

**ORLAND JOINT EMERGENCY TELEPHONE SYSTEM
ORLAND PARK, ILLINOIS
Police Information Management System RFP
Proposers Questions and Answers
Issue #2**

(Updated as of July 20, 2009)

36. The overview on the web, as well as other places in the RFP indicate that the Police Information Management System has to “integrate to the Village’s Geographical Information system and E911 computer aided dispatch system.” Other places it looks like you want to replace the computer aided dispatch system... Please clarify.

Answer: The desired approach is a fully integrated system incorporating existing GIS data to graphically assist in dispatching functions.

37. What Relational Database are you looking for?

Answer: SQL database with third party reporting tools to allow staff to do their own reporting.

38. Item #21 in the CAD functionality worksheets: states the CAD and RMS must fully integrate and be from the same vendor. Are you saying that a third party RMS that IS fully integrated to a CAD system is not acceptable?

Answer: We prefer a fully integrated system which allows all data shared easily between CAD modules.

39. Item 56 & 57 in CAD – Please clarify what type of information you are looking for on a “Unit Status Control Panel”

Answer: Standard dispatch service codes such as but not limited to: Unit ID, Current Status, Location, UCR/Dispatch Code, Time on Status, Officer ID, In Service, Enroute, Arrived, and Busy.

40. In the interest of those of us who have finished the original Appendix A, could you advise what changes were made, in order to prevent having to do a line by line comparison of the two documents?

Answer: There were no substantive changes made to the instrument “Appendix A.” The only change was to modify the format of the document to allow for word wrapping and to make the document fillable. *See Question #35 From Release #1.*

41. Our RFP responder is having some trouble with the excel document word wrapping still. I guess it originally allowed for one line, but now it allows for two lines which is still only about 16 words. We are requesting additional space because some answers will possibly be 3-4 lines. We understand the reasons why you have done it that way, but wonder if it would be a possibility to extend the length or unlock the sheet

Answer: We prefer not to modify the Appendix A document again. Should your responses be in such length that the comment line cannot accommodate, please submit those comments on a Separate page.

42. Regarding RFP page 17, Section E, Item #1, please clarify whether the Board already has a document imaging system that is to be integrated or if vendors should propose a document imaging system.

Answer: No current document imaging system exists.

43. Regarding RFP page 17, Section E, Item #4, please clarify the functionality desired with regards to handheld mobile units and advise whether the Board already has handheld mobile units or if vendors should propose handheld units.

Answer: Apple iPhones are the only mobile devices currently deployed, however other mobile devices should also be considered, vendors can quote their preferred choice.

44. Regarding RFP page 18, Section E, Item #6, please clarify whether the Board already has a digital photo management system that is to be integrated or if vendors should propose a digital photo management system.

Answer: no current photo management system exists. We prefer a fully integrated system which allows all data shared easily between CAD modules.

45. Regarding Appendix A, Computer Aided Dispatch Requirements, Paragraph 50, please clarify the terms “jacket” and “global vehicle processing” as used in this context.

Answer: “Jacket” – All data items related to a single call for service.

“Global Vehicle” – All data items related to a vehicle.

46. Regarding Appendix A, Computer Aided Dispatch Requirements, Paragraphs 77 through 80, please clarify the definition of “document” in the context of Computer Aided Dispatching.

Answer: The term document describes any windows based file types which can be attached or associated to the call for service.

47. Regarding Appendix A, Computer Aided Dispatch Requirements, Paragraphs 124 and 162, regarding TDD functionality, please clarify what system is currently used by Orland Park for communicating via TDD to 9-1-1 and other hearing-impaired callers needing assistance.

Answer: ModUCom system.

48. Regarding Appendix A, E-911 Interface, Paragraph 8, please clarify the following:

a. Please describe the “E911 control file” and indicate what checks are to be performed against this file.

Answer: This is the file which defines the data elements as listed in Appendix A, E-911 Interface paragraph #5 of the enhanced 911 database. Validations performed against this file should include location master file and municipal boundaries.

b. Please describe the expected functionality between the E9-1-1 interface and the requirement to perform a “validation check” against “AVL.”

Answer: The “AVL” validation check to the E911 can be disregarded.

c. Please describe what a “Building Watch” is in relationship to the E9-1-1 interface.

