	Can users perform queries using “string search” to identify data without having to search for an exact data match?	N	Not currently available
7	Can users perform queries using phonetic matching or similar sound-alike algorithm to identify data without having to search for an exact data match?	Y	Soundexing can be used in search criteria
8	Can users perform queries using partial information in an operational data field to identify data without having to search for an exact data match?	Y	Users can enter partial information for search criteria
9	Can users perform database queries using any combination of operational data fields to return crime or incident statistics based on multiple variables?	Y	This is available in OnCall Analytics Records Essentials.
10	Can users add or remove the incidents types displayed on graphs?	Y	This is available in OnCall Analytics Records Essentials.
11	Can the System allow users to access Google Earth, or an equivalent, to view incident and offense locations?	Y	Mapping functionality is integrated into the OnCall Records application under the Map Window functionality.
12	Can information be displayed as a heat map?	Y	This is available in OnCall Analytics Records Essentials.
13	Can users view UCR offenses and/or IBR incidents?	Y	OnCall Records and/or OnCall Analytics Records Essentials
14	Can the System display a crime index rate?	U	Further discussion is required prior to rating this requirement.
15	Can users track which personnel responded to crimes?	Y	OnCall Records and/or OnCall Analytics Records Essentials
16	Can the agency track the quality of life offenses (e.g. gang problems, graffiti, and animal attacks)?	Y	Group Tracking Module
17	Can users view traffic and accident information, including the number of injuries or fatalities and the resulting monetary damage?	Y	This is available in OnCall Analytics Records Essentials.
18	Can users identify the most frequent places for traffic citations and accidents?	Y	This is available in OnCall Analytics Records Essentials.
19	Can users export information to a spreadsheet?	Y	Users can export search results
20	Can users aggregate data elements found in records to create comprehensive reports with all relevant data?	Y	This is available in OnCall Analytics Records Essentials.

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21	Can users be notified of the estimated time to run the query so that parameters of the query may be changed to reduce result time?	N	This functionality does not currently exist within OnCall Records. Time to run queries is dependent on customer hardware, network performance, system load, and the external systems being queried.
G. CRIME MAPPING			
Description		Rate	Explanation
22	Can users export data from the System in multiple formats (e.g. Access, Excel, Text) for further analysis?	Y	Users can search modules and export data in multiple formats including .csv, .pdf, Word, and Excel
23	Can users schedule crime analysis reports to run automatically at regular intervals?	Y	SQL Server Reporting Services (SSRS) Crime analysis reports can be scheduled to run at regular intervals with OnCall Analytics Records Essentials
24	Can users schedule the distribution of crime analysis reports to a list of specified personnel, both inside and outside the agency?	Y	SQL Server Reporting Services (SSRS) can schedule distribution of reports with OnCall Analytics Records Essentials
25	Can users add additional information to reporting fields to associate the report with other crimes, or to update an incorrect crime classification?	U	Further discussion is required prior to rating this requirement.
26	Can users analyze the data within the System utilizing both simplistic and complex statistical techniques?	Y	OnCall Analytics Records Essentials
27	Can users analyze activity via a third-party application (or vendor) to use analysis tools or techniques outside the System?	U	Hexagon has included OnCall Analytics Records Essentials in our proposal for reporting and analytics. Integration with a third-party application to analyze RMS activity would require additional services at additional cost. Further discussion is required prior to rating this requirement.
28	Can the System alert specific agency identified individuals when crime activity exceeds an agency-defined level to create real-time regarding high crime activity?	U	Further discussion is required prior to rating this requirement.
29	Can users analyze crime data by address and/or other coordinates to view crimes in proximity to a specific location?	Y	OnCall Records and/or OnCall Analytics Records Essentials
H. OFFENDER TRACKING			
Description		Rate	Explanation
1	Can users create and manage offender records (e.g. registered sex offenders, drug/gang-related activity or domestic violence)?	Y	MNI offers the ability to manage offender records.

Can agencies use the offender tracking module to track required SORNA information including?			
2	sex offenders' risk level?	Y	There is a checkbox field for "Risk to Officers" available. A System administrator can add a custom field to track risk level using the User Interface (UI) Configuration tool included within OnCall Records.
3	professional licenses?	Y	A System administrator can add a custom field to track professional licenses using the UI Configuration tool included within OnCall Records. There is also a dedicated Permit/License/Registration module to track licenses.
4	required check-in status?	Y	The MNI > Registration record includes a dropdown field for Registrant Status.
5	registration renewal dates?	Y	The MNI > Registration record includes fields for Original Registration Date, Registration Date and Final Registration Date. Custom fields can also be added if needed using the UI Configuration tool included within OnCall Records. Additionally, a system administrator can set up Alerts based on these dates for notification of registration renewal.
6	Can users enter specific gang information including the gang name and the offender's role within it?	Y	Within the Group Tracking Module, Members can be added, which are linked back to their MNI.
H. OFFENDER TRACKING			
Description		Rate	Explanation
7	Can the system retain (and purge) offender records for persons no longer being tracked due to a move or a change in status?	Y	The offender status can be changed or given a start and end date.
8	Is offender information instantly visible throughout the entire system once it has been associated with a name (e.g. within vehicle records, search results)?	Y	Shows in bright red letters for MNI and MVI records.
9	Can the System provide alerts when a name in the offender registry appears in search results or when the person is entered into a report in any capacity?	Y	A red alert icon will show with hover text on any search showing what type of alert it is.
Does the offender tracking system allow users to do the following?			
10	Run reports that track offenses associated with a name	Y	Upon opening a MNI record the user will see all records where the name has been linked. The system does this automatically.

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11	Create a log of requirements for each sex offenders?	Y	System administrators can add additional fields (using the built-in UI Configuration tool in OnCall Records) to these sections to capture the appropriate information.
12	Create statistical reports on the types of offenders in their agency's jurisdiction?	Y	Via OnCall Records Reports or custom reports that an administrator could create using OnCall Analytics Records Essentials. If Kitsap desires Hexagon to create a custom report for this instead, additional services at additional cost will be required.
13	Run reports on overdue sex offender registration renewals at regular intervals, with or without prompting?	Y	Via OnCall Records Reports or custom reports that an administrator could create using OnCall Analytics Records Essentials. If Kitsap desires Hexagon to create a custom report for this instead, additional services at additional cost will be required.
14	Create community and law enforcement notifications to inform community members of offender activity?	Y	Via OnCall Records Reports or custom reports that an administrator could create using OnCall Analytics Records Essentials. If Kitsap desires Hexagon to create a custom report for this instead, additional services at additional cost will be required.
15	Assign and track checks on sex offenders?	Y	Users can set an alert and set it to notify group/groups to check on a subject
16	Can the System provide a means for sex offenders to sign registration and other paperwork electronically?	Y	<p>An electronic signature pad can be tied to that field for input in OnCall Records.</p> <p>Electronic signature pad devices are not included in Hexagon's response and are assumed to be customer-furnished.</p>
Can users record in the System the following activities for sex offenders?			
17	– officer contact with an offender?	Y	These fields can be added using the OnCall Records built-in UI Configuration tool.
18	– follow-up visits?	Y	These fields can be added using the OnCall Records built-in UI Configuration tool.

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19	– follow-up phone calls?	Y	These fields can be added using the OnCall Records built-in UI Configuration tool.
20	– notifications to residents?	Y	These fields can be added using the OnCall Records built-in UI Configuration tool.
21	Can users easily associate offenders with multiple addresses and vehicles?	Y	This is easily done using our linking functionality.
22	Can the System import data from OffenderWatch through interface of API?	C	<p>Hexagon has proposed to create EdgeFrontier systems necessary for an import interface with the State OffenderWatch Database. It is assumed that the data will be passed in XML format via web services, queues or file drops on a shared network. Only fields in the COTS OnCall Records product will be populated via an import.</p> <p>It is assumed a shared Offender number, that is used in both systems, will be used to match offenders with the correct master name record in the OnCall Records system. For the import, an EdgeFrontier system will be created to either access a web service provided by OffenderWatch or to monitor a shared directory for XML. Either way, once the XML data has been retrieved by the EdgeFrontier system, it will look for existing entries in the Group Tracking module records. If no entries are found, one will be created. For those records where an entry already exists, the system will update the record accordingly (if the customer desires) or nothing will be done to the record (if the customer desires). An ICD will be created for this interface and must be agreed to and signed off on before any development work can begin. No Delete transactions will be imported as Deletes from OffenderWatch.</p>
23	Can the System perform risk assessments on registered sex offenders?	N	Not currently available
24	Does the offender tracking module use the master name index?	Y	OnCall Records MNI is used.
H. OFFENDER TRACKING			

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Description		Rate	Explanation
25	Can the System provide an alert when a change is made to the master name record for a sex offender?	Y	Yes Alerts can be added to MNR for entry of Sex Offender
26	Are specific master names lockable by a user group so no changes can be made?	Y	MNI records can be locked so that only specific groups can access the records.
27	Can the System track transient sex offenders? Describe	Y	Users can create a Master Name record and enter the Sex Offender information under the Registration section.
I. LICENSES & REGISTRATIONS			
Description		Rate	Explanation
1	Can users track licenses and registrations, such as Concealed Pistol Licenses, Pawn Brokers, security alarms?	Y	OnCall Records Permits/License/Registration Module
Can users track the following permit information?			
2	– Registration type	Y	OnCall Records Permits/License/Registration Module
3	– Registration status	Y	OnCall Records Permits/License/Registration Module
4	– application date	Y	OnCall Records Permits/License/Registration Module
5	– effective date	Y	OnCall Records Permits/License/Registration Module
6	– contacts	Y	OnCall Records Permits/License/Registration Module
7	– value	Y	OnCall Records Permits/License/Registration Module
8	Can users create property records for permit items, which automatically link to related records?	Y	Users can add property records to the Permit module that will automatically link to related records.
9	Can users view alerts associated with a permit?	Y	Users can view alerts associated with a permit.
10	Can the System be used to charge agency specific fees, post receipts, and make adjustments?	Y	OnCall Records Permits/License/Registration Module
11	Can users print permits, receipts, and mailing labels?	Y	Via OnCall Records Reports or custom reports that an administrator could create using OnCall Analytics Records Essentials. If Kitsap desires Hexagon to create a custom report for this instead, additional services at additional cost will be required.

12	Can the System provide preformatted license and permit reports?	Y	Via OnCall Records Reports or custom reports that an administrator could create using OnCall Analytics Records Essentials. If Kitsap desires Hexagon to create a custom report for this instead, additional services at additional cost will be required.
J. PAWNED PROPERTY			
Description		Rate	Explanation
1	Can the System track pawned property data?	N	OnCall Records does not have a Pawn Module
2	Can the System import data from LEEDS Online?	U	OnCall Records does not have a Pawn Module; however, data can be imported through an interface not currently proposed. Hexagon requires more information on the location where the County would desire the data.
J. PAWNED PROPERTY			
Description		Rate	Explanation
3	Does the System include pawned property software developed and maintained by the primary Offeror?	N	OnCall Records does not have a Pawn Module
Can users track the following pawned property information?			
4	– pawnshop name, address	N	OnCall Records does not have a Pawn Module
5	– employee handling the transaction	N	OnCall Records does not have a Pawn Module
6	– ticket number	N	OnCall Records does not have a Pawn Module
7	– Name, address, dob, phone number, height, weight, race, eye color, hair color, sex.	N	OnCall Records does not have a Pawn Module
8	– Digital image of person’s identification	N	OnCall Records does not have a Pawn Module
			OnCall Records does not have a Pawn Module
9	– Date and time pawned	N	OnCall Records does not have a Pawn Module
10	– Make, brand, model of property	N	OnCall Records does not have a Pawn Module
11	– Detailed description of pawned item	N	OnCall Records does not have a Pawn Module
12	– If firearms, caliber, barrel length, action type	N	OnCall Records does not have a Pawn Module
13	– Serial number	N	OnCall Records does not have a Pawn Module
14	– Digital image of pawned item	N	OnCall Records does not have a Pawn Module
15	– serial number	N	OnCall Records does not have a Pawn Module

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16	– pawn code	N	OnCall Records does not have a Pawn Module
17	Can the System record pawnshop visits, spot checks, hits, and the identification and recovery of stolen items?	N	OnCall Records does not have a Pawn Module
18	Can the System provide preformatted pawned property reports?	N	OnCall Records does not have a Pawn Module

A. DRIVER LICENSE SCANNING			
Description		Rate	Explanation
1	When a license or registration is scanned, does the System automatically populate the appropriate fields with the driver's or vehicle's information?	N	<p>This would require the use of a third party device (not proposed) to scan the driver's license bar code to enter into the system. Bar code functionality is available in the OnCall Records COTS Evidence module only. The base product functionality could be extended to other modules with customization (this would require additional services at additional cost). The bar code uses bar code scanning as a keyboard wedge.</p> <p>Once the driver's license bar code scan is included in OnCall Records, OnCall Records can search the Master Name index by the bar code.</p>
2	Can the scanning interface be customized to search in local, state, and national databases?	U	<p>In general, it is possible for OnCall Records to search multiple databases using the I/Informer interface. Currently, Hexagon has only proposed a query interface to WACIC/NCIC. Further discussion is needed if queries to additional databases are desired, as this may require additional services at additional cost.</p>
3	Can the interface gather information from both barcoded and magnetic strip driver licenses?	N	<p>This would require the use of a third party device (not proposed) to scan the driver's license bar code to enter into the system. Bar code functionality is available in the OnCall Records COTS Evidence module only. The base product functionality could be extended to other modules with customization (this would require additional services at additional cost). The bar code uses bar code scanning as a keyboard wedge.</p> <p>Once the driver's license bar code scan is included in OnCall Records, OnCall Records can search the Master Name index by the bar code.</p>
B. MOBILE QUERIES			
Description		Rate	Explanation

2.12 Mobile Computer Terminal

1	Can all searches of the System performed in the desktop application be performed in the mobile application? List any that cannot be done in the mobile application.	Y	Hexagon has proposed for OnCall Records to be used in the mobile units and in the desktop application. In reference to queries performed using OnCall Records, the same searches are supported.
2	Can users search multiple databases with a single query?	U	<p>In general, it is possible for OnCall Records to search multiple databases with a single query using the I/Informer interface, so long as the third party databases allow for simultaneous query support. Currently, Hexagon has only proposed a query interface to WACIC/NCIC.</p> <p>Other databases requiring simultaneous queries would need to be defined and specifications for the databases provided prior to Hexagon providing a quote to support this item.</p>
Can users run the following local, state, and national queries from the MCT through the System?			
3	– warrants	C	<p>Hexagon has answered this requirement from the perspective of using OnCall Records in the mobile unit and performing the query using OnCall Records and I/Informer. If the intent is to perform a query directly from the mobile application (the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system) and not through OnCall Records, this answer will need to be re-evaluated.</p> <p>Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.</p>

4	– vehicle registration	C	<p>Hexagon has answered this requirement from the perspective of using OnCall Records in the mobile unit and performing the query using OnCall Records and I/Informer. If the intent is to perform a query directly from the mobile application (the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system) and not through OnCall Records, this answer will need to be re-evaluated.</p> <p>Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.</p>
5	– stolen vehicles	C	<p>Hexagon has answered this requirement from the perspective of using OnCall Records in the mobile unit and performing the query using OnCall Records and I/Informer. If the intent is to perform a query directly from the mobile application (the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system) and not through OnCall Records, this answer will need to be re-evaluated.</p> <p>Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.</p>

2.12 Mobile Computer Terminal

6	– stolen property	C	<p>Hexagon has answered this requirement from the perspective of using OnCall Records in the mobile unit and performing the query using OnCall Records and I/Informer. If the intent is to perform a query directly from the mobile application (the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system) and not through OnCall Records, this answer will need to be re-evaluated.</p> <p>Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.</p>
7	– driver license	C	<p>Hexagon has answered this requirement from the perspective of using OnCall Records in the mobile unit and performing the query using OnCall Records and I/Informer. If the intent is to perform a query directly from the mobile application (the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system) and not through OnCall Records, this answer will need to be re-evaluated.</p> <p>Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.</p>
8	– license plates	N	Not currently proposed

9	– criminal history	C	<p>Hexagon has answered this requirement from the perspective of using OnCall Records in the mobile unit and performing the query using OnCall Records and I/Informer. If the intent is to perform a query directly from the mobile application (the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system) and not through OnCall Records, this answer will need to be re-evaluated.</p> <p>Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.</p>
10	Can users query local, state, and national databases with information captured from a driver license scanner?	U	<p>In general, it is possible for OnCall Records to search multiple databases using the I/Informer interface. Currently, Hexagon has only proposed a query interface to WACIC/NCIC. If other database queries are desired, this may require additional services at additional cost. Hexagon welcomes further discussion on this requirement.</p>
Can users query the following local database information?			
11	– law incidents	Y	These queries are available in OnCall Records.
12	– field incidents	Y	These queries are available in OnCall Records.
13	– names	Y	These queries are available in OnCall Records.
14	– vehicles	Y	These queries are available in OnCall Records.
15	– property	Y	These queries are available in OnCall Records.
16	– premises	Y	These queries are available in OnCall Records.
Can the local database return the following information from a mobile query?			
17	– mug shot	Y	Because mobile users will be connecting to OnCall Records, all standard queries will be available to users in the field with the appropriate security access.
18	– involvements	Y	Because mobile users will be connecting to OnCall Records, all standard queries will be available to users in the field with the appropriate security access.

19	– scars, marks, and tattoos	Y	Because mobile users will be connecting to OnCall Records, all standard queries will be available to users in the field with the appropriate security access.
20	– name alerts	Y	Because mobile users will be connecting to OnCall Records, all standard queries will be available to users in the field with the appropriate security access.
21	– physical description	Y	Because mobile users will be connecting to OnCall Records, all standard queries will be available to users in the field with the appropriate security access.
22	Can users receive an audible notification of a query return?	N	Not currently available
23	Can users select the font size for text in query response lists?	Y	OnCall Records can be used with any modern browser. Modern browsers have the ability to zoom in on the page making text larger or smaller depending on user preference.
C. ARREST FORM			
Description		Rate	Explanation
1	Does the System provide a quick way for user to create a non-custody booking record in the field?	Y	The Booking Module is park of the OnCall Records system.
C. ARREST FORM			
Description		Rate	Explanation
2	Can users enter all arrest and offense information related to an arrest in a single screen?	N	The Arrest Module is broken up into sections which are on different screens.
3	Does the System eliminate the need for duplicate entry of names in both the arrest form and case report?	Y	These names can be used/linked to the other modules once they are used in one.
4	While officer reports contain detailed charges, the jail system only requires broader categories of charges on the pre- booking form. Can the RMS map detailed charges to the broader categories of charges that the jail uses so that officers do not need to figure out and retype the charges on pre-booking forms?	Y	A different code table can be added to the Booking Module that contains a separate offense list preferred by the Jail. This additional field can be added by a system administrator.
5	Does the arrest form information auto- populate into the JMS booking module?	Y	All applicable data like names can be used between modules.

6	If an arrest has multiple offenders, can the arrest and offense information be duplicated for any number of additional offenders?	Y	The offenses can be added to the report and then linked to the offenders.
7	Can AFIS returns automatically update a master name record in the RMS?	N	Integration with AFIS is not currently proposed and would require additional services at additional cost. Hexagon welcomes further discussion with the KCSO on this requirement and the necessary return data prior to providing a quote.
8	If information can be duplicated for multiple offenders, can this information also be changed as needed?	Y	New offenses can be added and linked to the offender or incorrect offenses can be voided out.
9	Can administrators grant access to the arrest form on an agency, group, or user level?	Y	Access to the arrest form is done by group.
10	Is the arrest form integrated with the mobile field report?	Y	OnCall Records is used both in the office and in vehicles.
11	Can the arrest form be completed and saved prior to completing the rest of the field report?	Y	Users can save as a draft at any time with a connection.
D. SMARTPHONE AND TABLET INTERFACE			
Description		Rate	Explanation
1	Can users access System information through a smartphone or tablet interface?	Y	OnCall Records can be accessed via iOS, Android, and Windows tablets via a browser. A screen size of 9.70" minimum is required.
Does the interface provide the following System functions?			
2	– wild card searches	Y	The asterisk is used as a wildcard in searches.
3	– call comments	Y	Comments can be added to most modules. If a comments field is not available in a module, a system administrator can add that via the built-in UI configuration tool in OnCall Records.
4	– mapping	Y	Mapping is available from searches on Incidents, Arrests, and CFS records.
5	– unit status	N	Not currently available
D. SMARTPHONE AND TABLET INTERFACE			
Description		Rate	Explanation

6	Does the interface follow agency-defined data partitioning security parameters?	Y	Hexagon has answered this requirement from the perspective of using OnCall Records on a tablet in the mobile unit. The system administrator can assign agency-defined security groups (Security Permission Group roles) for field users of OnCall Records to limit access to modules, tabs, attachments, data sheets, and other features as needed.
E. FIELD INTERVIEWS			
Description		Rate	Explanation
1	Can a user quickly and accurately record field interview information in a safe, timely, and accurate manner?	Y	OnCall records is accessed the same way in a browser regardless if it is a PC, laptop, or tablet.
2	Can a user complete more than one field interview from the same event without having to re-enter the same information (e.g. location,vehicle, notes) for each individual field interview in a safe, timely, and accurate manner.	U	Further discussion is needed on this requirement prior to rating.
3	Can a user be prompted to enter data fields and use acceptable field values to produce field interviews that are accurate and error- free?	Y	Administrators can make any field required. If specific values must be in a particular field, administrators can add code table fields via the UI Configuration tool in OnCall Records.
4	Can a user complete field interviews from various locations and devices so they may be completed at a different time or location?	Y	Users can save a field interview as a draft at any time in OnCall Records with a connection. This document can then be accessed from any other OnCall Records instance.
5	Can a user associate field interview to other records in the System (e.g. associate field interview with name, location, or vehicle)?	Y	Items such as names, locations, and vehicles are automatically linked when added to a field interview.

A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation
Can the JMS capture and store the following booking information, regardless of source? [Note: Any information not entered through the RMS shall be entered directly into JMS. Bookings on cases that are not processed initially through RMS shall be entered directly in their entirety into JMS.]			
1	- Name (Last, First, Middle, Suffix)	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
2	- AKAs (no limits)	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
3	- Permanent and temporary address	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
4	- Telephone numbers	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
5	- DOB,	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
6	- Place of birth (city, state, country)	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
7	- Foreign National	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
8	- Social security number	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation
9	- Descriptors [e.g. sex, race, hair color, eye color, height (feet and inches), weight, scars, marks, tattoos (location and description in free text form), and the like.	Y	Functionality of OnCall Records Jail Module linked to Master Name Indices
10	- Date, time, and location of arrest	Y	Functionality of OnCall Records Jail Module linked to Arrest Module
11	- Arresting agency and officer	Y	Functionality of OnCall Records Jail Module linked to Arrest Module
12	- Transporting officer	Y	Functionality of OnCall Records Jail Module linked to Arrest Module
13	- Arrest charge(s), citation number	Y	Functionality of OnCall Records Jail Module linked to Arrest Module
14	- Driver's license number	Y	OnCall Records Jail module linked to Master Name Indices
15	- Vehicle license plate and state	Y	OnCall Records Jail module linked to Master Vehicle Indices

16	- Vehicle disposition	Y	OnCall Records Jail module linked to Master Vehicle Indices
17	- Special identifiers (i.e. sex offender)	Y	OnCall Records Jail module linked to Master Name Indices
18	- Veterans status	Y	OnCall Records Jail module linked to Master Name Indices
19	- Gang affiliation	Y	OnCall Records Jail module linked to Group Tracking
20	- Department report number	Y	OnCall Records Jail module linked to Incident Module
21	- Date and time booked, booking number	Y	OnCall Records Jail module linked to Booking Module
22	- Booking officer	Y	OnCall Records Jail module linked to Booking Module
23	- Searching officer	Y	OnCall Records Jail module linked to Booking Module
24	- Arrest bail	Y	OnCall Records Jail module linked to Booking Module
25	- Property description (cash/non-cash)	Y	OnCall Records Jail module linked to Property/Evidence Modules
26.	- Emergency contact information	Y	OnCall Records Jail module linked to Master Name Indices
27	- Occupation, skills, education level	Y	OnCall Records Jail module linked to Master Name Indices
28	- Employer’s information	Y	OnCall Records Jail module linked to Master Name Indices
29	- FBI, AFIS, WSIC, DOC, and internal identification numbers	Y	OnCall Records Jail module linked to Master Name Indices
30	- DNA submission (yes or no)	Y	OnCall Records Jail module linked to Master Name Indices
31	- Hazard or Keepsafe Warning	Y	OnCall Records Jail module linked to Master Name Indices
32	- Sentencing date	Y	OnCall Records Jail module functionality
33	- Calculated release date	Y	OnCall Records Jail module functionality
34	- Alien registration number	Y	OnCall Records Jail module linked to Master Name Indices
35	- Primary language and dialect, selected from user-maintained list with default field	Y	OnCall Records Jail module linked to Master Name Indices
36	Can the JMS automatically associate all images of an inmate’s scars, marks, and tattoos with the inmate’s file, and store the date and time the image was records?	Y	OnCall Records Jail module linked to Master Name Indices
37	Can the System alert of prior dangerous medical conditions?	Y	Users can add alerts to modules
38	Can the System alert that an inmate should not associate with other specific inmates?	Y	OnCall Records Jail module functionality
A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation
39	Can System prohibit any inmates that should be kept separate from being placed in the same housing unit?	Y	Within the Inmate Tracking Module > Records Linked > Related Inmates, Users can set the related Inmate and unique Inmate Number, the Relation (such as Enemy or Co-conspirator), and how many levels of the housing hierarchy to keep the inmates separate.

