

WASHINGTON COUNTY ARKANSAS

ATTN: Purchasing Director
280 N College Ave, Suite 530
Fayetteville, AR 72701



INVITATION TO BID

DUE: 4:00PM – November 16, 2021

Sealed bids must be clearly marked on the outside of the package with:
“RFP 2021-05 Records Management Software”

QUALIFICATIONS WILL BE OPENED November 17, 2021 AT 9:00 A.M.

LOCATION: WASHINGTON COUNTY COURTHOUSE

280 N. COLLEGE AVE, SUITE 530, FAYETTEVILLE, AR 72701

RFP 2021-05 RECORD MANAGEMENT SOFTWARE FOR THE WASHINGTON COUNTY SHERIFF'S OFFICE

In accordance with A.C.A. § 19-11-801-805, et seq., Washington County, Arkansas, is requesting proposals for the record management software for the Washington County Sheriff's Office.

Proposal will not be considered if received later than 4:00 p.m. on November 17, 2021.

In accordance with A.C.A. § 19-11-801-805, competitive bidding shall not be used for the procurement of professional services, and respondents submitting cost data in response to this RFP will be disqualified from the selection process.

1. PURPOSE & INTRODUCTION

Washington County Sheriff's Office is seeking proposals for a records management software. The vendor should provide software that meets or exceeds the specifications outlined.

- Must include the following: product upgrades for one year, software that is approved for Arkansas NIBRS submission, one year of technical support, training and complete data conversion from existing software.
- It is the vendor responsibility to ensure all costs are covered for conversion and all information in current system is available in the new system at the time of installation.
- The RMS/JMS software must include the following: jail management, records management, CAD, and mobile. The software must have the ability to capture photos and evidence in JPEG image format.
- The software must be browser based front end and MS SQL back end (provided by Sheriff's Office). The software must be compatible with Microsoft Windows operating system and work with portable devices. Please specify portable device compatibility.
- The software must allow for different types of users: read-only, add/update and add/update/delete. The software must allow profiles to make it easier to set up user access based on job responsibilities. The administrator at the agency must be able to determine and set permissions for each user. The software must allow agency to maintain codes that are unique for in-house needs along with state statute codes.
- The software must include a public website for detainees in jail, a tip line, crime reporting, document request, sex offenders, warrants, most wanted and missing persons.
- The software must allow for integration of agency forms and logos and ability for agency to create and maintain custom forms.
- The software must be compatible with signature pads. Once captured, signatures of the person must print on the reports.
- The software must be compatible with evidence bar code printers and scanner for evidence. Vendor please specify brands.
- The software must have a global search of records in both the local system and other connected agencies. The software must provide the ability to email any report directly from the system based on security permissions.

- The software must have the ability to export any report to XLSX, CSV, PDF or other small databases, such as SQL Lite.

1.1 Software Features:

Records Management System (RMS)

- a. Accidents
Case number, date, department, number of vehicles involved, hit and run, fatalities, pedestrians, seatbelts, alcohol, night time occurrence, total number of injuries, vehicle information and citation number. The software must allow for multiple images and document imaging (TIFF or JPG Images).
- b. Accounting
Account name, type of account, department, fund, transactions and check history. Users should have the ability to set up accounts, post deposits, track checks written and general receipts. The user should be able to view monthly history per account broken down by debits, credits, total spent in the current year, total spent last year, variance and total remaining. Vendor information should include: name, class, account number. Users should be able to generate purchase order requisitions and generate vendor reports for purchasing analysis.
- c. Animal Control
Tracking of services provided by animal control. The information should include: biographical impound dates and fees, activities, billing codes, tracking, complaints, lost and found.
- d. Business Contacts
Company name, classification, owner information and emergency numbers. Business Contact information must contain: alarm information, late worker status, site notes and comments.
- e. Case Management
Confidential information must include: offense/victim data, UCR code, classification, department, incident location, date occurred, victim information, incident priority, assigned officer, approved officer, cleared officer, how cleared, charges, others involved, other items, maintain case notes and supplements. Case management must include: field reports, activity reports, parolee information and ability to import or export case files. The user should have the ability to generate an analysis by detective classification, date and assigned officer. Users should have the ability review case logs, modify assignments, review supplements and work with the NIBRS incident reporting.

Case management must require additional security due to sensitivity of data.
- f. Civil Process
Plaintiff, defendant, monies collected, accrued, person to serve, business to serve, person actually served, status, photos, person returning to court and person requesting service. The software must allow for Payment of fees for civil documents and refund information. Reports should be available for expired out-of-county documents, civil return lists and outstanding civil papers. Statistical information per officer should include number of served civil documents and attempts to serve. Other statistical information should include: number of documents served, number of documents received, attempts for service, monies collected and breakdown of unsuccessful attempts for service. The software must track transactions for mileage, attempts for service, cost of service, monies collected, expiration of documents, refunds and unsuccessful attempts.
- g. Document Imaging
Must be included. The software must allow agency to attach documents/pdf files to the record.
- h. Employee Records
Biographical information, pay information and activity log. Additional information should include: training, contact information, professional data (date hired), vacation/comp time, salary raises, review dates,

supervisor, department, assigned property and photos. The software must allow system administrator to maintain employee software access and employee incident information. Employee Incidents should include any disciplinary action against an employee or a citizen complaint. The user should be able to maintain information about the incident, status, findings and action taken. The software must have password rules that are compatible to state standards as outlined by state of Arkansas audits.

