A Public Safety Software Solution

Upshur County Sheriff's Office
Gilmer, TX

NIBRS Compliant/Public Safety Software System RFP Response

ZUERCHER Zuercher Technologies | 4509 W 58th Street | Sioux Falls, SD 57108
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October 25, 2018

Sheriff Larry Webb
Upshur County Sheriff's Office
405 North Titus Street
Gilmer, TX 75644

Dear Sheriff Webb,

Zuercher Technologies is pleased to provide our response to the Upshur County Sheriff's Office (UCSO) NIBRS Compliant/Public Safety Software System RFP.

After visiting the UCSO multiple times and conducting a demonstration on February 21, 2018, we have a greater understanding of the UCSO's main objective to replace its current Computer-Aided Dispatch, Records Management, Jail Management, Civil Process, and Mobile Public Safety Software System. We understand the UCSO cares greatly about equipping field units with mobile NCIC and report writing capabilities, implementing a CAD system with status timers and other safety enhancements, and simplifying data collection throughout the system with the use of custom forms, custom fields, and custom modules.

With these priorities in mind, this document proposes our Zuercher Suite solution. Zuercher believes the public safety industry has long been underserved by technology, and has built a system to maximize configurability, usability, and security to match the unique needs of each individual agency.

Zuercher provides more services and takes on more responsibilities than other vendors, including 100% responsibility for the Zuercher Suite physical server, operating system software, and Zuercher Suite software. Zuercher's standard support and maintenance makes the system essentially worry free for supported agencies and their IT staff.

At Zuercher Technologies, we are raising the bar that defines what public safety professionals can expect of their software providers. Our developers take great lengths to ensure Zuercher Suite is cutting edge software by using the best platforms available and continually developing forward-moving product initiatives.

This proposal is valid for six months from the due date. Zuercher does not anticipate the use of subcontractors for this project. Zuercher acknowledges that no addenda were issued.

If we are fortunate enough to earn the UCSO's business, we will stand behind our commitment to deliver the required solution and complete the project with the same zealous pledge to customer support and service that we are known for throughout the U.S.

Sincerely,

Chance Hill
Account Executive
chance.hill@zuerchertech.com
210.238.3787

Table of Contents

A Public Safety Software Solution

Upshur County Sheriff's Office
Gilmer, TX

Executive Summary

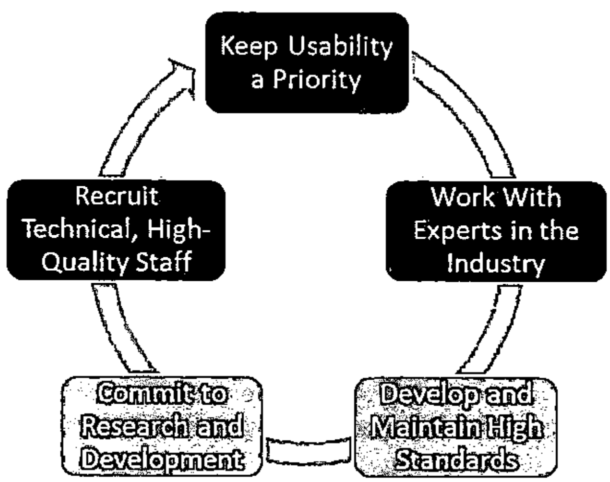
Company Overview

Based out of Sioux Falls, South Dakota, Zuercher Technologies has been providing public safety agencies with high-quality, fanatically-supported software since 2003. In August 2018, the merger of Superion, LLC ("Superion"), TriTech Software Systems ("TriTech"), including TriTech's wholly-owned subsidiary Zuercher Technologies, LLC ("Zuercher"), and the public sector business of Aptean, Inc. and Yaletown Acquiror S.à r.l, ("Aptean Public Sector") resulted in a business jointly owned by certain funds affiliated with Vista Equity Partners Management, LLC ("Vista") and certain funds affiliated with Bain Capital Private Equity, LP ("Bain") – the overarching entity being CentralSquare Technologies, LLC.

Today, CentralSquare is an industry leader in public safety and public administration software, serving over 7,500 organizations from the largest metropolitan city to counties and towns of every size across North America. Its technology platform provides solutions for public safety, including 911, computer aided dispatch, records management, mobile, citations, evidence management, and corrections. For public administration agencies, CentralSquare provides software for finance, human capital management, payroll, utility billing, citizen engagement, asset management, regulatory compliance, and community development. CentralSquare's broad, unified and agile software suite serves 3 in 4 citizens across North America. CentralSquare's mission is to build safer and smarter communities. Zuercher itself has over 2,030 customers in 43 states, Puerto Rico, and Spain. There are currently 2,011 agencies under Zuercher's maintenance and support.

As Zuercher Suite has expanded into the comprehensive system it is today, Zuercher Technologies has shown growth and increasing revenue each successive year. The company has been under the same leadership since its inception. Zuercher Technologies has not been involved in any litigation with regard to projects or contracts, nor has it ever filed bankruptcy or otherwise been subject to a reorganization or receivership of any sort. In addition, the company has never been disqualified from participation on a contract by any agency, public or otherwise.

Public safety software is Zuercher Technologies' mission and passion. Zuercher Technologies has built Zuercher Suite from the ground up, and the company is excited to continue developing it to meet the ever-changing needs of public safety professionals. To achieve this goal, Zuercher Technologies has adopted a multi-faceted strategy detailed in the graph to the right.



Each year, Zuercher Technologies hosts a user conference for clients. Hundreds of users from around the nation travel to Sioux Falls to spend a few days learning more about Zuercher and the road ahead. The conference offers an in-depth look at many of the Zuercher Suite products, training, product features, and how features can be applied. It is also a great opportunity for people to meet other users to exchange ideas and best practices.

Zuercher Technologies has an advisory board comprised of volunteer users of Zuercher Suite. Members of this board include former NSA Presidents and former U.S. Marshals Lyle Swenson and Johnny Mack Brown. Zuercher Technologies confers with the board on many different topics such as trends in the industry, needs of the client base, and enhancements to Zuercher Suite.

Company Executives

Simon Angove, Chief Executive Officer, CentralSquare Technologies

Simon Angove serves as Chief Executive Officer of CentralSquare Technologies. Simon joined Superion, one of the innovative software businesses that formed CentralSquare, as Chief Executive Officer in April 2017. Prior to leading Superion, Simon spent 25 years in the technology industry, serving both private and public sector clients. Previously, he was Senior Vice President and General Manager at Verint, a billion-dollar customer relationship management and cyber-security company, where he led the global growth business units focused on client experience and digital engagement. Simon has been a serial entrepreneur, starting and growing software companies in fields such as video analytics, cloud computing, and workforce optimization. He also has served as a senior executive within large multi-national technology companies. Shared among all of the businesses he has led is the common theme of powering superior customer experiences and delivering better outcomes for the organization, its customers, and its employees. A native of England, Simon has lived in the United States for more than 20 years. He has a Bachelor of Science degree in general management from Boston College.

Steve Seoane, EVP and General Manager, CentralSquare Technologies

Steve Seoane is CentralSquare's Executive Vice President and General Manager. Most recently, Steve served as the Chief Technology Officer of TriTech Software Systems, one of the innovative software businesses that formed CentralSquare. He has over 15 years of experience in leading technology strategy and positioning companies for success in rapidly evolving markets. Steve works across management teams to guide research and development strategy, technology advancements, and social trends that impact public safety by advising teams on standards and compliance regulations and setting the product roadmap for CentralSquare.

Working in both B2B to B2C technology companies, Steve has led and gained expertise in many areas including: predictive analytics and big data, product strategy/development, platform partnerships, mobile apps, data science/strategy, and engineering leadership. He has served as the Chief Product Officer of LifeLock and Senior Vice President of Scopely. Steve holds a Master of Business Administration from University of Maryland and a Bachelor of Science degree from the United States Naval Academy

Company Executives (continued)

John Pulling, Chief Technology Officer, CentralSquare Technologies

John Pulling is CentralSquare's Chief Technology Officer. Most recently, John served as Chief Technology Officer at Superion, one of the innovative software businesses that formed CentralSquare. John is responsible for product management, product development, and QA operations. He has more than 25 years of operational leadership experience in the enterprise software industry. Previously, John served as CTO at Lanyon, a Vista portfolio company, where he led product management, product development, and cloud infrastructure. Prior to joining Lanyon, John led product and cloud operations teams at BigMachines, another Vista portfolio company, where he served as Senior Vice President of Products. Before assuming that role, John served as Vice President of Product Management at Infor, where he was responsible for product strategy for their strategic applications, including customer relationship management, supply chain management, enterprise asset management, public sector, and product lifecycle management. Prior to Infor, he was Vice President and Chief Operating Officer at Provia Software, a provider of supply chain software. John holds a Bachelor of Science degree in mechanical engineering from the University of Waterloo.

Anthony Owens, VP of Sales, Zuercher

Anthony Owens is Vice President of Sales for CentralSquare Technologies, leading a dynamic team that is bringing CentralSquare software to agencies across the nation. Anthony supports and directs an expanding sales organization, and is committed to his team's professional development and providing the organizational structure and resources they need to realize their potential. He is enthusiastic about the company's mission to use technology to improve the safety and efficiency of first responders.

Anthony comes to CentralSquare with extensive experience, leading sales teams in both the private equity and venture capital software space. Most recently, he served as Head of Sales at TINYpulse and Vice President of Sales for ACTIVE Network. Anthony has helped develop sales teams from start-up to global operations, with teams in the United States, London, Singapore, and Australia.

Justin Hipple, VP of Engineering, Zuercher, Inform CAD, 911

As Vice President of Engineering, Justin Hipple provides technical direction for all Zuercher products, driving architectural and design choices that promote security, reliability, and optimal performance. He oversees multiple teams of software engineers as well as Zuercher's Quality Assurance and Development Operations groups. Following Justin's leadership and example, Zuercher engineers implement best software practices and stay current in the field of software development in order to apply recent advancements to tough technical challenges.

Before joining Zuercher, Justin worked for the South Dakota Department of Corrections developing applications used to collect inmate data, and also contributed to an open-source software project designed to improve online anonymity. He holds Bachelor of Science degrees in computer science and math from Dakota State University.

Company Executives (continued)

Libby Stengel, VP of Operations, CentralSquare Technologies

As Vice President of Operations, Libby Stengel is responsible for client implementations for all of CentralSquare's public safety product lines. Libby oversees the teams responsible for delivering implementation services, including project management, requirements gathering, system configuration, and training. She works to ensure that each client's project is successful and is committed to implementing best practices in the areas of software deployment and program management.

Libby has many years of experience providing technology solutions to public safety agencies. She was VP of Operations at Zuercher Technologies prior to its merger into CentralSquare, overseeing both implementations and customer service for numerous product lines. Prior to that, she led large-scale public safety technology implementations for the SAS Institute. Libby holds a Bachelor of Science degree in psychology from South Dakota State University.

Adam Ormesher, VP of Product, Zuercher

Adam Ormesher provides strategic vision and direction for all Zuercher software products, planning their continued growth and expansion as they evolve with the ever-changing needs of public safety agencies. He leads the Zuercher product management group, which works closely with public safety professionals to understand the complexities of their work and design software solutions to help them perform that work as effectively as possible.

Adam brings to his role significant experience in product and project design. Prior to joining Zuercher as a product manager, Adam worked for over 10 years designing and implementing electronic displays and integrated media systems for large sports venues, first as a systems engineer and later as a project manager. He holds a Bachelor of Science degree in electrical engineering from South Dakota State University and is a certified Professional Engineer.

Benefits

Zuercher Technologies has worked tirelessly to improve and expand Zuercher Suite into the best in class solution it is today. The company believes it can not only meet, but exceed, the UCSO's needs with its unique solution. Zuercher Suite is a truly integrated public safety software solution. It is comprised of Records, CAD, Jail, Civil, Mapping, Mobile, and more.

The benefits of Zuercher Suite's **one application, one database** architecture are extensive and will be highlighted throughout this response. Below are the main areas where Zuercher Technologies and Zuercher Suite deliver a number of benefits to the agencies that use its products and services.

"An extensive search was conducted and after a vetting process that included site visits to agencies in the western and southern United States, an in-depth review from both of our agencies' IT departments, and various technical specification reviews, **Zuercher was the only company that could meet our requirements."**

Chief Dave Bowen and Sheriff Bob Edwards Cascade County, MT

PERFORMANCE. Zuercher Suite clients typically measure performance in two ways:

- The configurability and workflow of Zuercher Suite products around the way that they do business.
- The ease of use of the system by their personnel.

CONFIGURATION. Zuercher Suite has hundreds of configuration options which allow system administrators to set up the system and its desired workflow. This provides agencies with the ability to ensure that their policies and procedures can be effectively standardized, implemented, followed, and managed. It also allows for current agency workflow inefficiencies to be identified and replaced. Agencies can determine, configure, and manage who (individuals and groups in their agency and with separate agencies) can access the Zuercher Suite system and the level of access to be granted. Specific functionality can be configured to allow, or not allow, any combination of access rights including adding, editing, deleting, printing, and/or viewing information. The level of system access is much more extensive than other vendors in the industry because of Zuercher Suite's one application, one database architecture. Zuercher Technologies will help the UCSO set up and configure Zuercher Suite around its specific requirements, needs, and protocols in a manner that will support a greater level of efficiency than previously available.

EASE OF USE. While Zuercher Suite is extremely configurable, we remain focused on ensuring its ease of use. Built within all Zuercher Suite products is extensive logic that walks end users through filling out the right information, at the right time, in the right place, in the right order. This takes the guesswork out of data entry, keeps processes consistent, and allows the agency to more effectively standardize and get things right the first time. No more screens with multiple tabs, or hundreds of unused or unnecessary fields that cause end users to scratch their heads. Because Zuercher Technologies' end users appreciate the ease of use that Zuercher Suite offers, they adapt to it more quickly, ensuring that projects are successful.

STABILITY. Zuercher Technologies and Zuercher Suite are a very stable investment for the UCSO, allowing it to help improve efficiencies as well as reduce unwanted data entry, down time, and overall frustration. Supporting and providing stability for the system is the powerful SQL-compliant relational database management system. It is Oracle-like, extensible, and does not require licensing fees. Zuercher has seen consistent growth in revenues, clients, and Zuercher Suite functionality year after year, ensuring that the foundation is set for this growth to continue well into the future.

Support and Maintenance

Without unparalleled support and service, Zuercher Technologies would not be able to boast an unmatched client retention rate since its founding. Zuercher Technologies provides more maintenance and support services than other public safety software vendors, including full responsibility for the server software and hardware for as long as an agency stays current with the standard support and maintenance agreement.

"Over the past three and a half years, we've had absolutely zero complaints with the service and support we've received from Zuercher. We do business with hundreds of companies and **Zuercher may be the only company that we work with that we never have issues with."**

Sheriff Stephen McCain
Grant Parish Sheriff's Office, LA

24 X 7 X 365 SUPPORT. Zuercher Technologies knows that clients use their software all hours of the day. That is why clients can call the toll-free support line at any time and be connected with a live person based out of the Zuercher Technologies Sioux Falls, SD office – not an automated answering service or someone overseas. Questions or issues can also be reported via email. Even if it is just a simple "how-to" question, support representatives are ready to assist.

Every call received is entered into a tracking system and assigned a number to ensure that no concern goes unnoticed. Response times are monitored to make certain that all issues are resolved as quickly as possible. All critical issues are given the highest importance ranking and the Zuercher Technologies development team devotes their attention immediately to the matter until it is resolved.

TRACKING CONCERNS. Zuercher Technologies believes transparency is very important when it comes to support of the Zuercher Suite software. The support center has a web-based portal which agencies can use to view the status of all their calls and support requests.

REMOTE SERVICES. Many questions or issues that occur can be solved immediately by the support team using a remote desktop connection. Once connected, the support team walks users through solutions or accesses the agency's Zuercher Suite server to help diagnose any issues.

SERVER MANAGEMENT. The servers that Zuercher Suite uses can be completely maintained on the client's premises by the Zuercher Technologies staff as part of the standard maintenance agreement. These servers are constantly monitored for performance levels and network load. All upgrades to hardware, such as additional disk space, are handled by Zuercher Technologies. This makes the system essentially worry free for agencies and their IT staff.

FULL SYSTEM BACKUPS. Rather than requiring a manual backup of data or a scheduled download of the entire system, the Zuercher Suite solution utilizes an automatic rolling back-up process. Any changes or additions made to Zuercher Suite are constantly being streamed to the agency's warm standby server, an off-site storage facility, or both. Because the data flow is a constant stream, lower bandwidth is required in comparison to a large file transfer. This ensures that data backups are done without compromising system performance. The data stored on the warm standby server or off-site storage facility is never more than a few minutes old, so in the event of a power failure or another unforeseen disaster, the Zuercher Suite system and data will still be accessible.

Support and Maintenance (continued)

SOFTWARE UPDATES. Zuercher Technologies tunes a careful ear to each client's needs and challenges. Clients' insights help to plan innovative, technically sound solutions for the ever-changing needs of public safety professionals.

Zuercher Suite's standard maintenance contract includes regular software updates that encompass feature enhancements. Patches are provided as needed with no agency intervention. Clients receive a greater return on investment because of Zuercher Technologies' commitment to continually improve its public safety software.

Software updates are performed using an advanced process that makes client updates completely automatic with no assistance from agency IT staff. Support representatives contact each agency as software updates are released to schedule them and assist the agencies in taking advantage of new features. This ensures that every agency continues to get the most from what Zuercher Suite offers.

NEW FEATURE TRAINING. Zuercher Technologies' trainers and support representatives frequently hold web-based meetings. These meetings introduce system administrators or other agency personnel to new features and configuration options and how they can benefit each individual agency. This service is offered as part of the on-going maintenance and is free of charge.

RESEARCH & DEVELOPMENT. Zuercher Technologies believes that public safety software should keep pace with changes in the public safety environment as well as with advances in technology. Because of this, a significant portion of revenue each year is invested in research and development. Zuercher Suite is constantly expanding and improving. Each feature addition is designed to broaden the functionality and configurability of Zuercher Suite and to help its users do their jobs even more efficiently.

Agency References and Experience

Zuercher Suite has been implemented at over 260 agencies across the country. The following references provide a cross-section of clients whose agencies and needs are similar to that of the UCSO.

Agency Name	**Freeport Police Department (Texas)**
Address, City, State	430 North Brazosport Boulevard, Freeport, TX 77541
Contact	David Fernandez, 979-871-0157 or dfernandez@freeport.tx.us
Client Since	December 2017
Population Served	12,090
Products	CAD, Jail, Mobile (CAD and Records), Records, Reporting
Data Conversion	CAD, Records, Jail

Agency Name	**Clinton County Sheriff's Office (Iowa)**
Address, City, State	241 7th Avenue North, Clinton, IA 52732
Contact	Lieutenant Tom Paarman, 563-242-9211 x4501 or tompaarmann@gapa911.us
Client Since	2016
Population Served	48,420
Products	Administration, Civil, Field-based Reporting, Financial, Jail, Mobile (Civil, Records), Portal, Records, Reporting
Notes	The Clinton County Sheriff's Office is part of a multi-agency Zuercher Suite implementation which also includes the Clinton Police Department, Clinton County Communications, Camanche Police Department, and DeWitt Police Department.

Agency Name	**Lumpkin County Sheriff's Office (Georgia)**
Address, City, State	57 C. Pinetree Way, Dahlonega, GA 30533
Contact	Mike Stapleton, 911 Director, 706-482-2630 or mike.stapleton@lumpkincounty.gov
Client Since	July 2011
Population Served	31,000
Products	CAD, Mapping, Records, Mobile (CAD, Mapping, and Records), Jail, Civil, Administration, Reporting,
Data Conversion	CAD
Notes	The Lumpkin County Sheriff's Office is part of a multi-agency Zuercher Suite implementation which also includes the Lumpkin County Fire Department.

Agency Name	**St. John the Baptist Parish Sheriff's Office (Louisiana)**
Address, City, State	1801 W. Airline Hwy, LaPlace, LA 70068
Contact	Ken Oubre, 985-359-8702 or ken.oubre@stjohnsheriff.org
Client Since	May 2013
Population Served	45,000
Products	Administration, CAD, Civil, Field-Based Reporting, Financial, Jail, Mapping, Records, Reporting
Data Conversion	CAD, Jail, and Records

Agency References and Experience (continued)

Agency Name	**Oconee County Sheriff's Office (South Carolina)**
Address, City, State	300 S Church St, Walhalla SC 29691
Contact	Sheriff Mike Crenshaw, 864-638-4118 or mcrenshaw@oconeelaw.com
Client Since	July 2014
Population Served	70,000
Products	Administration, CAD, Extend, Mapping, Civil, Jail, Portal, Records, and Reporting
Data Conversion	CAD, Records, Jail, Civil, Property & Evidence

A Public Safety Software Solution

Upshur County Sheriff's Office
Gilmer, TX

Software Overview

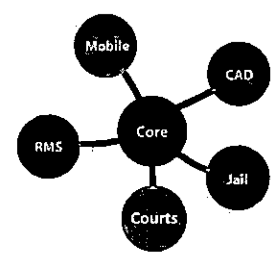
Base Functionality

A MODERN OPTION. The fundamental difference between Zuercher Suite and offerings from other vendors is that Zuercher Suite is **one** application with **one** database from **one** vendor.

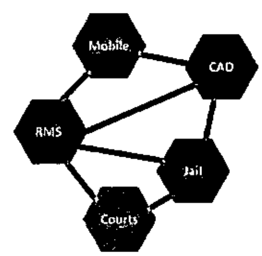
Where other vendors have a suite of products that are integrated or interfaced together, Zuercher Technologies' is not; it is **one** application. Other vendors typically have multiple applications, which are by their nature, different from each other. They are separate applications that typically run on separate servers and then parts of each application are connected via interfaces or message switches.

This typical 1980's and 1990's software architecture has many moving parts, multiple servers, multiple administrators, and end-user consoles and does not store all the data in one location. This tends to make those systems more expensive to purchase and maintain, harder to set up, and more difficult to use.

Zuercher Technologies



Other Vendors



Zuercher Suite is a fully integrated public safety software system comprised of Administration, CAD, Records, Mapping, Mobile CAD and Records, Jail, Civil, and more.

It is the outcome of many years of close collaboration with public safety agencies and veterans and has been designed from the ground up to provide the next level in power and ease of use for public safety professionals.

BUILT WITH EVERY USER IN MIND. Key alerts and information can be displayed on the user's dashboard upon login. Dashboards can be configured differently for each employee, or administrators may set up standard dashboard templates for use throughout the agency. Contextual menus provide links to actions that users are likely to use next. Where appropriate, the system employs contextual wizards to guide users through a series of related tasks that need to be performed in a specified sequence. Known data is automatically populated to minimize duplicate data entry. Messages can be sent to other system individuals or predefined groups and may include active links to data records stored in the system.

ONE DATABASE DESIGNED FOR ACCESSIBILITY. Master name, address, and vehicle indices allow for easy searching and linking of records. The master record includes all known data, as well as a complete history list displaying every record in the system it has been related to: dispatch incidents, case involvements, citations, civil processes, warrants, inmate records, and much more. Each associated record is only a click away from the master record, regardless of the module that record is accessed from. All personnel can easily view the alerts/warnings on names, addresses, and vehicles. Related records (such as additional case reports, warrants, and field identifications) are a click away. Just about any data in the system may be exported to a PDF, sent to an email, or printed out.

CONFIGURABLE FOR EVERY AGENCY'S NEEDS. Lists, workflows, layouts, reports—everything may be tailored to the needs of a specific agency, allowing an agency to keep the parts of its processes that work and replace the ones that need some help. Menus and predefined lists can be set up to use the agency's terminology. Very detailed permissions may be defined for individual users and groups. The system also generates permission audit reports to show a user's type and level of access to each uniquely managed form, module, or product. Authentication may be tied into Active Directory or another LDAP service to simplify user access management.

SMOOTHER OPERATION FOR EVERY AGENCY. Administration applies Zuercher Suite's efficiency and organization to the management of internal agency processes. It enables users to perform administrative tasks such as equipment tracking, fleet management, and service dog management in the same system used to manage all other agency operations. As a result, records can be linked to each other and all of the data may be accessed for statistical reports.

A LIVING POLICY MANUAL. An agency-specific policy manual can be set up and maintained within the system. It can automatically notify employees of additions or updates to content and keep track of which employees have actually reviewed those changes. The manual is easy to navigate (with sections and subsections) as and search. Mobile users can access the manual from the field.