40	Can the System alert when inmates that should be separated are assigned to the same activities and programs (e.g. transported on same bus)?	Y	Users can add alerts to the module and/or person
41	Can alerts be includes in any printed lists of inmates (e.g. daily worksheets)	Y	Users can create a custom tag for the search results
42	Can the System alert regarding phone and visitor restrictions	Y	Users can create a check box of yes or no for the feature
43	Can the System accept miscellaneous comments entered as free-form text, with comments kept in the order entered, and include author and the date and time of entry?	Y	Users can create an incident and add comments with time stamp. add new narrative to the incident.
44	Can users view a current inmate list that displays mug shots and allows direct access to detailed booking, movement, and release information? Describe	Y	This is supported under the Inmate Tracking module
45	Can users create, execute, and print ad hoc reports on a user defined schedule and frequency?	Y	A system administrator can create a custom screen of defined fields if needed
46	Are mug shot and profile images available on all main screens, including arrest, offense, sentence, and bond screens?	Y	All images are linked to the name table for all modules
47	Does the System facial recognition software?	N	OnCall Records does not have this functionality
48	Does the JMS provide a dashboard for users to access recent active bookings, non- custody bookings, and released inmate data?	Y	Users can perform a search of information needed in the search screen
49	Does the JMS accommodate initial and supplemental booking, no-name booking for uncooperative persons, and criminal history booking for non-custody arrests?	Y	This is supported via creating a master name record and linking it to the booking record.
50	Can the agency require fields to be completed before users can continue the booking process?	Y	A system administrator can select fields as required
51	Can the System use barcodes and scanners to track inmate movement in real-time?	N	OnCall Records fields can accept data entry from handheld barcode scanners. However, there currently is not dedicated functionality for inmate barcode printed bracelets and the quick movement of inmates using handheld barcode scanners.
52	Can the JMS validate booking entries?	Y	A system administrator can create the required fields in OnCall Records to support this
A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation
53	Can the System accept and correctly process hyphenated names in any name component (first, middle and/or last)?	Y	Hyphenated names are accepted

2.13 Jail Management System

54	Does the System include a booking checklist screen?	Y	A system administrator can create the required fields in OnCall Records to support this
55	Can users enter multiple arrests with multiple offenses per arrest?	Y	In the Arrest Module multiple offenses can be entered. Additionally, the Booking module can have multiple charges (independant from the Arrest Charges). The Booking Charges are mostly used for a Booking of an inmate for an outside Agency.
56	Can users duplicate offenses to save time?	Y	Users can duplicate Offenses and link to MNI records
57	Can users enter multiple counts on a single record, and split those counts to create separate records?	U	Further discussion is needed on this requirement prior to rating.
58	Does the System allow or disallow juvenile bookings and provide special instructions during the juvenile booking process?	Y	Entering a juvenile booking into the system is dependent on assigned user rights.
59	Can the System require special permission to book a juvenile?	Y	Entering a juvenile booking into the system is dependent on assigned user rights.
60	If users find outstanding warrants upon booking, can they add the offense to the booking and clear the want?	Y	Bookings can link to the MNI and cases in OnCall Records.
61	If users find an outstanding civil process upon booking, can they enter service information if the process is served at booking?	Y	Bookings can link to the Court Module, MNI, and cases in OnCall Records.
62	Can users link historical arrest or offense records to the current booking?	Y	Historical arrests are linked via MNI.
63	Can users view and update pre-existing information about the person being booked, such as medical history, fingerprint classification, and any previous risk assessment performed?	Y	This functionality is supported in OnCall Records Jail Management features.
During the booking process, does the System provide the following inmate assessments:			
64	– outstanding civil and criminal warrants	Y	Via linking the booking to the MNI, which is in turn linked to other modules
65	– juvenile status	Y	Via linking the booking to the MNI that displays juvenile status
66	– suicide and medical issues	Y	The system administrator can add multiple assessments in the system
67	– risk status	Y	The system administrator can add multiple assessments in the system
68	Can a booking be interrupted and later continued?	Y	Users can save the booking and return later
Does the System display the following alert flags on a confined person's name record?			
69	– confined	Y	Alerts will display on MNI
70	– confined (external)	Y	Alerts will display on MNI
71	– confined (temporary release)	Y	Alerts will display on MNI

72	Can users schedule jail events, such as inmate movement?	Y	Scheduled Event Module
A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation
73	Can the JMS remind users when to perform required actions (e.g. suicide watch)	Y	Alerts and/or actions can be added to the record for notifications to an individual and/or groups
Can users schedule actions for the following criteria			
74	- Inmate Information (Name)	Y	Scheduled Event Module
75	- Housing Location (Unit)	Y	Scheduled Event Module
76	- Booking Number	Y	Scheduled Event Module
77	- Type of Action Scheduled	Y	Scheduled Event Module
78	- Master Index Number	Y	Scheduled Event Module
79	- Inmate	Y	Scheduled Event Module
80	- Type of Alert	Y	Scheduled Event Module
81	- Position(s) to Receive Alert	U	OnCall Records supports sending scheduled alerts to a Position /Job Role (such as Detention Officer Supervisor) based on Security Group permission settings. Further clarification is needed on this requirement prior to rating.
82	Can users log any jail event type, such as bookings, releases, mealtimes, and visits?	Y	OnCall Records Jail module supports this functionality.
83	Can users view future events and filter them by jail area?	Y	Using the Event Planner tool in OnCall Records
84	If yes, can a report be generated using this data?	Y	OnCall Records can provide reports, and the system administrator could create a custom report for users by using the OnCall Records Reports module or OnCall Analytics Records Essentials. If the KCSO desires for Hexagon to create the report instead, this will require additional services at additional cost.
85	Can users post completed events to the event history log without requiring re-entry of information?	Y	OnCall Records Event Planner functionality
86	Can users create a log entry based on a location, an inmate, or multiple inmates?	Y	OnCall Records Inmate Tracking functionality
87	Can users create a jail incident from log information?	Y	OnCall Records Jail Incident functionality
88	Can a law incident be created directly from a jail incident?	N	There currently is not a way to link a Jail Incident to the Incident module.
89	Does the System have a disciplinary module? Please describe?	N	Not currently supported in OnCall Records
90	Can users link visitor name, visitor type, visitor contact/emergency information, and descriptive information to an inmate's record?	Y	OnCall Records Inmate Tracking functionality

91	If the visitor's name is already in the central names table, does the system display any existing warrants and alerts?	Y	In the Inmate Tracking Jail Log, when searching for a visitor with an active warrant, a red alert/flag is displayed
92	Can the System produce a visitor tracking report for visitors by the user or track all visitors to an inmate?	Y	In the Data Sheet, Jail Logs can be generated to produce a visitor tracking report
93	Can the system retain visitor information and pull in all data upon subsequent visits?	N	In the Inmate Tracking Jail Log, the system can only track the date, the visitor, and the relationship.
A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation
94	Can the System track the total number of inmate visits within a defined time, and prevent additional visits?	N	In the Inmate Tracking Jail Log, the system can only track the date, the visitor, and the relationship.
95	Can the agency define an unlimited number of medical, mental health, and risk assessment questions?	Y	A system administrator can add multiple assessments
97	Does the system automatically flag inmate records based on assessment results?	N	The system does not automatically classify inmates based on the Inmate Tracking Evaluation and Medical questionnaire results. The system provides the capability to build questionnaires.
98	Can users enter an unlimited number of personal property items taken from the inmate, and print a confirmation receipt?	Y	OnCall Records Inmate property functionality
99	Can the System create a user maintained drop down box?	Y	A system administrator can add a drop down box. The system administrator would be responsible for maintaining the box.
100	Can users print a receipt for the inmate to authorize the release of personal property to a third party?	Y	OnCall Records Inmate Tracking functionality
101	Can users view available lockers?	Y	OnCall Records Inmate Tracking functionality
102	Can users assign multiple inmates to the same property locker?	Y	OnCall Records Inmate Tracking functionality
103	Does the system allow standard jail property issue defined by inmate gender, risk assessment, and security classification?	Y	A system administrator can add gender specific property items to a drop down list
104	Can users flag items as consumable or non- consumable?	Y	A system administrator can add a drop down box or custom field for this using the UI Configuration Tool within OnCall Records
105	Can users record the return of issued property?	Y	OnCall Records Inmate Tracking functionality
106	Can the agency define jail cells and capacities?	Y	OnCall Records Jail Management functionality

2.13 Jail Management System

107	Does the System accommodate multiple housing and correctional facilities?	Y	OnCall Records Jail Management functionality
108	Can users restrict housing assignments based on gender, cell capacity, keep separates, security classification, juvenile status, and handicap accessibility?	Y	OnCall Records Jail Management functionality
109	Does the System allow users to override a keep separate restriction and log each override?	Y	OnCall Records Jail Management functionality
A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation
110	Can users track temporary and permanent inmate housing locations, both inside and outside the facility, with the ability to add narratives?	Y	OnCall Records Jail Management functionality
111	Can the System track transportation (e.g. date, time, odometer, arrival time, number transported, staff, special instructions, destination, route, vehicle, driver)?	Y	OnCall Records Jail Management functionality
112	Can the System track food service requirements (e.g. meals served, number, type, diet restrictions, and other restrictions and authorizations)?	N	OnCall Records does not currently have a module that tracks diet restriction
113	Can users track inmate movement by keyboard or barcode device?	N	OnCall Records fields can accept data entry from handheld barcode scanners. However, there currently is not dedicated functionality for inmate barcode printed bracelets and the quick movement of inmates using handheld barcode scanners.
114	Can users create an inmate cash account, print receipts, and track authorization for withdrawals?	Y	OnCall Records Inmate Tracking functionality
115	Can the System adjust inmate cash account balances for commissary purchases, deposits, and disbursements?	Y	OnCall Records Jail Management functionality
116	Can the System receive financial deposits from kiosks wherein daily deposits for inmate are made via a third-party vendor?	N	Within the OnCall Records Inmate Tracking features, there is a Cash account section which can manage CREDIT/DEBIT for inmate cash accounts. Further discussion is need on the third-party vendor(s) and kiosks prior to providing a quote for OnCall Records integration with those systems.
117	Can the System display an inmate's current account balance on the general information screen for each inmate?	Y	OnCall Records Jail Management functionality
118	Can the agency define the maximum positive and negative values allowed for an inmate's account?	N	Not currently available

119	Can the System place a hold on an inmate’s account transaction within user defined parameters?	N	Not currently available
120	Can the System automatically compute the billing amount for housing another agency’s inmate?	Y	OnCall Records Jail Management functionality
121	Can users split agency billing between multiple agencies or bill a single agency based on priority?	N	<p>Not currently available. This is on Hexagon's roadmap (e.g. components for inmate charges, charges that are billable, billable start and stop dates, agency responsibility for charges, rate history and effective dates).</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation

2.13 Jail Management System

122	Can the System automatically calculate the amount to bill an agency based on individual offenses at varying lengths of time?	N	<p>Not currently available. This is on Hexagon's roadmap (e.g. components for inmate charges, charges that are billable, billable start and stop dates, agency responsibility for charges, rate history and effective dates).</p> <p>This information is shared with its audience to provide an understanding of Hexagon's current expected direction, roadmap or vision and is subject to change at any time at Hexagon's sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
123	Can users clear amounts due through exceptions?	Y	OnCall Records Jail Management functionality
124	Does the System allow the agency to charge the cost of dispensed medications, doctor visits, pharmacy expenses, and hospital fees to an inmate's cash account?	Y	OnCall Records Jail Management functionality
125	Can the System interface with NaphCare's TechCare® software?	C	Hexagon has proposed to create an EdgeFrontier interface that will export active inmate information and send via Secure FTP to the NaphCare TechCare (Jail HealthCare) system. The data will be in CSV format and will be sent at configurable intervals.
126	Can users enter both consecutive and concurrent sentences?	Y	OnCall Records Jail Management functionality
127	Can the System automatically calculate good time? Describe	Y	This is supported via OnCall Records Jail Management functionality to include good time exceptions to the length of sentence.
128	Can the System calculate an inmate's scheduled release date based upon multiple sentences?	Y	OnCall Records Jail Management functionality
129	Can users adjust sentences, individually and globally?	Y	OnCall Records Jail Management functionality
130	Does the system provide automatic scheduling of commitments for inmates serving their sentence in increments, such as on weekends or work release programs?	Y	OnCall Records Jail Management functionality
Does the system safeguard against improper inmate release by notifying users of the following?			
131	– outstanding holds	Y	OnCall Records Jail Management functionality
132	– premature date of release	Y	OnCall Records Jail Management functionality
133	– unpaid bonds	Y	OnCall Records Jail Management functionality
134	– unreturned jail property issue	Y	OnCall Records Jail Management functionality

135	Can the system automatically create a hold for an inmate who requires a conditional release based on the offense, disposition, and/or judicial status?	U	Further discussion is needed on this requirement prior to rating.
136	Does the system provide release documents, such as a release and hold harmless agreement?	Y	Jail Management has this functionality
137	Can the system interface with third party Commissary Management solutions?	C	<p>Hexagon has proposed to create an EdgeFrontier interface that will export inmate and booking information for new bookings entered in the OnCall Records system to the Keefe Jail Commissary system. Hexagon assumes the data will be in a common format (i.e. xml, delimited, JASON, fixed lenght) and will be sent at configurable intervals (batch) or near real time when each booking record is added. The data will be sent via a file drop to a shared directory on the customer's network or sent to a web service, api or FTP site provided by the Jail Commissary system.</p> <p>If interfaces to other third party Commissary Management solutions are needed, these will require additional services at additional cost. Hexagon welcomes further discussion on the KCSO's integration needs.</p>
138	Does the system provide preformatted jail reports?	Y	OnCall Records provides reports and custom reports can be created by a system administrator
A. GENERAL JMS SPECIFICATIONS			
Description		Rate	Explanation
139	Can the JMS compute bail using a stored list of charges and user-maintained associated bail amounts, and allow manual entry?	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>

140	Does the JMS limit on the number of charges and bail amounts it can store?	N	Users can add multiple chards and bail amounts
141	Can the System accept various bail values (e.g. no bail, pending bail enhancements, and bail conditions)?	Y	OnCall Records Jail Management functionality
142	Does the display identifying the inmate include the bail amount per charge with total?	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
Does the System collect the following bail information?			
143	- Name of person/company posting bail	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>

144	- Amount of bail posted (partial or complete)	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
145	- Charge(s) to which the bail is applied, in order of application to bail amounts	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
146	- Bond number	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>

147	- Person accepting bail	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
148	- Date and time bail posted	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
149	Can the System print bail receipts?	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>

150	Can the System automatically generate the appropriate IRS reporting form when cash bail exceeding \$10,000.00 is received?	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
151	Can the System prepare a daily booking log, listing all inmates booked during the preceding 24 hours with multiple fields?	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>
152	Does the System include an objective jail classification (OJC) system as recommended by the National Institute of Corrections (NIC)	N	<p>Not currently available. However, Hexagon's roadmap includes inmate tracking enhancements to support a dynamic count of charges and bond/bail information.</p> <p>This information is shared with its audience to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. The audience of this material should not factor any future features, functions, or products into its current buying decision. When and if these future features, functions, or products are developed, they will be generally available for licensing by Hexagon.</p>

B. FINGERPRINTING INTERFACE

Description		Rate	Explanation
1	Can the fingerprinting interface automatically populate fingerprint cards with biographical and arrest data?	C	As proposed, Hexagon's EdgeFrontier Crossmatch Live Scan interface will support this requirement.
2	Is the interface compatible with DBI, Identix, and Printrak Live Scan fingerprint machines?	N	Each Live Scan system can have its own data format and transmission protocol; therefore, the proposed EdgeFrontier Crossmatch Live Scan interface may not be compatible and a separate one would need to be written for each vendor. More information would be required regarding the data format and transmission protocol for each Live Scan vendor prior to quoting additional interfaces.
3	Does the fingerprinting interface facilitate the electronic transfer of files to state and federal agencies?	N	Typically the interface transfers the data to the Live Scan machine, and the Live Scan system, not the interface, transfers the files to state and federal agencies. Hexagon assumes the Live Scan system vendor will be responsible for the file transfers to state and federal agencies.
B. FINGERPRINTING INTERFACE			
Description		Rate	Explanation
4	Can the Contractor provide real-time interface with the Live Scan system as part of the booking process to facilitate the identification and booking process?	C	Hexagon has proposed to create an EdgeFrontier interface that will export arrest, booking and name information to the Crossmatch Live Scan system. The development for this interface is covered under the KCSO's existing maintenance contract.
5	Can the agency revise data formats to conform with changing state and federal requirements?	N	It is not recommended for the agency to revise the interface. In general, Hexagon supports revising data formats to conform with changing state and federal requirements as part of interface maintenance support. Depending on the future changes needed, additional software and services may be required at additional cost. Hexagon welcomes further discussion on this requirement.
6	Can the agency define the fields that appear on fingerprint cards?	N	This is considered a feature of the live scans, not the interface. The interface sends information to the Live Scan device, but it does not print cards.
7	Can the agency use multiple fingerprint machines simultaneously?	Y	Hexagon notes that the different machines would need to be identified prior to design of the interface.
C. COMMISSARY MANAGEMENT			

2.13 Jail Management System

Description	Rate	Explanation
1 Can users track commissary inventory and make adjustments based on inmate purchases and received orders?	Y	OnCall Records supports this functionality
2 Can users generate purchase orders based on agency defined reorder thresholds and supplier information?	N	Not currently supported in OnCall Records
3 Can users record inmate commissary purchases using UPC barcodes?	C	<p>Not currently supported in OnCall Records.</p> <p>Alternatively, Hexagon has proposed to create an EdgeFrontier interface that will export inmate and booking information for new bookings entered in the OnCall Records system to the Keefe Jail Commissary system. Hexagon assumes the data will be in a common format (i.e. xml, delimited, JASON, fixed length) and will be sent at configurable intervals (batch) or near real time when each booking record is added. The data will be sent via a file drop to a shared directory on the customer's network or sent to a web service, api or FTP site provided by the Jail Commissary system.</p>
4 Can the System warn users of commissary item restrictions based on gender, purchase authorization/restrictions, quantity limits, or account balance?	N	Not currently supported in OnCall Records
5 Can the System print inmate-specific commissary order forms?	N	Not currently supported in OnCall Records
6 Do commissary forms display inmate account balance, purchase limit, and items for sale?	N	Not currently supported in OnCall Records
7 Can users enter the commissary purchases of non-inmates and indigent inmates?	N	Not currently supported in OnCall Records
8 Does the System provide preformatted reports for commissary information?	N	Not currently supported in OnCall Records
9 Can the JMS keep records of all purchases of over the counter medications by inmates?	Y	OnCall Records supports this functionality

A. WACIC AND NCIC			
Description		Rate	Explanation
1	Can users simultaneously perform real- time queries of multiple state systems as well as the NLETS/NCIC?	C	Yes, from OnCall Records using I/Informer. I/Informer provides the capability to access WACIC, DOL, NCIC, NLETS provided the user enters the mandated field data for each of the systems. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
Can users perform the following transactions for each record without re-entering information?			
2	– query	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
3	– enter	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
4	– modify	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
5	– locate	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

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6	– clear	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
7	– cancel	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
8	Does the interface have confirmation hit request?	N	Not through OnCall Records. These are handled by the ADM terminal.
9	Does the interface have confirmation hit reply?	N	Not through OnCall Records. These are handled by the ADM terminal.
10	Can the system display and print photos returned from a query?	N	From OnCall Records, returns can be displayed, but not printed. I/Informer receives and returns DOL images to the requesting system (OnCall Records).
11	Can a query return be attached to a CAD call record?	N	Not through OnCall Records
12	Can users forward query returns to other users?	N	Not through OnCall Records
Can dispatchers run the following queries from the CAD screen?			
13	– driver license	N	This is dependent on the existing Kitsap 911 Hexagon CAD system and I/Informer integration and not through OnCall Records.
14	– vehicle registration	N	This is dependent on the existing Kitsap 911 Hexagon CAD system and I/Informer integration and not through OnCall Records.
15	– warrant	N	This is dependent on the existing Kitsap 911 Hexagon CAD system and I/Informer integration and not through OnCall Records.
Can officers perform the following state queries from their MDCs?			

2.14 Additional Interface Specs

16	– driver license	N	This is dependent on the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system and I/Informer integration and not through OnCall Records. Queries supported in Hexagon's CAD system using I/Informer generally are also supported in MPS.
17	– vehicle registration	N	This is dependent on the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system and I/Informer integration and not through OnCall Records. Queries supported in Hexagon's CAD system using I/Informer generally are also supported in MPS.
18	– stolen vehicle	N	This is dependent on the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system and I/Informer integration and not through OnCall Records. Queries supported in Hexagon's CAD system using I/Informer generally are also supported in MPS.
19	– wanted person	N	This is dependent on the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system and I/Informer integration and not through OnCall Records. Queries supported in Hexagon's CAD system using I/Informer generally are also supported in MPS.
20	– boat registration	N	This is dependent on the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system and I/Informer integration and not through OnCall Records. Queries supported in Hexagon's CAD system using I/Informer generally are also supported in MPS.
21	– stolen boat	N	This is dependent on the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system and I/Informer integration and not through OnCall Records. Queries supported in Hexagon's CAD system using I/Informer generally are also supported in MPS.
22	– gun	N	This is dependent on the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system and I/Informer integration and not through OnCall Records. Queries supported in Hexagon's CAD system using I/Informer generally are also supported in MPS.

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23	– stolen article	N	This is dependent on the existing Kitsap 911 Hexagon Mobile for Public Safety (MPS) system and I/Informer integration and not through OnCall Records. Queries supported in Hexagon's CAD system using I/Informer generally are also supported in MPS.
Can users run the following queries from a name record without re-entering information?			
24	– driver history	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
25	– driver license	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
26	– wanted person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
27	– criminal history	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
28	– state RAP sheet	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

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29	– NCIC III	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
Can users run the following transactions from a name record without re-entering information?			
30	– clear missing person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
31	– enter missing person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
32	– locate missing person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
33	– modify missing person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
34	– query missing person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

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35	– cancel missing person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for queries, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
Can users run the following transactions from a name record without re-entering information?			
36	– clear stolen gun	C	Yes within OnCall Records on a "property record"; No in OnCall Records from a "name record". Data entered on the source property record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
37	– enter stolen gun	C	Yes within OnCall Records on a "property record"; No in OnCall Records from a "name record". Data entered on the source property record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
38	– locate stolen gun	C	Yes within OnCall Records on a "property record"; No in OnCall Records from a "name record". Data entered on the source property record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
39	– modify stolen gun	C	Yes within OnCall Records on a "property record"; No in OnCall Records from a "name record". Data entered on the source property record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

2.14 Additional Interface Specs

40	– query stolen gun	C	Yes within OnCall Records on a "property record"; No in OnCall Records from a "name record". Data entered on the source property record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
41	– cancel stolen gun	C	Yes within OnCall Records on a "property record"; No in OnCall Records from a "name record". Data entered on the source property record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
42	Can users run a registration query from a vehicle record without re-entering information?	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
Can users run the following transactions from a vehicle record without re-entering information?			
43	– clear stolen vehicle	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
44	– enter stolen vehicle	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

2.14 Additional Interface Specs

45	– locate stolen vehicle	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
46	– modify stolen vehicle	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
47	– query stolen vehicle	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
48	– cancel stolen vehicle	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
Can users run the following transactions from a boat record without re-entering information?			
49	– clear stolen boat	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
50	– enter stolen boat	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

2.14 Additional Interface Specs

51	– locate stolen boat	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
52	– modify stolen boat	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
53	– query stolen boat	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
54	– cancel stolen boat	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
Can users run the following transactions from a property record without re-entering information?			
55	– clear stolen article	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
56	– enter stolen article	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

2.14 Additional Interface Specs

57	– locate stolen article	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
58	– modify stolen article	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
59	– query stolen article	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
60	– cancel stolen article	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
Can users run the following transactions from a wanted person record without re-entering the information?			
61	– clear wanted person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
62	– enter wanted person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.

63	– locate wanted person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
64	– modify wanted person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
65	– cancel wanted person	C	Yes, from OnCall Records. Data entered on the source record, if formatted as needed for the query, can be pulled to the transaction form for submission. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
B. External System Queries			
Description		Rate	Explanation
1	Can users search record information from multiple external agency databases simultaneously?	C	Yes, from OnCall Records using I/Informer. I/Informer provides the capability to access WACIC, DOL, NCIC, NLETS provided the user enters the mandated field data for each of the systems. Hexagon has proposed the associated OnCall Records and I/Informer development and implementation services to support this requirement.
2	Can users track a record and identify how many times that record has been viewed, the date and time viewed, and by whom?	Y	OnCall Records has a robust audit trail for most transactions in the application. Review of the audit log is restricted to those with permission to view it and usually limited to administrators. The transaction results are only available to the initiator one time. Currently, there is no way to determine who the initiator shows the return to when viewed.

2.14 Additional Interface Specs

3	Can users define query settings to search data within specific groups and agencies?	N	From OnCall Records to external systems, no.
4	Can users override default search settings?	N	Searches in OnCall RMS are static fields but allow for wildcards.
5	Does the system use 192-bit encryption methods to ensure data security?	N	<p>OnCall Records is a web-based application. As such, the network encryption is the responsibility of the customer. It is possible to encrypt the data, using database encryption.</p> <p>OnCall Records may be configured to utilize HTTP or HTTPS data transfer protocols. HTTPS connectivity provides the ability to utilize a secured SSL connection and implements the usage of a Security Certificate for data transfers and connections. HTTPS provides data encryption for information in transit and delivers an encrypted connection.</p> <p>On the server to browser side, Hexagon tests with TLS 1.2. For internal encryption, Hexagon uses 128-bit or 256-bit.</p> <p>Data-at-rest on the laptop requires the site to use the Encrypting File System feature or a third-party product such as Symantec PGP Whole Disk Encryption, Lumension, or Check Point Full Disk Encryption.</p>
6	Can agencies with separate systems query the local database using a web-based application?	N	OnCall Records does not allow for searches from outside the application. If needed, custom views of OnCall Records data could be made available to external systems (not currently proposed). Further information would be needed on the third party systems prior to quoting custom views for them. Hexagon welcomes further discussion on this requirement.
7	Can users review a history of searches and modify them for resubmission?	N	OnCall RMS does not have this functionality.



SECTION 19 –REQUIREMENTS FOR SYSTEM HARDWARE AND OTHER INFRASTRUCTURE

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.15 REQUIREMENTS FOR SYSTEM HARDWARE AND OTHER INFRASTRUCTURE

A. System Architecture and Infrastructure

1. The Offeror should provide the County with a detailed and succinct narrative response explaining how the Offeror's technical solution design will ensure that the System functions properly in the expected environment and under the expected demands of the County and its agency partners.

Hexagon Response:

Hexagon has proposed to upgrade the County's existing I/LEADS RMS and I/LEADS JMS to a High Availability (HA) OnCall Records solution to meet the expected demands of the County and its agency partners.

Because access to information in the OnCall Records database is fundamental to providing detailed historical data to end users, Hexagon recommends the configuration of fully redundant OnCall Records Database Servers to prevent disruption of service in the unlikely event of a complete server failure.

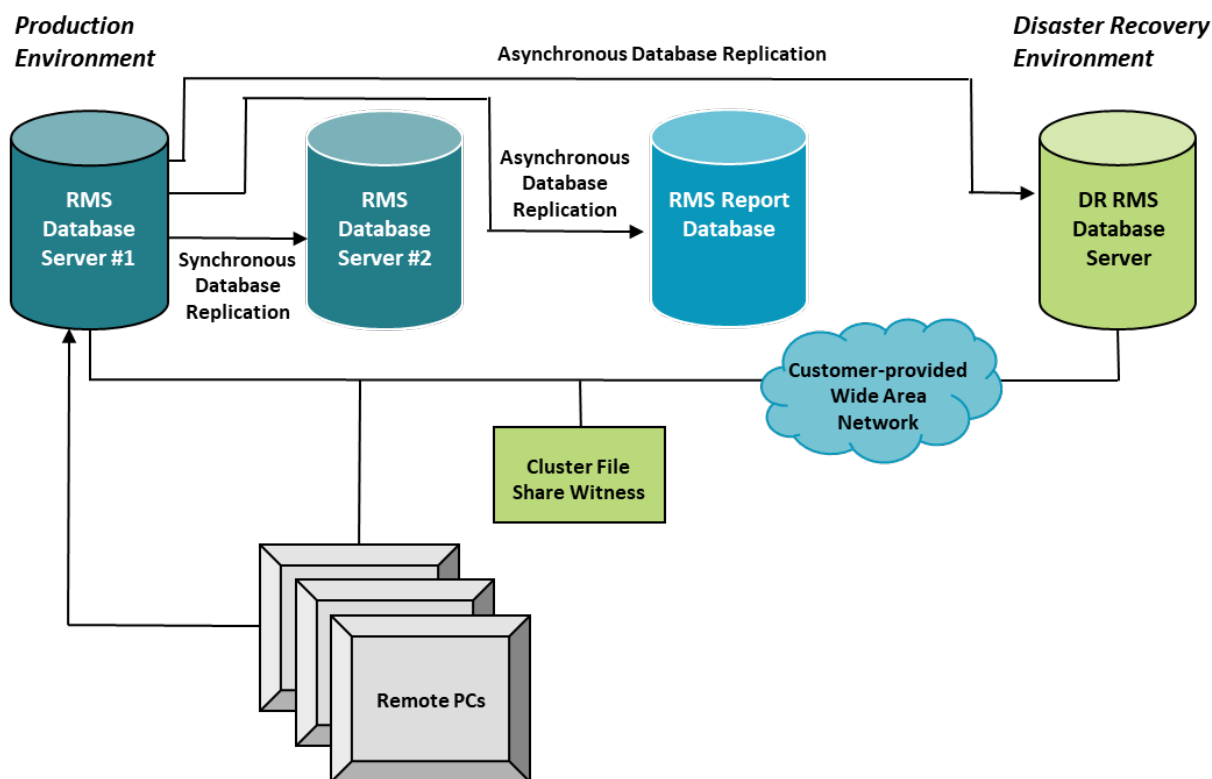
The foundation of providing high availability reliability for the OnCall Records begins with the AlwaysOn functionality provided by Microsoft SQL Server Enterprise Edition, which is configured to support server-based replication of the primary database to one or more local secondary replica databases. In addition to the database replication, the AlwaysOn functionality provides automatic failover if the primary server fails, and automatic resynchronization of the former primary database following recovery.