Answer: When a call is received from a location that has been identified as having a current “building watch”, a notification should be made to the call taker/dispatcher.

d. Please describe the expected functionality between the E9-1-1 interface and the requirement to “Lookup Personnel History.”

Answer: The “Lookup Personnel History” validation check should have stated “Lookup Location History”.

e. Please describe the expected functionality between the E9-1-1 interface and the requirement to “Log ride-a-longs.”

Answer: The “Log ride-a-longs” validation check to the E911 can be disregarded.

f. Please describe what is expected to satisfy the “Unlimited Filter Capability” requirements in the E9-1-1 interface.

Answer: The “Unlimited Filter Capability” validation check to the E911 can be disregarded.

49. Regarding Appendix A, GIS Requirements, Paragraph 3, please indicate whether the Board already has licenses for Pictometry or if the vendor should propose licenses.

Answer: An existing license for the “Pictometry” product does not exist.

50. Regarding Appendix A, GIS Requirements, Paragraph 5, please indicate what “spatial data” is to be written “directly to the ArcSDE geodatabase.”

Answer: All asset information.

51. Regarding Appendix A, RMS Requirements, Paragraphs 35, 36 and 127, regarding the Criminal Apprehension and Booking System, please clarify whether the interface between the Orland Park systems and the CABS and I-CLEAR systems is one interface or two, if the interface(s) is one-way or two-way, and what data is exchanged with these systems.

Answer: CABS and I-CLEAR are integrated, we currently have one way interface with our standard arrest/booking data being submitted to their system.

52. Regarding Appendix A, RMS Requirements, Paragraphs 35 and 227, regarding the Business Registry, please clarify what information is shared between the Orland Park systems and the existing SunGard business license system. Also, please confirm that there is a suitable API or other mechanism in place for sharing data with this system and verify that the Board has, or can guarantee, availability of the documentation necessary to provide the requisite interface.

Answer: The Business Registry is a database that has a suitable API for interfacing data.

53. Regarding Appendix A, RMS Requirements, Paragraph 35, please clarify the function, workflow, and dataset relating to the Crime Free Housing Program interface. Please provide technical documentation or a vendor contact that has been authorized by the Board to provide the details necessary to offer a fixed-price quotation for this interface.

Answer: We are currently evaluating software regarding management of our Crime Free Housing Program. We have not decided on a vendor at this time.

54. Regarding Appendix A, RMS Requirements, Paragraph 167, please clarify the function, workflow and dataset relating to the PSST Vehicle Impound interface and describe how the PSST system varies from the functions specified in Appendix A, Records Management System, Paragraph 168. Please provide technical documentation or a vendor contact that has been authorized by the Board to provide the details necessary to offer a fixed-price quotation for this interface.

Answer: Functionality is as described in Appendix A, RMS Requirements paragraph 167.

The current Vehicle Impound system maintains the inventory, status, financial accounting and disposition tracking of all vehicles seized for violations of specific municipal ordinance violations. Various informational and statistical reports and required notices are system generated.

55. In reference to Appendix A, RMS Requirements, Paragraph 185, regarding an Interface to the State Police via Internet, please clarify the purpose of this interface is to export Crime Reporting statistics.

Answer: Current reporting requirements are;

State of Illinois - I-UCR monthly and annual crime statistic reporting;

Illinois Secretary of State - monthly and annual demographic profiling;

56. Regarding to Appendix A, RMS Requirements, Paragraph 221, please clarify the function, workflow and dataset relating to the PSST citation interface for traffic and describe how the PSST system varies from the functions specified in Appendix A, Records Management System, Paragraphs 212 through 226. Please provide technical documentation or a vendor contact that has been authorized by the Board to provide the details necessary to offer a fixed-price quotation for this interface.

Answer: The question identifies paragraph 221, it is assumed to actually be referring to paragraph 211.

Functionality is as described in Appendix A, RMS Requirements paragraphs 212 through 226.

The Traffic Ticket / Citation Requirements are that they meet or exceed all requirements of 65 ILCS 5/1-2.1 and 625 ILCS 5/11-208.3. Various informational and statistical reports and required notices are system generated.

57. Regarding Appendix A, Alarm Requirements, Paragraph 14, please clarify the function, workflow and dataset relating to the PSST citation interface for alarms and describe how the PSST system varies from the functions specified under this tender in Appendix A, Alarm Tracking and Billing, Paragraphs 1 through 13. Please provide technical documentation or a vendor contact that has been authorized by the Board to provide the details necessary to offer a fixed-price quotation for this interface.