Chapter 1 - Preface

Section 1 - Preface
Section 2 - Introduction

Chapter 2 - Definitions

Section 1 - Definitions

TRACK INVENTORY AND EQUIPMENT. Whether an agency needs to keep track of supplies, the inventory module is the place to go. Everything is logged by location, quantity, and status. Requests for new items may also be included when stocks run low. Details such as purchase dates, amounts, conditions, serial numbers, and equipment assignments may be tracked to ensure that the equipment log is a useful reflection of reality. Users can generate barcode labels to quickly identify, assign, and relocate items. Purchase requests can be entered by users and approved or rejected by agency administrators.

Details	Edit
Unit	A1
Owner Agency	Hill County Sheriff's Office
Location	SO
Year	2009
VIN	2G1WS57M29117492
Make	Chevrolet
Model	Impala

MANAGE THE FLEET. Agency vehicles can be tied to the personnel, personnel groups, and the equipment assigned to them. Fuel usage and maintenance actions can be logged. Preventive maintenance (oil changes, tire changes, etc.) can also be scheduled based off of mileage or time-based events. These scheduled events can then send an alert via email or in-Suite messaging to configured users, notifying them that service is needed. Statistical information exposed to Zuercher Reporting allows the agency to calculate data, such as fuel efficiency levels or average fuel costs in a time period.

KEEP TRACK OF SERVICE DOGS. Service dogs also get their own module, built with the same efficiencies and streamlined processes as the rest of Zuercher Suite. Users can manage and track dogs, including a full log of their training and other activities (such as certifications, vaccinations, and medical checkups). Dogs can be assigned to their handlers within the system, allowing those users to take point on tracking information for their dog while agency administrators oversee the entire process. If a deployment or other event occurs in the field, the handler can note that information easily and efficiently. Information logged on each dog can be exported via the Zuercher Report generator, making it easy for agencies to pull statistics on deployments or training hours.

Breed	Purpose	Rabies Tag Number	Assigned Handler
Belgian Malinois	Narcotics	12783	Martin, Mark
French Bulldog	Apprehension	12198	Butler, Amanda
Bloodhound	Tracking	28999	Washington, Brian
Belgian Malinois	Narcotics	28907	Jones, Brandon
Belgian Malinois	Explosive	28093	Williams, Rebecca

CAD (Core + Advanced)

DISPATCH MADE EASY. CAD is a configurable and easy-to-use computer-aided dispatch system. It is designed to function in multi-jurisdictional environments and can be set up either as a standalone product or in conjunction with the rest of Zuercher Suite for a comprehensive yet tightly integrated solution. CAD was built with the time-critical nature of communications centers in mind, every feature designed to increase efficiency and reduce response time. Command line entry allows users to rapidly issue commands from the keyboard. Integrated mapping enables quick unit recommendations and responses. Cross streets and nearest intersections are both visible in CAD. Multiple dispositions can be specified on a CFS, and CFS addresses can be auto-populated with the unit's AVL.

BPD01	Assigned	CFS1700012
BPD02	On Scene	CFS1700012
BPD03	On Scene	CFS1700012
CPD02	Available	
LS004	Available	

Configurable, color-coded displays provide users with at-a-glance access to the unit and incident information they care about most. Users can quickly enter data and dispatch units, stay current with developing situations with real-time call updates, ensure officer safety with system-wide alerts for people, vehicles, and addresses, attach integrated alarm call and traffic stop forms, analyze response times using detailed logs, and otherwise stay on top of what is happening.

> "With Zuercher CAD, everything is all in one. Everything that you do, it just puts it all together for us and just makes it one whole person or one whole vehicle. The officers are often impressed that we can have a person's warrants to them before they finish spelling. **We seem like magic because of Zuercher CAD.**"
>
> *Kelley Anderson, Lead Communications Officer*
> *Watertown Police Department, SD*

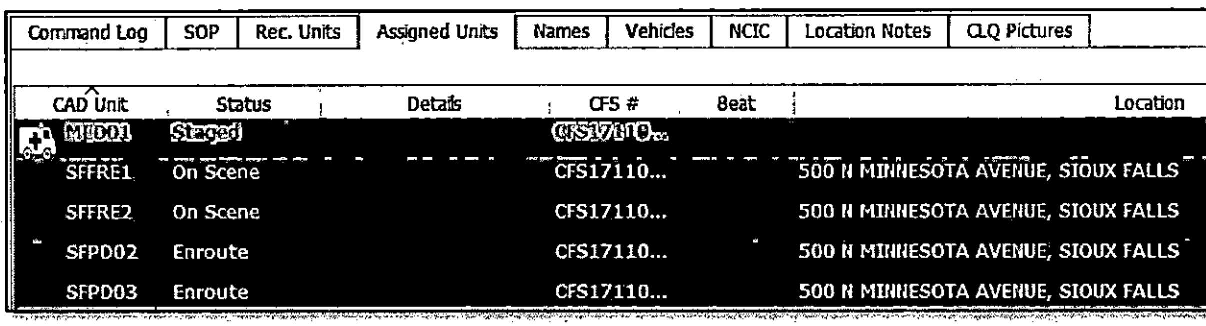
BUILT WITH FLEXIBILTY IN MIND. Everything from the incident code list to priority-based alarm times and beat plans can be configured for the agency. Many fields and features can be turned on or off to fit each agency's size and procedures. CAD can also be configured for a call taker or dispatcher workflow, depending on the agency's needs. Police, fire, and EMS can all be dispatched and managed from the system. Filters and shortcuts make it easy to split up dispatch duties as needed to support different disciplines. The system also allows each dispatcher or group of dispatchers to set up views which allow them to focus on the units and calls for which they are responsible.

A fully customizable list of commands allows for any number of different commands to be built based on an agency's needs or protocols. Each command includes the required fields in the specified sequence, eliminating the need for users to memorize numerous codes, the correct order of information for each command, or any unique command line formatting requirements. Additionally, drag and drop functionality allows users to click a unit on the unit list and drag them onto a CFS, assigning that unit to the call. Coupled with easy-to-navigate menus, users can go with what works best for them when it comes to issuing commands and otherwise working with calls and units.

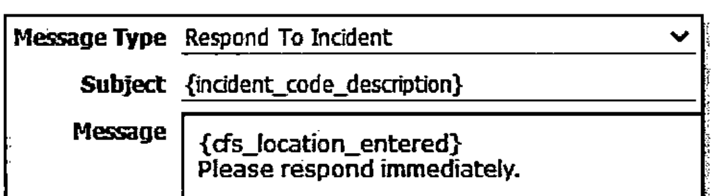
OFFICER SAFETY IS THE PRIORITY. Name, vehicle, and location alerts allow dispatchers and field officers alike to quickly and easily see when a record has been flagged with an alert, providing notification for officer safety reasons, warrant activity, HAZMAT, or other site-related danger warnings. Because of Zuercher Suite's one application, one database design, every user – mobile or desktop – sees the same information, the same alert record on a name or the same active warrant on a vehicle. CAD unit alarms provide both visible and audible alerts when it is time to perform status checks.

CAD (Core + Advanced) (continued)

TIGHT MAPPING INTEGRATION. The integration with Zuercher Mapping provides such features as 911 call plotting, CFS creation from the map, updating unit status/location from the map, and advanced address verification. Calls for Service entered into CAD automatically plot on the map when a plottable address is entered, and those icons identify the same information as CAD, such as event type and priority level. Unit status alerts display in the CAD window reminding dispatchers to check in on responders. Calls for service will blink on the map if an inactivity alarm goes off, ensuring that incidents receive prompt attention. GIS and AVL data power quickest-path unit recommendations, allowing for the most efficient dispatching possible. If an officer needs a route, the user can simply select the beginning and endpoints (even utilizing AVL data) and instantly generate that information.



MANAGE TOW ROTATIONS, BULLETINS, AND ALARM BILLING. All tow calls may be tracked in the system, including the responses (no answer or not available) and the locations of the vehicles which were towed. In addition, the system supports automatically rotating operator schedules to ensure that towing opportunities are distributed evenly across available operators. Alarm billing allows dispatchers to keep track of alarm calls and apply rules with regard to how many false alarms before the premise is charged. Bulletins allow groups of users, both mobile and desktop, to be quickly notified of BOLOs and other special instructions. Bulletin alerts can be created automatically based on triggering events such as NCIC hits or location alerts. Bulletins can be linked to a name, vehicle, or address on the master database, generating an alert and flagging the record for every other user.

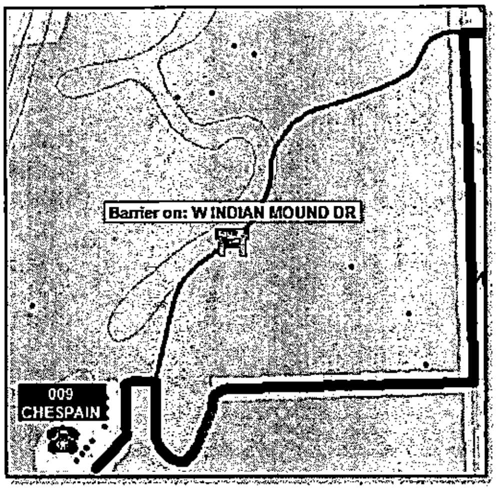


COMMUNICATE AND NOTIFY. Zuercher's integrated paging solution allows agencies to notify users of pertinent information. Configurable paging templates can be saved and stored for later use. Paging can be triggered manually or can be configured to occur automatically on selected events or in relation to specific incident codes. The messages include automatic text blocks such as incident type, address, call details, or responding units, and can be sent to responders as email or SMS text message. A paging log is also available, allowing administrators to search and review past pages to ensure that standards are followed.

An integrated instant messaging system allows dispatchers to quickly communicate with other dispatchers, other users, and even the units in the field. Messaging can be coupled with Mobile CAD to deliver fully silent dispatches in situations where radio usage would negatively impact the situation. Incident codes of a sensitive nature (such as homicide investigations or arson) can also be configured to automatically notify selected users whenever they are used on a CFS record.

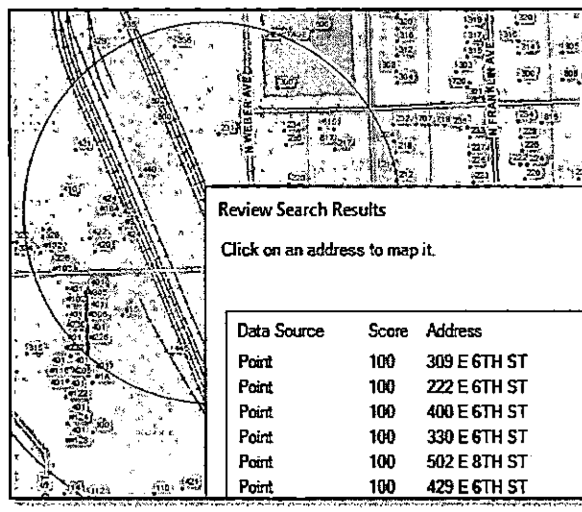
Mapping (Core)

AN EFFICIENT, FLEXIBLE MAPPING SOLUTION. Mapping is built on Esri-compatible mapping components. Mapping is tightly integrated with CAD, and many dispatch functions are available on the mapping screen, including commands which can be issued by clicking on a unit. The Mapping screen includes an active incident display and unit display with AVL functionality, routing, and unit status alerts. Mapping includes geospatial search and geospatial identification of correct ESN for Phase II calls. Users may select which map layers to display, such as streets, beats, townships, Pictometry, and ESN, allowing functionality such as geospatial identification of correct ESN for Phase II calls.



In addition to facilitating the dispatch and unit response process, Mapping can also be used to plot other markers, such as roadblocks, burn notices, or past incidents. Furthermore, all layers in map data are available via Mapping, such as ESNs, beats, townships, etc. Local GIS personnel can maintain Zuercher Suite map data using native Esri files and software.

EMPOWER AND INFORM EVERY DISPATCHER. Users can rapidly issue mapping, routing, and dispatch commands from the keyboard via the CAD command line. Unit status alerts display in the CAD window, reminding dispatchers to check on responders. Calls for service will blink on the map if an inactivity alarm goes off, ensuring that incidents receive prompt attention. Users can search for all addresses within a specified radius of a location, or draw a polygon to view all addresses within the enclosed region. Users can also search the map by name and telephone number, or search for map objects like 911 calls, active CFS, Units, and map layers.

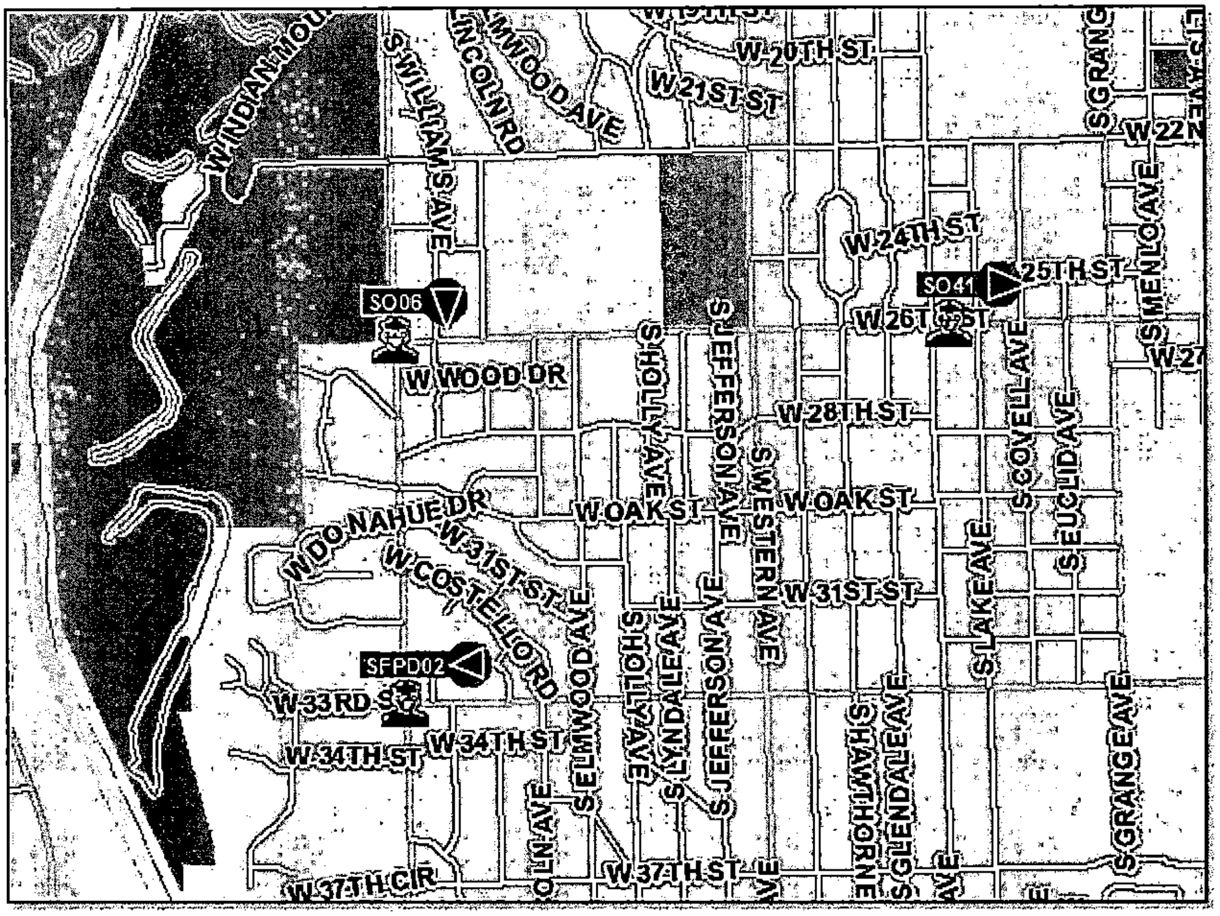


With a simple click on any map location, the system will show more information: ESN, county, postal zone, coordinates, nearest intersection, nearest address, and more. Users clicking on calls for service icons receive details such as address, latitude/longitude, date/time reported, nearest intersection, and more.

A POWERFUL SERVER-BASED OPTION. The inclusion of the GIS server means that much of the work of Mapping is performed on the server, rather than on the user's workstations, allowing map calculations to occur more quickly and efficiently. In addition, the GIS server provides advanced address verifications, ensuring that dispatchers who cover areas with multiple roads with the same names will be able to distinguish clearly between them for dispatch. Unit recommendations (CAD) and address verifications (throughout Zuercher Suite) may be performed without needing to have the actual map open on the client workstation.

Automatic Vehicle Location (AVL)

GPS DATA MAKES MAPPING MORE POWERFUL. AVL allows agency personnel to keep track of the locations of vehicles in real time. Often used for both law enforcement and emergency services, this allows both field personnel and those back at the office or station to know where mobile units are without needing to constantly contact the units via radio or other means. An optional "AVL Stealth Mode" feature allows supervisors to better observe their employees in the field.



FLEXIBILE HARDWARE COMPATIBILITY. Zuercher Suite supports any NMEA-compliant GPS device capable of exporting GPS data containing the $GPRMC sentence to a physical or virtual COM port (either directly or via a third-party data manipulation application) at a rate no greater than once per second. Additionally, Zuercher Mapping can interface with third-party location vendors (such as US Fleet), inserting that location data into the database and updating the unit locations on the map.

Civil (Core + Advanced)

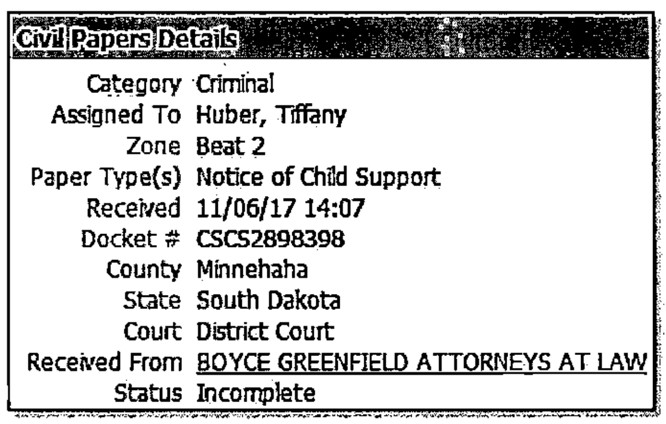
A MODERN CIVIL PROCESS SERVICE TOOLSET. Civil automates civil process service in a streamlined environment that enables agencies to serve civil papers, executions, distress warrants, and foreclosures in a timely, efficient manner. Civil's simple wizard guides users through the necessary steps to add new civil processes. It allows them to assign multiple paper types to a single civil paper record and add unlimited plaintiffs, defendants, served on names, and billed to names to any civil process. Civil logs multiple service attempts, tracks mileage, and keeps a full audit trail. The system also generates configurable sheriff's returns and letters in a professional format.

> "We have found the Zuercher Civil and Zuercher Financial products to be very user-friendly and convenient. **The use of hyperlinks to reference related pages is invaluable.**"
>
> Sheriff Andy Howe
> Clay County
> Sheriff's Office, SD

Civil also allows users to create invoices, add fees, record payments, generate receipts and statements, and monitor balances, following the financial side of each civil process all the way through to the disbursement of funds. Additional civil paper types allow an agency to track payments on a judgment, calculate interest and commission when needed, and track sales and property (which can also be tracked separately from paper services). Users can track additional dates related to the situation (judgment dates, sale dates, received, expiration). To save time and eliminate error, mileage charges, interest, and commissions can be automatically calculated.

SIMPLE, FAMILIAR, AND FLEXIBILE. All civil processes have access to master name, address, and vehicle indices for efficient data entry and access to notices and alerts. These are the same master records accessed by every other piece of the software, meaning information updated in Civil flows into CAD or Records, and vice-versa. Civil also fully integrates with Mobile, granting users in the field access to the same real-time information and allowing them to log their civil service attempts as they go. The automatic deadline calculation feature prevents errors and allows users to easily access a list of civil processes about to expire, making it simple to prioritize order of service.

Agencies can configure multiple civil paper types into one civil paper record. Agencies can also create as many custom sheriff's return types as needed for each type of civil process and manner of service. When a civil process is either successfully served or marked as unservable, the system automatically generates the appropriate return.



Civil Papers Details

Category	Criminal
Assigned To	Huber, Tiffany
Zone	Beat 2
Paper Type(s)	Notice of Child Support
Received	11/06/17 14:07
Docket #	CSCS2898398
County	Minnehaha
State	South Dakota
Court	District Court
Received From	BOYCE GREENFIELD ATTORNEYS AT LAW
Status	Incomplete

FULL FINANCIAL INTEGRATION. Tight integration with Zuercher Financial allows agencies to track the financial side of civil process service from beginning to end. Users can record payments, generate receipts, and more. The system automatically calculates interest, commissions, and mileage charges, saving time and eliminating error. The software generates invoices instantly with the creation of each new civil process, with configurable fees that can be added automatically as part of the workflow based on agency procedures. All of the information contained in Civil is reportable, making it easy for agencies to generate year-end reports.

Financial (Core)

FULL ACCOUNTING SYSTEM. Financial is a full double-entry accounting system with an audit trail, perfectly tailored to fit the unique needs of law enforcement agencies. Financial is configurable, allowing users to set up agency accounts and fees to match an agency's actual financial workflow processes. Users can configure invoices and fees to be added automatically. They can also set sliding fees to recalculate as items age.

Invoice Item	Amount
Execution Judgment	$ 32457.02
Mileage Fee	$ 4.28
Deed	$ 50.00
Wrecker Fee	$ 175.76
Petition of Executory Pr	$ 20.00
Writ of Seizure and Sale	$ 30.00

Financial tracks items such as invoices, receipts, deposits, disbursements, bills, checks, and even inmate expenses. With Financial, users can view account ledgers, check account balances, make general journal entries, reconcile bank accounts, and more.

FULLY INTEGRATED, FULLY PAPERLESS. Through tight integration with other modules such as Jail and Civil, Financial simplifies the management of an agency's many financial details. Data flows directly from records management, jail management, administration, CAD, and civil service software.

Billed To CREDIT COLLECTIONS BUREAU

Invoice - Invoice Terms

Reference Movable Seizure C201700056
Invoice # IN201700050
Invoice Date 11/10/17
Due Date 11/10/17

Item	Disburse To
Deed	HILL COUNTY TREASURER
Execution Judgment	HILL COUNTY TREASURER

All data entered in Financial is available for statistical reporting using Zuercher's custom report generator. The software allows users to quickly generate reports such as profit and loss reports, receipt income reports, disbursement reports, and inmate expense reports. These reports, and all other forms such as invoices, receipts, and statements, display perfectly in standard window-envelopes and come off the printer ready to be mailed.

SEE THE BIG PICTURE. Zuercher Financial makes it easy for an agency to stay on top of its total financial picture. The full audit trail tracks every transaction, including voided and deleted financial records. An account ledger allows users to monitor overall account balances, view account history, or select any transaction. The account reconciliation feature makes it simple to do the agency "banking." Financial makes it easy to see that all funds are accounted for (even flagging any unreconciled amount), make deposits or disbursements, generate custom reports, track profit and loss, receipt income, and log inmate expenses.

"We like the Zuercher Suite software more all the time.
The Financial package is working out very nicely."

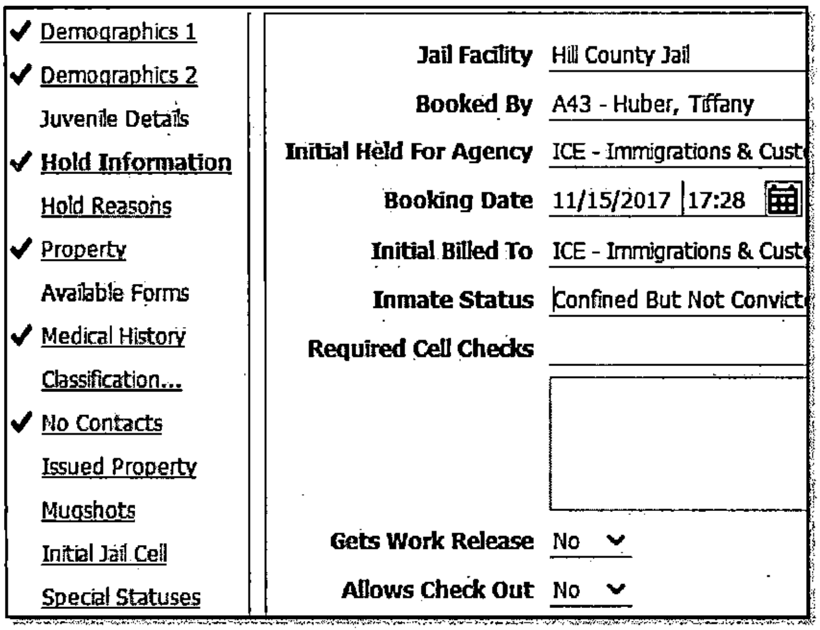
Sheriff Dave Hunhoff
Yankton County
Sheriff's Office
Yankton, SD

EASILY FIND FINANCIAL RECORDS. Financial data is clearly displayed side-by-side with related records and is easy to navigate. The main financial screen offers powerful search capabilities so any financial record can be located quickly. Financial transactions are linked together so users can follow the flow of money.