In the proposed OnCall Records configuration, OnCall Records Database Server #1, and a secondary replica, OnCall Records Database Server #2, each provide automatic failover for the other, and a cluster file share witness, which does not have to be a database server, are located in the Production Environment.

An asynchronous secondary replica OnCall Records Database may be located at a backup site to provide Disaster Recovery support in the unlikely event of a catastrophic failure of the Production Environment and abandonment of the site.

The typical configuration for the OnCall Records Production and Disaster Recovery Environments is shown below:





The configuration above illustrates Intergraph's high availability solution using Microsoft's AlwaysOn replication functionality to provide automatic failover between OnCall Records Database Servers located in the Production Environment. The Cluster File Share Witness ensures the Windows cluster maintains quorum. Upon failover, database traffic is automatically re-directed to the functioning database, making it the primary. All workstations read and write to the acting primary database. The acting secondary database is updated synchronously. The report (business intelligence) Database is updated asynchronously. If the configuration includes a Disaster Recovery Environment, the tertiary database is updated asynchronously also. Advantages of this configuration:

- If the primary database fails and the secondary database automatically assumes the role as primary, clients logged into the Production Environment continue to run without interruption.
- Because all clients are connected to the Production Environment, allowing the Disaster Recovery Environment to be designated as asynchronous makes the network connection between the two sites not as critical as if OnCall Records Database Server #1 and OnCall Records Database Server #2 were split between sites.
- For planned outages in the Production Environment, the System Administrator may temporarily designate the asynchronous Web Database as the secondary counterpart to the primary database, making it synchronous. This allows the System Administrator to perform a seamless, zero data loss update of hardware or software in the Production Environment without running in single server mode.

In addition to using the AlwaysOn high availability solution described, Hexagon's server configuration supports high availability using virtualization and redundant hardware components, such as hot-swappable RAID disk drives, hot-swappable fans, and hot-swappable power supplies.



This design provides for multiple copies of the data to prevent data loss. In addition, the SAN is configured to use drives in a RAID configuration to prevent data loss from a drive failure. The SQL Database is also scheduled to be backed up on a regular basis. Some customers choose daily while others choose hourly, depending upon the backup method employed, the robustness of the backup system, and customer demands.

To support continuous operations during hardware upgrades and/or expansions, Hexagon has carefully and thoughtfully built its database access layer to provide seamless application-level failover. For example, OnCall Records Database Server #2 can be taken offline for either a hardware/software update or complete hardware exchange. After the update has been completed, the server can be placed back in production and re-synchronized with OnCall Records Database Server # 1. OnCall Records Database Server #1 can then be upgraded using the same procedure. In this manner, the System Administrator can perform a seamless, zero system downtime and zero data loss hardware/software upgrade.

2. The Offeror is to provide a commercially available solution that addresses the functional requirements described in the RFP with minimal or no custom software development.

Hexagon Response:

Hexagon has proposed our COTS HxGN OnCall Records system to meet the RFP functional requirements for RMS and JMS. Custom software development is included only for interfaces requested to third party systems.

3. The Offeror should describe how the proposed System is able to meet the County's functional requirements with minimal custom software development and explain conditions where custom development may be or is typically required. The Offeror should generally describe the configuration process and how configuration can be used to accommodate operational changes that may occur over time and describe the types of system configurations typically handled by the client and what, if any, are typically or can only be handled by the Offeror.

Hexagon Response:

Hexagon has proposed our COTS HxGN OnCall Records system to meet the RFP functional requirements for RMS and JMS. Custom software development is included only for interfaces requested to third party systems.

OnCall Records is configurable by authorized users. Code tables may be created using site- or agency-specific codes. OnCall Records supports administrative creation of custom screens, the addition and identification of required fields, and configuration of data entry fields secured to specific user groups. OnCall Records also supports customization of modules and screens by allowing field labels to be changed to match agency nomenclature, identify mandatory fields, and hide or disable data fields that are not used by the agency.

OnCall Records is also customizable. Agencies can use the UI Customization tool to add additional screens and data fields to delivered modules, capturing information not supported out-of-the-box. Agencies may also create custom questionnaires. The Custom Screens and Fields functionality is available to Regional Administrators only; however, there is no limit to the number of custom screens that can be added to a module, or fields that can be added to existing screens, and this feature is universal across the application. In addition, all of the following field types are now available: Text, Longtext, Date, Date/Time, Code, Number, and Boolean. Once configured, administrators may extend the use of custom screens across all agencies in a multi-agency environment.



During the project implementation, Hexagon will conduct multiple configuration workshops with the County to review the following:

- Base Configuration Overview
- Security Configuration Overview
- Master Index Configuration Overview
- Workflow Implementation Overview
- Regional Customization – Configuration Overview
- Code Maintenance & Administration Overview
- Agency Customization Configuration & Maintenance Overview
- Questionnaires – Configuration & Maintenance Overview
- Alerts & Notifications – Configuration & Maintenance Overview
- Printing Records with Data Sheets Overview
- Address Server
- Master Indices Review for Agency Setup
- All available modules
- NIBRS / WA IBRS

4. *The Offeror is to utilize a modern and fully supported software environment designed for the expected function, size and scale required by the RFP.*

Hexagon Response:

Hexagon has sized a modern software environment for the County based upon current usage reflected in Hexagon's maintenance contract with the County. The server and client license counts proposed will support the number of officers and jail employees indicated in the RFP for all six agencies. The virtual servers have been sized to support the functionality indicated in Hexagon's responses to the RFP Functional Specifications matrix (proposal response Section 18) and the proposed interfaces requested in the RFP.

5. *The Offeror should provide an overview of all of the proposed system software components. Where applicable, the Offeror should provide a diagram or other graphic that clearly shows the relationships between each of the software components. The Offeror should include the vendor name, product name, release or version numbers and description/purpose of each distinct software component, such as: operating system, database, application servers, administrative tools or utilities and both server and client software (desktop, mobile devices, etc.).*

Hexagon Response:

Hexagon has provided a system architecture diagram as an Attachment 19A with this section with the detail indicated above. Hexagon has proposed HxGN OnCall Records version 3.7 for the County's project. Our proposed OnCall Records solution for the County includes:



- OnCall Records, our web-based records management solution – a highly configurable web user interface that allows users to access, search, add, and link critical law enforcement database records from any device (stationary, mobile, or handheld) with Internet capability
- OnCall Records - Jail, which provides fully-featured jail management functionality for small and medium jail facilities. This is supported via the OnCall Records server and OnCall Records – Jail client licenses
- OnCall Analytics Records Essentials, which provides complete reporting and analytic capabilities

Hexagon uses a combination of Java's J2EE platform, .NET Framework, and SQL Server Data Tools/Reporting Services to address data management, administration, development, utility/report writing with the proposed OnCall Records and OnCall Analytics and EdgeFrontier products. Hexagon's EdgeFrontier Runtime Engine supports data exchange interfaces between OnCall Records and various external systems. Data formats include XML, delimited, fixed length, CSV, JSON, and more. Data exchanges include TCP, web service, queues, file drops, shared directories, and more.

6. The Offeror should clearly identify software that is developed and provided by the Offeror and/or its sub-contractors and software that is commercially available and licensed by other third-party vendors as part of the Offeror's overall proposed solution. The Offeror should describe any special relationships or other partnerships that the Offeror may have with vendors that are significant to the Offeror's ability to utilize and/or develop in this particular environment. The Offeror should describe how long this particular system software platform has been in production.

Hexagon Response:

The proposed OnCall Records software for RMS/JMS functionality is developed and provided by Hexagon. The included Windows operating system and SQL Server database software is commercially available and licensed by Microsoft. Hexagon has an established reseller agreement Microsoft and key membership on Microsoft's Public Safety Industry Partners Council that allows Hexagon to develop against significant platforms for the purpose of advancing public safety policy and infrastructure.

Hexagon released our most recent major OnCall Records version (3.7) in May 2016. New releases of Hexagon's OnCall Records solution are made available on a regular release cadence, typically every 1-2 months, the latest being released in August 2019.

B. Records Management System

1. The Offeror is to utilize a modern and fully supported hardware and infrastructure platform that has been designed for the expected size and scale demands of the RFP.

Hexagon Response:

Hexagon has optioned modern server hardware to support the proposed software solution for the County. Hexagon has sized a modern software environment for the County based upon current usage reflected in Hexagon's maintenance contract with the County. The server and client license counts proposed will support the number of officers and jail employees indicated in the RFP for all six agencies. The virtual servers have been sized to support the functionality indicated in Hexagon's responses to the RFP Functional Specifications matrix (proposal response Section 18) and the proposed interfaces requested in the RFP.



2. *The Offeror should describe the key software technologies being used and its benefits, including how they are specifically well suited for the demands of a mission-critical environment. The Offeror should explain the current product life cycle and development strategy for the next five (5) years, including any planned upgrade, re-writes or major enhancements.*

Hexagon Response:

Hexagon designs and develops its software in accordance with the quality standard dictated by ISO 9001:2008 and ISO 9001:2015 standards.

Hexagon maintains a tradition of thoughtful and evolutionary adoption of new technology. Hexagon is a leader in utilizing the latest technology and hosted platforms to deploy OnCall Records for an agency. Embracing the future by building on platforms that offer flexibility and sustain mission-critical operations, Hexagon customers move forward with technology, benefitting from new capabilities while protecting previous investments. Our approach extends the shelf life of our systems and reduces total cost of ownership. It is a service-oriented philosophy that has resulted in 30 years of industry leadership.

Hexagon's OnCall Records provides a highly configurable and customizable solution with easy-to-use administrative GUI screens. It is designed to inform users about information and data that have been captured through reporting. Alerts, notifications, and workflows provide an automated solution to keep users apprised of events, incidents, investigations, etc., as they occur – rather than the solution requiring the user to generate searches, reports, and graphs manually.

Additionally, Hexagon continues to develop new features and functionality for the OnCall Records solution.

Product Lifecycle and Development Strategy

Hexagon supports the proposed OnCall Records system product lifecycle in many ways including: Application Quality Control and Assurance Testing during software planning and development, Hexagon's Warranty program during project implementation, and Hexagon's Extended Warranty and Maintenance programs during post-implementation and annual support.

APPLICATION QUALITY CONTROL AND ASSURANCE TESTING

All of Hexagon's Intergraph software releases pass a stringent quality assurance testing process before being released for customer use.

Hexagon is committed to delivering high-quality products that meet our customers' needs. As a result, Hexagon maintains a rigorous Quality Control System that includes established policies and procedures documented in a "living" Quality Assurance Reference guide. The Quality Assurance Reference establishes a tool to define test procedures and processes from the development of a product through validation and final release of each software version.

With regard to software certification, Hexagon's Intergraph products undergo the following testing during the certification process:

- Functional verification testing, which tests specific functions within the product
- Functional validation testing, which encompasses workflow validation within a product
- Product interoperability testing



- Integration testing

During quality testing, if bugs are uncovered, Change Request (CRs) and/or CR Defects (CR-Ds) are logged in Hexagon's Siebel CRM system, where they are individually tracked, fixed (as appropriate), and the fix verified.

The Hexagon Quality Assurance Group maintains a series of functional tests used to validate the product. In addition, a series of specific workflow tests ensure that the core products integrate into a whole, seamless system. If bugs are uncovered during the certification of a system, Change Requests – Defects (CR-Ds) are logged in Hexagon's Siebel CRM system, tracked, fixed (as appropriate), and the fix is verified.

With regard to implementation of a customer system, Hexagon tracks customer-specific configuration information, contacts, and software specifications by enhancement request or product defect report. Both enhancement requests and product defect reports can be tracked from initial filing through resolution and reports can be generated to provide the customer with a status regarding a particular request.

Following implementation of a system, product enhancements are driven both by technological advances within the industry and by the customer base.

Certification Process

Hexagon designates software releases as either a Features Release or a Fixes Release. The differences between the two release types are described below.

- Features Release

A *Features* release is a software release that includes major modifications. Any of the following may be a part of a Feature Release:

- Operating system change
- New functionality added to product
- Existing functionality enhanced or modified for reasons other than bug fixes
- Software redesign that does not add new or change existing functionality

During a Features release, bugs identified in earlier software releases are addressed.

Features releases occur approximately every 12 to 18 months. The lengths of the certification cycles vary depending upon the number of enhancements and defects targeted for the release. During a release cycle, the product is built and delivered to Quality Assurance on a biweekly schedule. This schedule allows the development team ample time to “fix bugs” found by the Quality Assurance team.

- Fixes Release

A *Fixes* release addresses “bugs.” It is not designed to add new or modify (other than to fix known bugs) existing functionality. In order to lower the risk to the software, only those bugs specifically identified by the Change Control Board (CCB) are addressed in a fixes release. The CCB consists of representatives from Quality Assurance, Development, Documentation, Support, and Services.

General Certification Process

Product certification involves:



- Independently testing functions to ensure the expected performance
- Executing workflows to ensure individual functions interact properly within a product
- Testing product interoperability and integration
- Executing workflows to ensure the various Hexagon products properly integrate into a complete system

The Quality Assurance group uses a written series of specific functional tests that are kept on file and applied as needed. These tests are updated as required. The Quality Assurance group also maintains a series of specific workflows designed to exercise the Hexagon products and ensure they integrate into a whole, seamless system.

When software bugs are found, CR-Ds are logged into Hexagon's Siebel CRM system, to ensure that software bugs are tracked and fixed.

Features Release Certification Process

The general steps involved in a Features release are identified below. Steps 1 through 5 are performed prior to the initial release of the product to Quality Assurance, while Steps 6 through 9 are performed on a continuous basis throughout the certification cycle. As the certification cycle nears its end, a "fixes freeze" occurs and only those CR-Ds specifically identified by the CCB are addressed. At that point, software is released to Quality Assurance on a weekly, or as needed, basis.

Step 1: Identify the operating system/hardware configuration that will be used in the testing.

Step 2: Identify the new or changed functionality.

Step 3: Assign products and specific testing to the correct personnel.

Step 4: Review the software design documents and review the new/modified functionality with individual developers.

Step 5: Design functional tests and workflows needed to test new/modified functionality.

Step 6: Identify specific functions that have bugs fixed against them. Assign these functions to specific personnel for testing.

Step 7: Execute functional tests to verify that new/modified functionality operates as designed. Identify any bugs and file requisite CR-Ds.

Step 8: Execute regression testing against standard functions and close out any fixed CR-Ds.

Step 9: Execute product workflows and perform integration testing to verify that products operate as a complete system.

Step 10: Receive new product builds from the development team and continue testing.

Step 11: Enter "fixes freeze."

Step 12: Make determination as to whether product is ready for release to customers.



Fixes Release Certification Process

When a Fixes release enters certification it is, by definition, in a “fixes freeze,” and only those CR-Ds specifically identified by the CCB are addressed. The general steps involved in a Fixes release are identified below.

Step 1: Identify specific functions that have bugs logged against them. Assign these functions to specific personnel for testing.

Step 2: Execute functional tests to verify bug fixes and close out any fixed CR-Ds. Identify any new bugs and file requisite CR-Ds.

Step 3: Execute regression testing as needed.

Step 4: Execute product workflows and perform integration testing to verify that products operate as a complete system.

Step 5: If necessary, receive new product builds from the development team and continue testing.

Step 6: Make determination as to whether product is ready for release to customers.

As noted earlier, the CCB specifically identifies bugs to be corrected in a Fixes release. Each CCB is headed by a Quality Assurance manager and includes members from Software Development, Quality Assurance, Support, Implementation, and others, as needed. The CCB ensures that decisions made concerning a product release are correct and that quality is maintained.

Product Roadmap Drivers

Hexagon’s next generation RMS solution OnCall Records makes use of a modern architecture with a new set of web-based products, tailored to address the main challenges faced by law enforcement and fire agencies. It features a highly productive, easy-to-use interface and workflows that are simple to deploy and maintain across multiple sites. Its architecture allows the solution to extend records management and jail management capabilities to remote, supervisory, and occasional-use roles, delivering wider management support while lowering software licensing costs. Hexagon’s roadmap for OnCall Records products is driven by the following:

- The use of contemporary DevOps techniques aimed at unifying software development and software operation provides the ability to scale and support high-volume and rapidly changing environments. The new RMS architecture makes our solution easier to install, upgrade and change. The architecture facilitates the use of agile techniques through continuous integration and delivery, the use of modern configuration management techniques and test automation
- Hexagon applies the science of user experience (UX) design to rethink public safety workflows with a goal of providing relevant information at the right time on the right device without overloading the user
- Enhanced RMS capabilities for use in the field as well as a workstation environment ensure effective and efficient information management. Hexagon’s mobility applications streamline field officer’s workflows and reporting, thereby benefiting the customer by cutting down the time on paperwork by providing unified access to information from various emergency systems



- **Interoperability Framework and EdgeFrontier** – Common integration platform for rapid, affordable interface development via enterprise integration and edge computing components allows Hexagon’s solution to integrate with external systems via a secure interoperability platform that provides interconnectivity between applications, devices, and sensors. Hexagon’s integration platform enables customers to integrate real-time systems with RMS, including evidence, jail, citation, and court management systems to aid reuse and minimize customization
- **Reporting and analytics** – Hexagon’s solution supports configurable interactive reports and dashboards, allowing customers the benefit of a self-serve search, visualization, and exploration of RMS data for users of all backgrounds on a web-based viewer, as well as predictive analysis
- **Artificial Intelligence (AI) and Machine learning (ML)** –The Hexagon analytics solution supports forecasting functionality and facilitates predictive analytics by providing a data warehouse with recent and historic data which can be used for ML algorithms, adding value to customers through providing enhanced real time decision support

Hexagon continues to evaluate emerging industry and technology trends and evolve its offerings in the public safety sphere, helping our customers to move forward with us so that they can benefit from new capabilities as well as protecting their previous investment. Hexagon embraces the future by providing platforms that offer flexibility and sustain mission-critical operations.

3. The Offeror should describe the recommended system hardware platform including the recommended server size and technical specifications that would be required to fully support a System that accommodates all of the potential users and utilizes all functions proposed (e.g. the most likely end-state configuration). The Offeror should explain why the recommended platform architecture and specific configuration is particularly well suited for the expected demands of KCSO and its agency partners. The Offeror should describe how the recommended platform architecture is well suited to adapt and scale over time as the System demands change and/or increase over time.

Hexagon Response:

Please refer to Attachment 19A – System Configuration Diagram for the recommended server hardware platform and workstation hardware specifications to support the proposed solution for the County.

Hexagon does not have a hardware platform preference; so long as hardware models can meet the indicated required specifications, they may be supported. However, Hexagon recommends the hardware be HP or Dell compatible as Hexagon has previously deployed systems using HP and Dell hardware for many public safety customers and believes it well suited to meet KCSO and agency partner demands.

The proposed architecture is designed to adapt and scale over time as demands change and increase. Please also refer to Hexagon’s response to Section D. System Scalability and Growth on the following pages.

4. The Offeror is to provide a System that is capable of storing historical data in the live, production system so that these records are immediately and fully available to system users. The Offeror should describe the recommended system storage platform including the recommended storage technology specifications and storage size based on the anticipated number of records in the fully implemented Records Management System end- state. The Offeror should describe how storage estimates are made and the specific assumptions used to produce storage calculations. The Offeror should describe any special storage needs or considerations that the proposed solution may require, such as any dependencies on third-party or external storage services and/or solutions.



Hexagon Response:

The proposed system is capable of storing historical data in the live production system. Please refer to Attachment 19A – System Configuration Diagram for the recommended third-party Storage Area Network (SAN) specifications for the primary and secondary sites. The SAN specifications are based on Hexagon's current understanding of the County's data; the expected storage needs of the OnCall Records solution to meet the RFP requirements for applications, interfaces, and clients; and Hexagon's calculations for IOPS (input/output operations per second). Hexagon determines IOPS for computer storage devices as follows:

$$\text{Raw IOPS} = \text{Disk Speed IOPS} * \text{Number of disks}$$

$$\text{Functional IOPS} = (\text{Raw IOPS} * \text{Write \%} / \text{RAID Penalty}) + (\text{RAW IOPS} * \text{Read \%})$$

5. The Offeror should describe the minimum and recommended requirements for the end-user desktop device needed to support full access to the proposed solution. The Offeror should describe any variances to a standard configuration that may be required for users depending on type or specific function.

Hexagon Response:

OnCall Records can run on any desktop device that can support the following requirements:

- 2.8GHz quad-core Xeon processor
- 8GB RAM
- 80GB disk drive
- Gigabit Ethernet
- Dual monitors
- Dell or HP compatible

6. The Offeror should describe minimum network bandwidth requirements for the standard desktop computer configuration needed to support the proposed System functions. The Offeror should confirm that the proposed System could operate on the current standard desktop computers.

Hexagon Response:

Each laptop or tablet running OnCall Records requires a minimum bandwidth availability of 128Kbps. Hexagon assumes network communications will be provided by the Customer to remote sites requiring OnCall Records.

OnCall Records can run on any desktop device that can support the following requirements:

- 2.8GHz quad-core Xeon processor
- 8GB RAM
- 80GB disk drive
- Gigabit Ethernet



- Dual monitors
- Dell or HP compatible

C. Workplace Technology and/or Required System Upgrades.

The Offeror is to provide the recommended specifications for each type of desktop device that would be required to implement the System and all features. It is expected that the System will be accessible using handheld or other mobile devices. The Offeror should describe the minimum technical requirements for each type of recommended handheld device (e.g., smartphone or tablet) and the minimum technical requirements (e.g., operating system, memory, storage, etc.) for each proposed device type. The Contractor should describe the minimum network bandwidth requirements for each type of mobile device proposed.

Hexagon Response:

Each laptop or tablet running OnCall Records requires a minimum bandwidth availability of 128Kbps. Hexagon assumes network communications will be provided by the Customer to remote sites requiring OnCall Records.

OnCall Records can run on any desktop device that can support the following requirements:

- 2.8GHz quad-core Xeon processor
- 8GB RAM
- 80GB disk drive
- Gigabit Ethernet
- Dual monitors
- Dell or HP compatible

OnCall Records can run on any tablet hardware that can support the following requirements:

- Dual Core processor or better
- 2GB RAM
- Internal Disk: 10 GB
- Network: Single 1Gb required,
- Wireless (Wi-Fi and/or Cellular) 802.11g or 802.11n
- 3G or 4G LTE recommended Cellular wireless data connectivity – either built-in or attached via USB port.
- OS: Windows 10 (64-bit), iOS 9.x, Android 5.x
- Browsers: Internet Explorer, Mozilla Firefox, Apple Safari and Google Chrome
- Screen Size and Resolution:
 - Minimum of 9.70" screen size
 - Resolution must be at least 1152x768



D. System Scalability and Growth

The Offeror is to provide a System that can scale and grow, as the needs of KCSO and its agency partners change over time. The Systems performance and capacity must be maintained and able to adapt to changing system use and needs over time without requiring full-scale replacement of all underlying technology hardware or software platforms. The Offeror should describe how the System is specifically designed to accommodate growth, especially as new users and capabilities are added incrementally over time. The Offeror should describe how its system hardware and infrastructure needs can change over time and how those changes are accommodated.

Hexagon Response:

Hexagon's proposed software and hardware specifications for OnCall Records will support incremental growth (e.g. 10%) in new users for the County without requiring full-scale replacement of all hardware and software.

All of Hexagon's customers use the same core software, and this COTS-based strategy allows each customer the benefit of improvements and corrections, while providing significant expansion and growth without having to re-procure a system.

As the needs of the County grow, the modular nature of Hexagon's application suite, combined with open architecture, allows for an easily expandable system that accommodates both future growth within the agency and the introduction of new technologies. The proposed subsystems can be expanded to accommodate additional users and additional functional application modules.

The system may also be expanded by adding agencies, servers, workstations, as well as increases in the quantity of events, units, and reports. There is no practical limitation on how the system can be scaled upward, by adding hardware, software, and Hexagon licenses.

E. System Performance

1. The County and its agency partners consider the RMS to be a mission-critical system that must be available for full use at all times 24 hours/day, 365 days/year. A slow or otherwise unavailable System will not be acceptable and will have a profoundly negative effect on safety and efficiency. The Offeror is to provide a System design that accounts for no single-point-of-failure and provides System resiliency sufficient to maintain the required System response time and uptime regardless of cause of the failure. The System must be able to detect and recover from failures with minimal to no human intervention. The Offeror should describe how the system has been designed for resiliency, specifically how failure detection and recovery is achieved. The Offeror should describe any special system software features or capabilities that are specifically in place to enhance resiliency and reduce susceptibility to system or component failures.

Hexagon Response:

Hexagon has proposed a proven system that has successfully endured the crucible of the real world. Because Microsoft Windows and SQL have an up time of 99.99%, Hexagon can also commit its system, which relies on the foundational Microsoft software, will be up 99.99% of the time. Hexagon also clarifies that up time in the context of this and other requirements means the OnCall Records database is able to receive and transmit data.



Hexagon's recommended configuration provides a high availability (HA) solution and is based on our evaluation of the RFP and several decades of experience with public safety customers.

Our database (DB) recommendation is based on the usage of SQL AlwaysOn using SQL Enterprise for DB high availability (HA). SQL Enterprise is recommended to reduce downtime for maintenance tasks since many DB maintenance functions can only be performed online when using SQL Enterprise.

Whenever HA is desired for any portion of our application Hexagon recommends a minimum of two (2) nodes at a primary location and a tertiary node at a second location. This allows for easy failover at the primary site for server maintenance and the potential to manually failover to a secondary location when required.

In addition to the above, Hexagon recommends virtualization for increased availability. Virtualization simplifies the recovery of a server (Operating system and applications) to a task that takes a few minutes or less versus the rebuild of a server that may take hours. This allows maintenance to be performed on physical servers without downtime to the applications. The virtual machines (VMs) can simply be migrated to a different host server during maintenance.

Hexagon also recommends that any environment being built for high availability be reviewed to help ensure all components are fully redundant, including but not limited to: power feeds, PDUs, power supplies, network switches, NICs, etc. Other items that the high availability environment(s) depends upon to function would also need to be redundant, including but not limited to: Active Directory Domain Controllers, DNS servers, load balancers when utilized, Network connections between sites, etc.

The calculation of system availability is dependent upon many requirements, some of which are not within Hexagon's scope of management. System availability is dependent upon the following:

- Power source including UPS, PDUs
- Physical infrastructure including servers, switches, network cabling
- Disk storage, local, SAN, directed attached etc.
- Operating system
- Relation Database software
- The applications being supported

If a failure is detected, the primary database will automatically failover to the secondary database at the primary site (in Hexagon's proposed configuration).