Answer: Functionality is as described in Appendix A, Alarm Requirements paragraphs 1 through 13.

The interface will provide for any alarm activation response, unregistered alarms or a response time by premise owner exceeding municipal ordinance be identified and flagged for an automated citation issuance. Various informational and statistical reports and required notices are system generated.

58. In reference to Appendix A, Field Reporting Requirements, Paragraph 8, regarding the listed wireless network topologies (Motorola TX (serial), CDPD (IP), CDMA (IP) 80211 (IP) and DataRadio (serial and IP)), please clarify which of these are currently in use or planned for future use by the Board.

Answer: Our new wireless network uses GE MDS radios with a TCP/IP topology which is compatible with all data systems and should be a transparent transport to any new system.

59. In reference to Appendix A, Field Reporting Requirements, Paragraph 8, regarding the last two specifications, please clarify if there is text missing for the specification that reads only, "The software must provide" and how the specification that reads, "The software must provide the ability to use the command line to accomplish all CAD functions" is to relate to the Field Reporting application.

Answer: Relative to Mobile Field Reporting the application should primarily be a touch screen enabled application for ease of use. Command line entry should not be used as a normal method of entry.

60. Regarding Appendix A, Property Room Bar Coding/Electronic Signatures, the title implies electronic signature capabilities; however, there are no other locatable specifications for this functionality. Please clarify if and in what capacity the proposed solution is to support electronic signature capture.

Answer: The new CAD system will use bar code technology in Evidence in the future. We plan to use CAD features to bar code property and use electronic signatures where needed.

61. Regarding Appendix A, Jail Requirements, Paragraph 145, please clarify the function, workflow, and dataset relating to the Prisoner Monitoring System interface. Please provide technical documentation or a vendor contact that has been authorized by the City to provide the details necessary to offer a fixed-price quotation for this interface.

Answer: No such prisoner monitoring system currently exists. While staff continues to evaluate available system, no system is identified at this time as a final choice.

62. Does the Orland Joint Emergency Telephone System Board have a logo or other identifying graphic they can provide vendors to help visually identify the proposal?

Answer: No graphic exists. The identifier that should be used would be:

OJETS Board

63. How many dispatchers/telecommunicators will need training on the new CAD system?

Answer: 31 Telecommunicators/Clerks/Managers

64. How many RMS clerks will need training on the new RMS system?

Answer: 40 Clerks/Telecommunicators/Managers

65. How many jailers will need training on the new detention center management system?

Answer: 10 Detention Aides/Supervisors

66. How many shifts are run in the detention center?

Answer: Three (3)

67. Are shifts used in the Records Department?

Answer: Yes

68. How many officers will need training on the new Mobile/Field reporting system?

Answer: 105 Officers

20 Supervisors/Commanders

69. Is there current/historical false alarm data to convert/import? If so, how many records, what data (fields), and in what format(s) are they currently stored?

Answer: That specific information is currently not available. Staff is preparing these details.

70. Please provide the annual number of false alarms and the number of permitted alarm systems.

Answer: False Alarms

2008 - Total 2290

2009 – Total 1014 (thru 07-12-09)

There is no limit as to the number of alarm systems permitted as all alarms come into the dispatch center via a 10 digit telephone line.

70. Regarding Appendix A, Alarm Tracking and Billing, Requirement #13, please provide a detailed definition of “Forced Entry Authorization/Release”.

Answer: The reference to “Forced Entry Authorization/Release” is actually inaccurate and should read “Entry Authorization/Release.”

This is a reference to a statement on the alarm registration/permit form signed by the owner of the property. The statement provides for advance authorization in the event the Orland Park Police respond to an alarm at the property and discover an open door or window. This authorization is for the officers to enter when the owner/keyholder is not present.

71. Regarding Appendix A, Alarm Tracking and Billing, Requirement #14 states that the Module must be interfaced with the current citations system. Please provide information on the citation system currently in use and specifications for the interface.

Answer: Please see the response to question #57

72. Is Title 8, Chapter 3 of the City Code, the applicable alarm system ordinance that will be enforced, and what, if any, changes to the ordinance are currently planned?

Answer: Yes, that is the correct Code. No changes are currently planned.