PERMISSION-BASED ACCESS. The software allows for setting permissions, restricting access to financial records to only those who need it.

Jail (Core + Advanced)

TRACK IT ALL. EVERY INMATE. EVERY DETAIL. Jail brings all the integration and ease of use of the rest of Zuercher Suite to jail records management. It is designed for easy record keeping, efficient completion of routine tasks, and quick access to all the information users need to stay up-to-date on the daily jail operations of single or multiple jail facilities. Jail simplifies daily tasks such as recording inmate activities and contacts, passing medications, managing inmate bank and property, and logging work release and trustee work. Jail also manages billing of inmate expenses. Event logs and incident reports make it easy to document everything from routine cell checks to major behavioral incidents.

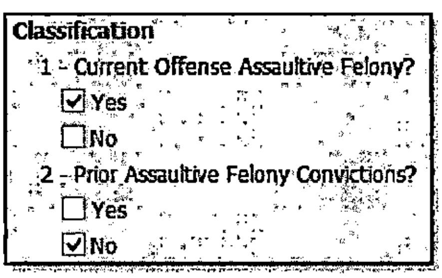


BOOK FASTER, BOOK SMARTER. Zuercher Jail makes booking more efficient with an easy-to-use, configurable booking wizard that guides users step by step through the booking and release processes, ensuring that all required steps are completed. Key data prepopulates from past bookings, and information from arrest reports and warrants is pulled in to speed up the process even more. Each step in the wizard is configured by the agency and can include a medical history questionnaire, visual observation form, or other screenings. The two-stage intake feature provides a way to perform visual medical screenings, process large groups of inmates, or handle individuals unable to undergo the complete booking process.

"This system is so much more user-friendly than what we had previously. There's so much more in there. It got rid of at least five or six Excel files that we don't have to keep anymore."

Sgt. Cindi Pfeifle
Yankton County Jail, SD

BEYOND BOOKING. Zuercher Jail makes it easy to schedule inmate activities, medical appointments, and visitation, and to track time served and days yet to serve. Jail puts the information and tools users need at their fingertips: glance at the main display for an overview of upcoming events, check which inmates are out on work release, calculate sentences, log bond payments, make cell transfers, complete forms, log court events, create digital lineups, and much more. Fully integrated with the Zuercher Financial module, Advanced Inmate Bank provides an inmate banking system designed to support invoices, payments, automatic deposit splits, and much more.



CLASSIFICATION MADE SIMPLE. A variety of classification options are available. Each option is configurable by the agency and influences other items such as cell recommendation, special needs, keep-away orders, alerts, and more. Reclassification can be automatically scheduled based on initial classification type.

Jail (Core + Advanced) (continued)

CELL MANAGEMENT AND RECOMMENDATIONS. Agency administrators can configure and edit facility settings, such as cell number, block, location, gender, classification, capacity, and use parameters. Agencies configure their own custom classification form to influence cell recommendations. Cell settings, such as capacity and gender, are also taken into consideration.

Recommended Cells Select Cell Show All Cells

Jail	Cell	Classification
MCJ	B-01-L	Medium 4 - Medium
MCJ	B-02-L	Medium 4 - Medium
MCJ	B-03-L	Medium 4 - Medium
MCJ	B-03-U	Medium 4 - Medium
MCJ	B-05-L	Medium 4 - Medium

INMATE STAY SCHEDULING. Inmates can be checked in and out of the facility without having to complete full bookings and releases each time. Inmates who are checked out are not included in head counts and do not appear in the Current Inmates list. Inmates are granted the ability to check out from the Hold Information screen. Calculated sentence time can be spread over weekends or other scheduled periods for inmates on "weekender" schedules.

MUG SHOTS AND BARCODING. Integrated camera support allows agencies to operate camera zoom, preview mug shots from the computer screen, and easily upload images. Multiple images can be attached to each inmate record if desired. These images are also available for digital lineups. Additionally, agencies can automatically generate barcoded inmate wristbands or ID cards using data and mugshots already entered in Zuercher Suite. Scan the inmate barcodes to perform inmate movements.

INCIDENT REPORTS AND DISCIPLINARY ACTIONS. Record inmate and staff involvement in minor or major incidents occurring within the jail. Users can include narratives and photos to the report and later associate the incident report with a disciplinary action record where restrictions such as lockdowns can be tracked. Approval processes can be used to escalate the report to supervisors.

AUTOMATE TASKS. Zuercher Jail allows users to easily make sense of all the daily action, like knowing where inmates are at any given time, creating as many shift logs as necessary, and streamlining head counts and cell checks. Workflow management helps agencies streamline their approval and notification processes. It also keeps individual users apprised of their important tasks. Configurable rules will automatically create tasks or notifications for a user or user group. The automatic sentence calculator ensures accuracy and saves time. Configurable options allow agencies to set up custom reduction calculations such as good time.

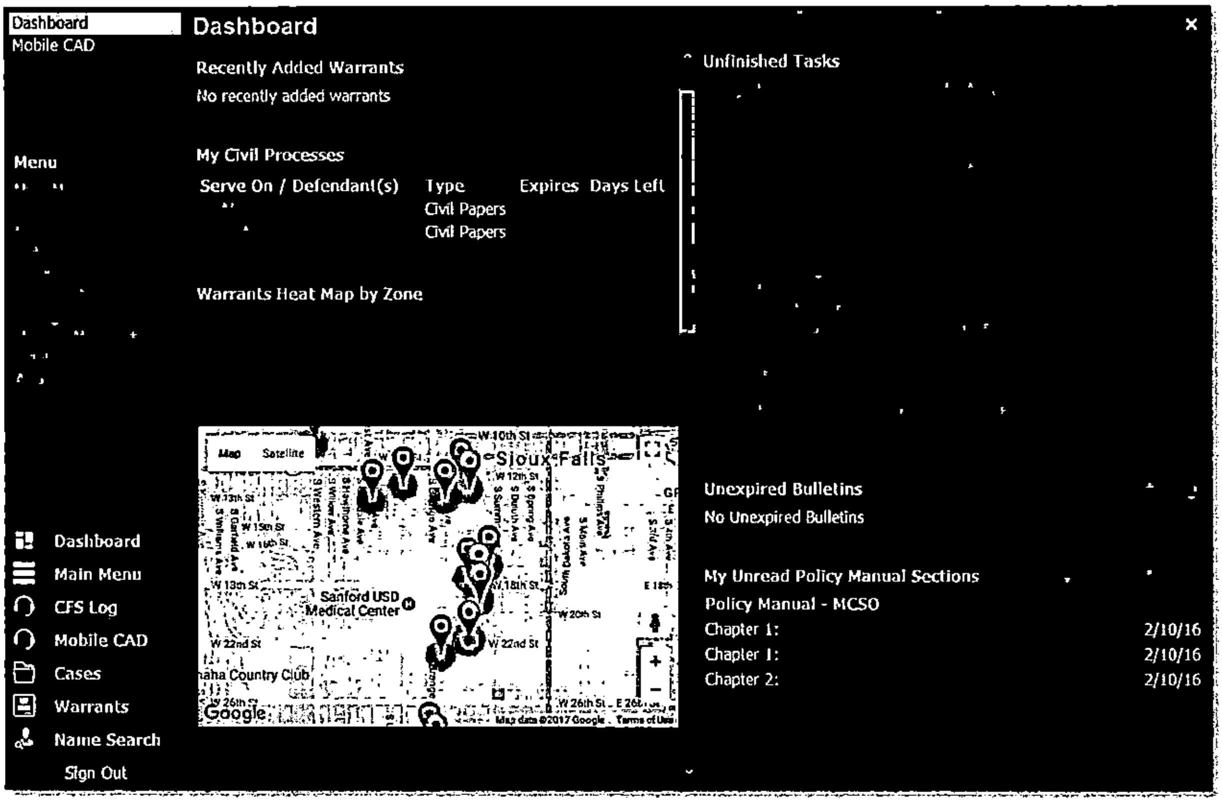
Cell Block All Cell Blocks - MCSO - All Facilities
Date 11/15/2017 17:31
Added By A8 - Campbell, Louis
Subtype
Head Count Segments

Location	# Expected	# Found	# Missing
A	9	0	9
B	8	0	8
C	11	0	11
D	5	0	5
E	2	0	2
Intake	1	0	1

STREAMLINE DATA. Zuercher Jail integrates with records management to streamline the data flow from case reporting to booking and minimizes redundant data entry. Case arrest form data populates booking forms, and case narratives can be used to generate an explanation of probable cause. Inmates can be booked directly off of case reports and warrant records, eliminating any double-entry of data and allowing for seamless flow between departments as an incident is handled.

Mobile (Core)

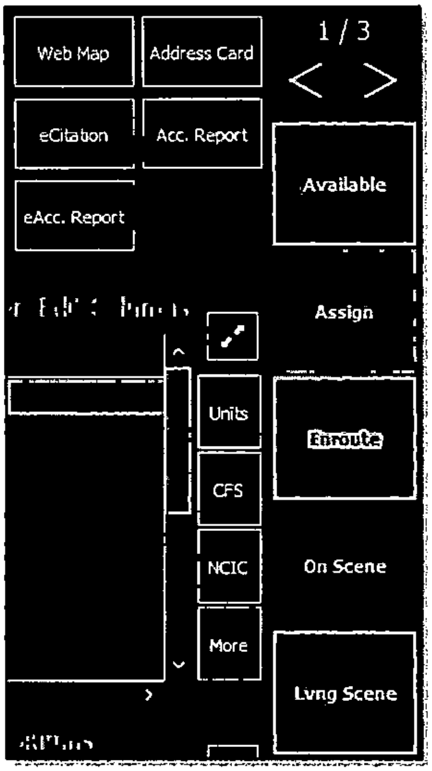
TAKE ZUERCHER SUITE ON THE ROAD. Zuercher Mobile brings together all the features found at the core of Zuercher Suite and packages them in an application built with mobility in mind. Users can access case reports, serve civil papers, monitor and respond to CAD calls for service, and interact with all of the same data found in the desktop version of the software. Zuercher's powerful user tools allow each officer to customize their dashboard, showing only the information important to them. Mobile works around the needs of police officers, firefighters, or EMS units, displaying the information important to their role. There's no double-entry of data required, nor is there ever a concern about users in the field not having access to critical officer safety information; because of Zuercher Suite's single-database architecture, Mobile users see the exact same information as everyone else.



CONSTRUCTED FOR MOBILE UNIT HARDWARE. Mobile units in the public safety industry tend to be unwieldy and cumbersome. For this reason, Zuercher has put time and effort into– ensuring that Zuercher Mobile is a user-friendly application built with customization, visibility, and usability in mind. Mobile includes touch-screen oriented functionality, day and night modes, color-coded displays, flexible screen layout, and button customization, all of which helps to ensure that every mobile user is as efficient and comfortable as possible, regardless of their discipline. Gone are the days of an officer needing to save the writing of reports for after his shift; with Zuercher Mobile, that report can be comfortably written in the field with no loss of function.

Mobile CAD

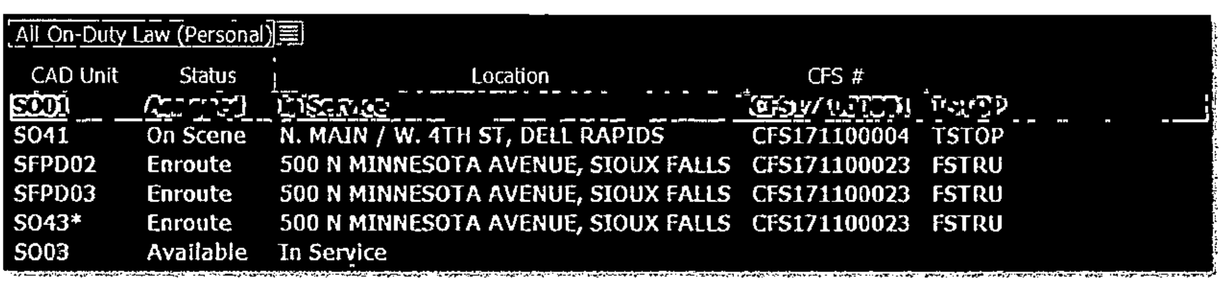
FULL POWER BROUGHT TO THE FIELD. Mobile CAD dramatically improves agency efficiency by enabling silent dispatch and putting powerful Zuercher Suite functionality into the hands of the people who need it most. Mobile CAD works with the desktop CAD to create a streamlined dispatch workflow. The mobile units stay synchronized with Zuercher Suite servers so that mobile users are always up-to-date with call assignments, including call details, location information, and safety alerts. Thanks to Zuercher's single-database architecture, Mobile users see the same alerts, the same names and vehicles, and the same information as the rest of the users in the system, even those back at the station or in dispatch. Mobile CAD users can update their statuses with the touch of a button, enabling dispatchers to closely monitor officer activity. Because all of this can be done without a single call over the radio, Mobile CAD enables silent dispatch, freeing up dispatch personnel and shaving valuable seconds off unit response times.



IMPROVE VISIBILITY AND RESPONSIVENESS. Mobile CAD is packed with features that contribute to efficient, silent dispatch. The instant messaging feature provides a means of rapid radio-free communication between dispatchers and mobile units. When assigned to a call, a unit's Mobile CAD window changes, displaying their status, basic information about the assigned CFS, and useful links for record creation. AVL and mapping integration helps units get to incidents quickly and keeps dispatchers better informed of unit movements. Mobile users can even run NCIC and state queries, enabling them to quickly check driver's licenses and vehicle registrations. Fully configurable NCIC audio alerts quickly let the officer know when a query returns a positive hit on a wanted person, a stolen vehicle, or any other kind of important NCIC alert.

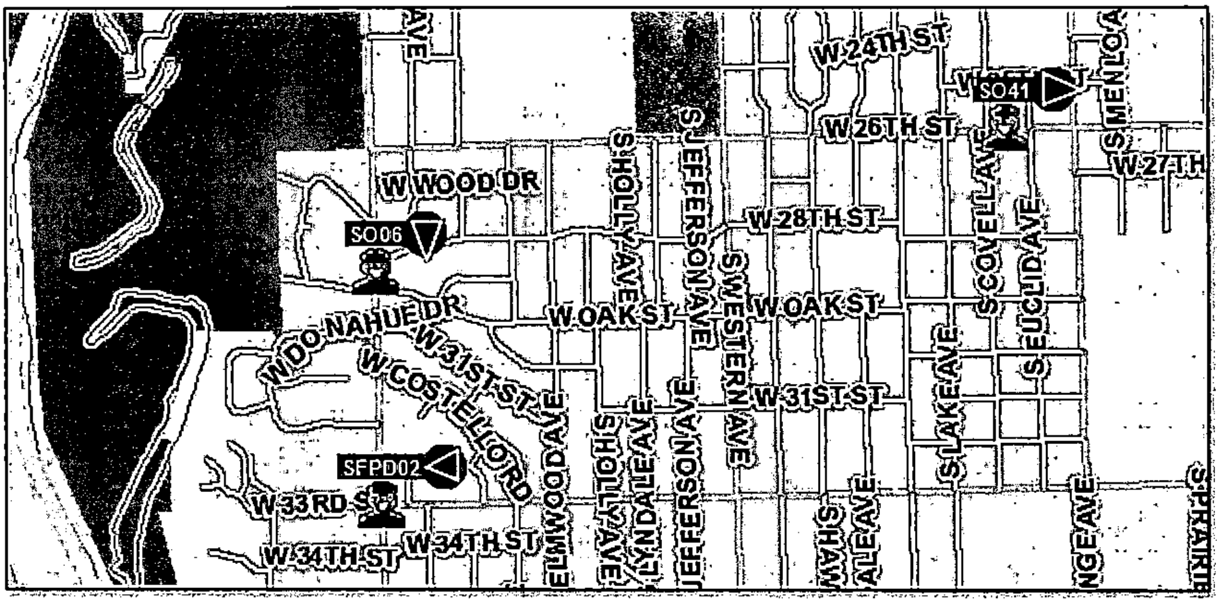
Notifications tied to master records (names, locations, or vehicles) appear on the CFS responder screen. This helps alert them to active warrants, sex offenders, and any other issues related to officer safety that may impact how a CFS is handled.

CUSTOMIZE THE LOOK AND FEEL. Configurable notification settings allow users to control how they are notified of important events: new call assignments, instant messages, query returns, bulletins, and more. Users can choose to receive visible and/or audible alerts, or set the Mobile program to come to the front of any other programs they might have running when these events happen. The touch screen functionality, day and night modes, color-coded displays, flexible screen layout, and button customization all ensure that mobile users are as efficient as possible.

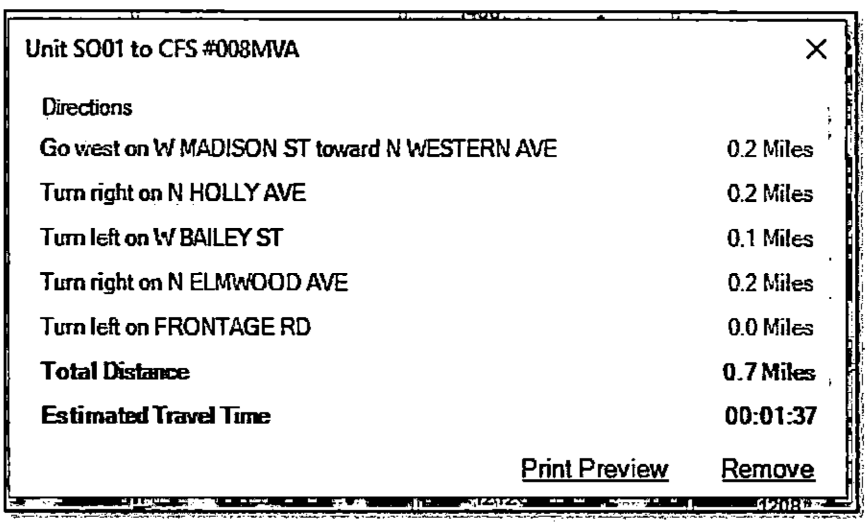


Mobile Mapping

FULL MAPPING FUNCTIONALITY. The Zuercher Mobile map brings the same map used by dispatchers to the mobile units. Users are able to view map layers, view themselves and other units on the map (if so equipped), look up addresses, route to a CFS or other marker, and otherwise stay current with where things are happening throughout the map. As with the desktop map, the mobile map is completely integrated with CAD functionality. Information on the map updates as dispatch or other mobile users enter that data into CAD.

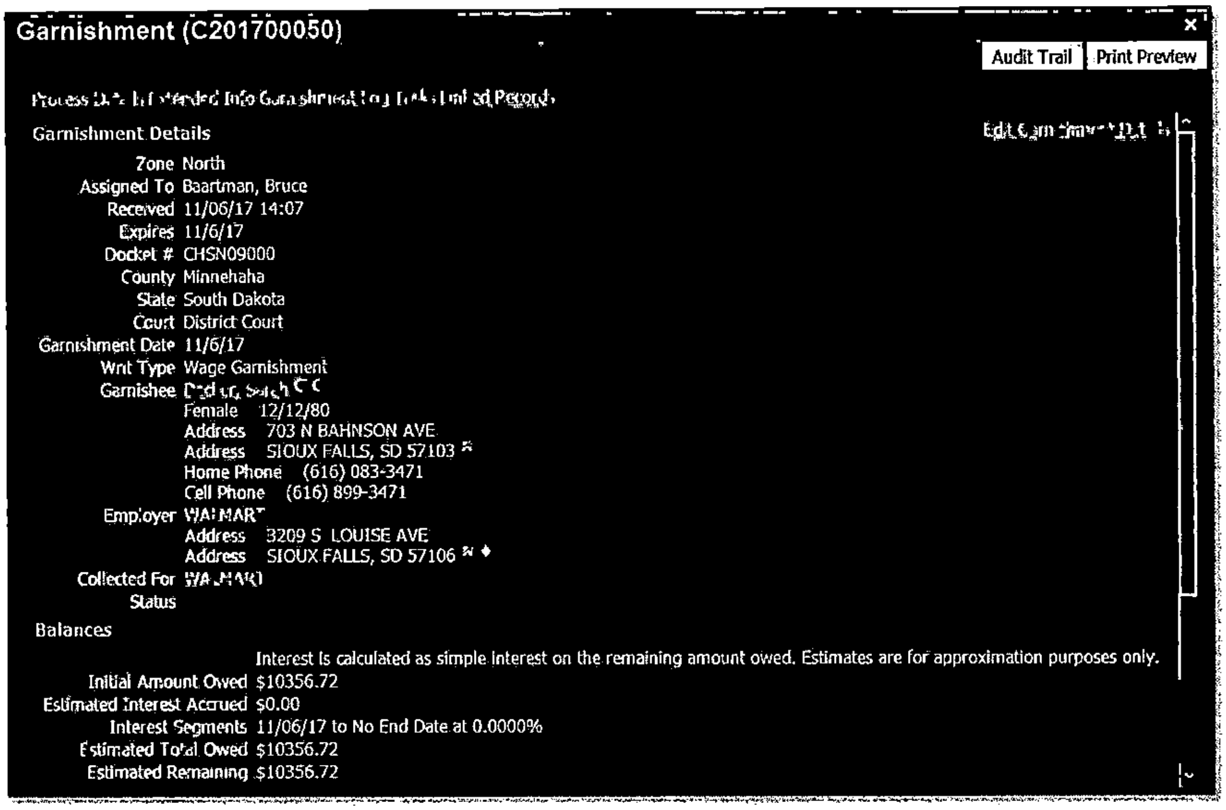


FEATURES BUILT FOR MOBILE USERS. Mobile users can view calls for service, unit positions, and other key markers such as barriers and road closures. Map tools are included, making it easy for users to get more out of their maps with easy access features such as zoom, measure distance, find an object, and more. Users can bookmark commonly viewed map locations, which can quickly jump the map to that saved view after just a few clicks. Responders receive efficient routes to calls for service; the system even intelligently generates routes around road closures and other barriers so that responders can arrive on scene as quickly as possible.



Mobile Civil

SAVE TIME AND ELIMINATE PAPER. Bringing Civil to Mobile simplifies the process of serving papers. It allows deputies to quickly look up and enter information from the mobile unit (and even print out papers if so equipped) rather than requiring them to use the phone, radio, or even return to the department. Coupled with Mobile's powerful silent dispatch abilities, Civil empowers users in the field to handle civil process service from start to finish, and even enables them to generate their own CFS records, if the agency wishes.



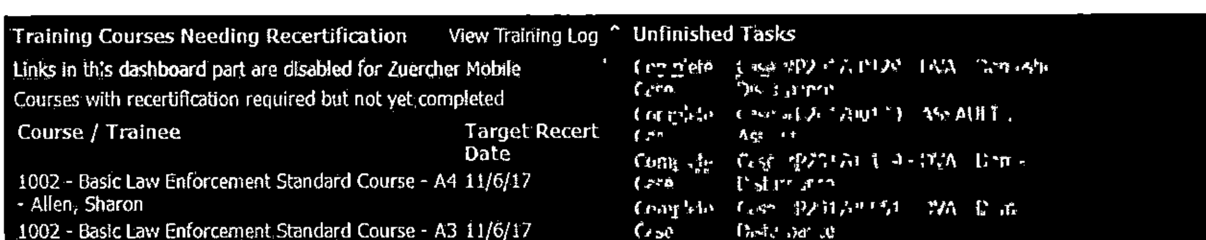
ONE DATABASE. Mobile Civil users see the same name, address, and vehicle information as every other Zuercher Suite user. This means that a civil officer out to serve a paper can see the active warrant on a master name record, or see the officer safety alert on the address they're about to serve a paper at. This informs the officers in the field, helps keep them safer, and makes for a more efficient and more visible civil process service workflow.

Mobile Records

THE POWER OF RECORDS BROUGHT TO THE ROAD. Mobile users can have access to much more than just dispatch information. Integration with Records puts name, address, vehicle, case, warrant, and other records at their fingertips, and they can run Records queries to find the information they need right there in the field. Mobile users can write and/or approve case reports in their vehicles instead of returning to the agency. Users can even access the Administration module from Mobile, granting supervisors the ability to manage the fleet, equipment, purchase requisitions, and other Administration features, all without leaving their vehicle.