To failover to the backup site, an administrator would need to connect to the backup site and enable the database. This assumes the entire primary site failed simultaneously. However, if an incremental failure occurs (i.e. the first database fails and then the second), and if after the first failure the backup database server were re-designated as the failover partner, then when the second database server failed, the system would failover automatically. Due to issues with WAN connectivity, Hexagon does not recommend the failover partner being located at a remote location.

Since we use redundant systems it is feasible for a server or site to fail and have zero data loss. A single application or server failure or physical host failure would be unnoticed by the end users because of the redundancy of the components built into the system. An unexpected failure of an entire site, requiring failover to the secondary site, should be able to be accomplished in a matter of minutes.



2. The Offeror should describe system recovery times, and how system recovery times are maintained and measured. The Offeror should describe how roles and responsibilities for system recovery are defined and managed between the Offeror and the County. The Offeror should describe how system response times are achieved and maintained during normal and peak use operation. The Offeror should describe how system performance is measured and accounted for in maintenance agreements. The Offeror should describe the process by which system performance testing/load testing is accomplished both pre and post implementation. The Offeror should describe the tools, process, environments, etc. used to conduct system load testing and the level of confidence that the proposed load testing will adequately simulate expected production environment usage. The Offeror should describe how performance test results are reported to and verified by the County.

The Offeror should describe the tools and processes used to proactively alert and/or provide early warning of system anomalies and potential performance issues.

Hexagon Response:

System Recovery, Response, and Performance

During normal and peak use of operations, because Microsoft Windows and SQL have an up time of 99.99%, Hexagon can also commit its system, which relies on the foundational Microsoft software, will be up 99.99% of the time. Hexagon also clarifies that up time in the context of this and other requirements means the OnCall Records database is able to receive and transmit data.

The calculation of system availability is dependent upon many requirements, some of which are not within Hexagon's scope of management. System availability is dependent upon the following:

- Power source including UPS, PDUs
- Physical infrastructure including servers, switches, network cabling
- Disk storage, local, SAN, directed attached etc.
- Operating system
- Relation Database software
- The applications being supported

The system recovery process for data loss is dependent on the amount of data loss and could range from a few minutes to a few hours. Recovery time is dependent on the type of failure. For example, if you have a failure of a redundant interface in the production environment, recovery could be less than 30 seconds. If you have a system failure and have to go to a cold backup, there will be a startup time for the interfaces.

OnCall Records provides a suite of system administration tools to support effective ongoing operation of the system. A single application or server failure or physical host failure would go unnoticed by the end users because of the redundancy of the components built into the system. An unexpected failure of an entire site, requiring failover to the secondary site, should be able to be accomplished in a matter of minutes.



Required Roles, Responsibilities, and Skills

When reporting issues to Hexagon's Help Desk, the County is responsible for providing a complete problem description, along with all necessary documents and information that is available to the County and required by Hexagon to diagnose and resolve the problem.

Hexagon recommends the County appoint a minimum of two and a maximum of three contact people who are each authorized to make use of the Maintenance Services ("Authorized Contacts") to report support issues. The Authorized Contacts are expected to complete Hexagon product training as part of project implementation and must have adequate expertise, training, and experience to provide professionally accurate descriptions of malfunctions and facilitate Hexagon's efficient response. Additionally, the County is expected to grant necessary access to the required systems and maintenance covered products to reasonably assist Hexagon and install any necessary patches, Defect corrections, or Updates.

Performance/Load Testing

Hexagon has included functional testing services only for the proposed solution at this time (OnCall Records, OnCall Records – Jail, OnCall Analytics | Records Essentials, and new interfaces).

Performance / Load Testing is not included in the response and would require additional services at additional cost. Hexagon welcomes further discussion with the County on their load testing needs.

Proposed Testing Approach

Hexagon's testing approach is composed of the following elements:

Development of Test Cases

During this task, the County will create a test plan with test cases. The test cases are documents that outline what the subsystems are intended to accomplish and will be clearly documented pass/fail criteria. The test plan is the set of test cases that will serve as the basis of testing the fully configured system, including customizations and interfaces.

A test plan and test cases are essential for the County to be able to validate and prove the functionality of the HxGN OnCall Records system. Hexagon will deliver a set of Acceptance Test Plans the County may add to, modify or delete, to develop the jointly acceptable final Acceptance Test Plan that is based on the functionality as described in the software requirements. These test cases will serve to confirm the system meets the benchmark criteria for this project.

Factory Acceptance Testing

During this task, the Hexagon implementation team will remotely execute the test plan and test cases approved by the parties on the configured OnCall Records system. The intent of this task is to through this informal testing identify any material issues that would preclude successful functional testing.

Prior to the functional testing process, Hexagon will run the test plan and test cases to validate the OnCall Records system is configured to meet requirements. This task will allow Hexagon to make any necessary adjustments to resolve identified issues that are material in nature. Once Hexagon has confirmed factory acceptance, no new configurations or other modifications will be made to the system.

Execution of Functional Testing

During this task, the County will, with the assistance of the on-site Hexagon implementation team, execute the test plan and test cases to conduct Functional Testing. After execution of a test case, the results will be classified as pass or fail and categorized as blocker test case failures and permissive test case failures by Hexagon.

The Hexagon implementation team will then address blocker test case failures documented in the report. Resolution efforts may either include configuration, providing an update of Hexagon software, or providing an acceptable plan for resolution of the blocker test case failure. Hexagon will work to resolve the blocker test case failures from the testing results.

Proactive Alerting and Warning of System Anomalies

The County System / Database Administrator(s) collaborates with Hexagon's Implementation Lead to define systemic operations and to configure the servers and interfaces during project implementation. Following project closure, the designated System Administrator(s) becomes the point of contact for user questions/problems, for troubleshooting problems, and for acting as the liaison between the Hexagon Customer Support Center and their user community.

The RMS System / Database Administrator(s) use RMS utilities to establish, configure, and manage user accounts, security controls, workflow definitions, and other system configuration parameters.

This individual implements and maintains network and database components, including diagnostics; becomes the central resource for reviewing and analyzing problem reports from operators; and provides subsequent contact with Hexagon Support personnel. The quality of project implementation is directly impacted by the assignment of these resources at the beginning of the contract. This person should be allowed to attend all training and workshop sessions in order to become the resource that “knows the most” about the system.

Tasks associated with maintaining the system include, but are not limited to:

- Providing off-site data samples for developing and testing conversion workflows, if necessary
- Acting as a contact for all hardware, software, communications, interfaces, configuration, and general support issues for the installed OnCall Records
- Managing system security and access and administering user accounts and passwords
- Developing and maintaining system support procedures
- Performing routine, daily operational tasks for remedial and preventive hardware maintenance
- Performing the first level of hardware diagnostics
- Acting as liaison with Hexagon software implementation personnel to expedite on-site support and to answer complex system, workflow, or configuration questions
- Performing routine operational tasks applicable to software maintenance, such as purging system log files, checking database size, and checking the status of interfaces and remote connections
- Scheduling and administering backup and recovery of data and configuration files
- Changing and customizing screen forms, as requested supervisors or management
- Monitoring system loading and providing guidance on the efficient use of hardware and software



- Monitoring system operation for peak performance
- Performing system data planning
- Installing and administering Windows operating system software, utilities, and service packs or upgrades
- Managing the network, including assigning TCP/IP addresses and monitoring network activity
- Performing Hexagon application software upgrades
- Training additional technical staff for backup System Administration duties
- Documenting system anomalies for inclusion into periodic site reports
- Managing system problems with immediate communications to the Hexagon Customer Support Center
- Providing interface information to Hexagon for product development to promote future software features that enhance site operations

Hexagon recommends that Administrator(s) have a B.S. in Computer Science and/or previous work experience with relational databases. In addition, this resource should understand the Windows operating system environment, networking, and TCP/IP addressing. The ability to diagnose and replace hardware is also an advantage.

F. Data Protection and Recovery from Failure

The Offeror is to provide a System design that protects against data loss and/or corruption due to unforeseen system and/or component failures. The Offeror should describe how protection against data loss and/or corruption is achieved in the event of unforeseen system and/or component failures. The Offeror should describe any storage and/or backup design that protects against data loss, prevents data corruption and provides a mechanism for the recovery of lost or corrupted data in the event of a System failure. The System design should ensure that an unforeseen system outage does not result in data loss beyond what may have been 'in-transit' or not yet committed at the time of the outage. The Offeror should describe how data protection and recovery is designed to ensure against data loss due to unforeseen failures and the specific mechanisms in place for data recovery.

Hexagon Response:

Hexagon has proposed to upgrade the County's existing I/LEADS RMS to a High Availability (HA) OnCall Records solution. Because access to information in the OnCall Records database is fundamental to providing detailed historical data to end users, Hexagon recommends the configuration of fully redundant OnCall Records Database Servers to prevent disruption of service in the unlikely event of a complete server failure.

The foundation of providing high availability reliability for the OnCall Records begins with the AlwaysOn functionality provided by Microsoft SQL Server Enterprise Edition, which is configured to support server-based replication of the primary database to one or more local secondary replica databases. In addition to the database replication, the AlwaysOn functionality provides automatic failover if the primary server fails, and automatic resynchronization of the former primary database following recovery.

OnCall Records supports the storage of data within the Microsoft SQL Server environment which can be configured to support failover and disaster recovery databases, all kept in sync using standard SQL



Server replication capabilities. In addition to replications, additional database back-ups of the primary should be performed on a regular basis. In addition to using the AlwaysOn high availability solution described, Hexagon's server configuration supports high availability using virtualization and redundant hardware components, such as hot-swappable RAID disk drives, hot-swappable fans, and hot-swappable power supplies.

This design provides for multiple copies of the data to prevent data loss. In addition, the SAN is configured to use drives in a RAID configuration to prevent data loss from a drive failure. The SQL Database is also scheduled to be backed up on a regular basis. Some customers choose daily while others choose hourly, depending upon the backup method employed, the robustness of the backup system, and customer demands.

The recovery process for data loss is dependent upon the final solution implemented. The recovery time could range from a few minutes to a few hours.



G. System Environments

The Offeror is to support the ability to conduct system maintenance, training, development, configuration and testing without interruption to the production systems. The Offeror should describe how separate environments are provided to conduct system development/configuration, maintenance, testing and training without interruption to the live, production system and the specific hardware and software requirements for each environment.

Hexagon Response:

During project implementation, system maintenance, training, development, configuration, and testing is conducted in the production environment. The testing and disaster recovery (backup) environments are staged post-cutover. Following cutover, any development/configuration, testing, and training may be done in the test environment using the proposed testing and metered training licenses without disrupting the production environment.

OnCall Records requires that the database servers be backed up, as well as the configuration and software delivery items. Hexagon will set up and configure SQL Server Maintenance Plans that backup the OnCall Records databases to local disks inside the database server. Customers are responsible for using their existing enterprise level backup technologies to then take that backup and store it in an alternate location. For the configuration and software delivery items, customers can simply include their location in the standard enterprise level backup plans already in use.

The SQL Server Maintenance Plan is comprised of multiple jobs. One job backs up the transaction logs every 15 minutes. One job backs up the entire database (complete backup) once per day, and the other jobs are used to maintain the backups stored on the disk. Retention period of backups is configured based on customer desires.

There is no impact to live operations or use of the system during any of the backup jobs. Time to complete the transaction log and complete database backups are dependent on the transaction volume and data retention schedule for the customer. However, transaction log backups are usually performed in seconds, and the complete backup in less than five minutes.

Please refer to Attachment 19A – System Configuration Diagram for the hardware and software requirements for each environment.

H. Release Management and Version Control

1. The Offeror is to provide a mechanism for predictably managing releases, enhancements and/or customizations including updates, patches and upgrades in a manner that is not disruptive to operations. The Offeror should describe how the software is maintained and updated including bug fixes, minor/major patch and release management. The Offeror should describe how releases are validated and tested and how they are moved between environments until they are released into production. The Offeror should describe how the release management process protects against unforeseen changes to the production environment. The Offeror should describe how County specific configurations or changes are maintained during software version upgrades.

Hexagon Response:



Managing Releases and Enhancements

Hexagon's product center development teams follow a Scrum methodology to implement updates and enhancements for minor and major software version releases. The scrum teams document the functionality that was updated (including bug fixes and minor/major patches) and archive this information internally in conjunction with product releases. External product/marketing release notes are available via the Customer Support website.

Hexagon will notify the County when updates are made available for any Software Products for which Service has been purchased by way of posting notices of such to the "Support Notices and Announcements" section on the Customer Support Web Site or applicable local support website or via direct notification by Hexagon. If applicable, the County may also register on the Customer Support Web Site or applicable local support website to automatically receive email notifications when a new release of a Software Product is made available by Hexagon. Updates are shipped to the Customer upon Customer request. The County may evaluate the updates and install or contact Hexagon for a quote for installation services. Hexagon recommends the updates be installed in the County's their test environment to ensure the functionality is what they desire, and then duplicated in the production environment.

Quality Assurance Testing

All of Hexagon's Intergraph software releases pass a stringent quality assurance testing process before being released for customer use.

Hexagon is committed to delivering high-quality products that meet our customers' needs. As a result, Hexagon maintains a rigorous Quality Control System that includes established policies and procedures documented in a "living" Quality Assurance Reference guide. The Quality Assurance Reference establishes a tool to define test procedures and processes from the development of a product through validation and final release of each software version.

With regard to software certification, Intergraph products undergo the following testing during the certification process:

- Functional verification testing, which tests specific functions within the product
- Functional validation testing, which encompasses workflow validation within a product
- Product interoperability testing
- Integration testing

During quality testing, if bugs are uncovered, Change Request (CRs) and/or CR Defects (CR-Ds) are logged in Hexagon's Siebel CRM system, where they are individually tracked, fixed (as appropriate), and the fix verified.

Moving Components Between Environments

There is currently not an automated promotion mechanism in place to move components between environments freely. Items configured after implementation in the test environment(s) would also need to be configured in the production environment. For moving components from production to the testing environment, the fastest and most complete method is to use a SQL Server full backup of the production system, restore it to the test system as a new database, and make the necessary parameter changes to ensure the system knows it is test.



Maintaining Site-Specific Configurations

For major version upgrades, most site-specific configuration changes to the software are retained in the database and rolled forward with each upgrade. Additionally, those customizations which are covered under an existing maintenance contract and that are retained in the database are also rolled forward with upgrades.

2. The Offeror is to keep the System software, including third-party software, up-to-date with any required release patches or updates and major releases within one version of the fully supported current version. All proposed software versions must be generally available and operational in a comparable production environment on or before the proposal deadline. The Contractor should describe the process used to ensure system compatibility with updates and new releases of any required underlying system software such as operating systems, database, and application servers. The Contractor should describe how updates to system software are documented, tested and implemented in a way that does not disrupt the production environment. The Contractor should describe any maintenance or upgrades that would require periods of planned system downtime or otherwise make the system unavailable to users.

Hexagon Response:

Hexagon has proposed the latest OnCall Records software version (3.7) for the County and confirms it is live in a comparable production environment. Hexagon has provided specifications for the necessary operating system and database software to run the system in the attached system configuration diagram.

Hexagon has an established reseller agreement Microsoft and key membership on Microsoft's Public Safety Industry Partners Council that allows Hexagon to develop against significant platforms for the purpose of advancing public safety policy and infrastructure. This allows Hexagon to work with Microsoft to ensure that Hexagon's software is compatible with current operating systems and database platforms.

Hexagon's product center development teams follow a Scrum methodology to implement updates and enhancements for minor and major software version releases. The teams document, quality test and implement the system software changes internally prior to making the new software available for customers. The length of downtime required for a new release / build implementation is dependent on the type of release / build implementation required. It is possible that for some minor releases no downtime will be required; however, major releases / upgrades may require downtime.

To support continuous operations during hardware upgrades and/or expansions, Hexagon has carefully and thoughtfully built its database access layer to provide seamless application-level failover for the primary site production environment. The proposed OnCall Records database servers use the AlwaysOn functionality provided by Microsoft SQL Server Enterprise Edition. For example, OnCall Records Database Server #2 can be taken offline for either a hardware/software update or complete hardware exchange. After the update has been completed, the server can be placed back in production and re-synchronized with OnCall Records Database Server # 1, respectively. OnCall Records Database Server #1 can then be upgraded using the same procedure. In this manner, the System Administrator can perform a seamless, zero system downtime and zero data loss hardware/software upgrade.



I. Data Retention and Archiving

1. The County currently maintains complex data retention policies that are largely driven by departmental policy and local, state and federal law. Data retention policies vary by record type, data within record type and may have differing retention policies ranging from several months to indefinite periods. In a separate, but related effort, the County plans to create a consolidated data archival capability that consolidates data from several different system-of-record sources, such as RMS, into a single data storage repository that will be used for historical archival, enterprise reporting and analytics. As this other effort progresses, the County expects that the RMS will participate by providing data to this central repository and that the RMS may use this central repository for archiving purposes.

Hexagon Response:

Understood. Regarding future OnCall Records integration with the consolidated central data repository, Hexagon welcomes further discussion with the County as the repository project develops.

2. The Offeror is to provide the capability to maintain various data retention policies for different record and data types under different conditions that may change over time. The Offeror should describe how data retention policies are established and modified. The Offeror should describe typical data retention policy scenarios and how the system is designed to accommodate them. The Offeror should describe how data retention policies affect storage planning and/or system performance and if/when archiving may be required to maintain system performance. The Offeror should describe if / how 'off-line' archiving is used or required. The Offeror should describe if/how archived and/or inactive records can /should remain indefinitely assuming adequate storage capacity can be maintained.

Hexagon Response:

The proposed OnCall Records solution is architected to retain all data online at all times to meet the County's needs for various data retention policies. With disk space costs dropping each year and solid state technology becoming mainstream, the need to offload data to historic databases is greatly diminished. Off-line archiving is not used or required.

Data retention policy establishments and modifications are dependent on local, state, and federal regulations as well as customer workflows and business processes. Data retention is significant for law enforcement in terms of arrest, citation, and incident records which are frequently referenced in court cases.

OnCall Records supports the ability to Expunge or Seal a specific record within the application, by users with appropriate permission rights. Administrative configuration options available within the system. There is no bulk purge, archive or recover functionality within the system (as these are not necessary).

3. The Offeror is to provide the capability to permanently 'purge' records in a manner that complies with Departmental, local, state and federal guidelines.

Hexagon Response:

OnCall Records supports hard expungement of records.



4. The Offeror should describe how the system provides for the capability to permanently remove records when authorized to do so. The Offeror should describe how these records are removed and what trace information, if any, may remain on the system.

Hexagon Response:

OnCall Records supports the ability to Expunge or Seal a specific record within the application, by users with appropriate permission rights. Below are the administrative configuration options available within the system. There is no bulk purge, archive or recover functionality within the system.

OnCall Records provides an administrative configuration for how the system handles and manages expungements and sealing of records within the OnCall Records. At the lowest level, the OnCall Records provides the ability to secure all records, except Master Indices, to a specific user group or groups. OnCall Records provides extended capabilities for handling Expungements of Names, Arrests and Charges for Adult Arrests and Juvenile Arrests. OnCall Records also provides the ability to Seal records from access.

Along with these general features, there are administratively configurable options on how the OnCall Records handles managing this information. Use of the Sealing/Expungement Configuration tab configures the options for all expungement/sealing of records, and to differentiate between expungement and sealing, as needed.

CONFIGURATIONS SHARED BY ALL EXPUNGEMENT TYPES

The options below will apply to both expungement and sealing.

- **Allow Viewing Expunged Records:** Enables users with permission to view expunged records from all applicable modules.
- **Allow Expungement of Charges:** Allows users with permission to remove charges from Arrest records. See Charge Expungement for details.
- **Remove Race, Sex, DOB from Replacement Record:** Deletes all race, sex, and DOB data from the Master Name (anonymous) replacement record linked to the expunged record.
- **Remove Additional Demographic Info from Replacement Record:** Deletes all citizenship and ethnicity data from the Master Name (anonymous) replacement record linked to the expunged record.
- **Default Backup Directory:** Enter the default backup directory location for the original file (if configured to backup the original record).

EXPUNGEMENT CONFIGURATIONS

Use these options to differentiate record expungement from sealing, if desired.

- **Backup Original Record:** Backup all original records that are expunged in the default backup directory. Each backup file will be created under a directory named after the type of the record, and with the file name having the record number on it, unless the **Encrypt** option is checked.
- Checking this option will allow restoration of name information */ocal/* to the Arrest, Incident, Citation, and so forth, if the record is unsealed. Name data on the following sub-tabs will be restored upon unsealing the record: **Arrest > Arrestee > Information, Juvenile Contact > Juvenile > Information, Citation > Offender > Information, Court**



Document > Parties > Name Info > Information from Court (only **Name, SSN, DOB, and Address**), and **Juvenile Document > Parties > Name Info > Involved Party Information** (only **Name, SSN, DOB, and Address**).

- **Store the Original Record ID in Encrypted Form:** Makes the record ID anonymous on the backup file.
- **Name to use in the Replacement Record:** Enter the name to use for the Master Name (anonymous) replacement record for any expunged record. A number is also attached.

SEALING CONFIGURATIONS

The County can use these options to differentiate record sealing from expungement, if desired.

- **Backup Original Record:** Backup all original records that are sealed in the default backup directory. Each backup file will be created under a directory named after the type of the record, and with the file name having the record number on it, unless the **Encrypted Form** option is checked.
- Checking this option will allow restoration of name information */ocal/* to the Arrest, Incident, Citation, and so forth, if the record is unsealed. Name data on the following sub-tabs will be restored upon unsealing the record: **Arrest > Arrestee > Information, Juvenile Contact > Juvenile > Information, Citation > Offender > Information, Court Document > Parties > Name Info > Information from Court** (only **Name, SSN, DOB, and Address**), and **Juvenile Document > Parties > Name Info > Involved Party Information** (only **Name, SSN, DOB, and Address**).
- **Store the Original Record ID in Encrypted Form:** Makes the record ID anonymous on the backup file.
- **Name to use in the Replacement Record:** Enter the name to use for the Master Name (anonymous) replacement record for any sealed record. A number is also attached.

5. The Offeror is to provide a mechanism for retrieving and/or reactivating records that may be removed as part of the archive process in the event that these records are reopened. Please describe how archived and/or inactive records are retrieved or reactivated if needed. The Contractor should describe the mechanisms and constraints (if any) to re-activated records.

Hexagon Response:

Users can seal and unseal records in the system and update user access permissions for the records as needed.

J. Data Conversion

The Offeror is required to provide a mechanism for converting data from existing legacy systems that contain vital historical information and making that information available to System users. The Offeror is required to provide expert technical resources that can assist in the identification and analysis of existing information sources and provide recommendations for its conversion and/or other means of accessing. The Contractor may also be required to provide the resources to implement the recommendations depending on the solution. These legacy data may be in a variety of formats such as relational database, flat file, image files, pdf documents, and have attachments. The Offeror should describe their approach to data conversion from existing



systems including attachments, data mapping and cleansing of legacy data and include the following:

1. Describe what the County can expect in terms of data conversion and examples of how the Offeror has successfully addressed similar data conversion issues in other similar systems.

Hexagon Response:

Data conversion is key to a successful implementation of the County's new RMS. Hexagon has proposed data conversion services to convert master records (name, vehicle, property and location indices) and any data associated with a master record from the County's I/LEADS RMS and I/LEADS JMS to the OnCall Records solution. Service hours proposed include time for the following:

- Data Conversion/Migration from I/LEADS to OnCall Records SQL
 - I/LEADS Data Analysis
 - Upgrade I/LEADS Data to latest I/LEADS version
 - Execution and validation of conversion scripts (COTS Data Run 1)
 - Cutover Conversion Run
 - Conversion Support Requests (SRs)
 - Post Data Migration Configuration

Hexagon has successfully addressed data conversion and migration for other RMS customers such as:

- Amtrak
- Bell County, TX
- Glendale, AZ
- Oklahoma City, OK
- Temple, TX

2. Describe the most common types of data converted to the RMS and JMS and the alternatives for accessing legacy data that may not be converted into the new RMS and JMS.

Hexagon Response:

The most common types of data converted to the RMS and JMS include COTS master indices information for names, locations, vehicles, and property. Hexagon recommends data conversion from I/LEADS to OnCall Records as the best practice solution to meet the County's needs. Hexagon has not proposed alternate legacy data access options at this time.

3. Describe the process by which the data conversion will be designed, documents, executed, and tested. Include the role of the County, and what resources it should expect to provide in order to support the conversion. This should include all County current interfaces previously identified.

Hexagon Response:



Hexagon follows a structured methodology for data conversion, which uses a combination of an automated conversion tool and custom programming. The data conversion process is a joint effort between the County, who is most familiar with the legacy data, and Hexagon, who is most familiar with OnCall Records. The County is expected to provide Subject Matter Experts (SMEs) most familiar with their I/LEADS legacy system and data to work with the Hexagon RMS Technical and Implementation Leads to conduct the data conversion.

Hexagon has currently estimated 15 days for Data Conversion/Migration from I/LEADS to OnCall Records and 40 days for Post Data Migration Configuration. Hexagon commits to working with the County to build a mutually agreeable project schedule that allows the County to cutover in a timely manner. Hexagon recommends data conversion from I/LEADS to OnCall Records as the best practice solution to meet the County's needs. Hexagon has not proposed alternate legacy data access options at this time.

COTS Data Conversion Run 1

Hexagon resources will convert the COTS information in the I/LEADS database schema (a single database) by executing conversion scripts. The County must provide its I/LEADS database to Hexagon via a secured encrypted hard drive. Hexagon will restore the full I/LEADS database backup provided by the County into the Hexagon virtual cloud which is a secured and CJIS compliant environment. Only those Hexagon employees that are CJIS security cleared by Customer to access their data will be allowed access to this environment.

Hexagon resources will then execute the conversion scripts on the I/LEADS database to convert the COTS data fields to the OnCall Records format (Data Run 1). Hexagon resources will validate the data in OnCall Records based on general knowledge of the applications. As part of this task, Hexagon will analyze the incoming data and convert it to the latest I/LEADS version to facilitate the conversion to OnCall Records schema format.

Task Deliverables

- Migration of the provided COTS I/Leads data into the OnCall Records system
- Delivery of the OnCall Records system database with converted data for the County

Task Assumptions

- The County has provided Hexagon with a recent full backup of their existing production database
- Before commencing this task, the County shall be responsible for identifying and cleaning/merging of duplicated data. No changes to the source data will be permitted until after Cutover Conversion Run, which occurs immediately prior to Cutover

Hexagon Team Participation and Responsibilities

- Members of Hexagon Core Team
- Migrate legacy COTS I/LEADS data into the internal OnCall Records schema
- Validate data migration process
- Create after-action report

Customer Team Participation and Responsibilities

- Members of County Core Team



- Consult with Hexagon regarding any data migration questions
- Perform data verification and validation
- Identify matching criteria for Vehicle, Name, and Location Data and clean up and/or merge any duplicate data prior to the first data conversion run

Task Completion Criteria

This task will be considered complete when agreed-upon COTS I/LEADS data has been migrated to the OnCall Records database schema.

Data Conversion Issue Resolution Run

Task Description

Hexagon will address issues arising from the Data Conversion process as reflected in the Customer 's review following Data Run 1. After review of the converted/migrated data with Customer staff, Hexagon will modify data the conversion/migration scripts for the agreed-upon changes and then re-execute those scripts. This will be the second execution of the data conversion/migration scripts and the last execution of the data prior to the final creation and internal verification use of the OnCall Records system. The County shall be responsible for its own data verification and validation and any errors associated with the source data. As part of this task and following Data Run 1, Hexagon will migrate the data in Hexagon's cloud to the County's hardware.