- i. Evidence
Item, tag number, case number, exhibit number, victim information, work data, proposed disposition, owner/defendant information, chain of evidence, disposition and transactions.
- j. Transport/Extradition
Name, biographical information, charges, agency, contact, notice date, waiver date, pickup date, posted to board date, estimate mileage, actual mileage, type of trip, length of trip, officer, return date, bonding company related and final disposition.
- k. Field Reports
Location, officer, department, name, biographical information, others involved, vehicle information and keywords.
- l. Gang Activity
Name, biographical data, suspected versus confirmed gang member, years, gang name, rank, primary activity location, violent offender status, convicted felon status, location of contact, vehicle and criminal activity.
- m. Help Desk
Allowing officers to generate a request (prefer email) outlining a concern or technical support need and track ticket number and questions/concerns.
- n. Impounded Vehicles
Case number, date in, reason, key location, lot location, slot, vehicle information, owner information, charges, date out and release data. Charge information should include: wrecker company, wrecker charges, days in lot, storage fees, contributions, receipt number, check number, total paid and pay type.
- o. NIBRS – National Incident Based Reporting Structure
The software absolutely must allow agency to track incident information and submit to Arkansas reporting agency for compliance. The software must use the NIBRS guidelines and allow user to validate information prior to submission. Incident information must include: property, offenses, offenders, arrestees, victims, witnesses, additional supplements, individual arrestee charges, court dates, dispositions and arresting location. The user must have the ability to search by: incident number, incident date, arrestee, complainant, witness, involved property and location of incident.

The software must allow for monthly, weekly and daily submission. The software must have 2021 changes compliant at the time of bid opening.
- p. Investigation
Individual name, vehicles, phone number, social security number, stolen items, pawned items, warrants, civil, narratives, complaints and bookings. The software must allow for various search features and document imaging/pdf processing.
- q. K9
Dog name, officer, date, case number, location, department, type of search, place of search, hits, finds, apprehensions, bites, injuries and estimated value. Additional information should include: trail layer, scent material, contamination status, time runner started trail, time dog was given scent assignment, approximate age of trail when started, approximately length of actual trail, time at which trail session ended, did dog locate trail layer, hound's ID method, amount of time dog spent working the trail and training goals.

- r. **Master Name**
Biographical information, address, physical characteristics, place of birth, next of kin, special request, alias, features, incompatibles, relationship, comments, alert notes and photos.

When changes are made to the Master Name, the software should archive previous information.
- s. **Missing Persons**
Date of entry, message key, name, biographical data, last known information, date missing, date found, features, clothing, alias and contact information.
- t. **Property**
The software must track property information including: item, transactions to an item, warranty expiration dates, inventory reports, work orders and maintenance schedules. The software must track transactions (mileage) to the item and cost associated with repairs.
- u. **Sex Offenders**
Entry date, date last updated, name, biographical information, employer, charge, release type, registration date, state jail #, FBI#, state ID and narrative.
- v. **Staff Training**
Maintenance of training courses, employee training, generation of the credits lacking report and printing of reports. Course information should include: course title, classification, instructor, location, start date, end date, credits, cost, core, elective, reportable to CLEST and required by sworn.
- w. **Wanted Persons**
Data of entry, message key, name, biographical data, last known information, date escaped, features, clothing, alias and warrant date.
- x. **Warrants**
Court, date, process type, case number, plaintiff, defendant, statute code, trial date, bond amount, served status, date served, date returned, days at department, certified copy, status, how served and biographical information. The software must allow for the addition of photos. Users must have the ability to: print warrants list, determine active warrants, generate warrants ledger list, track served versus un-served warrants and produce mailing labels.

1.2 Software Features Include:

Jail Management System (JMS)

- a. **Appointments**
Type of appointment, detainee information, reason, date, start time, end time.
- b. **Bonding Company Information**
Name, bonding code, address, phone number, emergency numbers, maximum bond amount, current bond value, restriction dates, and agent information. Users should be able to generate reports based on: bonding company, release dates, charges and bond fee.
- c. **Booking**
Biographical, next of kin, intake data, medical questions, classifications, education, release, charges, bonds, sentence information and estimated date of release. Additional information must include: detainee property, detainee movements, work schedule, reason for confinement, sentence begins, sentence release and days in custody. Software must allow detainee data such as good behavior days, earned days, docket number, state ID number, mittimus number, percentage value of actual sentence served and parole violations. Other information must include: health screening, alias, religious preference, attorney's name, eligibility for work release, weekend detainee, federal prisoner, house arrest, intoximeter results and trusty status. Software

must track arresting officer, arrest on warrant, terms of bond, actual bond, warrant number, court date and court type (for multiple courts). User must have the ability to associate photos and document imaging with the booking record. Users must have the ability to generate board bills for adult or juvenile agencies including billing codes, department, charges, sex and interim status.

