



## **BURLINGTON POLICE DEPARTMENT**

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### **Request for Information Computer Aided Dispatch and Records Management System / Integrated Justice Information System Issued February 4, 2010**

The Burlington Police Department (BPD) is the largest municipal police agency in the State of Vermont with 136 employees and 100 sworn police officers. BPD has consistently been a leader in the integration and utilization of technology in law enforcement. BPD is currently seeking a vendor / partner with for the development of a new Computer Aided Dispatch (CAD) and Records Management System (RMS).

The Chittenden County Law Enforcement Executives (CEOs of 13 local and county law enforcement agencies) has become a partner in this effort and is interested in implementing a single, multi-jurisdictional, system that will meet our needs. These agencies represent approximately 300 officers and 100 support personnel in Vermont's most populated area.

We are looking for a vendor OR partner to develop a contemporary system that meets our needs and the larger need of law enforcement agencies on a larger scale. The following criteria should be considered in any responses to this RFI:

- The system will be public safety mission critical and must provide for almost 100% "up time."
- The CAD/RMS must integrate seamlessly with SQL database architecture and must be scalable.
- The system must have the ability to be multi-jurisdictional – to allow multiple agencies to enter information into the system and both segregate AND combine their data at will.
- The user interface must be platform independent and preferably web based. It will be accessed from desktop and laptop computers in Local and Wide Area Networks as well as laptop computers via broadband wireless or radio-based systems. We have a strong preference for the system to have the ability to be deployed to smart phones for both query and same data entry.
- The user interface must be simple, easy to use, interactive, and intuitive.

- The system design must, in some cases, prompt users for data based on other data that has been previously entered.
- Industry standard reporting/data output functionality must integrate with the CAD/RMS system.
- The system must conform with industry standards for programming with a preference for Ruby on Rails or similar thin client/application platform.
- The system must be designed to submit information about events/incidents to the FBI using the National Incident Based Reporting System standards. See [www.fbi.gov/ucr/nibrs/manuals/v2all.pdf](http://www.fbi.gov/ucr/nibrs/manuals/v2all.pdf) and <http://www.icpsr.umich.edu/NACJD/NIBRS/>
- The system must be able to communicate with and export data to other systems utilizing the Justice XML standard - see [http://www.iir.com/global/products/global\\_justice\\_xml\\_data\\_model\\_overview.pdf](http://www.iir.com/global/products/global_justice_xml_data_model_overview.pdf) and <http://it.ojp.gov/default.aspx?area=nationalInitiatives&page=1013> and Law Enforcement National Data Exchange (N-Dex) Standard - see <http://it.ojp.gov/default.aspx?area=implementationAssistance&page=1017&standard=438> . For clarity, the system does not have to include all fields of data for each of those standards. Rather, the fields of data chosen to be included in the system must simply be compliant with those standards.
- The system must be able to communicate with and export data to other systems utilizing the Justice XML standard and NDEX Standard. For clarity, the system does not have to include all fields of data for each of those standards. Rather, the fields of data chosen to be included in the system must simply be compliant with those standards.
- The system must have the ability to segregate records involving juvenile offenders in compliance with Federal standards and must have the ability to expunge any records (juvenile or other) upon an order of the Court.
- The system must handle individual events as one event or incident but be scalable to enter differing amounts of data depending on the event type. For example, an event could be a low level complaint of a suspicious vehicle that requires only a small amount of data be entered. Alternatively, the event could be a complex criminal investigation in which multiple offenses, charges, and arrests occur and a far more robust set of data is to be collected.
- The system must, at a minimum, be able to enter, track, and fully report on incidents (times, locations etc.), persons, vehicles, tickets, officers and other personnel, and property within each event. This reporting includes reports, statistics, and analytics across any and all data entered into the system. Proposal for use of a secondary system to compile this data or create reports may be acceptable or even preferred.
- It must alert officers in field of new or updated calls and alert officers about prior calls at the response location OR recent calls of a similar nature in the area.
- It must allow the attachment and view/retrieval of a variety of files, including photos, video, and audio, among others.
- The system must require only a single point of entry for each piece of data – no duplicate entries of any information.

- The system must have the ability to geo-verify incident locations and map those locations utilizing contemporary mapping systems with a strong preference for use of Google maps/Earth or similar platform.
- The system must have the ability to generate graphical and audible alerts on locations and persons about safety information as data is entered.
- The system must provide for a single point of review and approval of events by supervisors and allow for an intuitive way for events to be sent back to employees for additional work.
- It should allow for instant creation of “hot sheets” of information about recent events, key people, vehicles, or locations of interest, AND a “roll call report” or graphical map that indicates recent key calls for service.
- It should allow for the creation of report/document templates to guide the creation and entry of narratives.
- The system must allow for the creation of distinct, simple, and effective “dashboard” views specific to differing groups of users including but not limited to: dispatchers, officers, supervisors, property and evidence control staff, and administrative staff.
- The system must allow the creation of customized forms or reports to be printed based on any portion of or all data the systems collects and stores.
- The system must allow for the creation and use of templates to complete narrative documents entered into it.
- The system must provide for robust, contemporary security.
- The system must have the capability to send data to the prosecutors cases system in the future.

We would like to explore having the capability to:

- Allow the public to query activity within a flexible geographic area via the Internet.
- Integrating the State of Vermont 911 center mapping system
  - Give routing directions and/or mapping as calls are received in the field
  - Interactive data presentation (streets surrounding a geographic location entered by dispatchers to facilitate perimeter apprehension)
  - Response mode versus data entry mode (displaying critical data while responding to an incident such as major event pop-up checklists)
  - Have a public facing version of the system that would allow the public to report events via the Internet and have those events, after approval and audit, move directly into the system.
  - Automatically query other data sets via the Vermont Justice Information Sharing System – additional information on this will be available to prospective vendors or partners
  - Track case or event status as cases are assigned to investigators with the possibility of assigning default or manual due dates – possibly with integration into industry standard calendaring systems such as Microsoft Exchange or Google calendar
  - Recommend available resources and workflow for major events and major crimes (possibly an added feature later in development)

- \*\* Expand to allow for each of Vermont's 60+ law enforcement agencies to utilize computer aided dispatch and records management functions of the system from a central point or points of operation both collectively AND separated by individual agency data (Federal ORI separation)
- \*\* Expand to enable the creation of "modules" for prosecutors, defense counsel, Courts, community justice centers, and jails/Department of Corrections to manage information relating to events and people as a single, scalable, integrated record – an Integrated Justice Information System.

We will evaluate responses based on the following criteria:

- Simplicity of design
- Ease of use
- Intuitiveness
- Developer experience with proposed development platform
- Developer experience with similar projects
- Demonstrated understanding of project requirements
- Willingness to undergo background checks
- Willingness to partner with BPD for development with the possibility of sharing the rights to the source code

Information may be submitted in response to this request for information between February 4th and February 28th, 2010. Questions may be submitted via e-mail or by telephone. Preliminary vendor visits, teleconferences, and other informational sessions may be set up as needed to explore this project further.

Submissions and questions should be directed to:

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