Task Deliverables

- Execution of Data Run 1
- Resolution of data mapping conversion issues (excluding erroneous source data)
- Delivery of converted data to Customer's hardware

Task Prerequisites

- COTS Data Conversion Run 1

Task Assumptions

- Identifying and cleaning/merging of duplicated data is the responsibility of the Customer prior to the first data conversion run and after the final data conversion run

Hexagon Team Participation and Responsibilities

- Migrate legacy COTS and custom Customer-added I/LEADS data into the internal OnCall Records database schema
- Validate data migration process

Customer Team Participation and Responsibilities

- Consult with Hexagon regarding any data migration questions
- Perform data verification and validation

Task Completion Criteria

This task will be considered complete when agreed-upon I/LEADS data has been migrated to the OnCall Records database schema.



Final Data Conversion Run

Task Description

Hexagon resources will have executed scripts reflecting the ability to convert the COTS and Customer-added custom fields in the I/LEADS database schema (a single database). Through this task, Hexagon will execute those scripts for the final time to port all existing data within I/LEADS into the OnCall Records Production Environment (Cutover Conversion Run). This task would occur immediately prior to Cutover.

Task Deliverables

- Migration of the provided COTS I/LEADS data into the OnCall Records Production Environment

Task Prerequisites

- Data Conversion Issue Resolution Run Task – Complete
- Cutover Plan Creation – Complete

Task Assumptions

- Data Conversion Services that include COTS I/LEADS RMS fields only

Hexagon Team Participation and Responsibilities

- Migrate legacy COTS I/LEADS data into the Customer's OnCall Records database
- Validate data migration process

Customer Team Participation and Responsibilities

- Consult with Hexagon regarding any data migration questions
- Perform data verification and validation

Task Completion Criteria

This task will be considered complete when agreed-upon I/LEADS data has been migrated to the OnCall Records database schema in the Production Environment.

4. Describe how Offeror will convert records containing partial data (i.e. partial names, partial phone numbers, unknown persons with physical descriptors) to ensure that they will be returned in search queries?

Hexagon Response:

If the records containing partial data (partial names, partial phone numbers, unknown persons with physical descriptors) are in the current master name index, that information can be migrated over to the new OnCall Records master name index as part of the proposed data migration/conversion services.

5. Describe the process for cleaning data during the data conversion process to eliminate duplicate and/or unnecessary information contained in names, addresses, vehicles, property, reports, and the like.

Hexagon Response:



Data should be cleaned by the County prior to conversion into the OnCall Records system. Duplicate data and any data that has not been cleaned prior to export from the legacy system will not be imported into the OnCall Records system.

6. The County expects that legacy data will continue to be available to authorized users of the new System, describe Offeror's expertise and insight as to how best to manage, convert and/or otherwise access the legacy information through the new System.

Hexagon Response:

Hexagon has proposed to migrate and convert the legacy data to the new system for authorized users to access as indicated above. Alternate options to access the legacy information are not proposed.

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Kitsap County Sheriff's Office, WA

OnCall Records (RMS/Jail)

Hardware & Software Configuration

System Overview

September 2019

Primary Site - Virtual System Overview

Secondary Site - Virtual System Overview

Server Numbering Legend

Notation of **a**, **b**, **c**, and **d** for servers indicates the following:

a = Production Server
b = Redundant Server
c = Cold Backup Server
d = Cold Backup Server Failover

This notation indicates which servers (application, interface, etc.) are serving the same functions within their server group, respectively.

Notation of 1a, 2a, 3a, ..., etc., for servers indicates that each server is an active production server.

Notation of 1b, 2b, 3b, ..., etc., for servers indicates that each server is an active redundant server.

- Hexagon recommends that virtualized servers or servers hosting mirrored databases do not reside on the same physical host server. Using DRS and vMotion is encouraged to distribute the workload across virtual hosts.
- Note: It is possible to separate database servers between PSAPs. However, this is dependent on network connectivity between sites and is not recommended.
- Test workstations may be located at different sites and still be able to access the same Test/Training environment located at the primary site provided they have a secure network connection to the Test/Training database and application servers.

MANAGEMENT VIRTUAL ENVIRONMENT:

Domain Control Server / DNS Server #1
Domain Control Server / DNS Server #2
System Management Server #1
vCenter Server #1

ONCALL RECORDS VIRTUAL PRODUCTION ENVIRONMENT:

OnCall Records Database Server #1 (OnCall Records SQL AlwaysOn Cluster)
OnCall Records Database Server #2 (OnCall Records SQL AlwaysOn Cluster)
OnCall Records Reporting Database Server
OnCall Records Application Server #1
OnCall Records Application Server #2
OnCall Records Interface/Communications Server #1a
OnCall Records Attachment Server #1
OnCall Records Attachment Server #2
OnCall Analytics – Records Essentials Reporting Server
OnCall Analytics – Records Essentials Data Warehouse Server

ONCALL RECORDS VIRTUAL TEST ENVIRONMENT:

OnCall Records Test Database Server
OnCall Records Test Application Server
OnCall Records Test Interface Server

MANAGEMENT VIRTUAL ENVIRONMENT:

Domain Control Server / DNS Server #3
System Management Server #2
vCenter Server #2

OnCall Records VIRTUAL BACKUP ENVIRONMENT:

OnCall Records Database Server #3 (OnCall Records SQL AlwaysOn Cluster)
OnCall Records Application Server #3
OnCall Records Interface/Communications Server #1c (Cold Backup)
OnCall Records Attachment Server #3

Color Legend

Black – Base products

Red – Optional products

Green – Customer-furnished products

Purple – Virtual specifications

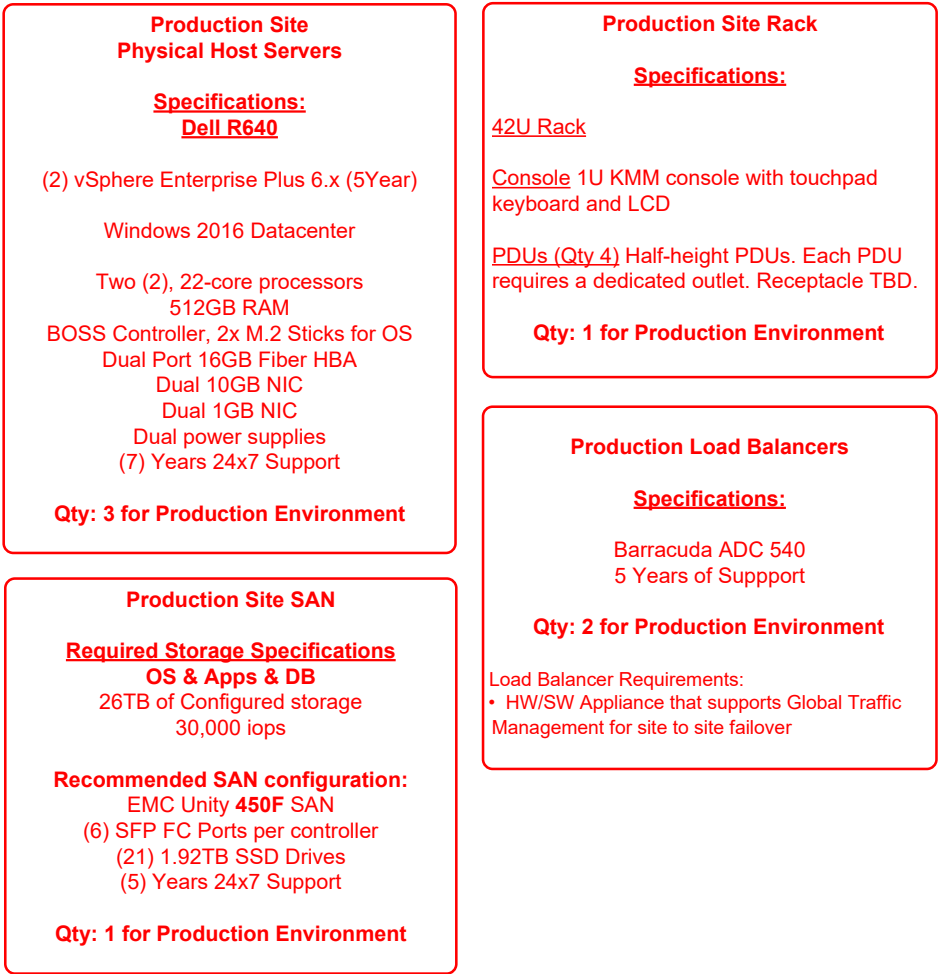
Blue – Currently on Maintenance

Kitsap County Sheriff's Office, WA
OnCall Records (RMS/Jail)
Hardware & Software Configuration

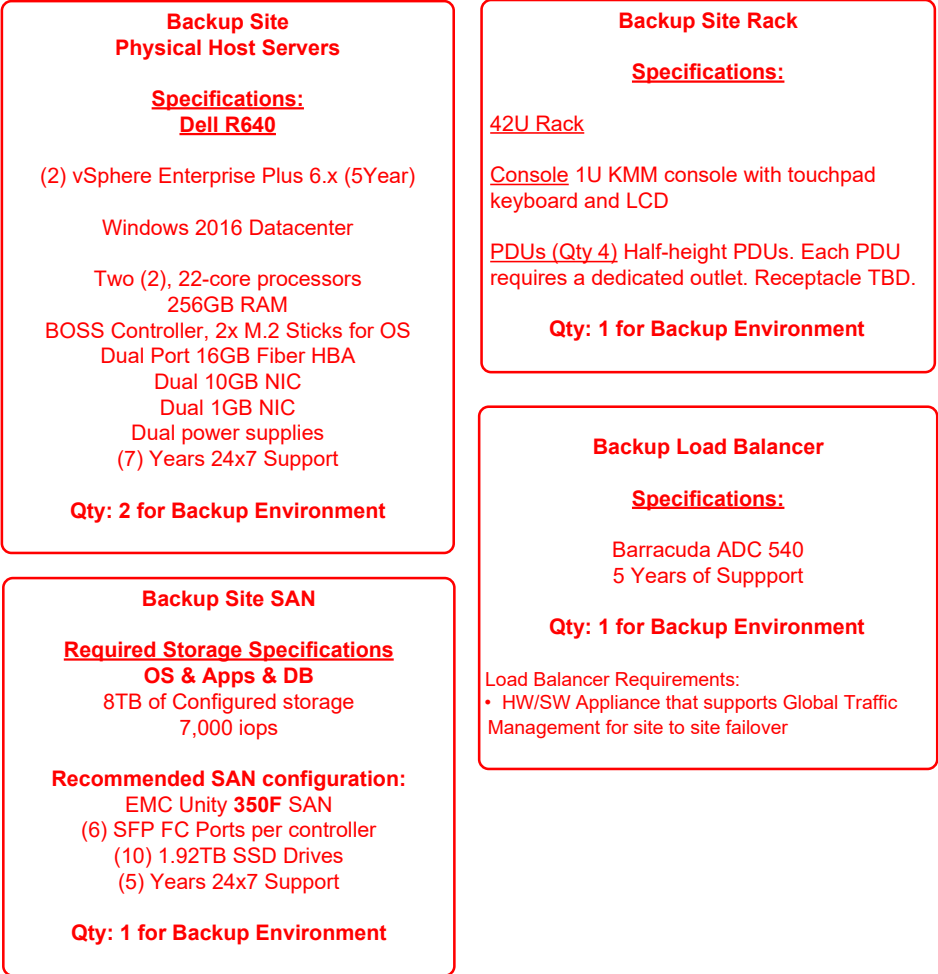
Server Hardware

September 2019

Site #1 - Hardware Specifications



Site #2 - Hardware Specifications



Color Legend

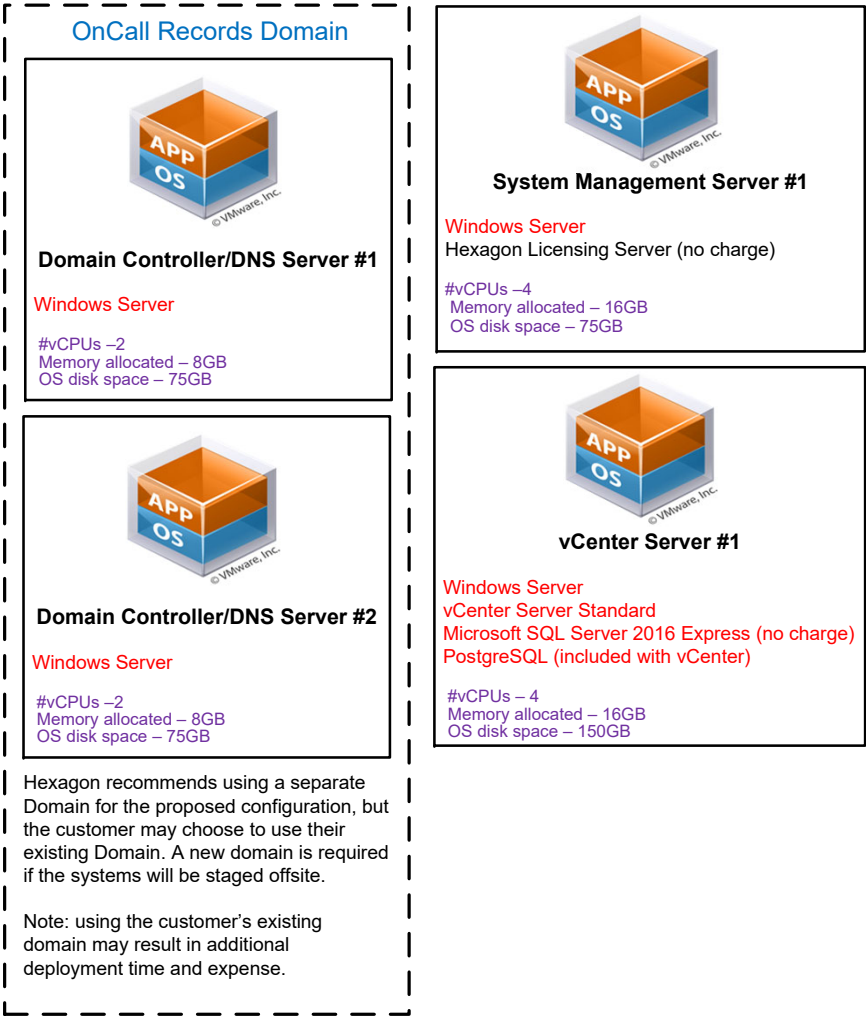
- Black – Base products
Red – Optional products
Green – Customer-furnished products
Purple – Virtual specifications
Blue – Currently on Maintenance

Kitsap County Sheriff's Office, WA
OnCall Records (RMS/Jail)
Hardware & Software Configuration

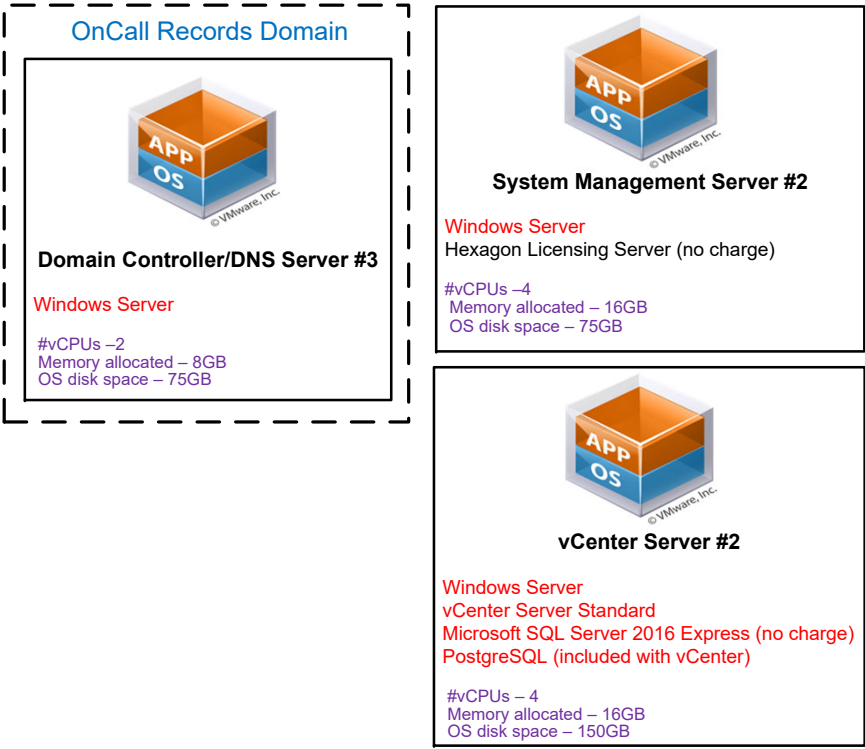
Management Environment

September 2019

Site #1 - Management Environment



Site #2 - Management Environment



Color Legend

Black – Base products
Red – Optional products
Green – Customer-furnished products
Purple – Virtual specifications
Blue – Currently on Maintenance

***Kitsap County Sheriff's Office, WA
OnCall Records (RMS/Jail)
Hardware & Software Configuration***

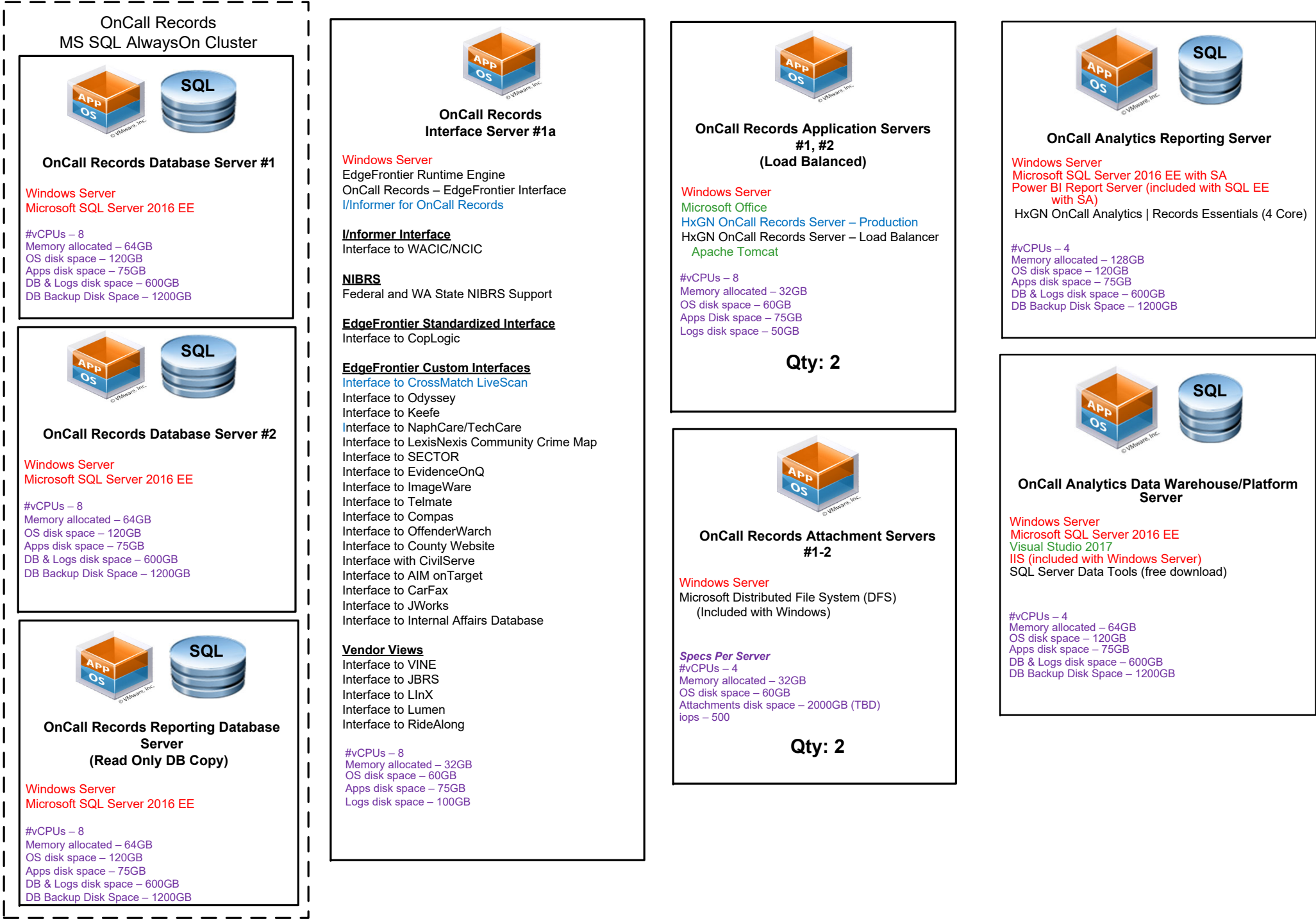
OnCall Records Production Environment

September 2019

OnCall Records Production Environment

September 2019

OnCall Records Production Environment



Color Legend

Black – Base products

Red – Optional products

Green – Customer-furnished products

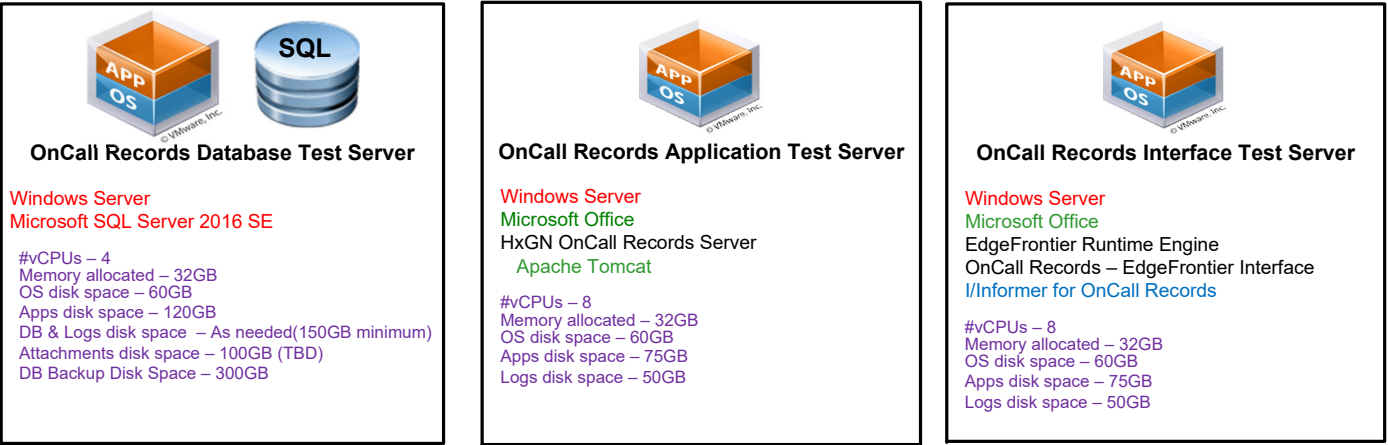
Purple – Virtual specifications

Blue – Currently on Maintenance

Kitsap County Sheriff's Office, WA
OnCall Records (RMS/Jail)
Hardware & Software Configuration

OnCall Records Test Environment
September 2019

OnCall Records Test Environment



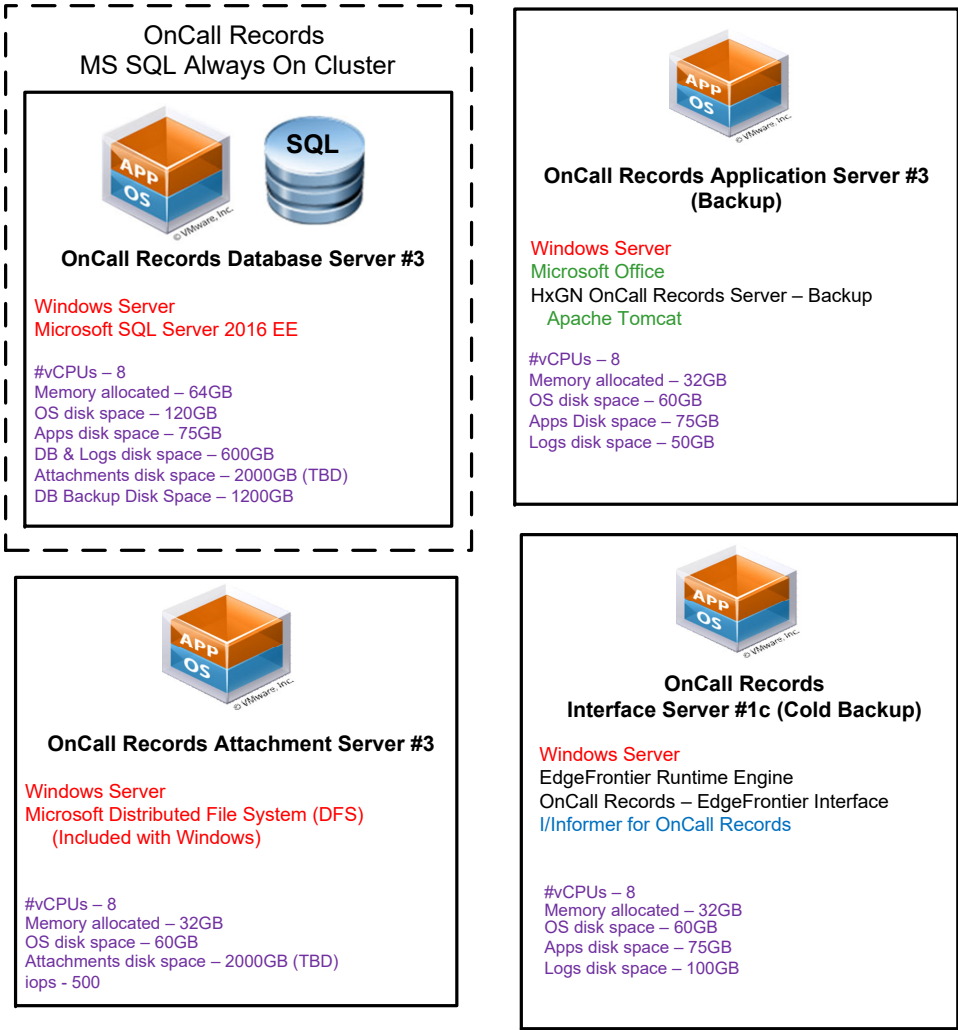
Color Legend

Black – Base products
Red – Optional products
Green – Customer-furnished products
Purple – Virtual specifications
Blue – Currently on Maintenance

Kitsap County Sheriff's Office, WA
OnCall Records (RMS/Jail)
Hardware & Software Configuration

OnCall Records Backup & Client Environments
September 2019

OnCall Records Backup Environment



OnCall Records & Jail Clients

Windows 8.1 or 10 (64-bit)
Modern Web Browser (for OnCall Records access)
Microsoft PowerBI

Production Licenses
HxGN OnCall Records Client - Qty: 110
HxGN OnCall Records Jail Client - Qty: 36

Test Licenses
HxGN OnCall Records Client - Qty: 2
HxGN OnCall Records Jail Client - Qty: 2

Metered Training Licenses
HxGN OnCall Records Client - Qty: 5
HxGN OnCall Records Jail Client - Qty: 2

Client Hardware Specifications

OnCall Records Workstations

2.8GHz quad-core Xeon processor
8GB RAM
80GB disk drive
Gigabit Ethernet
Dual monitors
Dell or HP compatible

OnCall Records Tablets

Recommended Specifications:
Dual Core processor or better
2GB RAM
Internal Disk: 10 GB
Network: Single 1Gb required,
Wireless (WiFi and/or Cellular) 802.11g or 802.11n
3G or 4G LTE recommended Cellular wireless data
connectivity – either built-in or attached via USB port.
OS: Windows 10 64bit
iOS 9.x, Android 5.x
Browsers: Internet Explorer, Mozilla Firefox, Apple
Safari and Google Chrome.
Screen Size and Resolution
Minimum of 9.70" screen size
Resolution must be at least 1152x768

Color Legend

Black – Base products
Red – Optional products
Green – Customer-furnished products
Purple – Virtual specifications
Blue – Currently on Maintenance

**Kitsap County Sheriff's Office, WA
OnCall Records (RMS/Jail)
Hardware & Software Configuration**

**Notes
September 2019**

- 1. This Configuration Diagram illustrates the proposed hardware and software configuration at the time of submission. During implementation, the Hexagon Implementation Team, or an Hexagon subcontractor, may alter this configuration to reflect the negotiated system or alter the location of software to take advantage of efficiencies determined following submission.
- 2. Hexagon's configuration does not include furniture, network services, firewalls, or Microsoft Exchange Server implementation services. Server and client workstation hardware, anti-virus software, backup storage hardware, and Active Directory may have been optioned in the proposal response. If purchased, it is the Customer's responsibility to maintain these items after implementation and cutover of the system.
- 3. All workstations, PCs, laptops, tablets, and smartphones and specified peripheral hardware provided by the Customer are assumed to meet the specifications delineated on this diagram.
- 4. Hexagon assumes that the Local Area Network (LAN), the wide area network (WAN), Active Directory, and any Microsoft Exchange Server infrastructure will be provided and staged by the Customer.
 - Minimum agency WAN Connection = 100 Mbps.
- 5. Network communications provided by the Customer to remote sites must support the following bandwidth requirements:
 - Each laptop or tablet running OnCall Records requires a minimum bandwidth availability of 128Kbps.
- 6. Any additional interface not specifically included in the configuration will incur an additional cost. Hexagon is not responsible for costs associated with developing the third-party portion of any interface.
- 7. **Test Server Licenses:** The Test environment has been configured for functional testing only and would need to be sized the same as the production environment if the Customer desires the ability to perform load testing.
- 8. **Training Licenses:** metered training licenses have been proposed for 176 hours to be used in the test environment for training. This time does not expire, and the Customer can purchase additional 176-hour bundles as needed for additional cost.
- 9. Test interfaces for RMS are dependent on the ability of each external system to support interface connectivity for the Test Environment. However, implementation is subject to the Customer's ability to provide connection to the applicable system and are dependent on the ability of each external system to support interface connectivity. Hexagon can run all interfaces in the Test environment; however, the final configuration will probably encompass fewer than all the interfaces proposed, as the customer determines which interfaces can support connectivity and which cannot.