d. Booking Reports and Administration

User must be able to generate a variety of reports including: board bills, cell worksheet, state reports, jail population analysis, department statistics, shift report, court report, meal report, laundry report, property, inventory, visitation schedule, approved/un-approved visitor list, intake/release list, medical billing, locker reports and enemy list.

e. Commissary

Software must allow the creation and maintenance of commissary orders, verify balances prior to delivery of order, and maintain inventory list of commissary items with minimum and maximum quantities, Software should allow for restriction of commissary items can be implemented based on race, sex or behavior.

The software must have available or be willing to create interface to current commissary company (Summit).

f. Community Service

Track work detail including time in, time out, return time, hours credit, agency and supervisor.

g. Detainee Incidents

Case number, charge, type of force, date of incident, time of incident, officer ID, comments, and results.

h. Medical

The software must have the ability to track medical information about the detainee while incarcerated and produce medical bills. Medical information must include: type of medical service, quantity, officer, date, time, chart notes, emergency contacts and general comments. The software must produce user-defined medical questions with narratives for further explanation.

i. Prescriptions

Name of prescription, dates of administration, directions, maximum prescription, dosage, prescription number, pharmacy, doctor and comments.

j. Property

Item, location, disposition and release date. Assigned property includes serial number for tracking purposes and whether or not it is an expendable item.

k. Visitation

The software must allow for visitation management including: ability to schedule a detainee visit, arrive a visitor, cancel a visit and restrict visitation per detainee.

l. Volunteers

Name, photos, type of service and suspension.

m. Work Release

Detainee name, work release start date, work release end date, minimum amount of money to keep, victim/payee information, total due to victim, amount open, starting pay date, ending pay date, percentage to deduct, amount to deduct and calculation of pay (net or gross).

2. PROPOSAL PRICING, ITEM LIST & SCHEDULE

2.1 Price and Product Information List

Name of Product Proposed: _____

Product Version Number: _____

Number of users included in proposal: _____

Is this the newest version available	Yes	No
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Total Bid for Software	\$.
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Total Invoice, excluding Taxes	\$.
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Annual Software & Maintenance Fees	\$.
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3. FIRM/INDIVIDUAL EXPERIENCE

3.1 Fill in all of the requested information below:

I have read this proposal in its entirety, requested any needed clarifications, and have an understanding of this solicitation. Yes No

Can meet all of the qualifications and requirements, of this proposal, in its entirety: Yes No

The County is authorized to contact any references or previous clients: Yes No

Total Number of Employees: _____

Number of Employees Available for Assignment to this Proposal: _____

Number of Years in Business: _____

Average Days Needed to Complete a Similar Project: _____

Do you have past experience providing these services, of similar capacity, to a government or business entity: Yes No

If yes answer the following:

a. How many years of experience: _____

b. Name Government /Business Entity of Reference: _____

c. Primary Point of Contact with Reference: _____

d. Phone Number: () - _____

e. Email: _____

3.2 Please provide nine government or business references from previous projects and include the following:

- Name(s) of Government/Business Entity References including a primary point of contact, address, email address, and phone number.
- 3.3 Please provide the address of your home office and the addresses of any branch offices.
- 3.4 Please provide the business entity organization (i.e., Sole Proprietorship, LLC, Corporation, etc.)

4. EVALUATION FACTORS

The evaluation criteria will have the following relative weighting given each item.

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|-----------|-----|--|
| 30 Points | (1) | Specialized experience and technical competence of the firm with respect to the type of professional services required; |
| 30 Points | (2) | Capacity and capability of the firm to perform the work in question including specialized services, within the time limitations fixed for the completion of the project; |
| 35 Points | (3) | Past record of performance of the firm with respect to such factors as control of costs, quality of work and ability to meet schedules and deadlines; and |
| 5 Points | (4) | Firm's proximity to and familiarity with the area in which the project is located. |

INFORMATION: For additional information, email purchasing@washingtonty.gov.

FOR EVALUATION PURPOSES WE REQUEST THAT YOU SUBMIT ONE (1) ORIGINAL AND FOUR (4) COPIES OF YOUR RFP IN A SEALED ENVELOPE LABELED "RFP 2021-05 RECORDS MANAGEMENT SOFTWARE"

IT IS SOLELY AND STRICTLY THE RESPONSIBILITY OF THE INDIVIDUAL/FIRM TO ENSURE THAT THE RFP IS RECEIVED BY THE WASHINGTON COUNTY PURCHASING DEPARTMENT ON OR BEFORE THE SPECIFIED DATE AND TIME.

LATE QUALIFICATIONS WILL NOT BE ACCEPTED.