EFFICIENCY AND CONFIGURABILITY. Mobile Records puts all the case reporting functionality of Records in squad vehicles, keeping officers out in the community and ready to respond. Officers can write narratives while events are fresh in their minds, or upload audio interview files and digital photos in their vehicles. Those units can have their reports approved minutes later by a supervisor on another mobile unit or forwarded to an investigative department. This function eliminates pileups of reports waiting to be written or reviewed and enables everyone in the field to stay in the field longer. With Mobile Records, agencies can put more time and effort into the most important part of their job: keeping people safe.

CRITICAL INFORMATION BROUGHT TO THE FIELD. Mobile units synchronize with agency servers, keeping their users apprised of the latest information. If a master name record is updated with a new address in CAD or if the Civil section adds an officer safety alert, everyone in the field automatically has access to that information. Mobile users can keep working if they go out of range; any new data is automatically synchronized when the connection is re-established. The dashboard displays key alerts and information as users log in. These dashboards can be configured on a per-user basis, or standard templates can be configured by agency administration.



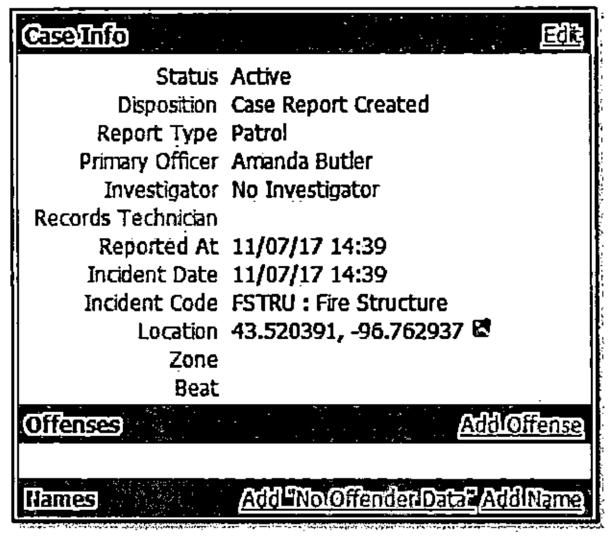
Personnel (Core)

USER MANAGEMENT MADE SMART AND EASY. Personnel offers a single log for all pertinent data on each employee or user. The agency has a central location to track demographic information, photos, and other attachments on each record. Personnel records may include extensive information about users, including photographs, skills, and specialties. All of the data in Personnel may be out put in a variety of formats (and even scheduled to run on a periodic basis) using the built-in Zuercher Reporting functionality.

Jail - Access
Jail - Admin
Jail - Advanced Inmate Bank Invoices - Edit
Jail - Advanced Inmate Bank Invoices - Open
Jail - Allow All Cell Blocks
Jail - Approve Inmate Classification Forms
Jail - Approve Inmate Disciplinary Actions
Jail - Approve Inmate Sentence Calculation
Jail - Approve Jail Incident Reports
Jail - Bond Payments - Edit
Jail - Bond Payments - Open
Jail - Bond Payments - Remove

MANAGE AND TRACK SYSTEM ACCESS. Agency administrators will use Personnel to manage permissions and user access throughout Zuercher Suite for both individual users and groups. The system generates permission audit reports to show a user's type and level of access to each uniquely managed form or section of the system. All of this information is available via Zuercher Reporting should an agency wish to export and review access or audit their permission assignments.

RECORDS MANAGEMENT WITH USERS IN MIND. Zuercher Records is a records management system that consolidates and automates records processing for public safety agencies. It organizes everything from case reports, to warrants, to sex offender data in an easy-to-use fashion. Just like everything in Zuercher Suite, Records is a part of one database, designed from the ground up with every user in mind. Everything is linked together, everything can be found with a search, and everything can be exposed in a report.



STREAMLINE THE PROCESS. Records provides a smooth workflow for case reporting and approval. Case information is pulled from associated name, location, and vehicle records in CAD, eliminating the need for duplicate data entry. The involvement wizard walks users through the process of matching offenders, suspects, victims, and witnesses to the appropriate offenses. Users can stay organized by attaching narratives, citations, search warrants, and evidence directly to their case reports. Custom Forms allow an agency to add specialized forms to their reports specific to them, which can be built directly into the requirements of each case report type. When a report is finished, submitting it for approval is as easy as a few clicks, and the approval flow is just as simple. A process that used to take hours or days takes only minutes with Zuercher Records.

"The reviewing of reports has trimmed down dramatically. **The whole process might take 10 minutes for me to review, find a mistake, kick it back to them.** They're sitting at their computer, get the message, fix the mistake, and send it back to me."

Lt. Ryan Dantin
Lafourche Parish Sheriff's Office, LA

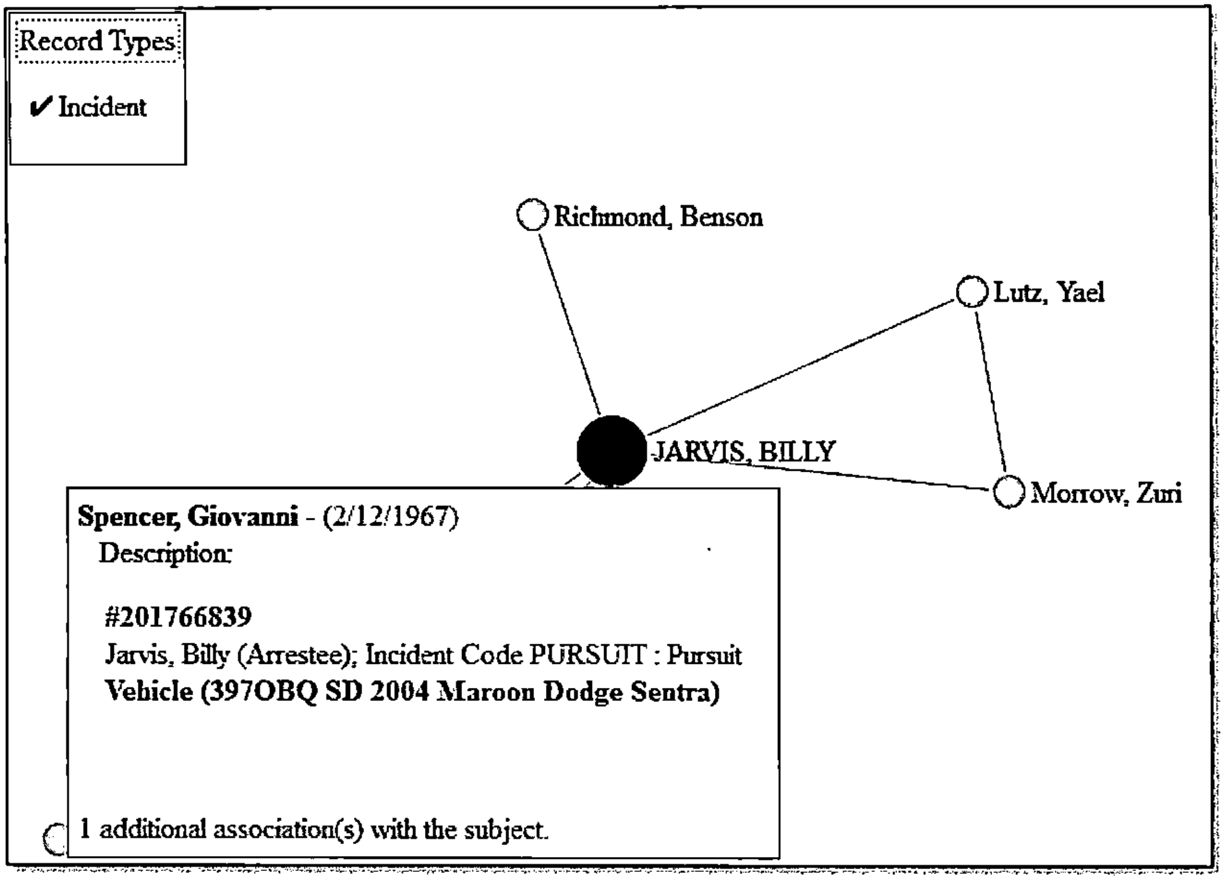
CUSTOMIZE WORKFLOW. Every agency has a different process for report approval. Zuercher understands this, which is why Records includes a customizable workflow process that can be built around agencies of any size. Supervisors have easy access to the reports written by their staff, including the ability to approve or reject individual pieces of a report or bulk sections of it. Notifications are baked directly into the system and can be customized to be sent as instant messages, emails, or a text message.

MORE THAN JUST CASE REPORTS. In addition to case report management, Records features comprehensive property and evidence tracking, including a detailed chain of custody log and fully customizable property locations and actions. Records also logs and tracks warrants, sex offender data, pistol permit information, bicycle registrations, and much more. All of these various record types are linked to their associated master records, allowing for easy data sharing between different sections or departments. Records enables agencies of any size and complexity to manage all of their data in one centralized, easy-to-search system.

MANAGE INVESTIGATIONS FROM START TO FINISH. Records includes integrated tracking for investigative leads, field identifications, and even a separate Intelligence Cases section for reports of a sensitive nature. These additional investigative utilities link back to every associated master record, offering an unprecedented level of transparency and data history for every entry while simultaneously allowing an agency to limit or block access where appropriate.

Records (Core + Advanced) (continued)

MASTER NAMES, ADDRESSES, AND VEHICLES. Master records are the backbone of Zuercher Records – perhaps even Zuercher Suite overall. Because of the unique single-database software design, every record need only be entered and updated once – no duplicate data and no double-entry. A master name shows every type of activity a name can be used for in Zuercher Suite – the caller on a CFS, the defendant on a warrant, or even a jail custody record. Links to other records can be visualized with the integrated Link Analysis tool, built right into every master name.

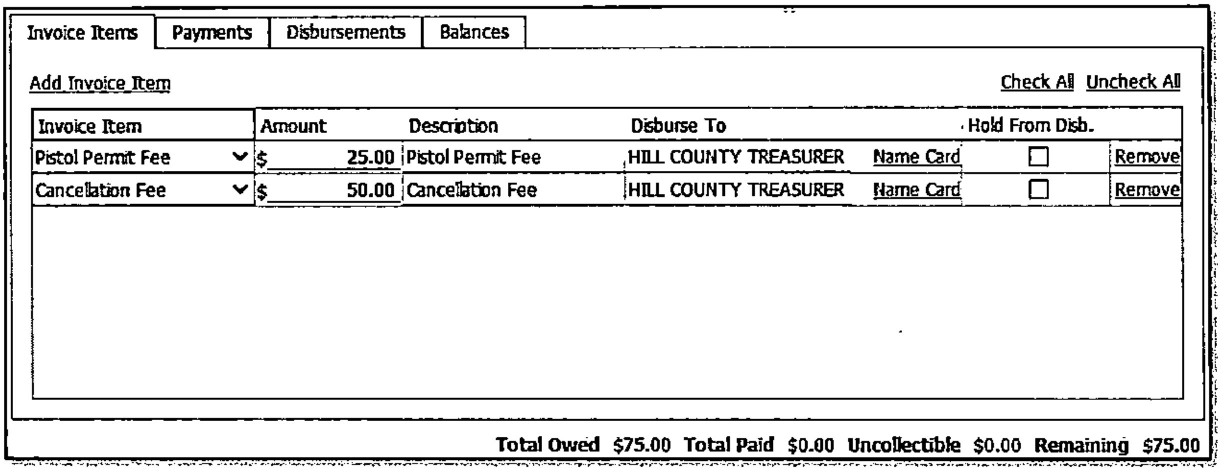


CASE REPORT MANAGEMENT. Records includes a comprehensive case report management system for full-spectrum tracking of every incident. Customizable report types allow the agency to configure unique form requirements, permissions, and workflow. Specific form requirements can be specified on every incident type, allowing for the unique forms that agencies often maintain to be added on only the cases that need them. A validation and error checking tool allows for live integration with an agency's state reporting system, enabling every officer to validate their reports and fix any errors, even from a mobile.

WARRANTS. Records also includes a warrant tracking system. Zuercher Warrants uses the same master name information as the case report, meaning users never need to enter data multiple times. If a warrant is generated and a suspect is arrested using that record, the charges can be imported into the case report with just a few clicks. Warrant alerts are generated automatically on name, address, and vehicle records, displaying immediately anywhere else in the software that a master record is displayed. Warrants integrates tightly with Zuercher Jail, allowing a user to automatically book an individual off of an outstanding warrant, auto-filling all demographic and offense information available.

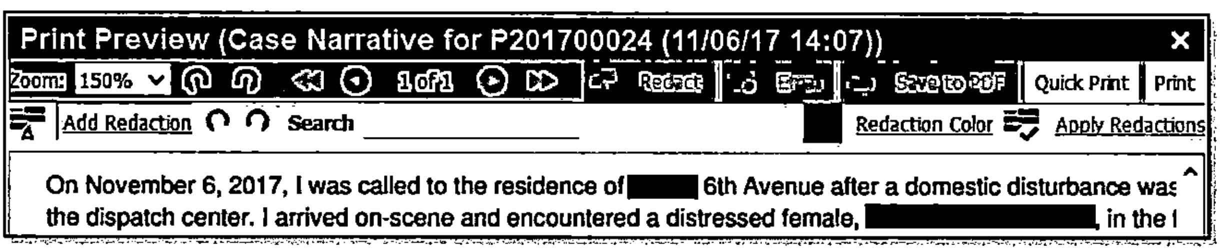
Records (Core + Advanced) (continued)

PARKING TICKETS, CITATIONS, AND WARNINGS. Administrative functions like the tracking of citations, warnings, and parking tickets is also possible in Zuercher Records. Master records build an even tighter web of information on every individual. Outstanding tickets and citations can become warrants, allowing agencies to automate the process of tracking fines and ensure that these fees are paid or enforced appropriately.



Tight integration with Zuercher Financial means that tracking finances on citations and parking tickets has never been easier. Agencies can enter these records and immediately create invoice records in Financial, configuring fines and fees based on the charge on the core record. Users can track payments and disbursements on each record.

SEALING, EXPUNGEMENT, AND REDACTION. Every record has a lifespan. Zuercher's built-in tools for sealing, expungement, and redaction allow an agency to limit access to data as much or as little as needed. Printouts can be redacted directly from Zuercher Suite and saved as external files, emailed, or physically printed in that state. Records of a sensitive nature can be sealed, allowing agencies to restrict access to specific users or groups. Automatic expungement periods can also be specified, allowing agencies to actively follow their local expungement guidelines without constant manual review of their data.



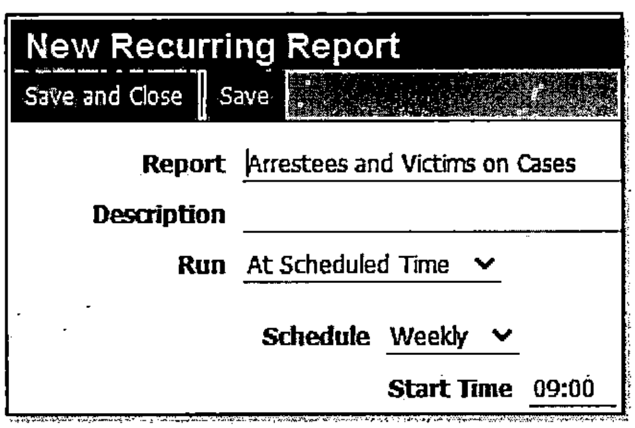
TRACK EVERYTHING. Records can also be used to track Pistol Permits, Bicycle Registrations, and Sex Offenders. All of these record types function just like everything else in Zuercher, using master records and generating alerts where appropriate. Because of this, dispatchers and officers in the field automatically know if the suspect involved in an incident is a sex offender, or who the bike they found is registered to. Need to enter a pistol permit record after a case report is complete? Do so with just a few keystrokes. Records is designed to enable agencies to track as much information as possible and expose this information to as many people as they want or need to.

Reporting

AN INTEGRATED REPORT GENERATOR. Reporting is the user-friendly, built-in report generator for Zuercher Suite that is included at no additional charge. This tool eliminates the need to purchase additional report templates or run queries on agency data with separate software. Since Reporting integrates with the software, the information is current, correct, and does not need to be re-entered to build a report.

CFS Date/Time	CFS #	Codes
07/02/17 00:22	201755905	MVA
05/03/17 01:37	201734605	ELEC
07/15/17 02:21	201760875	BURGLARY
07/13/17 18:33	201760449	ASSAULT
07/09/17 15:53	201759171	ASSAULT
07/25/17 09:43	CFS1700002	
06/01/17 02:01	201744545	ELUDING
03/29/17 02:52	201724523	PERWANT
06/13/17 07:41	201750367	FAIRC
10/27/16 06:37	201632666	BACK
06/18/17 02:16	201751787	INTOX
07/17/17 01:12	201761727	BURGLARY
07/07/17 12:32	201758745	FBRUSH

PICK A FORMAT. The report builder's straightforward user interface allows report generation based on a user model rather than the actual physical model. This completely eliminates the need for users to understand concepts such as joins, primary keys, etc. To build a report template, users select the data elements, drag and drop fields on to the report, and apply custom filters. The report generator contains intuitive logic for standard calculations such as adding, averaging, and counting occurrences. Fonts and field names are adjustable. Reporting includes a set of pre-made templates but there is no limit to the number of custom report templates an agency can create or share. Use Reporting to build list-style reports, cross-tab style reports, charts, and graphs.

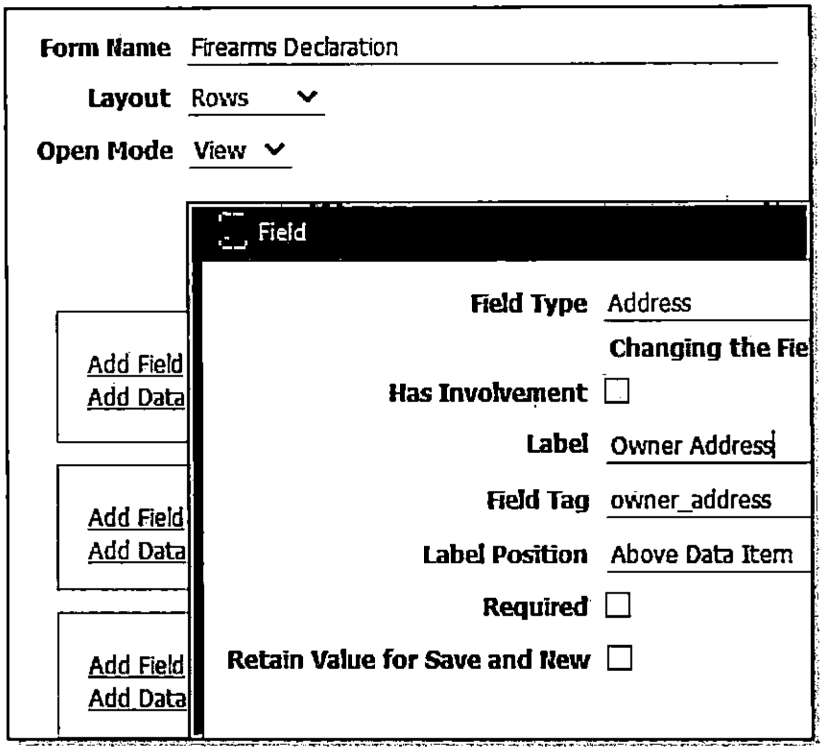


AUTOMATE AND SCHEDULE. Reports can be set to run on automated schedules, emailed, viewed as dashboard parts, exported, and printed. Information can also be exported to the Zuercher Portal via the integrated RESTful interface builder, allowing agencies to export data in CSV or XML format and use that data to build their own interfaces. With Reporting, agencies have access to all of their own up-to-date data to build the reports that fit their exact needs.

ACCESS AND EXPORT. Users specify the sharing setting for each report. They can choose to restrict access to specific individuals, or grant run-only or edit/run rights to designated people or user groups. The software can export reports to PDF or Excel files for easy data storage and sharing.

Custom Forms

BUILT-IN FORM GENERATOR. Zuercher Technologies offers a custom form generator at no additional cost as a standard part of Zuercher Suite. This tool allows agencies to create their own unique forms within the system and attach them to specific records in Zuercher Suite, keeping everything in an easily accessible, central location. Custom forms are available in a number of different modules; each location offers its own configuration and permission options, keeping the forms in the hands of those that use them.



ONE DATABASE. Name, address, and vehicle fields from custom forms are connected to each agency's master indices to reduce redundant data entry. The master indices are searched and existing information can be selected from the database. This also notifies staff of any alerts related to the master indices, like if a name is associated with a warrant or protection order. If the information being entered is new, it will update the master index so that it is immediately available in other parts of Zuercher Suite.

"The product has several things I had never seen before, such as custom forms. You can build this product to fit any agency. Most are cookie cutters that say, 'That's the way it is. Sorry.' **With Zuercher you can actually customize it to an agency."**

Captain Scott Martin
Lumpkin County Sheriff's Office, GA

When building the form, information from related files, such as case numbers or incident times, can also be pulled in automatically. Available information is displayed in a menu for each form type. Adding it to the form is as simple as clicking on the item in the menu. All data within custom forms is searchable and reportable. This makes finding needed information an effortless, efficient process. Instead of searching through paper files or trying to find the correct folder on a server, links and search capabilities make it easy to locate specific information. Data included in forms can also be used to create reports with Reporting, allowing agencies to easily generate statistics about the data captured in their forms and to use that data for whatever they may need.

UNLIMITED FIELDS AND DATA. Agencies can use an unlimited number of fields in different formats, such as free-form text or check boxes. Each field can be designated as required if it should be filled out before the form can be saved. A default value can be assigned for fields that are typically set in a similar manner. Agencies are able to name and format all fields and data elements so they can match existing procedures and terminology. Users can make use of already configured drop-down menus or create new custom drop-down menus on each of their forms.

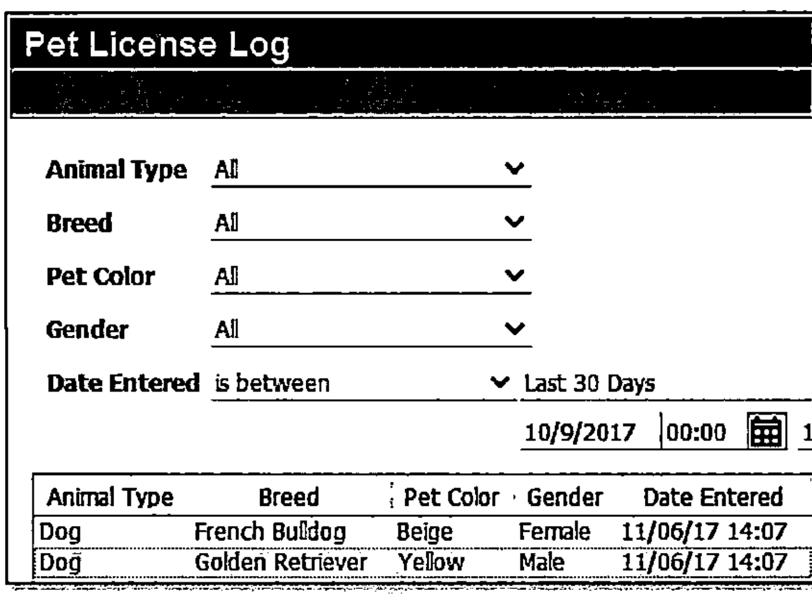
Custom Modules

NO MORE SPREADSHEETS. Like Custom Forms, Custom Modules give agencies the power to track whatever information they may need in an integrated part of Zuercher Suite. Agencies can eliminate paper logs and stand-alone spreadsheets by creating modules to fit their exact needs.

> "We're actually getting rid of the paper stuff. We're doing assessments with our staff to see what forms and spreadsheets they're using on a daily basis and **we're replacing them with Custom Modules."**
> *Rhonda Fairbanks*
> *Pennington County Sheriff's Office, SD*

Rather than being associated with a particular record type within the system (as is true for Custom Forms), Custom Modules can track anything an agency needs, such as burn permits, pet licenses, or boat licenses. Each of these records can also create involvements on master name, vehicle, and address records, adding to the power of the data within the system. Everything within each created module is customizable by the agency, from the log screen that displays information, to the drop-down menu items within the modules, to the templates used to print records. All data entered in Custom Modules is also available in Reporting for reports and statistical analysis.

INTEGRATION EQUALS ACCESSIBILITY. Custom modules are easy to access, because they're already in the system. They're easy to use, because they look and feel just like the rest of an agency's records. And they're secure, because they use the same fine-grained permission system to control who can view and edit the data. Information collected can be made part of the master name, vehicle, and address database. All data entered in Custom Modules is searchable.