All third-party external interface connections required for Test Environment are the responsibility of the Customer and/or third-party vendor(s).The final Test Environment configuration may encompass fewer than all the interfaces proposed, as the Customer determines which interfaces can support connectivity and which cannot.
- 10. Standard and Custom Interfaces – Test, Training, Redundant, and Backup copies are available for all proposed interfaces; however, implementation is subject to the customer's ability to provide connection to the applicable system. Redundant and Training Licenses are at additional cost.

Color Legend

Black – Base products
Red – Optional products
Green – Customer-furnished products
Purple – Virtual specifications
Blue – Currently on Maintenance



SECTION 20 – KITSAP 911 – HEXAGON CAD

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.16 KITSAP 911 – HEXAGON CAD

2.16 KITSAP 911 – HEXAGON CAD

A. The Offeror should describe the standard implementation process for a project of this same scope, including the roles of key members of the implementation team and the resources and personnel needed from County IS, Kitsap 911, if any, to implement the interface with Hexagon CAD including, at minimum identify the:

1. Number of hours for Kitsap 911 staff?

Hexagon Response:

Hexagon will work with the County and Kitsap 911 to schedule time as needed during the project for the CAD integration in advance. Hexagon currently has estimated eight (8) business days for the implementation of the interface with Hexagon's CAD. This includes time for the OnCall RMS link installation, validation of the OnCall RMS link install, and configuration and completion of the interface.

2. Availability of Kitsap 911 staff (i.e. schedule time, on-call, assigned full-time) during implementation?

Hexagon Response:

Hexagon will work with the County and Kitsap 911 to schedule time as needed during implementation for the CAD integration in advance. On-call or assigned full-time resources for Kitsap 911 are not expected.

3. Any changes in procedures required of Kitsap 911?

Hexagon Response:

Hexagon does not expect procedure changes for Kitsap 911 for implementation of the interface between OnCall Records and their current CAD system.

4. Timeframe of implementation of interface with Hexagon CAD?

Hexagon Response:

Hexagon has estimated eight (8) days for the implementation of the interface with Hexagon's CAD. This includes time for the OnCall RMS link installation, validation of the OnCall RMS link install, and configuration/completion of the interface.





Hexagon will install and test the OnCall RMS Link in the Customer's production environment. The OnCall RMS Link communicates between CAD and OnCall Records to retrieve data from CAD. It facilitates the transfer of data from the CAD system to the OnCall Records including the following:

- Call Information
- Supplemental Information Including:
 - Vehicle Information
 - Location Information
 - Property Information.
 - Name Information

5. *How and when Kitsap 911 will fit in the time-frame of the implemental (e.g. the entire duration, beginning, middle, end stages, etc.)?*

Hexagon Response:

Hexagon will implement the County's project in the following phases:

- **Planning Phase:** Tasks during the Planning phase are designed to confirm subsystem requirements, clarify the County's expectations with respect to subsystem deliverables and clarify Hexagon's understanding of County workflows. During this phase, Hexagon will finalize a Project Schedule with the County, which will serve as the blueprint for the project.
- **Staging Phase:** Tasks undertaken during the Staging Phase result in a functional, although not fully configured, subsystem that uses the Customer's operational data. This phase includes tasks such as OnCall Records server staging, COTS and Custom interface migration/installation, and Data Conversion.
- **Configuration Phase:** Tasks during the Configuration Phase result in a configured subsystem and include additional installation tasks (e.g. those related to business process analysis, OnCall Records base configuration, code maintenance, alerts and notifications, module overviews, and workflow implementation). The County will also begin to learn basic system administration and reporting training on the new system.
- **Deployment Phase:** Tasks during the Deployment Phase include Train-the-Trainer courses, system testing, system fine-tuning, and cutover.

During the early Planning and Staging phases, Hexagon will work with the County and Kitsap 911 to implement the OnCall Records link with the Kitsap 911 CAD system.



SECTION 21 – TRAINING

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.17 TRAINING

2.17 TRAINING

A. The County recognizes that the involvement, understanding and commitment of its employees is critical to the successful implementation of the System. County employees will assist in all key process design and configuration issues. The Contractor will prepare test equipment, training scenarios, training data files, manuals, visual aids, handouts, quick reference guides and other materials required for the training programs. Training will be provided during hours which accommodate County employees and agency personnel.

Hexagon Response:

Hexagon agrees to prepare and provide the necessary training materials for the proposed training courses. Hexagon agrees to provide training during hours which mutually accommodate County employees, agency personnel, and Hexagon personnel.

B. The Offeror should provide a training program for the proposed System. The program must include user group levels, course duration, course description, any course prerequisites, and classroom technical needs. The program should include the following:

- 1. training for the County's core project implementation team to include the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities, workflow configuration options, and the like;***
- 2. training for application administrators to include the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system;***
- 3. incorporates a "train-the-trainer" approach for System trainers;***
- 4. a post-implementation training for on-going end-user training of the initial System, as well as for future version releases;***
- 5. an on-site refresher training for system administrators, application administrators and end-user trainers;***
- 6. written training manuals for each individual who is to be trained; and***
- 7. an online educational database.***

Hexagon Response:

Hexagon has proposed a Train-the-Trainer approach to meet the County's needs as they transition from their existing I/LEADS RMS to the proposed OnCall Records solution.

Every Hexagon project for a Public Safety system includes the implementation workshops and application training classes necessary to ensure that personnel operating and maintaining the Hexagon software have a full understanding and working knowledge of the system configured. Workshops are conducted in a consulting environment while training courses are conducted in a more formal environment, both are provided to appropriate agency personnel.

IMPLEMENTATION WORKSHOPS

For new system implementations, Hexagon implementation and training personnel will begin the instruction and configuration process with agency personnel by conducting implementation workshops that involve installing the core system, building the necessary site-specific data for the system to function properly, and then configuring the system to meet the customer's workflow and operational needs. In an apprenticeship approach, the customer's System Administrator(s) and other key personnel will be introduced to system data requirements and the data management and configuration tools while learning the steps necessary to gather and organize the data needed.

Customer personnel who attend these workshops should include the System Administrator, the Core Team, and other stakeholders as needed (Support Personnel, Command Staff, Trainers, Power Users).

APPLICATION TRAINING

Application training includes courses to instruct the customer on the proper use of a particular application, as well as courses that instruct administrators and other support personnel in the administration, configuration, and maintenance of the system. Two options are available for application training: Train-the-Trainer and Train-the-User.

Train-the-Trainer

The Train-the-Trainer approach is included with Hexagon's base pricing and is designed to instruct agency trainers and power users on the overall functionality available within each Public Safety application, as well as techniques to best train the user.

Due to the vast functionality of the system, some application commands or functions may not be of benefit to the customer's operation. The Train-the-Trainer approach involves a level of consultation from Hexagon implementation and training personnel that permits the customer's Core Team, System Administrator(s), and Trainers to learn the full capabilities of the respective systems and determine which commands and/or functions within the system will be used as part of their operation. This training also provides the opportunity to support the customer team responsible for the design and development of the training curriculum for Train-the-User.

A soft copy of training documentation is provided to the customer's trainers, which can be modified and customized to meet their site-specific training needs.

Train-the-User

The program designed for Train-the-User training provides necessary instructions in the basic and essential functions that every operator should know before cutting over to live operations

Agency trainers and the core team go through the Train-the-Trainer program to design and develop the contents of the user training curriculum necessary to conduct Train-the-User classes. Hexagon recommends that the agency trainers conduct the courses which helps to ensure knowledge transfer is accomplished and a high level of competency is present once the Hexagon-led training is complete. This training will focus on the commands and workflows that will be used most frequently in the Communications Center as identified by the agency trainers. If requested, Hexagon instructors can be available to assist agency trainers with the initial Train-the-User workshop.

SYSTEM ADMINISTRATION TRAINING

Hexagon offers System Administrator level courses that provide the necessary training to persons who will assume responsibility for system configuration, support, and maintenance. There are additional courses available regarding configuration tools and techniques, as well as a site-specific administration and maintenance session designed for the customer's specific configuration.

CLASSROOM AND FACILITY LOGISTICS

Industry best practices dictate that class size should not exceed 12 persons for trainer and user classes and 6 for technical classes (system administrator and database level). Each classroom should have adequate workstations so students are allocated one workstation with necessary monitors. Each instructor must have a workstation with a minimum of two monitors. The instructor workstation must also have an LCD projector and adequate projection surface for each monitor. Class days are typically based upon 8 hour sessions per working day. Implementation workshops are conducted in a collaborative, workshop type environment; attendance limits and hardware needs are based upon the objectives of the workshop as well as the facilities available.

POST-IMPLEMENTATION TRAINING

For post-implementation training, Hexagon has proposed metered training licenses for 176 hours to be used in the test environment. This time does not expire, and the Customer can purchase additional 176-hour bundles as needed for additional cost.

REFRESHER TRAINING

Hexagon provides refresher training at customer request. The cost of refresher training is bid at the time of the request to address the specific functionality desired. For example, training may be requested when an upgrade is installed, and the content and length of the training would depend on the version of software the customer is moving from and upgrading to.

Likewise, if a customer requests specific refresher training, the cost of the training depends on the specifics associated with the functionality to be covered and would be bid accordingly at the time the training is requested.

ONLINE TRAINING

Hexagon does not offer on-line training options for OnCall Records but does provide access to WebEx topical discussions free-of-charge to customers via our Customer website.

Additionally, Hexagon provides customers with access to an online support knowledge base with keyword search capability to facilitate problem resolution.

Hexagon also provides a soft copy of the user training manual to Agency Trainers for reproduction purposes. Because the content of training materials is copyrighted, Hexagon requests that training materials be passed only to persons who require access to the materials to perform their jobs.

PROPOSED TRAINING COURSES

Hexagon has proposed on-site training courses as part of our implementation. Detailed descriptions are included in the following pages for the courses listed below:

- HxGN OnCall Records – System Administrator Training
- HxGN OnCall Records – System Configuration & Overview (Core Users) Training
- HxGN OnCall Records – Train-the-Trainer
- HxGN OnCall Analytics | Records Essentials – System Administrator Training
- HxGN OnCall Analytics | Records Essentials – User Training
- Federal and State NIBRS Training



HxGN OnCall Records System IT Administrative Training

This course provides instruction for IT support groups on how to maintain the server-side components of OnCall Records. The class includes technical discussion on the maintenance and troubleshooting of the Address Server. Support issues are also discussed, including how to handle situations concerning connections, system monitoring, and other items of concern.

MAJOR TOPICS

- | | |
|---|--|
| <ul style="list-style-type: none">● Using the OnCall Records Security● Setting individual record security privileges● Creating a new agency● Customizing the user interface● Maintaining codes● Configuring OnCall Records codes● Configuring address service● Configuring auto ID | <ul style="list-style-type: none">● Configuring additional items● Sealing and expunging● Adding Case Management alerts● Setting up message of the day/bulletins● Viewing and reviewing the audit trail● Configuration Evidence● Configuring categories |
|---|--|

PREREQUISITES

- OnCall Records configuration training
- Knowledge of Windows operating systems and administration
- Basic understanding of the customer LAN and mobile network infrastructure
- Basic understanding of IIS and Internet application support

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	IT OnCall Records/FBR system administrators
Duration	4 Days
Student Capacity	6, with a maximum of one student per workstation



HxGN OnCall Records System Overview & Configuration Training

The OnCall Records Overview and Configuration Training provides an overview of, and introduction to, the OnCall Records System and global features. Students learn to use OnCall Records built-in configuration tools to create and maintain user security accounts, permission groups, and workflow roles. In addition, students determine decisions that must be made for system configuration, enabling users to get an early start on configuring the OnCall Records application.

MAJOR TOPICS

- | | |
|---|---|
| <ul style="list-style-type: none">● Navigating in OnCall Records● Reviewing all modules available to the agency● Looking at global features● Linking records● Creating and editing records● Searching for data (standard and advanced searches)● Using search features● Using narratives● Using attachments | <ul style="list-style-type: none">● Alerting on records● Understanding the Master Indices (Master Name, Master Vehicle, Master Location)● Defining security groups, users, and roles● Combining master index records● Managing code tables● Working in Customization Mode● Customizing the User Interface● Reviewing the Audit trail |
|---|---|

PREREQUISITES

- Knowledge of basic agency business processes and workflows
- An introduction to Windows course, or equivalent knowledge and familiarity with the Windows user interface

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	OnCall Records Core Team members and system administrators
Duration	4 Days
Student Capacity	12, with a maximum of one student per workstation



HxGN OnCall Records Train-the-Trainer

This course provides training for the agency-designated trainers. All modules will be reviewed and related to each department in the agency such as Records, Patrol, Investigations, Personnel, Administration, Evidence, and other departments. The users review the modules, searching capabilities, reporting, and other features in the OnCall Records.

MAJOR TOPICS

- | | |
|--|--|
| <ul style="list-style-type: none">● Navigating in OnCall Records● Understanding the OnCall Records tabs: Home, Reports, Search, Master Indices, Investigations, Court, Jail Management, Traffic, Evidence Management, Department, and Other Info● Understanding the Master Indices (Master Name, Master Vehicle, Master Location)● Reviewing the OnCall Records Modules● Understanding the Master Indices (Master Name, Master Vehicle, Master Location)● Reviewing OnCall Records modules● Using the Record Properties menu● Using the Records Linked menu | <ul style="list-style-type: none">● Linking data● Configuring alerts● Exporting search results● Setting alerts● Understanding workflow● Combining Master Index records● Using canned and Report Server reports |
|--|--|

PREREQUISITES

- Introduction to Windows course or equivalent knowledge and familiarity with the Windows user interface
- Understanding of basic Public Safety terminology
- Knowledge of agency business processes
- Agency modules to be used have been identified
- OnCall Records configuration complete

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Agency trainers or end users
Duration	4 Days
Student Capacity	12, with a maximum of one student per workstation



HxGN OnCall Analytics Records Essentials System Administrator Training	
COURSE OVERVIEW	
This System Administrator Training course is designed for System Administrators, DBAs, and Business Analysts to provide instructions on the setup, site specific configurations, and administrative tasks needed to maintain the HxGN OnCall Analytics – Records Essentials for OnCall Records Solution.	
TARGET AUDIENCE	
System Administrators, Database Administrators, and other Personnel responsible for administering and maintaining the HxGN OnCall Analytics – Records Solution	
MAJOR TOPICS	
<ul style="list-style-type: none">● Introduction● Installation and Deployment● Review of the installation document● Security● Overview of SSIS (ETL)	<ul style="list-style-type: none">● Site Customization● Updates and Patch Delivery
PREREQUISITES	
<ul style="list-style-type: none">● Familiarity with Windows-based applications, administrative tasks, and agency workflows● Familiarity with OnCall Records configuration	
COURSE DETAILS	
Course Duration	4 Days
Course Type	On site – Hexagon Instructor Led
Student Capacity	4, with a maximum of 1 student per workstation



HxGN OnCall Analytics | Records Essentials User Training

COURSE OVERVIEW

HxGN OnCall Analytics – Records Essentials User Training offers the ability to perform reporting and analysis from a data warehouse containing data from OnCall Records databases, as well as provide capabilities for the user to view and modify reports and conduct ad-hoc queries from the data warehouse.

This course is designed to familiarize the end user with the HxGN OnCall Analytics – Records Essentials User Training environment. It will provide instruction on accessing, viewing, and scheduling reports from the Power BI Report Server portal.

Additionally, training will be provided for the creation and modification of Power BI Reports using the Power BI Desktop tool.

TARGET AUDIENCE

Personnel responsible for reporting and analysis

MAJOR TOPICS

- | | |
|--|---|
| <ul style="list-style-type: none">● Power BI Report Server Portal● Introduction● Overview and Navigation● Managing Report Server Content● Subscriptions● Delivered Analytical/Operational Report Overview● Power BI Desktop● Introduction● Power BI Desktop Navigation | <ul style="list-style-type: none">● Get Data● Create Visualizations● Filtering Visualizations● Formatting Visualizations● Pages – Size and Alignment● Interacting and Sharing● Drilling● Hierarchy● Ad-hoc Filtering/Highlighting● Upload● Open |
|--|---|

PREREQUISITES

- Familiarity with Windows based applications
- Familiarity with agency workflows
- Familiarity with OnCall Records data model

COURSE DETAILS

Course Duration	4 Days
Course Type	On site – Hexagon Instructor Led
Student Capacity	10, with a maximum of 1 student per workstation



Federal and State NIBRS Training

MAJOR TOPICS

- | | |
|--|--|
| <ul style="list-style-type: none">• NIBRS Introductions & Historical Background• Statute Table & Code table setup and importance• Group A & B Definitions• Group A & B Data Elements• Validation process• Error Messages• Data Entry – Group A Incidents (Crimes against persons)• Data Entry – Group A Incidents continued (Crimes against property)• Data Entry – Group A Incidents continued (Crimes against society) | <ul style="list-style-type: none">• Data Entry – Group A Arrest• Data Entry – Group B Arrest• NIBRS Reporting Client Fields & Components• Submitting and Marking the Records• Generating a NIBRS Submission Report• Understanding the Flatfile layout• Time Windows• Sending files to the State |
|--|--|

TRAINING DETAILS

Method:	Conducted on site by Hexagon Personnel
Prerequisites:	Customer has completed their pick lists and statute tables configuration
Facility Requirements:	<ul style="list-style-type: none">• Training room with up to 10 student workstations• Trainer workstation• Projector connected to trainer workstation
Desired Facility Abilities:	Internet access available (WiFi preferred, wired acceptable)
Course/Session Materials:	<ul style="list-style-type: none">• NIBRS User Manual• FBI NIBRS Technical Specification v3.1
Required Attendees:	<ul style="list-style-type: none">• Hexagon NIBRS trainer• Customer NIBRS team members• Customer IT/System administrators
Duration:	3 days
Student Capacity:	10 students



SECTION 22 – DOCUMENTATION – AS-BUILTS

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.18 DOCUMENTATION – AS-BUILTS

2.18 DOCUMENTATION – AS-BUILTS

A. Contractor shall provide as-built system documentation that reflects any tailoring or configuring changes made for the County and its agency partners, and included the following at a minimum:

- 1. User documentation for all applications***
- 2. System documentation including administration***
- 3. Database setup and maintenance***
- 4. Configuration documentation***
- 5. Interface documentation***
- 6. Data dictionaries***
- 7. Entity relationship diagrams***
- 8. Data flow diagrams***
- 9. Report creation and maintenance***
- 10. System topology***

Hexagon Response:

Hexagon has proposed to provide COTS documentation for training, user guides, system administration guides. Hexagon will provide a soft copy of those materials, which the County may edit for its own purposes. Hexagon only intends to provide as built materials for Interface Control Documents (ICDs) and a site specific configuration diagram.

To provide an efficient proposal, Hexagon believes the as-built documents would drastically and unnecessarily increase the scope and price of the project. Hexagon has implemented many other RMS projects in the manner it has proposed.

Hexagon proposes to supply the following standard OnCall Records system documents during the course of the project:



Sample OnCall Records system administrator/technical manuals include:

- OnCall Records System Administrator Manual
- OnCall Records Data Dictionary
- Web Services Interface Framework Technical Manual
- Named Query Application Programming Interface (API) Technical Manual
- Customer Care Center and Trouble Shooting Guide
- Database Installation Manual
- Generic Query Application Programming Interface (API) Technical Manual
- Disaster Recovery Documentation
- Interface Control Documents

User manuals include:

- OnCall Records User Manual
- OnCall Records Quick Navigation Guide

Training materials include:

- Training Plan, including schedules and curricula
- Scenario-based training exercises
- Frequently Asked Questions (FAQs)

Third-party documentation, such as SQL Database or Microsoft Operating System documentation, is passed through from the manufacturer. Most manufacturers currently provide documentation for products in an online format only.



SECTION 23 – IMPLEMENTATION (INCREMENTAL PHASES) AND SUPPORT

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.19 IMPLEMENTATION (INCREMENTAL PHASES) AND SUPPORT

2.19 IMPLEMENTATION (INCREMENTAL PHASES) AND SUPPORT

- A. Overview. The Offeror shall, with appropriate involvement from the County employees, perform all tasks required to implement the System through incremental phases, including all phases from analysis design, configuration, construction of interfaces where required, implementation, testing/verification, training, and maintenance. Some of the key tasks are as identified in this section.***
- B. Update Implementation Plan. The Offeror will revise the Implementation Plan (including a revised schedule and detailed task plan) in conjunction with the County's project team.***
- C. Refine Database(s) Configuration. The Offeror shall work in conjunction with the County's project team to refine the database(s) configuration (e.g., code tables, workflow).***
- D. Prepare Operations Manual. The Offeror will load the manuals appropriately for on-line reference by System users and will document the process for the County, so the County personnel can load manuals for on-line reference on an ongoing basis.***
- E. Install Client Software. The Offeror will install, configure, test, and validate all applicable database and application software on user all workstations.***

Hexagon Response:

Regarding RFP 2.19 A-E above, Hexagon clarifies it will perform the Tasks and Activities identified as being Hexagon obligations as set forth in the resulting SOW (to be mutually developed by Hexagon and the County during contract negotiations). With a fixed price project, Hexagon requires certainty as to the services it is requested to provide.





SECTION 24 – PROJECT MANAGEMENT

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.20 PROJECT MANAGEMENT

2.20 PROJECT MANAGEMENT

A. The Offeror will be responsible for applying project management methodologies for project planning, resource management, project monitoring, production control, configuration management, quality assurance, test plan, conversion plan, training, implementation methodology, post-implementation support, and documentation (e.g., work plan, configuration management, requirements, fit gap analysis, general and detailed system design, test plan, training plan, system and application manuals). The Offeror is to provide a project manager who, along with the County's project manager, will be responsible for coordinating (a) project plan development and implementation, project status reporting and any sub-contractor work; (b) System changes and modifications requested to the project plan; and (c) all technical, educational, documentation and support services.

Hexagon Response:

Hexagon agrees to be responsible for applying project management methodology for project planning, resource management, project monitoring, production control, configuration management, quality assurance, test plan, conversion plan, training, implementation methodology, post-implementation support and proposed documentation as indicated in this proposal.

Hexagon has proposed implementation and project management services to migrate the County from their existing I/LEADS RMS and I/LEADS JMS solutions to the HxGN OnCall Records system with RMS and JMS functionality. This includes configuration management, functional test and training plans, general and detailed system design, and system and application manuals. A Fit-Gap Analysis is not proposed at this time and would require additional services at additional cost. Subcontractor work is not included in the proposal response.

Hexagon agrees to provide a project manager who will work with the County's project manager and be responsible for coordinating the project plan development and implementation, project status reporting, system changes and modifications requested to the project plan, and documentation and support services during the course of this project.

Overall Project Management Methodology

Project management occurs throughout the project and is a component of every task. Overall project management activities for Hexagon are listed here for reference.

The Project Manager has the overall authority and responsibility for managing and executing this project according to this approved Project Plan and its Subsidiary Management Plans. The project team will consist of personnel from the implementation group, quality control/assurance group, project delivery

group, training group and subcontract partners. The project manager will work with all resources to perform project planning. All project and subcontract management plans will be reviewed and approved by the project sponsor. All funding decisions will also be made by the project sponsor. Any delegation of approval authority to the project manager should be done in writing and be signed by both the project sponsor and project manager.

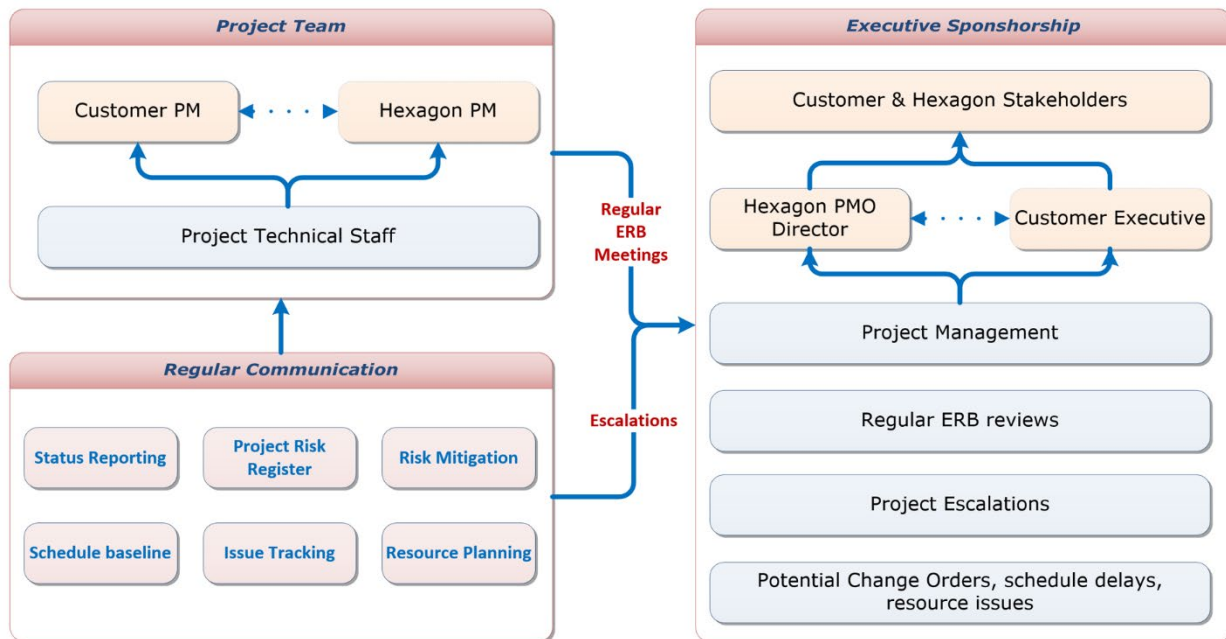
The project team will be a matrix, in that team members from each organization continue to report to their organizational management throughout the duration of the project. The project manager is responsible for communicating with organizational managers on the progress and performance of each project resource.

Hexagon's project management team responsibilities include the following:

- Creating a comprehensive baseline schedule, maintaining the schedule, updating completion status based on resources and actuals, and managing the Project with the Customer
- Maintaining project communications with the Customer's Project Manager through multiple means such as email, telephone calls, etc.
- Managing the efforts of the Hexagon staff and coordinating Hexagon's activities with the Customer's Project Manager
- Providing agendas in advance of all scheduled meetings, unless mutually agreed that an agenda is not necessary
- Monthly Project Status Meetings and Formal Status Reports – Once a month, a comprehensive Status Meeting is held and a formal Status Report is submitted, documenting project progress during the past month and listing upcoming activities and events. In addition, both teams jointly review the program schedule, identify and assess risks, and discuss any outstanding issues
- Project Management Weekly Status Meetings – During a weekly teleconference, both Hexagon and the County will review a rolling 3-week plan that addresses:
 - Tasks completed during the previous week, including the identification of any unfinished tasks and corrective actions or recovery plans
 - Tasks scheduled to be completed during the upcoming week to ensure that responsibilities and deliverables are clearly understood
 - Tasks scheduled for the following week to ensure that appropriate preparations are made to line up resources and synchronize dependencies
- Summary Status Meetings – When Hexagon technical staff is on site conducting Build and Configure Workshops, a Summary Status Meeting with relevant County technical personnel will be held each working day to ensure that the technical personnel involved understand the goals associated with the daily activities, upcoming tasks, and that progress is tracked
- Responding to issues raised by the Customer's Project Managers
- Preparing and submitting biweekly status reports which include: the accomplishments of the previous month, planned activities, and an updated Project Schedule
- Preparing and submitting project Change Orders to the Customer's Project Manager
- Ensuring Hexagon personnel have ample time, resources, and expertise to carry out their respective tasks and responsibilities

Communication Management

To ensure successful delivery of the project in accordance with the schedule, regular communications and an escalation path as needed, as depicted below. This communication plan also includes providing status updates to each party's Project stakeholders.



Hexagon follows the Project Management Methodologies set forth by the Project Management Institute. Our PMO ensures all projects go through a review for applicable implementation of the PMBOK's 42 processes for project management and when applicable, ITIL's 23 processes for IT service management, all the while maintaining compliance w/ ISO 9001:2008. Our PMO ensures that these standardized processes are in place for total project management from managing risks, to planning schedules, to managing communications, to delivering services, etc.

Schedule Management

Hexagon prides itself on working and succeeding in a challenging and consequential industry. Projects of this nature involve both parties performing a variety of tasks that are dependent upon one another. With that type of relationship and the number of tasks involved, from time to time delays occur. However, Hexagon has a proven track record of working with its customers to navigate and overcome those challenges to successfully implement its public safety software solutions.

Issue Management

As a vendor with vast experience and capabilities, Hexagon employs best practices within its implementation and on-going support operations, and these practices represent the bid as described above. Lessons learned from implementations are reviewed in debriefs and a formal process improvement methodology is employed to continually hone processes and improve deployment successes. The implementation methodologies employed by Hexagon are based on many years of experience. Within a Best Practices framework, the Hexagon approach is flexible, geared for adaptability to the needs of the customer's agencies, with a strong emphasis on process/workflow analysis and assistance with gap identification and mitigation on the part of Hexagon. The Hexagon commitment to excellence in customer support is evidenced by the investment in state-of-the art customer support technology, such as the implementation of the Siebel system.

Typically, all formal communications will occur between the Hexagon Project Manager and the County Project Manager. This communication will be either via email or written memorandum and will, at a minimum, describe in detail the issue, impact, and expected response date. Upon receipt, the receiving Project Manager, Hexagon or County, will acknowledge receipt via email. The Project Manager will assess the issue, solicit assistance from appropriate parties or resources, test, where appropriate, and respond back to the initiating Project Manager via email or written memorandum.

If the issue is not able to be resolved, the initiating Project Manager will notify the other Project Manager that the response is inadequate and needs to be escalated.

The escalation on the Hexagon side will go from the Hexagon Project Manager to the Hexagon Contract Manager. Communications between the County and the Hexagon Contract Manager will be accomplished via email or written memorandum with the Hexagon Project Manager copied.

The escalation on the County side will go from the Hexagon Project Manager to the County Project Sponsor / Contract Manager. Communications between Hexagon and the County Project Sponsor / Contract Manager will be accomplished via email or written memorandum with the County Project Manager copied.

Scope Management

Scope management is addressed via formal Change Request Orders. Requested tasks that fall outside of the negotiated contract as detailed in the Statement of Work can impact schedules and must be addressed via a formal Change Request Order. If a change request is needed, Hexagon will provide a description of the work to be performed and an estimate of the level of effort and additional costs. The Project Manager may approve and authorize the work to be performed according to a mutually agreeable schedule. The Statement of Work and Project Schedule are then adjusted accordingly.

Risk Management

Risk is a probabilistic estimate that an event will occur that has either positive or negative consequences for the project. It is composed of two parts: 1) the probability of occurrence and 2) the relative impact if the risk occurs. The purpose of establishing Hexagon's approach to risk is to provide a process for the identification, analysis, prioritization, and mitigation of project risks. The sections below define roles and responsibilities for participants in the risk management process, the risk management activities to be completed, and the techniques used for tracking and monitoring risks.

Roles and Responsibilities

In addition to other duties, the Hexagon project manager acts as the project risk officer. As such, the project manager oversees the risk management process by performing the following:

- Facilitating risk identification
- Assigning risk items to team members
- Coordinating analysis activities and the prioritization of risks
- Ensuring mitigation strategies and action plans are in place
- Maintaining the project's risk register
- Monitoring and controlling risk

The project manager assigns each risk to a project team member who assesses the exposure and probability for the risk and reports the results of the analysis to the project manager. The team member to whom the risk item is assigned becomes the “owner” of the risk item. The risk owner is also responsible for developing a mitigation plan for the risk, which must be approved by the project manager. The risk owner is also responsible for executing the mitigation plan and providing status reports to the project manager.

Risk Management Process

The Hexagon Risk Management process is composed of risk identification, risk analysis and prioritization, risk mitigation planning, and risk monitoring and control.

Risk Identification

Risk identification occurs at the beginning of the program and continues on an ongoing basis. It is the responsibility of all team members and stakeholders to identify potential risk.

At the beginning of the program, a facilitated workshop and brainstorming session is held with all team members to identify potential risk items. Team members can submit additional risk items at any time throughout the project. Any identified risks are added to the risk register for further analysis. It is the project manager's responsibility to assign a risk owner to be responsible for completing the initial analysis and mitigation strategy.

Categories under which risk might be identified:

- Technical
- Scope
- Schedule
- Financial
- Hexagon/internal (i.e. Hexagon staffing)
- Customer/external (i.e. Customer staffing)

The risk items for the project will be documented in the Project Risk Register. The Project Risk Register is an Excel spreadsheet that contains the following information about each risk:

- Project risk item ID (a unique identifier for each risk item)
- Date of risk identification
- Risk impact
- Probability of occurrence
- Prior trend
- Current Trend
- Risk item description
- Mitigation strategy / action plan
- Secondary or associated risk
- Risk category
- Mitigation status
- Risk priority
- Risk owner

An example of the risk register format is provided below:

RISK ID NUMBER	DATE RISK IDENTIFIED	IMPACT	PROBABILITY	PRIOR TREND	CURRENT TREND	RISK DESCRIPTION	MITIGATION STRATEGY	SECONDARY OR ASSOCIATED RISK	RISK CATEGORY	MITIGATION STATUS	PRIORITY	OWNER
1	MM/DD/YYYY	High	High	↑	↑	Description of the risk	Mitigation Strategy/ Action Plan	A description of an associated risk	Schedule	In Process	High	Risk Owner

Risk Analysis and Prioritization

The project manager assigns the risk item to a team member who estimates the probability that the risk will occur and the impact if the risk does occur. The team member then reviews their analysis results with the project team at the risk review meeting where agreement on a final assessment will be made.

Risk Management Planning

After the risk analysis has been reviewed and approved by the project manager, all risk items will be prioritized and a risk mitigation strategy developed as appropriate. The strategies used for negative risks are as follows:

- Avoid – This strategy attempts to eliminate the risk
- Transfer – This strategy attempts to transfer the risk to a third party
- Mitigate – This strategy attempts to reduce the probability and/or impact of the risk

- Accept – This strategy is used when an attempt to avoid, transfer, or mitigate the risk is not possible and therefore the risk is accepted and dealt with

The strategies used for positive risks are as follows:

- Exploit – This strategy attempts to ensure that the opportunity occurs
- Share – This strategy attempts to share the opportunity with a third party that is better able to benefit from the opportunity
- Enhance – This strategy attempts to increase the probability that the opportunity can be realized
- Accept – This strategy does not proactively increase the probability of the opportunity

Risk Monitoring and Control

Hexagon conducts internal project reviews at specific periodic intervals throughout the lifecycle of each project. An in-depth review of each project risk is part of each project review. Each project review is conducted by the Project Manager and provides an objective assessment of each risk and the associated risk mitigation plan. If the overall project risk is assessed as medium or high, then the frequency of the internal Hexagon risk review is increased as appropriate to better mitigate the risk to the project.

In addition to the internal Hexagon risk review process, the project manager will incorporate project risks into the risk section of the Monthly Progress Report submitted to the County. During each monthly status review, the project manager will review each risk with the County to ensure that all team members are working toward a mutually agreeable mitigation plan.

Following Hexagon and the Customer's review and mutual agreement on the status of each project risk, a risk mitigation status may be assigned as follows:

- Open – The mitigation strategy is under development and/or review
- Monitor – The mitigation plan is believed to be implemented and the risk continues to be monitored
- Accepted – The risk is accepted
- In Process – The mitigation strategy is actively being worked by the project team
- Closed – The mitigation strategy has been successfully confirmed as completed or the risk has been realized

All risks with an active status (open, monitor, accepted, in process) are contained in the primary risk worksheet within the Project Risk Register. All closed risks are retained in a separate worksheet as reference material.

Project Quality Control and Assurance

Hexagon applies a multi-faceted approach to Project Quality Control. Each Hexagon project is involved in one or more of the following project quality control processes as applicable:

- Bi-Weekly Risk Management Meetings
- Monthly Public Safety Operations Executive Reviews
- Periodic Project Reviews

Bi-Weekly Risk Management Meetings

Bi-Weekly Risk Management meetings are held by Hexagon Public Safety Operations management and Hexagon Public Safety Product Center management. The focus of the meeting is to briefly review project issues that require management support for resolution and/or risk mitigation and to discuss the status of the associated action plan.

Monthly Public Safety Operations Executive Reviews

The monthly Public Safety Operations Executive Review meeting is held by the Hexagon project manager and attended by the Hexagon Public Safety Operations management team to review overall project status. This is an in-depth and comprehensive review designed to reduce risk for all large projects.

Periodic Project Reviews

Hexagon conducts detailed project reviews at periodic intervals throughout the lifecycle of each project. Project reviews are designed to provide an in-depth assessment of the project, thereby reducing project risk, improving project quality, promoting best practices, and improving overall customer satisfaction.

For each project, check points are established at contract award that coincide with key events in the project schedule. At each project checkpoint, the following activities occur:

- Project documentation is reviewed (i.e. action register, risk register, contract documentation, and so forth)
- Interviews are conducted with each Hexagon team lead
- The Hexagon project manager is interviewed
- The Project Risk Register is updated
- The Hexagon project manager action list is updated
- A Project Review Status Report is issued to the Hexagon program manager/project manager, the executive manager of the US Public Safety Project Management Office, and other Hexagon practice management, as appropriate for the project

If the overall project risk is assessed as medium or high, then additional Project Reviews are scheduled at an increased frequency as appropriate to better mitigate the risk to the project.

Hexagon is committed to an excellent and strict quality control program that has been approved by Lloyd's Register Quality Assurance to the following Quality Management System Standards: ISO 9001:2008 (certificate is included following this section). This Quality Management System ensures our:

- Operating policies and procedures are standardized
- Quality processes are repeatable and quality driven
- Process improvements are continuous actions that are monitored to completion
- Performance meets and exceeds the clients' objectives

Quality Control

The quality control program of Hexagon is managed by a team of experts who are applying and maintaining our standard operation procedures to ensure our customers are receiving the highest quality

services and software. Maintaining this level of control ensures the ultimate quality of our customized products and services.

Quality Assurance

It is the policy of Hexagon to provide quality work, services, and products that meet or exceed the expectations and requirements of our Clients. Hexagon is committed to continuous quality improvement through involvement of all personnel and Clients, in a systematic, logical process, to continually improve Hexagon's work practices and procedures.

Hexagon is committed to the development and implementation of our company-wide Quality Control Process. Our employees adhere to established objectives for continuous improvement, as well as a quality policy that focuses on Client needs and improved processes to meet our goals of providing exceptional quality in all our services. Management at all levels continually reinforces this commitment through communicating openly with employees about the importance of meeting all of Hexagon and our Clients' requirements.

The Hexagon Quality Control Process is implemented through the following key strategies:

- Development of a clear focus and emphasis on the Clients' needs and requirements
- Adoption of a management structure that engenders positive attitudes, encourages personal and technical development, and which rewards effort, integrity, and initiative
- Ongoing development and maintenance of an effective information and documentation system
- Encouragement of technology transfer and professional development by means of attendance at professional seminars and appropriate courses, encouragement of employees to participate in and lead national professional organizations representing their engineering specialty, and by dissemination and reading of technical papers published by other experts

Commitment to a continuing recruitment program to attract and hire highly motivated professionals with appropriate qualifications and proven work skills.

B. During the project, until final system acceptance, the Offeror's project manager will be required to work cooperatively with the County's project manager and to participate in weekly project status conference calls, monthly status meetings and submit monthly status reports, which include progress updates, milestones attained, resources expended, problems encountered, and corrective action taken.

Hexagon Response:

Hexagon agrees to comply with the above requirement. Hexagon assumes the weekly project status calls and monthly status meetings will be held remotely.



SECTION 25 – SYSTEM AND DATA SECURITY

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.21 SYSTEM AND DATA SECURITY

2.21 SYSTEM AND DATA SECURITY

A. Offeror represents and warrants that Offeror will provide and maintain during the Contract term System security and access controls sufficient to comply with all Laws and the current FBI Criminal Justice Information Services Security Policy (CJIS). Offeror and its Personnel further represent and warrant that it's collection, access, use, storage, disposal, and disclosure of Data and Confidential Information does and will comply with all applicable Laws during the Contract term. Offeror and its Personnel shall not mine or otherwise process Data for any purpose not explicitly authorized in the Contract. The Offeror may process or analyze data as necessary for ongoing and routine performance monitoring to ensure continuity of service and/or to project future dynamic provisioning requirements. The Offeror further represents and warrants that it conducts regular audits of the RMS and associated systems to monitor for unauthorized access and access attempts, conducts regularly scheduled penetration tests, maintains a sufficient firewall to prevent unauthorized access to the RMS and associated systems.

Hexagon Response:

Hexagon is of the understanding this section pertains to a SaaS hosted solution and is not applicable to solution hosted by the County. If Hexagon's understanding is incorrect, it reserves the right to address this topic further during contract negotiations.

Hexagon does confirm that the proposed on-premise OnCall Records solution for the County includes system security and access controls sufficient to comply with CJIS.

Hexagon adheres to development practices and standards designed to protect Hexagon and our customers. Hexagon security policy explicitly prohibits the introduction of malicious content and the introduction of back doors. Hexagon RMS development occurs in teams where code is subject to peer review, to catch and remediate potentially untidy or ill-advised coding practices. Furthermore, code is subject to additional Application Security team review prior to release, to further vet applications for potential coding or operational risks.

B. The Offeror shall maintain the integrity of Data through physical or logical separation between the storage and services provided to the County, and storage and services provided to other persons or entities that are not explicitly authorized to share County Data or the data of agency partners as provided in the Contract. County Data and the data of the agency partners may not be commingled with non-County Data in servers utilized for the System or modified in any way that compromises the integrity of the data, unless other provided in the Contract.



Hexagon Response:

Hexagon is of the understanding this section pertains to a SaaS hosted solution and is not applicable to solution hosted by the County. If Hexagon's understanding is incorrect, it reserves the right to address this topic further during contract negotiations.

C. The Contractor must maintain records of access to Data sufficient to allow the County to establish a clear and precise chain of custody for all Data. The Offeror shall notify the County if and when it changes the physical location in which Data is stored.

Hexagon Response:

Hexagon is of the understanding this section pertains to a SaaS hosted solution and is not applicable to solution hosted by the County. If Hexagon's understanding is incorrect, it reserves the right to address this topic further during contract negotiations.

D. Describe the System's logging and audit functions, specifically how they are used to maintain system integrity and security compliance. Describe how chain-of-custody records are maintained, particularly with respect to digital assets (e.g. changing file format from one to another). Describe how historical information about changes made to a record are collected, maintained, searched, and reported.

Hexagon Response:

Logging and Audit Functions

OnCall Records provides auditing within every module of the application for system integrity and security compliance. Auditing provides an accessible audit log for a record within the system that indicates who the original creator of that record was along with a log of all changes to a record. The original and the new values along with a date/time stamp of the user that made the updates are recorded.

Additional features supported by the OnCall Records Audit Feature:

- Search by user ID or module
- Ability to query audits by data/time range
- The audit log will record every transaction and change to the database
- The system provides a command for displaying the chronological audit log for any incident, unit, or law enforcement officer
- In each case where a database record is deleted or changed, the system will record:
 - The user making the change
 - The time and date of the change
 - The original value of the field that was changed
 - The new value of the field
- Administrative changes are also audited, such as adding users, changing passwords, updating codes, updating auto ID numbering schemes, as so forth
- Query by the dynamic identifier for the record such as incident number or arrest number

- Audit trail is available for exports
- Audit trail is available for adding an attachment
- User Security
- Logins and logoffs are audited and whether it was an active logoff versus session time out or closing browser

Chain-of-Custody Records

Regarding Chain-of-Custody (COC) records for Evidence, the OnCall Records system maintains a complete COC history for each Evidence Item taken into custody. Evidence records support a complete history of an item's possession and status within OnCall Records. The OnCall Records system also tracks the transfer of items In and Out of the application. OnCall Records requires the data capture of the Recovering Officer/Employee and also the Submitting Officer/Employee at the point of Evidence Item creation. This process begins the COC history for an item. The agency can configure an alternative Verification Officer for specific Evidence Item types, such as Currency/Money and Drugs/Narcotics. Each transfer of an item within the OnCall Records captures Date/Time stamps along with the User ID information for the transferring officer and the receiving officer. Upon transfer, the Item is marked with the Current Custodian information. A historical record is generated for every step in movement and possession of the item. Electronic signature is available via a touchscreen access or by a PC USB mouse.

The OnCall Records also provides a Bulk Update feature to allow the movement and transfer of multiple items to an Officer, Employee, or Location. When a bulk update is conducted, each Item's COC is updated with the transfer and change information and logged into the COC history for the Evidence Item record.

Historical Information

Historic data for updates in statuses are maintained in the OnCall Records Audit Log and the Record Audit Log. The original Status is recorded as well as the user making the change, date/time stamp, new value, and the IP address of the workstation where the update was completed from.

E. Without limiting Contractor's obligations in this Contract, Contractor shall implement administrative, physical, and technical safeguards to the data of the County and its agency partners that are no less rigorous than legal and regulatory requirements, including CJIS, and accepted industry practices, such as the ITIL standards, the COBIT standards, Advanced Authentication practices for two factor authentication, and/or other applicable industry standards for information security. To the extent that encryption is used in the performance of this Contract, expected acceptable encryption standards include NIST, FIPS 140-2. Contractor shall ensure that all such safeguards, including the manner in which Data and Personal Information is collected, accessed, used, stored, processed, disposed of and disclosed, comply with applicable data protection and privacy laws, as well as the terms and conditions of this Contract.

Hexagon Response:

Hexagon designs and develops its software in accordance with the quality standard dictated by ISO 9001:2008 and ISO 9001:2015 standards. Encryption is either implemented via the network hardware or the Microsoft Windows Encryption API, which is FIPS – 140-2 compliant. Hexagon does not deliver an encryption DLL. Encryption of the data outside of the sites' secured LAN is through their network provider. Data-at-rest on the laptop requires the site to use the Encrypting File System feature or a third-

party product such as Symantec PGP Whole Disk Encryption, Lumension, or Check Point Full Disk Encryption.

OnCall Records is compliant with the FBI/CJIS security and authentication requirements which govern access to federal and state crime databases such as NCIC. The OnCall Records system may be configured to utilize HTTP or HTTPS data transfer protocols. HTTPS connectivity provides the ability to utilize a secured SSL connection and implements the usage of a Security Certificate for data transfers and connections. HTTPS provides data encryption for information in transit and delivers an encrypted connection. On the server to browser side, Hexagon tests with TLS 1.2. For internal encryption, Hexagon uses 128-bit or 256-bit.

I/Informer uses Windows Communication Foundation (WCF) for encryption such as Kerberos up to the state router then encryption responsibility is passed to the state. The encryption is provided via WCF not from Hexagon.

For SQL Server database encryption, the customer can use TDE. For SQL Server 2016 end-to-end (at rest and over the wire) encryption the customer can use Always Encrypted. For full disk encryption Microsoft recommends Bitlocker because it leverages the TPM chip, if installed.

Additionally, OnCall Records provides access security and supports CJIS Strong password requirements. Additional CJIS user policies are met such as password renewal, password re-use, restrictions on multiple user sessions, and limited logon failure attempts. Two-factor authentication is performed through the operating system and assumes the use of Active Directory centralized user access management. Attachments can be stored in the records database, and database contents can be encrypted.

F. The Offeror shall provide a Certificate of Proof of Cybersecurity issued or approved by a duly authorized organization with appropriate credentials to verify the technical and operational capabilities and practices of the Offeror.

Hexagon Response:

Hexagon is of the understanding this section pertains to a SaaS hosted solution and is not applicable to solution hosted by the County. If Hexagon's understanding is incorrect, it reserves the right to address this topic further during contract negotiations.

G. Describe all security standards and/or certifications Offeror and system maintains. Include each specific security standard and level of each, if applicable, that the System and associated data storage systems and services are in compliance with. Describe how Offeror achieves and maintains compliance with the security standards on an ongoing basis. Describe your encryption, login, auditing, and penetration testing and security features and standards. Additionally:

1. Provide a copy of Offeror's incident response policy & procedures for the control, use, and disclosure of protected PII;

2. Identify who performed Offeror's most recent independent CJIS audit and indicate if Offeror will provide copies of the audit;

3. Provide a copy of Offeror's disaster response/business continuity plans and timelines for restoration and recovery;

- 4. Identify the monitoring, policies and procedures Offeror has in place to control the use and disclosure of Protected PII;***
- 5. Provide a copy of Offeror's back- up strategy, procedures and schedule for all Criminal Justice Information/Criminal History Record Information transacted and maintained in Offeror's system;***
- 6. Identify who is responsible for identifying and addressing vulnerabilities in the network and system components; and***
- 7. Identify the access Offeror's personnel have to the System's sensitive data.***
- 8. Describe the Offeror's approach in securing data from unintentional deletion and to accomplish intentional purging of data meeting retention requirements.***

Hexagon Response:

Hexagon is of the understanding this section pertains to a SaaS hosted solution and is not applicable to solution hosted by the County. If Hexagon's understanding is incorrect, it reserves the right to address this topic further during contract negotiations.



SECTION 26 – WARRANTY

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.22 WARRANTY

2.22 WARRANTY

A. The Offeror expressly warrants that all System, and the goods and services to be furnished pursuant to the awarded Contract will conform to the descriptions and specifications contained herein and in supplier catalogs, product brochures and other representations, depictions or models, and will be free from defects, of merchantable quality, good material and workmanship. Offeror expressly warrants that all goods and services to be furnished pursuant to such award will be fit and sufficient for the purpose(s) intended. This warranty shall survive any inspections, delivery, acceptance or payment by the County. The Offeror warrants that all work and services furnished hereunder shall be guaranteed for a period of two (2) years from the date of acceptance by the County.

Hexagon Response:

Hexagon proposes to provide the County with a one year warranty on new products (i.e. products not presently on maintenance) that commences at cutover. During that time, Hexagon warrants the products shall materially conform to the technical matrix reflected in the resulting contract and that errors discovered shall be supported in accordance with the maintenance agreement. Software presently on maintenance will continue to be supported pursuant to the then existing maintenance agreement between the parties for the duration of the maintenance term.

The foregoing reflects the warranty Hexagon provides for new software.

B. The Offeror and its implementation team, with appropriate involvement from the County employees, must provide ongoing support for 90-days after the date of successful implementation in a production environment. Upon completion of the 90-day period, if there are no outstanding issues, the County will provide formal acceptance of the system, which will be the date the System warranty period starts.

Hexagon Response:

Hexagon proposes to provide two weeks of post cutover support. However, for purposes of the SOW, Hexagon proposes Cutover of the migrated system (OnCall Records) serve as final acceptance.

The foregoing reflects Hexagon's approach for its projects of this nature with existing customers.



C. The Offeror is required to provide a warranty for implementation services (e.g., work, products, developed modifications, and system configuration) for a minimum of 18 months after the formal system acceptance date. The Offeror will warrant its response to the requirements included in this RFP and will agree to attach its responses to the Contract.

Hexagon Response:

Hexagon respectfully takes exception to this requirement and states it will provide support for the System in accordance with the then existing maintenance agreement between the parties.

D. The Offeror is required to fully warrant all provided software, hardware, and professional services for no less than five (5) years following the County's final acceptance of the System. The warranty period must include but is not limited to all required system hardware and application software support; software updates and bug fixes, enhancements, bug fixes and all required professional services. The Offeror's warranty must conform to all agreed upon specifications, protect against any defects or damage caused by the Offeror and/or its hardware, software or services, sub-contractors or providers.

Hexagon Response:

Hexagon incorporates its response to Section 2.22 (C) above.

E. Third-Party Warranties. The Offeror is required to obtain from all suppliers of the third-party software, all standard guarantees and warranties normally provided on all machinery, equipment, services, materials, supplies and other items used in connection with the performance of the Services, including all such machinery, equipment, materials and other items which are incorporated into the System. Offerors shall obtain from each such supplier guarantees and warranties which are assignable to the County and upon request of the County, obtain an option for County to purchase a guarantee or warranty from such suppliers if commercially available at County's expense. Offeror shall enforce all guarantees and warranties until such time as such guarantees or warranties expire. Such guarantees and warranties shall, to the extent they have been made assignable, be transferred to County upon expiration or termination of the Contract. Such guarantees and warranties shall, to the extent they have been extended, be transferred to the County upon termination of the Contract. Offeror shall, to the extent that a warranty or guaranty has been extended or made assignable to County deliver to County copies of all such guarantees and warranties and relevant extracts from all related technical specifications.