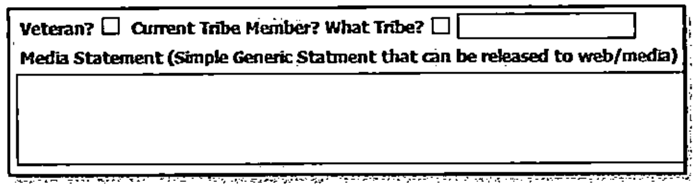


BUILT-IN FLEXIBILITY. An unlimited number of fields in different formats, such as free-form text or check boxes, can be included by the agency. Each field can be designated as required if it should be filled out before the form can be saved. Each field can receive a default value and can also be designated as required if it should be filled out before the form can be saved. Custom Modules can also include customized drop-down menus, free-form text, check boxes, or information blocks like names or addresses. Agencies can format how data displays in the log screen so that important details are quickly available for reference. All fields and data elements can be named and formatted to match existing procedures and terminology. Agencies can design custom print templates for each module.

MORE THAN JUST DATA COLLECTION. Everything entered in Custom Modules can be analyzed with Zuercher Reporting. Users can create recurring or ad-hoc reports, run a quick search on network issues reported in the last week, build a custom dashboard part, or set up a recurring report that can be emailed daily to specified recipients.

Custom Fields

FLEXIBILITY FOR EVERY AGENCY. Like Custom Forms and Custom Modules, the Custom Fields feature gives an agency the unparalleled ability to add and display Custom Fields on more than one hundred screens throughout Zuercher Suite. This makes the collection of additional data even easier by allowing information specific to an agency's needs to be entered directly on the records themselves.



MORE THAN JUST DATA COLLECTION. Everything entered in a Custom Field can be analyzed and displayed within Zuercher Reporting. This means that the specific tracking number used by an agency can be added to reports relevant to that group, allowing them to view that number, sort the report around it, and generally access the data in the same method as the rest of the information contained within Zuercher Suite. This makes the Custom Fields feature an invaluable option for agencies wishing to track specific information and display that information for later use.

A Public Safety Software Solution

Upshur County Sheriff's Office
Gilmer, TX

Implementation

Implementation Methodology

Zuercher Technologies uses a multi-phase approach to ensure a successful implementation for each client agency. Trained and experienced members of the Zuercher Technologies implementation team move through the process with each agency to ensure successful outcomes. The following reflects a general timeline that all Zuercher projects follow.

Kickoff Meeting	Upon contract signature, a kickoff meeting is scheduled to initiate the implementation process, including setting up a statement of work and server installations and scheduling the Business Practice Review (BPR).
Server Setup	Zuercher Technologies procures the Zuercher Suite servers. The Zuercher DevOps team sets them up in the Sioux Falls office, installing all necessary software and hardware. The servers are then shipped to the agency for installation and racking on-site.
BPR	During the Business Practice Review (BPR) meeting, the project implementation team works with the agency's project team to determine the contents of the Configuration Management Document (CMD). All product needs and requests are reviewed.
CMD	The project implementation team works with agency staff to build the Configuration Management Document (CMD), discussing how the software currently meets the needs of the agency or how Zuercher Technologies plans to develop additional functionality to meet any needs not already covered.
System Config	Zuercher Technologies trainers work with agency personnel to complete the planned configurations. In addition, Zuercher Technologies configures and tests interfaces and begins the data conversion process.
System Review	Once all of the items in the CMD have been completed, trainers from Zuercher Technologies spend a final session with the agency's project team to review any questions or concerns.
User Training	Zuercher provides hands-on software training with real scenarios and converted agency data. Class sizes are limited to ensure that each individual has sufficient time to practice using the system. When the Go Live date arrives, users are well-prepared to begin using the new software.
Go Live	Zuercher provides on-site support the day that the new system goes live. Any questions that arise are addressed immediately by the on-site team, ensuring that the first day using the new system goes smoothly.
System Acceptance	The agency reviews all aspects of the software, data conversion, and interfaces, and any concerns are documented by the project team. This list of action items is addressed before the agency officially accepts the system. At this point, Zuercher's Support team takes over the day-to-day needs of the agency.

Implementation Timeline

The following is an estimated implementation timeline. This timeline could change based on contract signing date and UCSO, Zuercher, and customer defined interface vendor availability.

December 1, 2018

- UCSO completes contract signing

December 7, 2018

- Zuercher Technologies initiates internal kickoff discussions

December 14, 2018

- Zuercher Technologies holds kickoff meeting with UCSO
- Zuercher Technologies and UCSO work on verifying Server Sizing Document
- Zuercher Technologies orders UCSO servers

January 9, 2019

- UCSO schedules interface discussions with third-party vendors
- Zuercher Technologies provides UCSO Server and Network Specifications for Zuercher hardware
- UCSO identifies Server and Network Specifications for Zuercher hardware

January 16, 2019

- UCSO provides completed and signed Server Specification Document
- UCSO provides completed and signed Network Specification Document

February 2019

- Zuercher Technologies begins system configuration with UCSO
- Zuercher Technologies completes server configuration
- Zuercher Technologies ships Zuercher installed servers to UCSO

March 2019

- UCSO installs Zuercher servers and confirms connectivity
- UCSO installs Zuercher Suite on computers

April 2019

- Zuercher Technologies attends Business Practice Review (BPR) at UCSO
- Zuercher Technologies continues system configuration with UCSO

May 2019

- Zuercher Technologies continues system configuration with UCSO

July 2019

- Zuercher Technologies completes system configuration with UCSO
- Zuercher Technologies begins data conversion activities

August 2019

- UCSO begins system review of Zuercher Suite
- Zuercher Technologies completes data conversion activities

September 2019

- Zuercher Technologies installs and test interfaces with UCSO and third-party vendors
- UCSO completes system review of Zuercher Suite

October 2019

- Zuercher Technologies completes interface testing
- Zuercher Technologies begins Zuercher Suite training sessions

November 2019

- Zuercher Technologies completes Zuercher Suite training sessions
- Zuercher Technologies and UCSO complete final review of Zuercher Suite software
- UCSO goes live with Zuercher Suite software

Post Go Live

- Identified interface and module implementation

Data Conversion Process

What makes Zuercher Technologies' data conversion process unique is that all conversions are performed before the Zuercher Suite system goes live, allowing agencies to train on their own data. This also means that legacy systems do not need to be kept running in parallel indefinitely after the Go Live, freeing up personnel and costs which are necessary to maintain those legacy systems for historical purposes.

The Project Manager reviews with the agency what data is important to convert and monitors the overall process to ensure timely completion. Agency personnel will be trained in building the necessary data maps to show how data from the old system should be placed into the new system. Zuercher Technologies' Data Conversion Analysts, based on these data maps, then write automated procedures that convert the data using a proprietary data conversion tool. Finally, the Data Conversion Analysts will work with the agency personnel to verify that data has been converted accurately. Because this is all done before the system goes live, any questions or challenges along the way can be addressed and solved, preventing avoidable downtime after implementation.

Zuercher Technologies has performed data conversions on legacy systems that ranged from those which had no internal referential integrity, to highly complex systems that required many different records to be linked or combined over the course of conversion. Along with converting the data stored within database or flat-file systems, Zuercher Technologies also migrates attached file objects (such as the digital evidence files which pertain to property/evidence records), ensuring that the files are correctly linked to the appropriate records within Zuercher Suite after the conversion.

The key to any successful conversion process is constant, close interaction with the agency personnel to ensure that the Data Conversion Analysts are not making assumptions about the data, but are following the path defined by the agency personnel who are most familiar with the data being converted.

Post-Contract Signing/Project Implementation Process

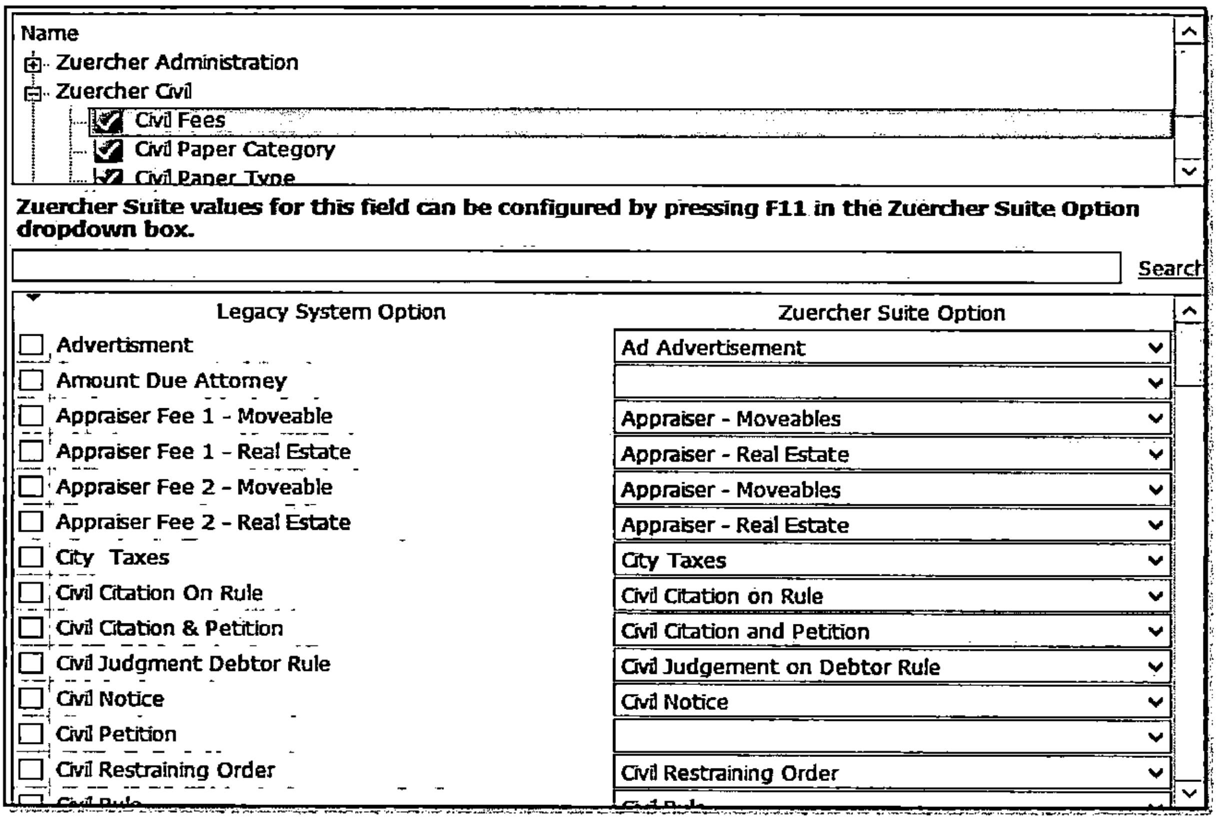
1. Source database(s) are reviewed and relevant tables are prepared for extraction.
2. A specific roadmap is designed to handle the movement of data out of the old database into the Zuercher Suite tables.
3. Sample conversions are completed on the training system.
   a. The existing Zuercher Suite training database is deleted.
   b. A copy of the production Zuercher Suite database is moved to the training system.
   c. The newly copied training database is cleared of all non-configuration data.
   d. If available, the UCSO provides a fresh cut of its legacy database(s).
   e. The conversion roadmap is run against the training database.
   f. At the UCSO's direction, the Data Conversion Analyst makes changes to the roadmap. The next time conversion is run, it reflects the requested changes. The UCSO's involvement and feedback step is critical because it will guide the final conversion.
4. When the conversion roadmap is complete and Go Live arrives, the UCSO will supply the last cut of data from the legacy database(s).
5. The production database is cleared of all non-configuration data.
6. The conversion roadmap is processed against the final cut of legacy data.

Data Conversion Process (continued)

DATA COPIES. The UCSO will need to provide existing system(s) data for conversion several times throughout the project.

1. Contract – Review of data during contracting to make sure data is in a format Zuercher Technologies can convert.
2. Execution – Zuercher will require data 3-5 times during the execution of the project.
3. Prior to Training – This will allow the training to be performed with the most recent data.
4. At Go Live – This will be what is used for Go Live.

SPECIFICATIONS. The UCSO will work with their Data Conversion Analyst to complete Data Conversion Specifications documents. These documents detail specific items for conversion and will serve as the scope of Data Conversion, including a list of products the agency purchased for data conversion and areas that can be selected within those products to be converted.



MAPPINGS. The agency will be required to map data conversion items from the current database tables to the new Zuercher Suite configuration tables. This task is performed in Zuercher Suite.

Data Conversion Process (continued)

CONVERSION ITERATIONS. There will be several iterations (6-10) of data conversion by the Zuercher Data Conversion Analyst. This process will take several months to complete. Once the conversion has progressed past the initial state, conversion will occur on the Training Server. Before each conversion iteration, Zuercher will copy the Production Database to the Training Server.

1. Initial Conversion for each product
   a. Takes several months for the Data Conversion Analyst to complete.
2. Fixes for Agency Reported Issues
   a. After the initial conversion is complete for each module, it is important to deliver weekly fixes based on the issues reported by the UCSO.
3. Prior to Training
   a. It is important to convert the final approved data conversion on the Training Server so that current data will be used during Training the UCSO staff.
   b. The Data Conversion Verification document must be signed prior to training.

REVIEW ITERATIONS. The UCSO Data Conversion Team performs several iterations of data conversion review using the Training Server environment. This process is expected to run in parallel with the data conversion. Conversion review will occur on the Training Server. Before each review iteration, Zuercher will copy the Production Database to the Training Server.

1. Initial Review for each Product
   a. It is required that once initial conversion is completed, the UCSO reports back within 5 business days regarding issues that need to be fixed in next conversion.
2. Fixes for Agency Reported Issues
   a. After the initial conversion is complete for each product, it is important to deliver weekly fixes based on the issues reported by the UCSO. The UCSO must report new issues within 2 business days to Zuercher.
3. Prior to Training
   a. It is important to convert the final approved data conversion on the Training Server so that current data will be used during training the UCSO staff.
   b. The Data Conversion Verification document is signed off prior to training. The agency project manager will need to verify with the UCSO build team that conversion has been verified and document can be signed.

VERIFICATION. The UCSO will be provided a Data Conversion Verification document which lists the conversion data based on the scope of the conversion that was agreed upon in the Data Conversion Specifications document. This document states there are no more tweaks required for the conversion and that the latest (most recent) conversion script is to be used for Go Live.

GO LIVE. A final cut of data will be provided for Go Live. After the UCSO is live with Zuercher Suite and has progressed through system acceptance, no additional data fixes of the converted data will be performed.

Training

Zuercher offers several options for end-user training. All of the training options provide hands-on use of the software with real-world examples. This means that when the Go Live date arrives, users are well-prepared to begin using the new software. The training plan will be customized for each project, taking into consideration the Zuercher Suite products and modules which are part of the project, included interfaces, the agencies and facilities involved, and many more factors.

All Zuercher training sessions are led by Business Analysts or Training Specialists. Analysts and Training Specialists have thorough software and industry knowledge specific to the agency (after having previously completed the detailed walkthrough which is part of the Business Practice Review). Zuercher will create and print agency-specific quick reference guide documents which highlight each agency's unique configuration. These documents are also available in electronic format.

Before the actual training at the end of implementation, and after the Business Practice Review, Zuercher will provide several remote training/configuration sessions with a small build team from the agency to help configure the Zuercher Suite software.

As noted, the specific training for a group of trainees is determined by working with the agency with regard to roles and responsibilities to ensure that users get the necessary training.

Sample Training Plan

Training Requirements

The following items are required for successful training:

Trainer Resources	Trainee Resources

• One computer with a network connection
• Most recent Zuercher Suite version installed and tested
  o Zuercher Mapping installed and tested
• Conference Room or Training Room (preferred)
• Projectors and screens set up and tested
  o Non CAD – one projector and screen
  o CAD – two projectors and two screens
• Podium or desk for trainer
	• Computers with network connections
	  o Non CAD – minimum of one monitor
	  o CAD – minimum of two monitors
	• Most recent Zuercher Suite Version installed at each workstation
	  o Zuercher Mapping installed and tested
	  o Tested user login for each trainee
	  o Third-party devices connected and tested

Additionally, every training class should have the following:

- Supervisor or Build Team member present for policy questions
- No more than two trainees at each workstation

Zuercher Suite Training Session Descriptions

The following sections provide a summary of each training session offered for Zuercher Suite. Each training session contains a detailed description, topics, recommended time, location, requirements, and recommended attendees. Zuercher uses scenario based training style, meaning the project team will be asking the agency to provide real life scenarios for each training session.

CAD and Mapping

The CAD and Mapping training session prepares users to efficiently handle any Call for Service (CFS) from start to finish. Staff will learn how to create a new CFS, configure CAD windows, and use the command line to quickly update units and calls or run NCIC queries. The scenarios will teach users how to manage unit statuses, calls, send pages, and assign recommended units to calls seamlessly. The course will cover how to search, create, and add alerts to names, vehicles, and addresses.

If the agency purchased Zuercher Mapping, then Mapping features will be demonstrated and the training will focus on how to navigate, route, and search map layers.

For agencies using Mobile CAD, Zuercher offers a combined 2-hour CAD and Mobile CAD scenario based training session where communications and law enforcement can practice real life scenarios together.

Standard Topics
• CFS Log • CAD Window Configuration • Command Line vs. Point and Click • New CFS • New Traffic Stop or Officer Initiated • ANI/ALI • Unit Recommendation • Shortcuts and Hotkeys • Master Searches • Tow Log • Bulletins • CAD Command Log • Location Alerts • Alarm Billing • Scheduled Calls

Optional Topics
• Zuercher Mapping • AVL and AVL Playback • Other Records (Warrants, Citations, etc.) • NCIC

Class Requirements
Time: 6 hours. **Location:** Onsite prior to Go Live. **Agency to provide:** • Two-monitor workstations • Mapping installed, if purchased • Scenarios **Attendees:** Communications staff, supervisors.

Mobile CAD and Mobile Records

The Mobile CAD and Records training session covers Mobile CAD, Mobile Records, eCitations, Accident Reporting, Civil, and Fleet Management. Staff will learn to locate names, vehicles, address history, run NCIC queries, and customize the Mobile CAD screen. The scenarios will teach users how to update statuses, respond to calls, create cases, and send cases for approval. If an agency purchased the Zuercher Suite eCitations or Accident Reporting feature, then Zuercher will demonstrate how to create, print, upload, and import the records.

Mapping features are demonstrated during CAD and Mobile CAD training session and the training will focus on how to navigate, route, and search map layers.

For agencies using CAD, Zuercher offers a combined 2-hour CAD and Mobile CAD scenario based training session where communications and law enforcement can practice real life scenarios together.

Standard Topics
• Mobile CAD Configuration • Response View • Officer Initiated • Traffic Stop • Case Reports • Shortcuts and Hotkeys • Dashboard • Master Searches • Equipment (DL Swipe, GPS, Printer, etc.) • Other Mobile Records

Optional Topics
• Zuercher Mapping • AVL and AVL Playback • eCitations • Accident Reporting • NCIC

Class Requirements
Time: 4 hours. **Location:** Onsite prior to Go Live. **Agency to provide:** • Equipment installed • Mapping installed, if purchased • Scenarios **Attendees:** Law Enforcement staff and supervisors.

CAD and Mobile CAD Scenarios

The CAD and Mobile CAD scenario sessions allows the communications and law enforcement staff to learn firsthand the connection of CAD and Mobile CAD by practicing real life scenarios together. Staff will create calls for service, assign units, and respond to calls in the same training session.

Standard Topics
• CAD and Mobile CAD Interaction • CFS, NCIC, and Case Report Scenarios

Class Requirements
Time: 6 hours. **Location:** Onsite prior to Go Live. **Agency to provide:** • Two-monitor workstations • Mapping installed, if purchased • Scenarios **Attendees:** Communications and Law Enforcement staff.

Records (Desktop)

The Records training session covers a variety of topics within the Zuercher Suite records module but focuses heavily on the case report and how different departments use it. Staff will learn how to search, create, add information, and edit case reports. The Records training can also be divided into specific sessions for CID, Attorneys, Supervisors, Command Staff, and Records Management, or by specific topics such as Warrants, Sex Offenders, Pistol Permits, and Protection Orders.

Standard Topics
• Case Reports • Investigative Leads • Property and Evidence • Citations and Warnings • Field Identification • Warrants • Protection Orders • Bicycle Registration • Parking Ticket • Pistol Permit • Triple I • Pawn Property • Sex Offender • State Reporting • Custom Forms

Optional Topics
• Intelligence Module • eCitations • Accident Reporting • NCIC

Class Requirements
Time: 2 hours. **Location:** Remote or onsite prior to Go Live. **Agency to provide:** • Sessions divided by training topics, job function, and/or department • Scenarios **Attendees:** Non-mobile records users.

Property and Evidence Management

The Property and Evidence Management training session prepares staff for tracking all property and evidence from temporary storage to release. The session includes tracking the disposition of items, reminders for disposal, and the chain of custody log. If an agency purchased the Extend solution, custodian management pieces and digital signatures on the tablet will also be covered.

Standard Topics
• Searching, adding, editing, and managing property • CFS, NCIC, and Case Report Scenarios

Class Requirements
Time: 2 hours. **Location:** Remote or onsite prior to Go Live. **Agency to provide:** • Two-monitor workstations • Mapping installed, if purchased • Scenarios **Attendees:** Evidence technicians, supervisors.

State Reporting

The State Reporting scenario training provides an overview on how to view and address state reporting errors on case reports. Staff will walk through several case report scenarios which require users to enter specific information before submitting to the state reporting repository. The training will prepare users for the post Go Live state reporting certification process.

Class Requirements
Time: 2 hours.
Location: Remote or onsite prior to Go Live.
Agency to provide: • Users who have attended Records training
Attendees: Individuals submitting NIBRS/UCR information to the State Repository.

Investigations, Intel, and Investigative Leads (Desktop)

The Investigations, Intel, and Investigative Leads training session covers how an investigations team will create and manage their cases. It includes topics such as creating, editing, searching, and sending for final approval. Users will learn how to add evidence, narratives, and recordings by using scenarios provided by the agency. If users elect to use the Intel and Investigative Leads modules, then Zuercher will provide extra time to learn how to use those features.

Standard Topics
• Case Reports • Intelligence Module • Investigative Leads • Case Approval

Class Requirements
Time: 2 hours.
Location: Remote or onsite prior to Go Live.
Agency to provide: • Users who have attended Records training
Attendees: Investigations or CID.

Records Administrators and Case Workflow (Desktop)

This Administrators and Case Workflow training sessions focus on case report management, including editing, printing, and approving case reports. Creating a case report will not be covered, so administrative users will want to attend the Mobile Records and/or Records training sessions in conjunction with this.

Standard Topics
• Editing, reviewing, and printing case reports • Case Approval

Class Requirements
Time: 2 hours.
Location: Remote or onsite prior to Go Live.
Agency to provide: • Users who have attended Records or Mobile Records training
Attendees: Command staff, administrators, case approvers.

Reporting

This Reporting training session outlines the simple and straightforward process to create reports and does not require SQL experience. The session demonstrates how filters, sorting, and grouping can be applied to display the data as desired. Users will learn how to create custom dashboard parts to display information relevant to an agency's day-to-day activities on the dashboard. Based on the reports, users will be able to create charts, graphs, and heat maps.

Standard Topics	Class Requirements
• List-style Reports • Cross-tab Reports • Formatting Reports • Charts & Graphs • Custom Dashboard Parts • Recurring Reports	**Time:** 2 hours. **Location:** Remote or onsite prior to Go Live. **Agency to provide:** • Users who have attended any training • Scenarios **Attendees:** Supervisors, any staff that needs to create reports.

Agency Administration

The Agency Administration training session covers a variety of functions, including tracking mileage, fuel, and other services in Fleet Management. Users will learn how to manage equipment, inventory, and purchase requests. Users can learn how to log and track service dog information, update and search the policy manual, and handle citizen feedback. This session can also be divided into specific job functions: Management of Equipment, Inventory, Service Dogs, Policy Manuals, and Fleet.

Standard Topics	Class Requirements
• Fleet Management • Equipment • Inventory • Service Dogs • Policy Manual • Purchase Requisitions	**Time:** 2 hours. **Location:** Remote or onsite prior to Go Live. **Agency to provide:** • Sessions divided by job function, or department • Scenarios **Attendees:** Staff managing any of the following: Fleet, Equipment, Inventory, Service Dogs, Policy Manual, or Purchase Requisitions.

Civil and Financial

Civil and Financial training prepares staff to be able to create new civil processes, add service attempts, log notes, and update global name cards. The session also includes how to create invoices, accept payments, write disbursement checks, create bank deposits, and write refund checks. An agency will provide scenarios that allow users to practice real life examples in Zuercher Suite.

Standard Topics
• Civil Papers • Executions • Foreclosures • Sheriff's Sales • Service Attempts • Sheriff Notice of Returns • Add Payments • Disbursements • Bank Deposits • Refund Checks

Class Requirements
Time: 4 hours. **Location:** Remote or onsite prior to Go Live. **Agency to provide:** • Scenarios • Mapping installed, if purchased **Attendees:** Civil personnel.

Financial Management

The Financial Management training session shows staff how to create invoices, accept payments, write disbursement checks, and create bank deposits. Financial reporting, manual ledger entries, and reviewing the general ledger are also covered. If an agency purchased the full Financial package, bank reconciliations, bank transfers, budgets, and cash drawers will also be covered.

Basic Financial Topics
• Funds • Fiscal Periods • Invoices • Receipts • Invoice Payment Receipts • Deposit Receipts • Disbursements • Bank Deposits • Checks • Bills and Vendors (Purchase Requisitions) • Chart of Accounts and Reports • Customer List

Full Financial Topics
• Bank Reconciliation • Bank Transfers • Budgets • Cash Drawers

Class Requirements
Time: 2 hours for basic, 4 hours for full Financial. **Location:** Remote or onsite prior to Go Live. **Agency to provide:** • A list of monthly reports. **Attendees:** Financial personnel.

Financial Management – After Go Live

After an agency is live with Zuercher Suite, Zuercher will provide two remote training sessions for the Financial team. One training session will be scheduled one to two weeks after Go Live and the other session one month after Go Live. These sessions will review how to create invoices, accept payments, write disbursement checks, create bank deposits, and write refund checks. Users will learn how to view monthly income balances and use the Receipt Income and Disbursement reports.

Basic Financial Topics

- Funds
- Fiscal Periods
- Invoices
- Receipts
- Invoice Payment Receipts
- Deposit Receipts
- Disbursements
- Bank Deposits
- Checks
- Bills and Vendors (Purchase Requisitions)
- Chart of Accounts and Reports
- Customer List

Full Financial Topics

- Bank Reconciliation
- Bank Transfers
- Budgets
- Cash Drawers

Class Requirements

Time: 2 hours for basic, 4 hours for full Financial.
Location: Remote after Go Live.
Agency to provide:

- A list of monthly reports.

Attendees: Financial personnel.

Jail

The Jail training session will guide staff through the intake, booking, and release wizards. Whether an agency handles inmates on a bulk or individual level, this session will include how to create cell transfers, inmate checks, sentence calculations, disburse medicine, schedule activities, and write incident and disciplinary action reports. If a facility is divided into certain departments by job function, then Zuercher can divide the training into sessions based on specific topics (see example training sessions below).

Standard Topics

- Viewing and Searching Inmates
- Intake and Booking
- Individual vs. Bulk Management
- Activities and Transportation
- Shift Log
- Classification
- Stay Scheduling
- Issued and Personal Property
- Medicine
- Incident Reports and Disciplinary Actions
- Victim Notification
- Inmate Expenses and Payment
- Jail Billing Report
- Head Counts and Cell Checks
- Custom Forms

Optional Topics

- Advanced Inmate Bank
  Wristband Printer and Digital Signatures

Class Requirements

Time: 6 hours.
Location: Remote or onsite prior to Go Live.
Agency to provide:

- Equipment installed prior to training
- Scenarios

Attendees: Correctional officers, supervisors.

Jail – Medical

The Jail Medical training session demonstrates how to track the medical history and distribute medicine to inmates. Users will also learn how to search for inmates and view inmate alerts.

Standard Topics
• Add Medicine
• Dispense Medicine
• Print Reports
• Digital Signatures

Class Requirements
Time: 2 hours.
Location: Remote prior to Go Live.
Agency to provide:
• Scenarios
Attendees: Jail medical staff.

Jail – Booking/Processing

This Jail – Booking/Processing session will guide staff through the intake, booking, and release wizards. Agency-specific features such as classification forms, medical history questionnaires, or any other forms required to be filled out through the booking process will be covered.

Standard Topics
• Current Inmates
• Search Inmates
• Intake
• Booking/Processing
• Inmate Custom Forms
• Classification
• Digital Signatures
• Printing

Class Requirements
Time: 2 hours.
Location: Remote or onsite prior to Go Live.
Agency to provide:
• Scenarios
Attendees: Correctional officers processing inmates through intake and/or booking.

Jail – Activities and Inmate Checks

The Jail – Activities and Inmate Checks session will provide users with the knowledge needed to add and schedule activities, classes, and trustee work on a bulk level or individual level, create cell checks and head counts, and document activity into the shift log.

Standard Topics
• Activities
• Classes
• Transportation
• Schedule Activities
• Bulk Management
• Inmate Checks
• Head Counts
• Shift Log

Class Requirements
Time: 2 hours.
Location: Remote or onsite prior to Go Live.
Agency to provide:
• Scenarios
Attendees: Correctional officers scheduling inmate activities and performing inmate checks.

A Public Safety Software Solution

Upshur County Sheriff's Office
Gilmer, TX

Technical Requirements

Technical Requirements

Instructions

Vendors must respond to each requirement by placing an "X" into the correct column and adding comments as necessary.

Yes	Proposed solution meets or exceeds the requirement. Comment is *optional.*
Future	The proposed solution does not currently meet the requirement, but a planned future release will meet the requirement. Comment is **required**, and must include a date (mm/yy) when functionality will be built.
Modify	Proposed solution can be modified to meet the requirement. All modifications must be included in the price of the proposal. Comment is **required**, and must include a statement about the price being included in the proposal. inked
No	Proposed solution does not meet the requirement. Comment is *optional.*

A failure to enter a response for a given requirement will result in that requirement being defaulted to "No."

Administration

General

ID	Requirement	Yes	Future	Modify	No	Comments
AA1	The system should allow authorized users to create and maintain other users' accounts.	X				
AA2	The system should allow authorized users to create and maintain administrative users' accounts.	X				
AA3	The system should allow authorized users to create and maintain user groups.	X				
AA4	The system should allow authorized users to maintain user permissions by individual users or by user groups.	X				
AA5	The system should fully incorporate user accounts (login, etc.) with personnel records for that user, ensuring that any changes which need to be made to a user's account are made in a single place in the system.	X				

Policy Manual

ID	Requirement	Yes	Future	Modify	No	Comments
AB1	The system should provide a means for entering, maintaining and viewing the agency's policy manual.	X				
AB2	The system should organize the policy manual with sections and subsections.	X				
AB3	The system should allow authorized users to add and update sections and subsections within the policy manual.	X				
AB4	The system should allow formatting options in the policy manual such as boldface and italics.	X				
AB5	The system should include a spellchecker for the policy manual.	X				

AB6	The system should allow authorized users to view a list of sections/subsections of the policy manual which need to be updated.	X				
AB7	The system should allow authorized users to specify effective dates and target re-evaluation dates for sections and subsections of the policy manual.	X				
AB8	The system should track changes to the policy manual and generate a change log.	X				
AB9	The system should display a table of contents for the policy manual with links to each section.	X				
AB10	The system should display, as part of the table of contents, indicators showing each user any sections he or she has not yet read and any sections which have been updated since he or she last read them.	X				
AB11	The system should allow users to navigate between sections of the policy manual.	X				
AB12	The system should allow the policy manual to be searched by section or subsection title or by any term found within the text.	X				
AB13	The system should allow users to bulk print desired sections of the policy manual.	X				
AB14	The system should generate a log for the policy manual that lists each time a user accessed each section or subsection, including how long the user spent viewing it.	X				
AB15	The system should allow a user to read the policy manual which was in force as of a specific date (and not just the most current version of the manual).	X				
AB16	The system should allow authorized users to determine who has read recent policy manual changes or additions and to save, email or print a list of the sections each user still needs to read to be current.	X				

Fleet Management

ID	Requirement	Yes	Future	Modify	No	Comments
AC1	The system should allow authorized users to create and maintain agency vehicle records.	X				
AC2	The system should allow agency vehicles to be assigned to individual employees, divisions, or sections.	X				
AC3	The system should allow authorized users to maintain lists of service types, service groups and vehicle acquisition methods.	X				
AC4	The system should allow agency vehicles to be added to service groups (that is, to bulk assign service schedules).	X				
AC5	The system should allow fleet services types to be configured and scheduled for specified mileage or hour intervals for each vehicle.	X				
AC6	The system should allow each agency vehicle to track either odometer or hour-meter readings.	X				
AC7	The system should display the latest odometer or hour-meter reading for each vehicle in a highly visible manner.	X				
AC8	The system should provide a means for tracking equipment assigned to each vehicle.	X				
AC9	The system should provide a means of tracking damage to vehicles and the corresponding restitution payments (as appropriate) for that damage.	X				
AC10	The system should be able to alert users to upcoming vehicle retirements.	X				
AC11	The system should be able to retain retired vehicle records indefinitely.	X				
AC12	Agency-defined custom fields should be available in Fleet Management.	X				

Vehicle Services

ID	Requirement	Yes	Future	Modify	No	Comments
AD1	The system should allow users to create and maintain fuel records and service records (oil changes, tire rotations, etc.) for each agency vehicle.	X				
AD2	The system should calculate each vehicle's fuel efficiency from the fuel history entered.	X				
AD3	The system should be able to alert users to upcoming scheduled vehicle maintenance.	X				
AD4	The system should allow fuel records and service records to have files attached to them via upload or scanner.	X				

Equipment

ID	Requirement	Yes	Future	Modify	No	Comments
AE1	The system should allow authorized users to create and maintain agency equipment item records.	X				
AE2	The system should allow authorized users to maintain lists of equipment acquisition methods, disposal types, locations, makes, models, names, types and vendors.	X				
AE3	The system should be able to track the specified number of years over which to depreciate an equipment item.	X				
AE4	The system should be able to automatically calculate the current value of equipment items using straight line depreciation.	X				
AE5	The system should be able to generate an equipment depreciation report for a specified date range.	X				
AE6	The system should allow target replacement dates to be specified for equipment.	X				

AE7	The system should track assignment of equipment to employees, vehicles, service dogs, divisions, sections, or disposal.	X				
AE8	The system should allow authorized users to determine which users or user groups may assign equipment to each division, section, etc.	X				
AE9	The system should allow users to create unlimited audit reports for an employee's issued equipment. This report should include all issued equipment and the status of the item at the time of the audit.	X				
AE10	The system should be able to generate an assignment history for each equipment item.	X				
AE11	The system should allow equipment to be assigned in bulk.	X				
AE12	The system should allow equipment items to be assigned barcodes for identification.	X				
AE13	The system should support lookup of an equipment item record by scanning the equipment item's barcode.	X				
AE14	The system should allow equipment item records to have files attached to them via upload or scanner.	X				
AE15	Agency-defined custom fields should be available in Equipment.	X				

Inventory

ID	Requirement	Yes	Future	Modify	No	Comments
AF1	The system should allow authorized users to create and maintain inventory item records which are separate from equipment item records. Examples of inventory items might include such things as ammunition and cleaning supplies.	X				
AF2	The system should allow authorized users to maintain a list of inventory item statuses, categories and locations.	X				

AF3	The system should show whether inventory items are available for use.	X				
AF4	The system should provide an alert for low inventory items.	X				
AF5	The system should allow inventory items to have barcodes assigned to them.	X				
AF6	The system should support lookup of an inventory item record by scanning the inventory item's barcode.	X				
AF7	The system should allow inventory items to be added, transferred, and reduced.	X				
AF8	The system should allow authorized users to view a list of inventory items that are below agency-defined minimum levels.	X				
AF9	The system should allow inventory item records to have files attached to them via upload or scanner.	X				
AF10	Agency-defined custom fields should be available in Inventory.	X				

Inventory Requests

ID	Requirement	Yes	Future	Modify	No	Comments
AG1	The system should allow authorized users to request additional inventory items.	X				
AG2	The system should allow authorized users to track the status of inventory requests.	X				
AG3	The system should allow inventory request records to have files attached to them via upload or scanner.	X				
AG4	Agency-defined custom fields should be available in Inventory Requests.	X				

Purchase Requisitions

ID	Requirement	Yes	Future	Modify	No	Comments
AH1	The system should allow authorized users to complete purchase requisition forms.	X				

AH2	The system should allow purchase requisition forms to be assigned to specified users for approval.	X				
AH3	The system should allow purchase requisitions to be assigned to specified users (when approved) for purchase of the requested items.	X				

Canine Management

ID	Requirement	Yes	Future	Modify	No	Comments
AI1	The system should allow users to create and maintain canine/service dog records.	X				
AI2	The system should allow authorized users to maintain lists of activity types for canines.	X				
AI3	The system should allow authorized users to assign a canine to a handler.	X				
AI4	The system should allow users to track canine activities, certifications, vaccinations, medical visits, and other costs.	X				
AI5	The system should allow activity records, certification records, vaccination records, medical visit records, and other cost records to have files attached to them via upload or scanner.	X				
AI6	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual canine records or canine activity records.	X				
AI7	The system should allow users with access to canine records or canine activity records to use the custom forms to enter and maintain the associated data.	X				
AI8	Agency-defined custom fields should be available in Canine Management.	X				

Notes

ID	Requirement	Yes	Future	Modify	No	Comments
AJ1	The system should allow authorized users to create general notes which will display on every user's dashboard as configured.	X				
AJ2	The system should allow notes to be set as sticky so they will continue to display at the top of the notes list even when other notes are newer.	X				
AJ3	The system should allow general notes to have files attached to them via upload or scanner.	X				

Administration Reporting

ID	Requirement	Yes	Future	Modify	No	Comments
AK1	The system should provide a report generator for building custom statistical and analytical reports from administration data. The report generator should be provided by the same vendor and not be a third-party application.	X				
AK2	The system should restrict access to the report generator and individual report templates by user or user group.	X				
AK3	The system should not allow a user who does not have access to particular data via the application user interface to gain access to that data via the report generator.	X				
AK4	The system should allow the creator of the report template to build reports for any data entered into the administration product.	X				
AK5	The report generator should allow the creator of the report template to control layout and formatting options for each administration report template. This includes such options as field arrangements, column widths, label text, font sizes, and line spacing.	X				

AK6	The report generator should allow the creator of each administration report template to choose which users can access and/or run the report and/or modify the report template.	X				
AK7	The report generator should support the use of aggregate (math) functions including Sum, Average, Count, Count Blank, Minimum, and Maximum.	X				
AK8	The report generator should allow data to be grouped or sorted by any data element.	X				
AK9	The report generator should allow multiple data filters to be applied using "and/or" logic.	X				
AK10	The report generator should allow administration reports to be saved (as PDF, .XLS, or .CSV), printed, or emailed directly from the report.	X				
AK11	The report generator should allow administration report templates to be saved and modified at a later time.	X				
AK12	The report generator should support adding the administration reports to user's dashboards.	X				
AK13	The report generator should allow recurring administration reports to be scheduled and automatically uploaded to a file-system or e-mailed to specified users on certain days and times.	X				
AK14	The report generator should support ad-hoc queries.	X				
AK15	The report generator should support creation of administration reports such as the following: - Weapon Assignments - Equipment Issued to Personnel - Inventory - Current Vehicle Assignments - Negative Citizen Feedback - Personnel Birthdays - Personnel Specialties - Personnel Years of Service - Vehicle Replacement Schedule	X				

Computer Aided Dispatch (CAD)

General

ID	Requirement	Yes	Future	Modify	No	Comments
CA1	The system should be multi-jurisdictional, allowing dispatching for multiple agencies, including law enforcement, fire, and medical responders.	X				
CA2	The system should allow authorized users to design and enforce an agency-wide standard CAD window layout to ensure consistency among workstations, but also to allow users flexibility in configuring their own CAD displays as allowed by the agency.	X				
CA3	The system should include a minimum of the following for CAD window layout options: window sizes and arrangements, column options, widths, font types, font sizes, and default list-view filters.	X				
CA4	The system should allow customized CAD windows to retain a user or agency's preference for all layout options.	X				
CA5	The system should support both command line and point-and-click entry for all CAD commands.	X				
CA6	The system should support drag-and-drop issuance of CAD commands.	X				
CA7	The system should allow authorized users to maintain lists of beats and beat plans.	X				
CA8	The system should allow authorized users to maintain a list of bulletin types in addition to BOLOs and special instructions.	X				
CA9	The system should allow authorized users to maintain a list of CFS dispositions.	X				
CA10	The system should allow multiple dispositions to be specified for a single CFS.	X				

CA11	The system should allow calls for service to be set up to require dispositions before they can be closed.	X				
CA12	The system should allow authorized users to maintain a list of CFS link types (for example, Duplicate of and Related to) to tie multiple calls into the same physical event.	X				
CA13	The system should allow authorized users to maintain a list of CFS list filters (to organize information on the primary CFS windows).	X				
CA14	The system should allow authorized users to maintain CFS priority levels.	X				
CA15	The system should include inactivity alarm and unit status alarm values, along with the colors, for each CFS priority level.	X				
CA16	The system should allow authorized users to maintain a list of CFS response codes.	X				
CA17	The system should allow users to maintain a list of recurring scheduled calls for service, such as pager or siren tests.	X				
CA18	The system should allow authorized users to maintain a list of fire and/or EMS stations.	X				
CA19	The system should allow authorized users to maintain a list of CAD terminals.	X				
CA20	The system should allow authorized users to maintain a list of dispatch timers used to alert call-takers and dispatchers to calls waiting to be dispatched.	X				
CA21	The system should allow authorized users to set up additional web sites to open within CAD windows, without the standard browser controls or navigation features.	X				
CA22	The system should support Caller Location Query, CLQ, functionality.	X				

CA23	System should allow for bulletin records to be linked to the master name index.	X				
CA24	System should allow for bulletin records to be linked to the master vehicle index.	X				
CA25	System should allow for bulletin records to be linked to the master address index.	X				

Calls for Service

ID	Requirement	Yes	Future	Modify	No	Comments
CB1	The system should track reporter/complainant data, including name, address, and call-back number.	X				
CB2	The system should allow unlimited narrative details to be added to a CFS.	X				
CB3	The system should provide automatic date/time stamping and user ID tracking for all call-taker and dispatcher actions to track CFS activity, unit activity, radio log, etc.	X				
CB4	The system should allow authorized users to manage check-in times for officers based on CFS type. When an officer exceeds the allotted time, the system should provide visible and audible warnings to the call-taker or dispatcher.	X				
CB5	The system should include an override/reset feature for the officer check-in time warnings.	X				
CB6	The system should allow for filtering subsets or sorting the active or waiting calls within the CFS control panel.	X				
CB7	The system should display key information about each CFS, such as incident number, call for service type, priority, status, assigned units, and incident address within the CFS control panel.	X				
CB8	The system should allow the information displayed for a CFS within the CFS control panel to be configured per user or per agency.	X				

CB9	The system should allow authorized users to manage dispatch timers based on CFS type and priority. The system should provide a visible and/or audible warning, alerting the call-taker or dispatcher that too much time has elapsed without assigning a unit(s) to the CFS.	X				
CB10	The system should make narrative details available to all stations in real time.	X				
CB11	The system should clearly display the SOP to the call-taker and dispatcher when a CFS is created with an incident code that has an SOP.	X				
CB12	The system should be able to display the active and waiting calls for service through the CFS control panel.	X				
CB13	The system should allow the call-taker and dispatcher to enter free-text log entries for a CFS.	X				
CB14	The system should auto-save narrative details after a specified period of inactivity on a CFS.	X				
CB15	The system should allow a CFS to be created with a single click or keystroke from either the CAD product or from the mapping product.	X				
CB16	The system should be able to immediately dispatch a new CFS without any mandatory fields.	X				
CB17	The system should allow users to create traffic stop calls for service, with fields for entering key traffic stop data, including location and license plate number, in the order specified by the agency.	X				
CB18	The system should allow the dispatch display to provide access to all CFS information, including incident type, nature of call, address, reporter and complainant names, and narrative.	X				
CB19	The system should provide duplicate CFS suggestions based on address location.	X				

CB20	The system should, after a dispatcher verifies a duplicated call, link the duplicate to the original call to provide access to the additional data.	X				
CB21	The system should allow calls for service to be manually linked for any agency-defined reason.	X				
CB22	The system should allow a "use caution" flag to be placed on any CFS.	X				
CB23	The system should allow a CFS to be modified with priority modifiers such as Routine, Just Occurred, and In Progress throughout the life of the call.	X				
CB24	The system should allow calls for service to be cleared at any time, including prior to dispatch.	X				
CB25	The system should allow a call-taker and/or dispatcher to specify an unlimited number dispositions or reasons for clearing a CFS.	X				
CB26	The system should allow authorized users to view cleared calls for service but prevent unauthorized users from making any modifications to these cleared calls.	X				
CB27	The system should allow reactivation of recently cleared calls for service and should also allow additional activity and dispatching of units to the original CFS.	X				
CB28	The system should allow a call-taker or dispatcher to begin a case report from a CFS with a single click or keystroke.	X				
CB29	The system should support the automatic creation of a case report from a CFS based on configurable settings.	X				
CB30	The system should allow for multiple case reports to be associated with a single CFS, for single or multiple jurisdictions.	X				

CB31	The system should auto-populate CFS data such as incident code, location, beat, and reporting parties into associated case reports. This transfer should not be a one-time transfer but should be kept up-to-date as the CFS progresses.	X				
CB32	The system should be able to generate a sequential reference number for a CFS for each jurisdiction/responding agency.	X				
CB33	The system should provide a list of all state/NCIC queries run and associated returns. This list should be filtered by date, query type, user, and/or terminal.	X				
CB34	The system should allow users to easily attach a state/NCIC query to a call for service so that the query and all returns are linked to the call.	X				
CB35	The system should allow NCIC queries to run automatically when a vehicle or name is added to a CFS.	X				
CB36	The system should allow all information captured within a CFS to be transferred to and available via the resulting Case report.	X				
CB37	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual calls for service.	X				
CB38	The system should allow users with access to calls for service to use the custom forms to enter and maintain the associated data.	X				

Incident Codes

ID	Requirement	Yes	Future	Modify	No	Comments
CC1	The system should allow authorized users to maintain a list of CFS types (incident codes), including default priority levels and default modifiers.	X				

CC2	The system should allow authorized users to determine if incident reports are required for given incident codes or if incident reports will be automatically created in CAD.	X				
CC3	The system should allow users to enter an unlimited number of incident codes for a CFS.	X				
CC4	The system should allow incident codes to be associated with specific N-DEx codes for state and federal reporting.	X				
CC5	The system should allow map icons to be assigned to each incident code for display of that incident/CFS on the map.	X				
CC6	The system should allow incident codes to be changed at any time during the CFS.	X				
CC7	The system should allow incident codes to be defined by the agency such that they will trigger the appropriate response assistance from 911 EMD systems, if so configured.	X				

Unit Management

ID	Requirement	Yes	Future	Modify	No	Comments
CD1	The system should allow authorized users to maintain lists of unit information such as unit alarm times, unit details, unit list filters, unit locations, unit shifts, unit specialties, unit statuses, unit types, and the units themselves.	X				
CD2	The system should allow authorized users to determine the length of unit alarm times and the frequency of the alarm tone.	X				
CD3	The system should support filtering on the CAD window to select the units which meet specified criteria (has defibrillator, etc.).	X				

CD4	The system should allow unit drill-down. That is, the user should be able to select a unit and use links to locate information about the personnel, vehicle, and equipment associated with that unit and jump to those records (if authorized).	X				
CD5	The system should have one or more CAD unit control windows which allow filtering and sorting units by key data.	X				
CD6	The system should include key information about each unit in the CAD unit control window, such as unit type, call sign, details, status, incident assignment, beat, and location, configurable per user or per agency.	X				
CD7	The system should allow a call-taker or dispatcher to view a list of active and waiting calls for service from the CAD control unit window and to dispatch the units to calls for service.	X				
CD8	The system should allow a call-taker or dispatcher to update unit information such as status, location, and details from the CAD control unit window.	X				
CD9	The system should allow call-takers and dispatchers to dispatch units from a displayed list of available units in the CFS control panel.	X				
CD10	The system should allow call-takers and dispatchers to issue unit commands directly from the CFS window.	X				
CD11	The system should support pre-built shift rosters and allow call-takers or dispatchers to place multiple units on shift with a single command.	X				
CD12	The system should be able to re-assign a unit from one CFS to another with a single command and stack the original CFS against the re-routed unit.	X				
CD13	The system should provide unlimited unit stacking for calls for service.	X				