Hexagon Response:

Hexagon agrees to comply with the Third-Party Warranties requirements indicated above.

Hexagon realizes the investment made in a Public Safety system and offers a value-add Warranty and Maintenance Program to protect the customer's investment. Hexagon provides full system support and warranty for the following:

- Hexagon-developed products
- Third-party products provided by Hexagon with pass-through warranties from the provider (these may require additional support costs)

- Hardware warranties, as provided by the hardware manufacturer, for Hexagon-procured hardware

Hexagon has optioned third-party server hardware and software (operating system and database licenses) in our cost proposal which include the pass-through warranties from the provider. Server hardware staging and installation services are also included in the proposal.

F. The Offeror should describe compliance with this section.

Hexagon Response:

Please refer to answers to A – E above.



SECTION 27 – SUPPORT AND ONGOING MAINTENANCE

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.23 SUPPORT AND ONGOING MAINTENANCE

2.23 SUPPORT AND ONGOING MAINTENANCE

A. The Offeror is required to provide a support model that clearly delineates the specific roles and responsibilities of the Offeror and the County, and include the following:

1. Describe the trouble identification and 24/7 support and reporting process and how issues are tracked from report to resolution, including clear severity level definitions; guaranteed response times for each severity level; clear contact and escalation procedures; reporting requirements, procedures and the role of the County and associated costs.

Hexagon Response:

The County will continue to have access to the Hexagon Customer Support Center, which is an integral part of Hexagon's Extended Warranty and Maintenance programs and is provided at no additional cost with the cost of the system (Extended Warranty) or with the purchase of Maintenance. The special support requirements for mission-critical Public Safety systems are met by providing the following:

- Toll-free access to Hexagon Customer Support Center resources
- "Always-available" support during Extended Warranty and Maintenance
- Response times monitored by priority
- A central single point-of-contact for all problems
- First level of direct support for all products purchased from Hexagon, including Hexagon software applications, third-party software/hardware, operating system software, database management system, development tools, report writers, productivity tools, networking software, and external interface software
- Problem resolution based on priority level

The main priority of the Hexagon Customer Support Center is to meet the needs of the customer when problems occur and to assist in keeping the system in operation and running smoothly. To that end, the Customer Support Center works problems in a priority order and the more information that can be provided when a problem is reported, the quicker a solution can be found. For the Customer Support Center to be able to expeditiously resolve problems, it is important that the customer's system administrator attempt to isolate the nature of the problem and determine if





it is a hardware or software issue. It is also important that circumstances under which the problem occurs are thoroughly documented prior to reporting the problem.

When reporting an issue to Hexagon Customer Support, the customer initially determines the priority level of the problem and, in working with the Customer Support Center representative(s), mutual agreement may result in the priority level being raised or lowered, depending on the findings during problem investigation. The Customer Support Center has established the following priority levels for reported problems during Extended Warranty and Maintenance:

PRIORITY	PROBLEM DESCRIPTION	RESPONSE TIME	RESOLUTION TARGETS
Level One	<ul style="list-style-type: none">● Loss of data● Data corruption● Productive use prohibited● No workaround available● Aborts	M-F, 7:00AM-7:00PM Central Time – Immediate* or within 30 minutes of notification	12 hours – Program code correction or a procedural work around**
Level Two	<ul style="list-style-type: none">● Primary purpose compromised● Productive use significantly impacted● Workaround generally not available	M-F, 7:00AM-7:00PM Central Time – Immediate* or within one hour of notification during normal business hours	48 hours – Program code correction or a procedural work around**
Level Three	<ul style="list-style-type: none">● Productive, but incomplete operation● Workarounds generally available	M-F, 7:00AM-7:00PM Central Time – Immediate* or within eight hours of notification during normal business hours	One week – Procedural workaround**
Level Four	<ul style="list-style-type: none">● Productive, mainly cosmetic in nature● Workarounds or configurable options generally available	M-F, 7:00AM-7:00PM Central Time – Immediate* or within eight hours of notification during normal business hours	One week – Procedural workaround**

** Immediate - Without need to call back in most cases*

***These are target resolution timeframes only. The actual resolution timeframes may vary depending on the reported issues and available solutions*

Priority Level One and Two problems that have no discernible workaround are escalated, when appropriate, to Hexagon Customer Support Management who participate in the decision-making and resolution process.

For telephone support, the Customer Support Center personnel are available, via a single toll-free phone number, between the hours of 7:00 A.M. and 7:00 P.M. CST, Monday through Friday. All after-hour, critical calls will be answered within 30 minutes, ensuring customers have help available when needed. Regardless of the problem or the time of day, customers can reach the Hexagon Customer Support Center through a single phone number.

For online support, Hexagon offers electronic access to the Customer Support Center via the Hexagon Customer website. Hexagon eService allows our customers to:

- Report a new issue
- Update or monitor an outstanding issue
- Check on issues previously reported
- Search confirmed issues previously reported by other customers
- Search the Hexagon knowledge base
- Review Release Notes for products available to customers
- Review plans for upcoming releases
- Review certified environment information about released products or products that will be made available within the next 90 days

Hexagon uses Siebel as the Customer Relationship Management (CRM) system for tracking technical support incidents reported by customers. First line support requests are logged into Hexagon's Siebel CRM System, whether the contact is made via a telephone call to the Customer Support Center or through the Hexagon eService website, and incidents are tracked throughout their lifecycle in the Siebel CRM System. The Siebel system is also used to track escalations and reports are run on a regularly scheduled basis to identify escalation problems. Support staff also uses Siebel to review previously reported issues and Hexagon's knowledge base for searching existing problem/solution articles, as well as for accessing internal and external discussion forums. In addition, staff frequently uses WebEx to view customer workflows.

In addition, Hexagon uses SecureLink as the remote access tool to connect directly to the customer's system, when required, to assist in troubleshooting and problem resolution. SecureLink, which is provided to customers at no extra charge, is Hexagon's preferred method of remote access and diagnosis of customer issues. Using SecureLink, experienced support analysts resolve problems through well-defined diagnostic methods, including application log files or debug tools. If required, assistance from Product Center developer staff is solicited. Remote access to the customer's system is completely under the security controls imposed by the customer.

The following table provides problem determinations and resulting actions that may be taken by Hexagon Customer Support Representatives:



IF HEXAGON DETERMINES THAT...	THEN THE CUSTOMER SUPPORT REPRESENTATIVE...
Local Hexagon personnel must be involved	Initiates the involvement of those specialists
On-site software support is necessary	Initiates the request for on-site software support personnel

Error Reporting and Resolution

Hexagon recognizes that our systems are mission-critical, and we provide error resolution accordingly as described above. Hexagon has a documented and successful methodology for error reporting and resolution and uses these standard industry practices for error reporting and resolution in a timely manner.

Hexagon will repair or replace software error during the warranty or extended warranty periods, and during any maintenance periods thereafter as specified in Hexagon's Maintenance Agreement. Should the customer request on-site services, these are available at an additional expense.

2. Response should include the Offeror's average time to resolve issues and first-call resolution percentage.

Hexagon Response:

Resolution time is dependent on the issue priority level. Please refer to the Priority Response Time chart included in answer 1 above.

3. Describe the specific roles, responsibilities and skills required of the County and the expected level of interaction between the County and the Offeror for support issues. The Offeror should describe its proposed Service Level Agreement (SLA) metrics and how SLA's are measured and reported. The Offeror should describe how problem resolution and root cause are documented by the Offeror and validated by the County.

Hexagon Response:

Required Roles, Responsibilities, and Skills

When reporting problems to Hexagon's Help Desk, the County is responsible for providing a complete problem description, along with all necessary documents and information that is available to the County and required by Hexagon to diagnose and resolve the problem.

Hexagon recommends the County appoint a minimum of two and a maximum of three contact people who are each authorized to make use of the Maintenance Services ("Authorized Contacts") to report support issues. The Authorized Contacts are expected to complete Hexagon product training as part of project implementation and must have adequate expertise, training, and experience to provide professionally accurate descriptions of malfunctions and facilitate Hexagon's efficient response. Additionally, the County is expected to grant necessary access to

the required systems and maintenance covered products to reasonably assist Hexagon and install any necessary patches, Defect corrections, or Updates.

Service Level Agreement Metrics

Because Microsoft Windows and SQL have an up time of 99.99%, Hexagon can also commit its system, which relies on the foundational Microsoft software, will be up 99.99% of the time. Hexagon also clarifies that up time in the context of this and other requirements means the OnCall Records database is able to receive and transmit data.

The calculation of system availability is dependent upon many requirements, some of which are not within Hexagon's scope of management. System availability is dependent upon the following:

- Power source including UPS, PDUs
- Physical infrastructure including servers, switches, network cabling
- Disk storage, local, SAN, directed attached etc.
- Operating system
- Relation Database software
- The applications being supported

Documentation of Support Issue Cause & Resolution

Hexagon uses Siebel as the Customer Relationship Management (CRM) system for tracking technical support incidents reported by customers. First line support requests are logged into Hexagon's Siebel CRM System, whether the contact is made via a telephone call to the Customer Support Center or through the Hexagon eService website, and incidents are tracked throughout their lifecycle in the Siebel CRM System. The Siebel system is also used to track escalations and reports are run on a regularly scheduled basis to identify escalation problems. Support staff also uses Siebel to review previously reported issues and Hexagon's knowledge base for searching existing problem/solution articles, as well as for accessing internal and external discussion forums. In addition, staff frequently uses WebEx to view customer workflows.

In addition, Hexagon uses SecureLink as the remote access tool to connect directly to the customer's system, when required, to assist in troubleshooting and problem resolution. SecureLink, which is provided to customers at no extra charge, is Hexagon's preferred method of remote access and diagnosis of customer issues. Using SecureLink, experienced support analysts resolve problems through well-defined diagnostic methods, including application log files or debug tools. If required, assistance from Product Center developer staff is solicited. Remote access to the customer's system is completely under the security controls imposed by the customer.

4. The Offeror is required to provide a support model that includes a mechanism for planning for and controlling costs related to necessary future system enhancements, upgrades, bug fixes or changes that may be required due to changing operational conditions and associated costs, warranties, and other requirements of the County. This should include a plan for changes to the system that may be required after implementation. The Offeror should describe how new system capabilities or enhancements can be provided as part of the support agreement.

Hexagon Response:

Under Hexagon's, new system capabilities and enhancements are included in minor release versions made available to customers via the Customer Support website. Hexagon releases minor version updates to OnCall Records on a bi-monthly basis. Customers may evaluate the releases and choose to install the updates themselves at no additional cost.

5. In the event of enhancements or upgrades, describe Offeror's commitment to continuing to provide maintenance to the County should the County elect to retain a previous release. How long will the Offeror continue to provide maintenance for prior a release? Does the Offeror preserve agency customizations to the System during the enhancement process free of charge? Describe the process for customers to influence product enhancements.

Hexagon Response:

When a customer receives a reissue or upgrade of a product, there is no impact on the existing Warranty and Maintenance Program and no change in status. A product in Warranty remains in Warranty, a product in Extended Warranty remains in Extended Warranty, and a product under Maintenance remains under Maintenance.

If the system is under Maintenance, there is no change to the expiration of the Maintenance Period or to the cost for that contractual period. Furthermore, Hexagon does not set a limit to the amount of time a product can remain under maintenance, and the Hexagon Customer Support Center will continue to provide phone support on any Hexagon software version that is on an active maintenance agreement. However, "fixes" releases or software patches for major versions are only available until the earlier of: (i) the fourth anniversary of the customer's first operation of that version in a live production environment, or (ii) the customer's failure to commence live operation prior to the availability of two newer versions of the relevant software product. Further, after a software product version reaches the third anniversary of the customer's first operation of that version in a live production environment, but only until the subject software product reaches the fourth anniversary of the customer's first operation of that version in a live production environment or upon the customer's failure to commence live operation prior to the availability of two newer versions of the relevant software product, Hexagon shall provide reasonable commercial efforts to aid in correction of Level One Defects only. If the customer reaches one of the version limitations described above, then the customer must upgrade all applicable software to be able to receive "fixes" releases or software patches in accordance with the customer's maintenance agreement.

Preserving Agency Customizations

Migration from I/LEADS to OnCall Records reflects a substantial change in software architecture, design, graphical user interface, and functionality. Most site-specific configuration changes to the software are retained in the database and rolled forward with each upgrade. Additionally, at no additional cost, Hexagon resources will migrate any customizations or custom interfaces that meet the following criteria:

- Developed by Hexagon
- Subject to an active maintenance agreement with Hexagon
- Mutually agreed upon as being available for migration to OnCall Records

Influencing Enhancements

Hexagon strives to incorporate desired software changes or enhancements in the latest versions of OnCall Records software released. Hexagon invites customers to influence product enhancements by responding to an annual survey, regardless of release cycle. The electronic Product Enhancement Survey is categorized into logical groupings including a pre-selected list of enhancements. Customers indicate interest in functional categories of the products and specific enhancements by selecting the categories and enhancements that they believe are the most important. Input from this survey is considered by the Product Management team in planning major and minor releases of the products.



SECTION 28 – SOURCE CODE

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.24 SOURCE CODE

2.24 SOURCE CODE

A. The County's ability to adequately utilize Offeror's Software will be materially jeopardized if Offeror fails to maintain or support such Offeror's software unless complete Source Code for the Software and related Documentation is made available to County for County's use in satisfying County's maintenance and support requirements. Therefore, Offeror Vendor agrees that if an "Event of Default" occurs, then Offeror shall promptly provide to County one copy of the most current version of the Source Code for the affected Software and associated Documentation in accordance with the following: (1) An Event of Default shall be deemed to have occurred if Offeror: a) ceases to market or make available maintenance or support Services for the Software during a period in which County is entitled to receive or to purchase, or is receiving or purchasing, such maintenance and support and Offeror has not promptly cured such failure despite County's demand that Offeror make available or perform such maintenance and support; b) becomes insolvent, executes an assignment for the benefit of creditors, or becomes subject to bankruptcy or receivership proceedings; c) ceases business operations generally or d) has transferred all or substantially all of its assets or obligations set forth in the Contract to a third party which has not assumed all of the obligations of Offeror set forth in the Contract.

Hexagon Response:

Hexagon takes exception to this clause. Alternatively, and subject to an annual fee, Hexagon can name the County as a beneficiary on Hexagon's source escrow account with Iron Mountain. The source code would be made available to the County in the event Hexagon is declared bankrupt under the Bankruptcy Code. This solution offers the most value and economy for the County.

B. Offeror will promptly and continuously update and supplement the Source Code as necessary with all Corrections, Improvements, Updates, releases, or other changes developed for the Offeror Software and Documentation. Such Source Code shall be in a form suitable for reproduction, and use by computer and photocopy equipment, and shall consist of a full source language statement of the program or programs comprising the Offeror Software and complete program maintenance documentation which comprise the pre- coding detail design specifications, and all other material necessary to allow a reasonably skilled programmer or analyst to maintain and enhance the Offeror Software without the assistance of Offeror or reference to any other materials.

Hexagon Response:

Hexagon adopts its response to Subsection 2.24(A) above. Additionally, Hexagon provides updated COTS code to Iron Mountain two times per year.

C. The governing License for the Offeror Software shall include the right to use Source Code received under this Section as necessary to modify, maintain, and update the Offeror Software.

Hexagon Response:

Hexagon adopts its response to Subsection 2.24(A) above. Additionally, Hexagon provides updated COTS code to Iron Mountain two times per year.

D. Upon request by County, Offeror will deposit in escrow with an escrow agent acceptable to County and pursuant to a mutually acceptable escrow agreement supplemental to the Contract, a copy of the Escrow Materials which corresponds to the most current version of the Offeror Software in use by County. Offeror shall pay all fees of the escrow agent for services provided. If Offeror currently maintains or enters into an escrow agreement for the Source Code for the Offeror Software for the benefit of other customers of Offeror, then Offeror shall provide to County a current copy of such escrow agreement within ten (10) days of County's request and if such existing escrow agreement is acceptable to County, Offeror shall include County as a third party beneficiary of such escrow agreement at no charge to County. In such case, the existing escrow agreement shall be considered a supplemental agreement to the Contract. If such existing escrow agreement is not acceptable to County, and County and Offeror elect not to enter into a separate escrow agreement, County and Offeror shall enter into an amendment to such existing escrow agreement which provides mutually acceptable terms and conditions; at a minimum, such terms and conditions shall allow County to conduct an audit of, or shall require that the escrow agent conduct an audit of, the copy of Escrow Materials in escrow to ensure that such copy meets the requirements established in this Section. Offeror's entry into, or failure to enter into, an agreement with an escrow agent or to deposit the described materials in escrow shall not relieve Offeror of its obligations to County described in this Section.

Hexagon Response:

Hexagon takes exception to this section as written.

E. If, as a result of an Event of Default, Offeror fails to provide required support Services, then any periodic license fee which County is required to pay under the Contract for Offeror Software shall be reduced to reflect such lack of support Services. At such time as Offeror commences offering the support Services described in the Contract for Offeror Software, County may obtain such support Services as provided for elsewhere in the Contract.

Hexagon Response:

Hexagon takes exception to this section as written.



SECTION 29 – ACCOUNT MANAGER / SUPPORT STAFF

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.25 ACCOUNT MANAGER / SUPPORT STAFF

2.25 ACCOUNT MANAGER/SUPPORT STAFF

A. The Offeror will provide a dedicated competent account manager who shall be responsible for the County account/contract. The account manager shall receive all orders from the County and shall be the primary contact for all issues regarding Offeror's response to this RFP and any contract which may arise pursuant to this RFP and resulting Contract. The account manager should be familiar with County requirements and standards and work with the County to ensure compliance.

Hexagon Response:

Hexagon agrees to comply with the above requirements. During project implementation, the Hexagon assigned project manager acts as the primary point of contact for any issues that arise. Following project cutover, Hexagon will assign an account manager to the County's account who shall be the primary contact for any issues that arise pursuant to this RFP and resulting contract.

B. The Offeror will provide adequate, competent support staff that shall be able to service the County during normal working hours, Monday through Friday. The account manager should be knowledgeable about the contract, products offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.

Hexagon Response:

Hexagon agrees to comply with the above requirements. Support staff are available, via a single toll-free phone number, between the hours of 7:00 A.M. and 7:00 P.M. CST, Monday through Friday. All after-hour, critical calls will be answered within 30 minutes, ensuring the County has help available when needed. Following project cutover, Hexagon will assign an account manager to the County's account who shall be the primary contact for any issues that arise pursuant to this RFP and resulting contract.





SECTION 30 – GENERAL STAFF REQUIREMENTS

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.26 GENERAL STAFF REQUIREMENTS

2.26 GENERAL STAFF REQUIREMENTS

A. The Offeror must submit the names, dates of birth, and fingerprints of any persons assigned to the County's engagement so that KCSO may conduct a background check prior to any onsite visits and/or access to County databases or interfaces

Hexagon Response:

Hexagon agrees to comply with this requirement.

B. While at County facilities, Offeror's personnel shall conduct themselves in a businesslike professional manner, treat employees courteously, and comply with reasonably safety practices, adhere to no-smoking ordinances, and the County's drug-free workplace policy. The County has the right to request the removal of any Contractor employee or subcontractor who does not properly conduct himself/herself/itself or perform quality work.

Hexagon Response:

Hexagon agrees to comply with this requirement.

C. If during the Contract term, the County determines in good faith that the continued assignment to the Contract of any Contractor's personnel (including Contractor's key personnel) is not in the best interests of the County, the parties will attempt to resolve the County's concerns on a mutually agreeable basis. If the parties are unable to resolve the County's concerns within ten (10) business days, the Contractor will remove that person from the position and shall timely propose to the County the assignment of another individual of suitable ability and qualifications.

Hexagon Response:

Hexagon agrees to comply with this requirement.

D. With respect to all other Contractor's Personnel, Contractor will use its diligent efforts to ensure the continuity of its assigned suitable and qualified personnel performing services under the Contract. The Contractor shall not transfer, reassign or remove key personnel (except as a result of voluntary resignation, involuntary termination for cause, illness, disability, or death) during the specified period in the Scope of Work without the County's prior approval, which it may withhold in its sole discretion.



Hexagon Response:

Hexagon agrees to comply with this requirement.

E. OSHA/WISHA. The Contractor shall comply with the conditions of the Federal Occupational Safety and Health Act of 1970 (OSHA), the Washington Industrial Safety and Health act of 1973 (WISHA), and the standards and regulations issued thereunder and certifies that all items furnished or purchased under the Contract will conform to and comply with said standards and regulations. The Contractor further agrees to indemnify and hold harmless the County from all damages assessed against the County as a result of the Contractor's failure to comply with these acts and the standards issued thereunder and for the failure of the items furnished under the Contract to so comply.

Hexagon Response:

Hexagon agrees to comply with this requirement.



SECTION 31 – SYSTEM USE AND LICENSING

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.27 SYSTEM USE AND LICENSING

2.27 SYSTEM USE AND LICENSING

A. The Offeror is to provide a licensing model that is predictable, understandable, and easy to manage as user adoption increases over time. The Offeror should describe the licensing model/structure and how the System is licensed taking into consideration all users. The Offeror should clearly identify for every component/module in the System, the license type (user, concurrent, view only users, etc.), and describe how license counts are determined and managed.

Hexagon Response:

Hexagon's pricing is based on Hexagon's concurrent licensing model and includes cost estimates for the following items:

- Software
 - OnCall Records
 - EdgeFrontier and associated interfaces
- Services
 - Implementation
 - Training
 - Project Management
- Maintenance
 - Extended Warranty (Year 1)

Production OnCall Records and OnCall Records – Jail client license counts are based on the detailed Agency information included in the RFP and the existing number of I/LEADS-RMS and I/LEADS-JMS clients Kitsap County currently has on their Hexagon maintenance contract.

Concurrent Licensing Model

Hexagon has proposed our OnCall Records concurrent licensing model to best fit the County's needs for a Public Safety records solution in a multi-PSAP, multi-agency, multi-jurisdiction, multi-discipline environment.

Since OnCall Records is licensed on a concurrent basis (the maximum amount of users logged in to the system at any given time) instead of based upon the number of workstations on which the software is installed (Node-Locked) or the number of user IDs created, it is up to the County how it utilizes its



allotment of production licenses among its sworn officers, detectives, system administrators, records personnel, and other personnel uses. The County can change its allocation whenever it sees fit and circumstances demand. The concurrent licenses can be used from multiple workstations at multiple PSAPs by system administrators and personnel from multiple agencies.

Hexagon's concurrent licensing model is a cost-effective approach for user access to OnCall Records. The pool of licenses is shared by each discipline across PSAP(s) while each user still has their unique and individual permission-based log-in credentials.

A concurrent licensing model is especially helpful for a multi-agency, multi-jurisdictional system due to instant flexibility. In addition, because the licenses are not restricted to workstations or created IDs, the County can alter its PSAP site utilizations without having to go through the effort of changing workstations or acquiring additional licenses for workstations or IDs. Concurrent licenses will add value to the County for years to come.

Proposed Modules

All modules provided with OnCall Records are available for the County's use with purchase of the proposed OnCall Records server and client licenses. Modules are not sold separately.

The following modules are included in the proposed solution:

- Master Location
- Master Name
- Master Vehicle
- Accident
- Alarm
- Arrest
- Asset Management
- B.O.L.O. (APB)
- Booking
- Calls For Service
- Case Management
- Citation
- Court Document
- Driving Under the Influence (DUI)
- Employee
- Evidence
- Field Interview
- Group Tracking
- Impound/Tow
- Incident
- Incident Supplement
- Inmate Tracking
- Juvenile Booking
- Juvenile Contact
- Juvenile Court Document
- Lineup
- Miscellaneous Service
- Missing Person
- Permits/Licensing
- Property
- Training
- Use of Force
- Vehicle Pursuit

B. The Offeror is to provide a licensing model that allows for incremental use and growth in the number of users and System capabilities over time.

Hexagon Response:

Hexagon's licensing model allows for incremental use and growth in user counts and system capabilities.

C. For the purpose of initial pricing, the Offeror is required to provide licensing cost estimates for the fully implemented System as described in Offeror's Proposal.

Hexagon Response:

Hexagon has provided licensing cost estimates in our Cost Proposal.

D. Describe view only licenses. Is a license required? What is the cost? Can view only privileged be provided to outside departments such as the prosecutor's office? Can documents be printed from a view only license? What are the limitations, if any?

Hexagon Response:

View-only licenses are not required for OnCall Records and are not offered separately. If the prosecutor's office has a client license for OnCall Records, the County's System Administrator can set the prosecutor's office account permissions to be view-only. Documents can still be printed.

To facilitate security management, OnCall Records provides an interactive utility that allows administrators to establish an unlimited number of Security Groups. Using the Administration > Groups, Users, and Roles utilities, administrators can assign the capabilities (Roles) allowed for each Security Permission Group, for every module, tab, and individual record in the system. In addition, administrators can control access to any attachments (documents, photos, videos, and so forth) linked to module records.

When a new user account is established, that user will be assigned to a Permission Group and the account will inherit all security Roles applied to that Group. There is no limit to the number of Permission Groups or the number of users that can be assigned to the group. Administrators can give users and/or groups one of the following access options for modules, tabs, attachments, data sheets, and other features:

- None: No access
- Read: Read-only access
- Write: Read and edit access
- Admin: Read, edit, and delete access
- Custom: Specify an access option for each module and attachment type and tab

By implementing security down to tab and feature levels, administrators can render any sensitive content invisible to any user. For example, a department administrator may require that a group of data entry users be able to access the Employee Module in order to keep employee records up to date. However, confidential data such as compensation, disciplinary actions, and associated paperwork can be made invisible to those users.



OnCall Records provides additional security features. OnCall Records permits the ability to establish access rights down to the specific Attachment type within a record. For example, Users may have access to Evidence Images but not Autopsy Photos. Attachment access is governed at the overall Permission Group level. However, extended features support the ability for an investigator or officer to selectively secure an attachment to specific permission groups manually to accommodate special situations. Investigators and officers are also provided the ability to secure an Incident or Case report to specific Permission Groups manually when the record contains sensitive information. In the event that the Incident or Case is not secured, an investigator or an officer can use the OnCall Records Alerts feature to be notified when a user accesses a particular record.

In addition, reports that are in draft or unapproved status within OnCall Records are View-Only for all users.



SECTION 32 – PERFORMANCE BOND

Hexagon has included RFP text in bold, italicized font with Hexagon responses following in regular text.

RESPONSE TO RFP 2.28 PERFORMANCE BOND

2.28 PERFORMANCE BOND. At the County's request, Offerors shall provide the County a faithful performance bond executed by a corporate surety authorized and admitted to transact a surety business in the State of Washington in the amount of 100% of the Contract amount, and submit the same within fifteen (15) calendar days of execution of the Contract and prior to such time as the Contractor shall commence any work under the Contract. The performance bond shall guarantee the faithful performance of the Contract. The performance bond shall provide that County shall have the right to approve any contractor chosen by the surety to complete any uncompleted work under the Contract. (Contractor may propose an alternative performance security arrangement to meet this minimum requirement. Such alternative shall be equally secure and liquid, and subject to the approval of the County.)

Hexagon Response:

Hexagon is willing to provide a performance bond that shall be surrendered upon cutover, but Hexagon takes exception to allowing any other party to work with or implement Hexagon proprietary software.

Hexagon has included the associated fees for a performance bond within our Cost Proposal.