CD14	The system should allow a re-assigned unit to be sent back to the original CFS when the unit is cleared.	X				
CD15	The system should allow one unit to be exchanged with another, automatically recording in the log that the first unit was initially dispatched and then switched with the second unit.	X				
CD16	The system should be able to group units so that subsequent commands apply to all units in the group.	X				
CD17	The system should support the use of cross-staffed units.	X				
CD18	The system should allow the call-taker or dispatcher to enter free-text messages from an officer in the CFS log.	X				
CD19	The system should allow the CFS log to be queried by unit to generate a record of an individual officer's activity for a given time period.	X				

Addresses and GIS

ID	Requirement	Yes	Future	Modify	No	Comments
CE1	The system should display a list of potential matches as characters for addresses are typed into the CFS address field. These potential matches should be reduced as additional characters are typed until only the matching address(es) is/are listed.	X				
CE2	The system should allow users to suggest adding new addresses when existing address information does not exist.	X				
CE3	The system should allow the call-taker to select a suggested match at any time to auto-populate the address field.	X				

CE4	The system should, when possible, auto-populate the city, state and zip code based on the street address entered (if the address is already in the master address database).	X				
CE5	The system should allow intersections to be entered as CFS addresses.	X				
CE6	The system should allow the assignment of common address names such as "Gilmer Elementary" to actual addresses, allowing call-takers and dispatchers to enter either one in a CFS.	X				
CE7	The system should allow the assignment of street name aliases. For example, "ATR" might be assigned as a street alias for "Apple Tree Road." Call-takers and dispatchers may choose to enter either the address or the alias.	X				
CE8	The system should automatically alert the call-taker and/or dispatcher of a possible duplicate call based on address data.	X				

CE9	The system should be integrated with GIS. Please describe the GIS integration.	X				Zuercher Suite offers its own proprietary ESRI based mapping software that can utilize data stored in either a geodatabase or shapefile format. Data received will be configured into a geodatabase to provide optimal performance. Zuercher Suite uses ESRI license 10.5. Calls for Service entered into CAD automatically plot on the map when a plottable address is entered, and those icons identify the same information as CAD, such as event type and priority level. The Zuercher Suite GIS Server will act as the central location for the UCSO's GIS data. All mobile and desktop clients running Zuercher Suite receive updates from the Map Server. Zuercher Reporting uses Google Maps for heat mapping. Additionally, web links can be set up in CAD to allow for agencies to click and reach Google Maps, if needed.
CE10	The system should support specifying and auto-populating the beat and/or zone for a CFS.	X				

Command Line

ID	Requirement	Yes	Future	Modify	No	Comments
CF1	The system should allow authorized users to maintain a list of CAD commands, including the actions which the system performs within each command.	X				
CF2	The system should allow call-takers and dispatchers to enter commands via the command line using a few keystrokes.	X				
CF3	The system should allow authorized users to create agency-specific commands for the command line.	X				
CF4	The system should allow the command line to use natural language rather than cryptic key codes or a specific information order.	X				
CF5	The system should use business logic to dynamically display only the necessary fields for the selected command in the command line.	X				
CF6	The system should allow authorized users to arrange traffic stop fields in a CAD command to match the order they are called out to dispatchers at the agency.	X				
CF7	The system should default the CFS number from the current CFS to the command line embedded in the CFS detail screen.	X				
CF8	The system should support multiple instances of the command line on multiple displays from the same workstation.	X				
CF9	The system should allow users to post brief messages directly to Twitter from the command line based on templates containing pre-defined call elements.	X				
CF10	The system should allow users to run common state/NCIC queries directly from the command line.	X				

Call-taker/Dispatcher

ID	Requirement	Yes	Future	Modify	No	Comments
CG1	The system should allow authorized users to take over any call-taker or dispatcher position.	X				
CG2	The system should be able to be set up for a call-taker and/or dispatcher workflow, or for one user to fill both roles using the same windows.	X				
CG3	The system should support either local or remote call-taker and/or dispatcher positions.	X				
CG4	The system should support an unlimited number of call-taker and/or dispatcher positions.	X				
CG5	The system should allow multiple call-takers or dispatchers or mobile users to enter data on the same CFS simultaneously.	X				
CG6	The system should allow for units to be dispatched simultaneously with call-taking activities.	X				
CG7	The system should make information immediately available to all stations as soon as any dispatcher, call-taker, or mobile unit updates a call. A CFS update indicator (for example, flashing text) should be visible to all stations.	X				
CG8	The system should make all functions available from the call-taker and dispatcher positions for officer-initiated incidents (quick calls) and traffic stops.	X				

Relationships

ID	Requirement	Yes	Future	Modify	No	Comments
CH1	The system should allow users to add unlimited involved persons to a CFS.	X				
CH2	The system should allow authorized users to set up an unlimited number of custom, configurable relationship types.	X				

CH3	The system should allow authorized users to extend the list of CFS relationship types to include such types as arrestee, cited, reporter, driver of vehicle, and passenger.	X				
CH4	The system should automatically check all involved persons' names against the master name index.	X				
CH5	The system should allow for the entry of anonymous reporters such as concerned citizen or anonymous female without creating a master name record for these entries.	X				
CH6	The system should automatically transfer all names, including any involved persons, from the CFS record to any associated case reports.	X				

Service Vehicles

ID	Requirement	Yes	Future	Modify	No	Comments
CI1	The system should include a list of service vehicle providers that need to maintain a rotation schedule, such as wreckers or private ambulances.	X				
CI2	The system should automatically position the second company in the first position after the first company has been selected.	X				
CI3	The system should allow the user to dispatch the next company, when unable to reach the first company in line, without manually moving the first company to the bottom of the rotation sequence.	X				
CI4	The system should allow the user to override the rotation in the event a specific provider is requested.	X				
CI5	The system should track attempts to contact service vehicle providers and the results of each attempt.	X				

Tow Calls

ID	Requirement	Yes	Future	Modify	No	Comments
CJ1	The system should allow authorized users to maintain lists of tow call information such as tow call statuses, tow operators, and tow operator schedules.	X				
CJ2	The system should provide a means for recording when a vehicle needs to be towed, including vehicle identifying data, vehicle location, comments, and attempts to contact service vehicles.	X				
CJ3	The system should allow vehicle data from a call for service to automatically populate the tow call.	X				
CJ4	The system should ensure that tow calls are recorded as links for the related master vehicle records.	X				
CJ5	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual tow calls.	X				
CJ6	The system should allow users with access to tow calls to use the custom forms to enter and maintain the associated data.	X				

Unit Recommendations

ID	Requirement	Yes	Future	Modify	No	Comments
CK1	The system should allow authorized users to maintain a list of run cards.	X				
CK2	The system should allow agency-configurable run cards to define the required responders for each incident code.	X				
CK3	The system should allow authorized users to define run cards by particular map layer(s) or by individual addresses.	X				
CK4	The system should allow run cards to be applied to a single incident code or to multiple incident codes.	X				

CK5	The system should allow run cards to be based on/include the following additional criteria: day, time of day, number and type of units.	X				
CK6	The system should allow units which match up with run card criteria to be differentiated with a tiebreaker (such as which one has been inactive for the longest period).	X				
CK7	The system should prioritize units for recommendation based on factors including the following: - Department/jurisdiction - Specialties, training skills, and equipment - Closest path/shortest routing time to incident location - Time since last CFS assignment - Unit status	X				
CK8	The system should allow the dispatcher to assign a recommended unit, assign all recommended units, or expand the list of units to view more recommendations.	X				
CK9	The system should support the use of cascading unit recommendations.	X				

Vehicles

ID	Requirement	Yes	Future	Modify	No	Comments
CL1	The system should store all vehicle information which is added to a CFS entry in the master vehicle index.	X				
CL2	The system should allow multiple vehicles to be added to a CFS.	X				
CL3	The system should include the following vehicle relationship types: traffic stops or traffic accidents, towed vehicles, abandoned vehicles, and unlimited agency-defined relationships types.	X				

CL4	The system should automatically transfer vehicle information from a CFS to any associated case reports.	X				

Hazards and Alerts

ID	Requirement	Yes	Future	Modify	No	Comments
CM1	The system should visibly notify call-takers, dispatchers and officers of any alert information for names, addresses, and vehicles involved in a CFS.	X				
CM2	The system should integrate hazards and alerts between all products so that alerts entered in one area are available in all others (for example, a dispatcher is alerted in CAD that a complainant has an outstanding warrant in RMS).	X				
CM3	The system should allow unlimited narrative text for an alert.	X				
CM4	The system should include both urgent and non-urgent alerts.	X				
CM5	The system should allow alerts to be deactivated, if no longer relevant, but still maintained in the alert history.	X				
CM6	The system should allow users to set an expiration date for each alert. Expired alerts should be retained but clearly marked as expired and non-urgent.	X				
CM7	The system should display alerts triggered from any non-CAD area of the system to dispatchers in real-time based on the people involved, addresses, vehicles, etc. For example, any alerts for warrant hits or sex offender status should display when a reporting party name is entered in CAD.	X				
CM8	The system should allow authorized users to create other name alert types, such as medical alerts, protection orders, etc.	X				

CM9	The system should directly link alerts (such as warrant hits) to the triggering information.	X				
CM10	The system should alert the call-taker and dispatcher and/or officer if hazardous material is stored at a site, including material name, amount, location on site, and cutoff information (if the data is available on the master address record).	X				
CM11	The system should link hazardous material alerts to the relevant text from the Hazmat Guide stored in the system.	X				
CM12	The system should alert the call-taker and dispatcher and/or officer to protection system details for an address, such as fire alarm panel locations and sprinkler system details (if the data is available on the master address record).	X				
CM13	The system should be able to alert the call-taker and dispatcher and/or officer to water supply details for an address (if the data is available on the master address record).	X				
CM14	The system should alert the call-taker and dispatcher and/or officer to any officer safety warnings for an address such as unlocked firearms, and vicious dogs (if the data is available on the master address record).	X				
CM15	The system should allow authorized users to create other address alerts such as known crash pads, drug sites, etc.	X				
CM16	The system should allow authorized user to create agency-defined vehicle warnings.	X				
CM17	The system should alert the call-taker and dispatcher and/or officer to any vehicle warnings.	X				
CM18	The system should allow name, address, and vehicle alerts to be created during the call-taking and/or dispatch process.	X				

CM19	The system should provide a means of granting or denying users permission to view or create specific name, address, and vehicle alert types so that these alerts can be used to store data such as confidential investigative information.	X				

Call Scheduling

ID	Requirement	Yes	Future	Modify	No	Comments
CN1	The system should allow scheduling calls for future dispatch to help manage special events such as parades, festivals, funeral escorts, and prisoner transport.	X				
CN2	The system should automatically create a CFS when the scheduled activity occurs.	X				
CN3	The system should allow scheduled calls to be set up to notify call-takers and dispatchers in advance of the actual event.	X				
CN4	The system should allow a user, when scheduling a CFS, to specify which terminal will handle the CFS.	X				
CN5	The system should remind a user who schedules a CFS to check the CFS date when calls are scheduled for dates that are not in the near future.	X				
CN6	The system should allow scheduled calls to include unlimited narrative details.	X				
CN7	The system should support location overrides for scheduled calls.	X				
CN8	The system should be able to display a list of scheduled calls, either future or past.	X				
CN9	The system should allow a CFS to be scheduled to recur according to a number of different times (for example, daily, the first Friday of the month, every other month, etc.)	X				

External Messaging

ID	Requirement	Yes	Future	Modify	No	Comments
CO1	The system should include the ability to send messages externally via smtp and sms.	X				
CO2	The system should support rip and run messaging via email or fax for communication with external agencies.	X				
CO3	The system should allow authorized users to maintain lists of paging groups and paging message types.	X				
CO4	The system should send automatic pages based on incident types.	X				
CO5	The system should be able to notify users or groups via smtp or sms when specified calls for service are received.	X				

Internal Messaging

ID	Requirement	Yes	Future	Modify	No	Comments
CP1	The system should allow instant messages to be sent to multiple recipients, such as via a public message room accessible by all on-duty call-takers, dispatchers and officers.	X				
CP2	The system should allow instant messages to be sent to specified user(s).	X				
CP3	The system should provide visible and/or audible alerts or to bring the alert to the front of all other open windows when the user receives an instant message.	X				
CP4	The system should allow for the inclusion of a number of different tones to designate different types of audible alerts.	X				
CP5	The system should include an e-mail function that is internal to the system, allowing users to send e-mail-style messages to other users on the system.	X				

CP6	The system should allow e-mail-style messages to include links to records within the system.	X				
CP7	The system should allow a single e-mail-style message to be sent to one or more users.	X				
CP8	The system should allow users to store or delete received e-mail-style messages.	X				
CP9	The system should log all sent e-mail-style messages.	X				
CP10	The system should provide a note pad function that allows call-takers and dispatchers to type in unlimited text and store the text within the system.	X				
CP11	The system should stamp note pad entries with the date and time and user who created them.	X				
CP12	The system should allow note pad entries to be set to automatically expire.	X				
CP13	The system should be able to notify users or user groups via internal system messaging, or e-mail when specified calls for service are received.	X				
CP14	The system should allow for call-takers and/or dispatchers to notify users and/or user groups of a CFS during any point of the call-taking or dispatching process.	X				
CP15	The system should allow bulletins such as BOLOs and special instructions to be issued to groups of officers based on type, jurisdiction, beat, etc.	X				
CP16	The system should immediately make BOLOs available to the system's mobile units.	X				
CP17	The system should allow BOLOs to have files attached to them via upload or scanner.	X				

Alarm Billing

ID	Requirement	Yes	Future	Modify	No	Comments
CQ1	The system should allow an alarm billing record to be created from an incident code with a false alarm disposition when the CFS is completed.	X				
CQ2	The system should integrate the alarm billing with the financial product provided by the same vendor.	X				
CQ3	The system should be able to automatically create invoices to bill persons or businesses for false alarms.	X				
CQ4	The system should allow users to manually select charges for alarm billing.	X				
CQ5	The system should allow users to save, print or email an alarm billing record directly from the record window.	X				
CQ6	The system should allow users to sort and filter alarm billing records within the list-view window.	X				
CQ7	The system should allow users to save, print or email a summary list of alarm billing records from the list-view window.	X				
CQ8	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with alarm billing records.	X				
CQ9	The system should allow users with access to alarm billing records to use the custom forms to enter and maintain the associated data.	X				

CAD Reporting

ID	Requirement	Yes	Future	Modify	No	Comments
CR1	The system should provide a report generator for building custom statistical and analytical reports from CAD data. The report generator should be provided by the same vendor and should not be a third-party application.	X				
CR2	The system should restrict access to the report generator and individual report templates by user or user group.	X				
CR3	The system should not allow a user who does not have access to particular data via the application user interface to gain access to that data via the report generator.	X				
CR4	The system should allow the creator of the report template to build reports for any data entered into the CAD product.	X				
CR5	The report generator should allow the creator of the report template to control layout and formatting options for each CAD report template. This includes such options as field arrangements, column widths, label text, font sizes, and line spacing.	X				
CR6	The report generator should allow the creator of each CAD report template to choose which users can access and/or run the report and/or modify the report template.	X				
CR7	The report generator should support the use of aggregate (math) functions including Sum, Average, Count, Count Blank, Minimum, and Maximum.	X				
CR8	The report generator should allow data to be grouped or sorted by any data element.	X				
CR9	The report generator should allow multiple data filters to be applied using "and/or" logic.	X				

CR10	The report generator should allow CAD reports to be saved (as PDF, .XLS, or .CSV), printed, or emailed directly from the report.	X				
CR11	The report generator should allow CAD report templates to be saved and modified at a later time.	X				
CR12	The report generator should support adding the CAD reports to user's dashboards.	X				
CR13	The report generator should allow recurring CAD reports to be scheduled and automatically uploaded to a file-system or e-mailed to specified users on certain days and times.	X				
CR14	The report generator should support ad-hoc queries.	X				
CR15	The report generator should support creation of CAD reports such as the following: - Area/section activity - CFS priority analysis - Daily or shift-based CFS summary - CFS by month, by day of week, by hour of day - CFS by nature of call - CFS by source, by disposition - CFS by station, by call-taker or dispatcher - Response time analysis by area, section, priority - Summary of activity for an address or business name - Unit assignments	X				

ANI/ALI Interface

ID	Requirement	Response				Explanation
CS1	The system should include an interface to the 911 service provider.	X				
CS2	The system should receive the raw spill data from the 911 service and import it into the CFS via a serial or IP connection.	X				
CS3	The system should intelligently handle ANI/ALI rebids through the interface.	X				

CS4	The system should allow E911 calls, upon being answered, to automatically generate and populate the CFS entry window with all known data (for example, address, registered name, and phone number) from the call-in number.	X				

Rip and Run Interface

ID	Requirement	Yes	Future	Modify	No	Comments
CT1	The system should include an interface to fax and email services.	X				
CT2	The system should allow CFS information to be transmitted via this interface to third-parties (such as fire departments).	X				
CT3	The system should allow authorized users to manage the settings for this interface (SMTP configurations, etc.)	X				

Civil Process

General

ID	Requirement	Yes	Future	Modify	No	Comments
VA1	The system should provide a feature that allows grouping multiple civil processes that have the same title, docket number, plaintiffs, and defendants under a "parent" record. Data from this record should populate into all associated civil processes.	X				
VA2	The system should allow authorized users to maintain lists of civil paper types, distress warrant types, execution types, foreclosure types, and levy types.	X				
VA3	The system should allow authorized users to maintain a list of civil process service zones or geographic areas.	X				
VA4	The system should allow authorized users to configure completion reasons on civil processes.	X				
VA5	The system should generate sheriff's returns.	X				
VA6	The system should allow authorized user to configure the civil process list screen to display columns in the order desired by the user.	X				
VA7	The system should allow users to identify interested parties for any of the civil process types and to create a relationship for them on their master name record.	X				
VA8	The system should allow civil process records to have files such as documents or scanned documents attached to them.	X				
VA9	The system should display an icon on all master name files entered as a Serve On for an active civil process.	X				

VA10	The system should check all person and business names entered on civil processes against the master name index for alerts such as active warrants and officer safety threats.	X				
VA11	The system should allow users to enter multiple plaintiffs, defendants, and serve on names on civil process records.	X				
VA12	The system should allow case titles on civil processes to contain free form text such as "The People of the State of {State} in the Interest of John Doe, Minor Child". This text should appear on printouts but should not create a name record in the master name index.	X				
VA13	The system should allow users to copy or clone civil process records when multiple civil processes with similar data need to be entered.	X				
VA14	The system should provide a guided process (aka wizard) for entering civil process data to ensure that all necessary items are completed.	X				
VA15	The system should allow the Assigned To field for a civil process to automatically populate from the selected zone.	X				
VA16	The system should allow users to include barcodes on civil printouts, process worksheets, and custom forms in order to quickly open a civil process.	X				

Civil Papers

ID	Requirement	Yes	Future	Modify	No	Comments
VB1	The system should track civil papers.	X				
VB2	The system should allow authorized users to manage civil paper types.	X				
VB3	The system should allow authorized users to manage civil paper categories under those civil paper types.	X				

VB4	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with civil papers.	X				
VB5	The system should allow users with access to civil papers to use the custom forms to enter and maintain the associated data.	X				
VB6	Agency-defined custom fields should be available in Civil Papers.	X				

Executions

ID	Requirement	Yes	Future	Modify	No	Comments
VC1	The system should track executions.	X				
VC2	The system should include configuration options to allow execution interest to be calculated either by the full judgment amount regardless of payments, or by the remaining judgment amount if payments have been received.	X				
VC3	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual executions.	X				
VC4	The system should allow users with access to executions to use the custom forms to enter and maintain the associated data.	X				
VC5	Agency-defined custom fields should be available in Execution.	X				

Distress Warrants

ID	Requirement	Yes	Future	Modify	No	Comments
VD1	The system should track distress warrants.	X				

VD2	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual distress warrants.	X				
VD3	The system should allow users with access to distress warrants to use the custom forms to enter and maintain the associated data.	X				
VD4	Agency-defined custom fields should be available in Distress Warrants.	X				

Foreclosures

ID	Requirement	Yes	Future	Modify	No	Comments
VE1	The system should track foreclosures.	X				
VE2	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual foreclosures.	X				
VE3	The system should allow users with access to foreclosures to use the custom forms to enter and maintain the associated data.	X				
VE4	Agency-defined custom fields should be available in Foreclosures.	X				

Garnishments

ID	Requirement	Yes	Future	Modify	No	Comments
VF1	The system should track garnishments.	X				
VF2	The system should maintain a running estimate of the remaining amount to be garnished.	X				
VF3	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual garnishments.	X				

VF4	The system should allow users with access to garnishments to use the custom forms to enter and maintain the associated data.	X				
VF5	Agency-defined custom fields should be available in Garnishments.	X				

Seizures

ID	Requirement	Yes	Future	Modify	No	Comments
VG1	The system should track seizures for both real estate and moveable property (vehicles, boats, etc.).	X				
VG2	The system should allow authorized users to maintain a list of seizure types.	X				
VG3	The system should ensure that the seizure includes a full legal description of the seized property and corresponding photos.	X				
VG4	The system should allow users to fill out the sale form for the seized property.	X				
VG5	The system should track the places that the sale form has been posted (for example, website or newspaper).	X				
VG6	The system should allow the seizure to include one or more appraisal values, which are then used to calculate the opening bid on the sale of the seized property.	X				
VG7	The system should ensure that the property (if a vehicle) creates an relationship on the master vehicle record.	X				
VG8	The system should ensure that the property (if real estate) creates a history entry on the master address record.	X				
VG9	The system should include all dates for a seizure which are necessary to manage the entire seizure process.	X				

VG10	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual seizures.	X				
VG11	The system should allow users with access to seizures to use the custom forms to enter and maintain the associated data.	X				
VG12	Agency-defined custom fields should be available in Seizures.	X				

Service Attempts

ID	Requirement	Yes	Future	Modify	No	Comments
VH1	The system should track the service attempts, whether successful or unsuccessful, made by deputies serving civil processes.	X				
VH2	The system should generate a correct sheriff's return upon a successful service attempt, in accordance with the type of service attempt.	X				
VH3	The system should allow authorized users to specify whether to charge for mileage on each service attempt trip.	X				
VH4	The system should allow users to make notes on civil processes to record any data learned during service attempts that may aid in successful service. Each note should include the date, time, and username.	X				
VH5	Agency-defined custom fields should be available in Service Attempts.	X				

Workflow

ID	Requirement	Yes	Future	Modify	No	Comments
VI1	The system should support assigning civil processes to individual deputies for service.	X				

VI2	The system should allow deputies to view the list of civil process which are their responsibility.	X				
VI3	The system should allow civil processes to be automatically assigned to a deputy, based on the zone.	X				
VI4	The system should allow for notifications to be set up to remind deputies of their outstanding civil process duties.	X				
VI5	The system should display a list of civil processes with approaching expiration dates/service due dates to alert users to civil processes which should be served immediately.	X				
VI6	The system should allow users to bulk assign civil papers, either with or without barcodes.	X				

Financial

ID	Requirement	Yes	Future	Modify	No	Comments
VJ1	The system should include civil process fees and allow users to configure settings for each fee type.	X				
VJ2	The system should automatically attach a uniquely numbered invoice, billed to the appropriate party or parties, to each civil process record upon entry.	X				
VJ3	The system should allow authorized users to maintain a list of process fee types and default fee amounts.	X				
VJ4	The system should include configuration options to add process fees to invoices automatically on creation or successful completion of a certain process type, or manually to an invoice at any time.	X				
VJ5	The system should allow authorized users to change the default fee amounts at any time.	X				
VJ6	The system should ensure that each fee is connected to a specified account.	X				

VJ7	The system should allow each fee to have a default Disburse To party, if desired.	X				
VJ8	The system should include an "order paid" ranking for each fee in the event that the full invoice cannot be collected.	X				
VJ9	The system should support automatic calculation and application of execution interest and commission.	X				
VJ10	The system should include a mileage rate for serving civil processes and should allow the fees to be automatically calculated upon logging a service attempt.	X				
VJ11	The system should allow authorized users to add text such as payment or collection terms to the invoice templates.	X				
VJ12	The system should be able to accept payments for individual civil process invoices or multiple invoices.	X				
VJ13	The system should generate invoice payment receipts.	X				
VJ14	The system should allow funds to be disbursed directly from a civil process record or in bulk.	X				
VJ15	The system should store all financial items, including invoices, receipts, deposits, and disbursements.	X				
VJ16	The system should maintain a standard account ledger.	X				
VJ17	The system should support account reconciliation.	X				
VJ18	The system should allow users to query customer balances.	X				
VJ19	The system should support printing customer statements individually or in bulk.	X				

Civil Reporting

ID	Requirement	Yes	Future	Modify	No	Comments
VK1	The system should provide a report generator for building custom statistical and analytical reports from civil process data. The report generator should be provided by the same vendor and should not be a third-party application.	X				
VK2	The system should restrict access to the report generator and individual report templates by user or user group.	X				
VK3	The system should not allow a user who does not have access to particular data via the application user interface to gain access to that data via the report generator.	X				
VK4	The system should allow the creator of the report template to build reports for any data entered into the civil product.	X				
VK5	The report generator should allow the creator of the report template to control layout and formatting options for each civil process report template. This includes such options as field arrangements, column widths, label text, font sizes, and line spacing.	X				
VK6	The report generator should allow the creator of each civil process report template to choose which users can access and/or run the report and/or modify the report template.	X				
VK7	The report generator should support the use of aggregate (math) functions including Sum, Average, Count, Count Blank, Minimum, and Maximum.	X				
VK8	The report generator should allow data to be grouped or sorted by any data element.	X				
VK9	The report generator should allow multiple data filters to be applied using "and/or" logic.	X				

VK10	The report generator should allow civil process reports to be saved (as PDF, .XLS, or .CSV), printed, or emailed directly from the report.	X				
VK11	The report generator should allow civil process report templates to be saved and modified at a later time.	X				
VK12	The report generator should support adding the civil process reports to user's dashboards.	X				
VK13	The report generator should allow recurring civil process reports to be scheduled and automatically uploaded to a file-system or e-mailed to specified users on certain days and times.	X				
VK14	The report generator should support ad-hoc queries.	X				
VK15	The report generator should support creation of civil reports such as the following: - Summary of open (not completed) civil processes - Summary of civil processes by assigned deputy - Summary of civil processes by zone/geographic area - Processes received by type or law office - Summary of processes received or returned by date range - Summary of civil processes served year over year - Service trips made by each deputy	X				

Financial

General

ID	Requirement	Yes	Future	Modify	No	Comments
FA1	The system should include a fully integrated financial product provided by the same vendor, and not a third-party application.	X				
FA2	The system should support any number of different funds with separate ledger accounts and preconfigured fees (invoice items).	X				
FA3	The system should allow authorized users to set user and user group permissions separately for each fund.	X				
FA4	The system should support either cash or accrual basis accounting.	X				
FA5	The system should support an unlimited number of general ledger accounts.	X				
FA6	The system should support general ledger accounts of the following types: Income, Expense, Asset, Liability and Equity.	X				
FA7	The system should support the creation of account groups.	X				
FA8	The system should assign account reference numbers to each account.	X				
FA9	The system should allow authorized users to deactivate general ledger accounts.	X				
FA10	The system should support the creation of general ledger accounts by defining primary accounts and divisional segments with account code masks for each.	X				
FA11	The system should allow authorized users to define fiscal years with any start month.	X				
FA12	The system should allow authorized users to close fiscal periods	X				

FA13	The system should prevent the creation of any new source documents in closed fiscal periods.	X				
FA14	The system should prevent changes to any source documents dated in closed fiscal periods.	X				

Source Documents

ID	Requirement	Yes	Future	Modify	No	Comments
FB1	The system should allow source documents (Invoices, Receipts, Deposits, Checks, Bank Deposits, Disbursements and Bills) to write to the general ledger upon save.	X				
FB2	The system should make the general ledger transactions made by each source document viewable directly from that source document.	X				
FB3	The system should allow source documents to be configured for manual rather than automatic posting.	X				
FB4	The system should ensure that authorized users are the only ones who may generate manual general ledger entries for saved source documents.	X				
FB5	The system should support manual batch posting.	X				
FB6	The system should allow authorized users to define default amounts for preconfigured fees (invoice items).	X				
FB7	The system should allow collected fees to be disbursed in accordance with a predefined schedule.	X				
FB8	The system should allow scheduled disbursements to be based on a fixed disbursement amount, a percentage of the collected amount, or the remainder of the fee amounts collected.	X				
FB9	The system should support the creation of invoices with multiple preconfigured fees, adjustable amounts and descriptions.	X				

FB10	The system should allow invoices to be set up with a due date based on a default time period.	X				
FB11	The system should allow authorized users to override the default due date on invoices as needed.	X				
FB12	The system should print mailable invoices from the system for the customer, including both a configurable payment remittance address and a corresponding text area.	X				
FB13	The system should allow multiple payments to be made on a single invoice.	X				
FB14	The system should allow remaining invoice balances to be designated as uncollectable and placed into an uncollectable expense account in the general ledger.	X				
FB15	The system should link invoices to other records such as Civil Processes, Inmates, Warrants, Pistol Permits, Tow Calls, Bicycle Registrations, Alarms, and Protections Orders.	X				
FB16	The system should allow source documents to have files attached to them via upload or scanner.	X				
FB17	The system should allow individual user permissions to be set for viewing, editing and removing each type of source document.	X				

Receipt Payments

ID	Requirement	Yes	Future	Modify	No	Comments
FC1	The system should include both paid for and paid to parties on receipt payments.	X				
FC2	The system should allow receipt payments to track the type of payment and the check or payment reference number.	X				

FC3	The system should allow receipt payments made on invoices to include the automatic calculation of payment amounts by a predefined payment priority schedule set by each fee.	X				
FC4	The system should allow a single receipt payment to be applied against multiple open invoices.	X				
FC5	The system should allow a single receipt payment to specify the exact amount applied to each fee across multiple open invoices.	X				
FC6	The system should allow a fixed or percentage based fee to be added to receipt payments, based on the type of payment (for example, 3% for a credit card payment).	X				

Accounts

ID	Requirement	Yes	Future	Modify	No	Comments
FD1	The system should allow deposits to be tracked by customer.	X				
FD2	The system should allow deposits to be used for payments on future receipts or refunded to the customer.	X				
FD3	The system should support bank deposits to track the receipt payment funds collected and deposited into a bank account.	X				
FD4	The system should support bank reconciliation records to validate each bank account balance against deposited funds and payments made from accounts.	X				
FD5	The system should display a chart of accounts with current balances.	X				
FD6	The system should support transfers between bank accounts.	X				

Payables

ID	Requirement	Yes	Future	Modify	No	Comments
FE1	The system should track payables by bills to be paid, allowing multiple expense accounts to be added for each vendor payable.	X				
FE2	The system should allow multiple payment checks to be entered to satisfy a single payable.	X				
FE3	The system should record payment to external parties by specifying payment money type and expense accounts per payment.	X				
FE4	The system should support check printing on pre-printed stock as well as full check printing with account information on MICRS printers.	X				
FE5	The system should support batch printing of checks using user-defined starting check sequence numbers.	X				

Financial Reporting

ID	Requirement	Yes	Future	Modify	No	Comments
FF1	The system should provide a report generator for building custom statistical and analytical reports from financial data. The report generator should be provided by the same vendor and not be a third-party application.	X				
FF2	The system should restrict access to the report generator and individual report templates by user or user group.	X				
FF3	The system should not allow a user who does not have access to particular data via the application user interface to gain access to that data via the report generator.	X				
FF4	The system should allow the creator of the report template to build reports for any data entered into the financial product.	X				

FF5	The report generator should allow the creator of the report template to control layout and formatting options for each administration report template. This includes such options as field arrangements, column widths, label text, font sizes, and line spacing.	X				
FF6	The report generator should allow the creator of each financial report template to choose which users can access and/or run the report and/or modify the report template.	X				
FF7	The report generator should support the use of aggregate (math) functions including Sum, Average, Count, Count Blank, Minimum, and Maximum.	X				
FF8	The report generator should allow data to be grouped or sorted by any data element.	X				
FF9	The report generator should allow multiple data filters to be applied using "and/or" logic.	X				
FF10	The report generator should allow financial reports to be saved (as PDF, .XLS, or .CSV), printed, or emailed directly from the report.	X				
FF11	The report generator should allow financial report templates to be saved and modified at a later time.	X				
FF12	The report generator should support adding the financial reports to user's dashboards.	X				
FF13	The report generator should allow recurring financial reports to be scheduled and automatically uploaded to a file-system or e-mailed to specified users on certain days and times.	X				
FF14	The report generator should support ad-hoc queries.	X				

FF15	The system should include the following pre-defined financial reports: - Balance sheet - Income statement - Trial balance - Disbursement - Receipt income - Accounts payable aging - Accounts receivable aging - 1099 payments - Customers by balances, receipts, checks, or unapplied funds - Customer statements - Vendors by payables, checks, or disbursements	X				
FF16	The report generator should allow authorized users to create any number of additional reports from the financial data stored in the system.	X				

GIS Services

Data Migration and Scrubbing

ID	Requirement	Yes	Future	Modify	No	Comments
GA1	The vendor should provide GIS data migration and scrubbing services as part of the implementation.	X				
GA2	The vendor should test the GIS data to ensure proper functioning.	X				
GA3	The vendor should set up the data with the needed configuration and load it into the ArcGIS format.	X				
GA4	The vendor should create address locator and network dataset files to support geocoding and map routing functionality.	X				
GA5	The vendor should be capable of providing additional GIS services without involving a third party.	X				

Jail Management System (JMS)

General

ID	Requirement	Yes	Future	Modify	No	Comments
JA1	The system should include a list of current inmates with key identifying data such as inmate numbers and cell assignments.	X				
JA2	The system should visibly notify users when multiple inmates are in custody with the same first and last names.	X				
JA3	The system should provide a main JMS window that displays such information such as inmates in queue for booking, upcoming court appearances and releases, a list of inmates who are out on work release, and scheduled contacts and activities. This window should be configurable.	X				
JA4	The system should allow authorized users to locate any inmate at any time.	X				
JA5	The system should be capable of creating an audit trail for every inmate's movements. This trail should list the inmate, where s/he was originally, where s/he is going (new location) who initiated movement (officer), who is receiving the inmate, and the date and time of the movement.	X				
JA6	The system should allow authorized users to maintain a list of reasons for sealing inmate records.	X				
JA7	The system should allow authorized users to seal inmate records.	X				
JA8	The system should allow authorized users to restrict user or user-group access to sealed inmate records, per record.	X				
JA9	The system should allow authorized users to expunge (remove) an inmate record.	X				

JA10	The system should generate the following output forms, at a minimum: - Bond forms - Application for good time - Probable cause forms - Record of time served - Release extradition waivers - Release of posted bond forms - Room and board notices - Transfer of custody forms - Trip background reports - Wanted posters	X				
JA11	The system should ensure that forms capture, store, and print with electronic signatures.	X				

Facilities

ID	Requirement	Yes	Future	Modify	No	Comments
JB1	The system should allow authorized users to maintain lists of multiple jail facilities and the cells in each facility.	X				
JB2	The system should track data for inmates held in multiple facilities.	X				
JB3	The system should allow authorized users to configure cell blocks, pods, houses, etc., as well as the beds within each.	X				
JB4	The system should allow authorized users to configure locations which are not cells, such as kitchens, hallways, rec rooms, etc.	X				
JB5	The system should allow authorized users to restrict users' access to specific cell blocks, pods, houses, etc.	X				
JB6	The system should allow a different classification form to be defaulted for each facility.	X				

Intake

ID	Requirement	Yes	Future	Modify	No	Comments
JC1	The system should provide a guided step-by-step process (aka "wizard") for performing the intake for an individual.	X				
JC2	The system should allow a user to continue the booking process from someone who has been through the intake process without re-entry of any previously entered data.	X				
JC3	The system should allow an inmate to go through intake from a case, a warrant or nothing.	X				
JC4	The system should allow an inmate without a name to go through intake.	X				
JC5	The system should allow a user to not book an individual after the individual has gone through the intake process.	X				

Booking

ID	Requirement	Yes	Future	Modify	No	Comments
JD1	The system should provide a guided step-by-step process (aka "wizard") for booking an inmate to ensure that all necessary steps are completed.	X				
JD2	The system should allow authorized users to configure the booking wizard to conform to the agency's needs. Configuration should include defining which form (property form, approved visitors form, medical screening form, etc.) is next in the sequence as well as which forms are required and which are not.	X				
JD3	The system should include a means for recording inmate property as part of the booking process.	X				
JD4	The system should include a means of issuing agency property to an inmate as part of the booking process.	X				

JD5	The system should allow the booking process to be suspended at any time without losing data, and resumed at a later time from that same point by any authorized user.	X				
JD6	The system should display a visible indicator on the booking list that shows which inmate booking processes were suspended and which ones were completed.	X				
JD7	The system should display alerts triggered from any non-JMS area of the system when booking an inmate, including outstanding warrants, sex offender status, medical alerts, and potential threats to officer safety.	X				
JD8	The system should allow authorized users to manage a medical/mental screening questionnaire which is used as part of the booking process.	X				
JD9	The system should provide all information from a person's master name record during the booking process, including prior relationships, previous bookings, sex offender status, and any other alerts on the master name.	X				
JD10	The system should carry over basic inmate information from a prior booking into a new booking without requiring re-entry.	X				
JD11	The system should allow users to book an inmate from an RMS arrest record.	X				
JD12	The system should bring the RMS arrest form data into JMS without requiring re-entry.	X				
JD13	The system should allow users to book an inmate from an RMS warrant record.	X				
JD14	The system should bring the RMS warrant record data into JMS without requiring re-entry.	X				
JD15	The system should automatically update the warrant record to a non-active status when an inmate is booked from a warrant record.	X				

JD16	The system should allow users to select an inmate from the inmate list for rebooking.	X				
JD17	The system should include an intake function that does not require the full booking process.	X				
JD18	The system should allow users to place person in a queue for full booking, after completing the intake function.	X				
JD19	The system should handle multiple sentences, both concurrent and consecutive, and perform sentence calculation, including reductions such as good time.	X				
JD20	The system should track charge data such as offenses, bonds, and bond amounts.	X				
JD21	The system should allow users to enter an inmate's victims during the booking process to support their notification upon the inmate's release.	X				
JD22	The system should allow multiple mugshots per inmate.	X				
JD23	The system should allow for tagging pictures as scars, marks, and tattoos, as well as recording the location of those items on the body.	X				
JD24	The system should be able to generate a booking summary form.	X				
JD25	The system should include agency-customizable forms with the ability to trigger other requested information based on data entered, such as: alerts, classifications, medical condition, no contacts, etc.	X				

Transports

ID	Requirement	Yes	Future	Modify	No	Comments
JE1	The system should allow inmate transports to be tracked.	X				
JE2	The system should allow authorized users to maintain a list of transportation types.	X				

JE3	The system should allow authorized users to maintain a list of transportation vehicles, including the number of seats for each vehicle.	X				
JE4	The system should ensure that all no-contact rules are followed for transports.	X				
JE5	The system should capture that all passengers and drivers explicitly listed for a given transport.	X				
JE6	The system should allow transportation rates to be defined on a time or distance basis.	X				
JE7	The system should allow for a variety of costs to be tracked for a given transport, including personnel, mileage, meals, and lodging.	X				
JE8	The system should allow transport costs for a given transport to be shared between two agencies.	X				
JE9	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with transport records.	X				
JE10	The system should allow users with access to transport records to use the custom forms to enter and maintain the associated data.	X				
JE11	The system should allow transport records to have files attached to them via upload or scanner.	X				

Bonds

ID	Requirement	Yes	Future	Modify	No	Comments
JF1	The system should allow authorized users to maintain a list of approved bond companies.	X				
JF2	The system should allow authorized users to maintain a list of bond agents.	X				
JF3	The system should be able to track filing dates, agent license expiration dates, and maximum bond amounts for bond agents/companies.	X				

JF4	The system should allow each bond company to be set up to use multiple insurance companies.	X				
JF5	The system should be able to track bond payments including amount, money type, and the name of the bond agent.	X				

Digital Lineups

ID	Requirement	Yes	Future	Modify	No	Comments
JG1	The system should allow authorized users to create digital lineups using mugshots stored in the system.	X				
JG2	The system should allow users to choose demographic criteria to select mug shots for inclusion in digital lineups, including eye color, hair color, height, and weight.	X				
JG3	The system should support exporting digital lineups to a ZIP file.	X				
JG4	The system should allow users to randomly select photos for a digital lineup.	X				

Classes

ID	Requirement	Yes	Future	Modify	No	Comments
JH1	The system should allow authorized users to maintain a list of classes for inmates.	X				
JH2	The system should allow court-mandated class registrations to be included in the booking wizard.	X				
JH3	The system should allow classes to be defined as billable or non-billable.	X				
JH4	The system should allow inmates to be included in waiting lists for classes.	X				
JH5	The system should ensure that all no-contact rules are followed for classes.	X				
JH6	The system should allow class records to have files attached to them via upload or scanner.	X				

JH7	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual class records.	X				
JH8	The system should allow users with access to class records to use the custom forms to enter and maintain the associated data.	X				

Classifications

ID	Requirement	Yes	Future	Modify	No	Comments
JI1	The system should include an agency-defined form in the booking process to classify inmates for cell assignment.	X				
JI2	The system should assign point-based classification levels to inmates from data entered on the agency-defined classification form.	X				
JI3	The system should be able to subtract classification points for stabilizing or mitigating factors.	X				
JI4	The system should allow authorized users to manually override system-calculated inmate classification levels.	X				
JI5	The system should provide cell recommendations from classification levels.	X				
JI6	The system should ensure that classification takes into account data entered into specific booking wizard questionnaires that match tags on specific cells, such as "handicapped accessible" or "juvenile holding."	X				
JI7	The system should allow users to configure automatic reclassification schedules based upon initial inmate classification type.	X				
JI8	The system should allow multiple forms to be created for classifications.	X				

Holds

ID	Requirement	Yes	Future	Modify	No	Comments
JJ1	The system should include the appropriate data entry forms in the booking process based on the selected hold reason(s).	X				
JJ2	The system should allow authorized users to maintain a list of hold reasons, including which fields are displayed for each hold reason. Hold reasons should include charged, sentenced, warrant, additional hold, and unlimited agency-defined reasons.	X				
JJ3	The system should allow users to enter multiple hold reasons per inmate, and should adjust the forms to show only the fields needed for the selected reason(s).	X				
JJ4	The system should allow hold reason records to have files such as documents or scanned documents attached to them as part of the booking process.	X				
JJ5	The system should allow for the sealing of hold reasons, bookings, and incident reports.	X				
JJ6	The system should allow for the expungement of charges.	X				
JJ7	Agency-defined custom fields should be available in Holds.	X				

Stay Scheduling

ID	Requirement	Yes	Future	Modify	No	Comments
JK1	The system should allow for scheduling inmate stay segments.	X				
JK2	The system should allow authorized users to set up stay schedules for inmates serving segmented ("weekender") sentences.	X				

JK3	The system should allow scheduled segments to put time toward total sentence length, optionally including or excluding days checked out of the facility.	X				
JK4	The system should allow inmates to be checked in and out of the facility with no need to release and re-book.	X				
JK5	The system should allow for configuration of different stay schedule types.	X				

Release

ID	Requirement	Yes	Future	Modify	No	Comments
JL1	The system should display upcoming user releases on the user's dashboard.	X				
JL2	The system should provide a guided step-by-step process (aka "wizard") for releasing an inmate to ensure that all necessary steps are completed.	X				
JL3	The system should allow authorized users to configure the release wizard to conform to the agency's needs.	X				
JL4	The system should provide a warning to a user who attempts to release an inmate before the sentence has been completely served.	X				
JL5	The system should allow users to enter multiple release reasons per inmate, and should adjust the forms to show only the fields needed for the selected reason(s).	X				
JL6	The system should capture the following as part of the release wizard, at minimum: - Record of time served - Release and custody form - Bond form - Release posted bond form	X				

JL7	The system should allow release reasons to be recorded for each of an inmate's hold reasons. Individual hold reasons should be resolved prior to overall inmate release.	X				
JL8	The system should alert users when an inmate to be released has additional holds in the system.	X				
JL9	The system should release remaining inmate funds as part of the release process.	X				
JL10	The system should be able to release inmate funds to the inmate or another person, or hold the funds until a later date for pickup by a specified person.	X				
JL11	The system should be able to generate a check for the release of inmate funds.	X				
JL12	The system should include release of inmate property in the inmate release process.	X				
JL13	The system should be able to release inmate property to the inmate or to another person, or hold it until a later date for pickup by a specified person.	X				
JL14	The system should generate inmate fund and inmate property release forms that can be signed (manually or electronically) to verify receipt of funds and property.	X				
JL15	The system should clearly display a "Released" status on an inmate's record once that inmate has been released.	X				
JL16	The system should be able to print a release summary.	X				
JL17	The system should allow authorized users to maintain a list of release reasons, including which fields are displayed for each release reason. Release reasons should include bonded out, furlough, judge ordered, sentence served, transferred, and unlimited agency-defined reasons.	X				
JL18	The system should allow authorized users to undo a release that was performed in error.	X				

Housing

ID	Requirement	Yes	Future	Modify	No	Comments
JM1	The system should track an inmate's original cell assignment and all subsequent cell transfers.	X				
JM2	The system should allow authorized users to override inmate cell recommendation assignments.	X				
JM3	The system should be able to generate a report of current cell assignments ordered by cell block.	X				
JM4	The system should be able to generate a report of inmates housed in a selected cell or cell block during a specified time period.	X				
JM5	The system should allow authorized users to set up billing rates for inmate housing.	X				
JM6	The system should allow authorized users to set up different billing rates for each agency or entity for which inmates are housed.	X				
JM7	The system should support automatic billing for room and board fees.	X				
JM8	The system should be able to generate invoices for inmate housing, including summary invoices for outside agencies.	X				

Activities

ID	Requirement	Yes	Future	Modify	No	Comments
JN1	The system should allow authorized users to maintain a list of common activity types, locations, and default locations for each activity type.	X				
JN2	The system should allow authorized users to configure common activity types to track times including "in and out" and "log in and log out" times.	X				
JN3	The system should track inmate activities such as cell checks, meals, recreation, group meetings, medical appointments, trustee work and work releases.	X				

JN4	The system should allow activities to be recorded as they occur or scheduled in advance.	X				
JN5	The system should provide reminders for scheduled inmate activities.	X				
JN6	The system should provide a warning to prevent inmates from logging into activities at the same time and location as another person for whom they have a "no contact" order.	X				
JN7	The system should be able to capture an inmate's acceptance or refusal of an activity.	X				
JN8	The system should include a comment field for each activity record.	X				
JN9	The system should allow users to add inmate activities in bulk.	X				
JN10	The system should provide log of inmate activities, both for all inmates and for an individual inmate.	X				
JN11	Agency-defined custom fields should be available in Activities.	X				
JN12	The system should flag when a user tries to schedule conflicting activities.	X				
JN13	The system should track work hours for trustee inmates.	X				
JN14	The system should configure the rate at which trustee inmates earn time off.	X				

Visitors/Contacts

ID	Requirement	Yes	Future	Modify	No	Comments
JO1	The system should allow authorized users to maintain a list of visitation notification attempt types including phone, in person, mail, and email.	X				
JO2	The system should allow users to capture inmate contacts, including person contacted, contact type (phone, visit, etc.), and relationship.	X				

JO3	The system should allow visitors to be defined as approved or unapproved.	X				
JO4	The system should show if a visitor is an approved or unapproved visitor for another inmate.	X				
JO5	The system should be able to bring approved and unapproved visitors forward from previous bookings.	X				
JO6	The system should automatically check all visitors for alerts such as warrants, safety threats, etc.	X				
JO7	The system should allow users to perform state/NCIC checks on visitors.	X				
JO8	The system should alert users to an inmate's upcoming visits.	X				
JO9	The system should allow users to log incoming mail and packages, including the sender's name.	X				
JO10	The system should log visit notification attempts with the date and time.	X				
JO11	The system should allow the logging of multiple visitors at once.	X				

Work Release

ID	Requirement	Yes	Future	Modify	No	Comments
JP1	The system should track work release hours, include check-in and check-out times, employers, and PBT and search results upon check-in.	X				
JP2	The system should flag inmates who are eligible for work release.	X				
JP3	The system should provide a list of inmates who are out on work release.	X				

Jail Incidents

ID	Requirement	Yes	Future	Modify	No	Comments
JQ1	The system should allow authorized users to maintain a list of incident types.	X				

JQ2	The system should track incident reports.	X				
JQ3	The system should track the outcomes of incident reports.	X				
JQ4	The system should provide a searchable incident log.	X				
JQ5	The system should include an approval process for incident reports.	X				
JQ6	The system should allow users to link an incident report to a case.	X				
JQ7	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual incident report records.	X				
JQ8	The system should allow users with access to incident report records to use the custom forms to enter and maintain the associated data.	X				
JQ9	The system should allow authorized users to seal jail incident reports.	X				
JQ10	Agency-defined custom fields should be available in Jail Incidents.	X				

Jail Incident Property/Evidence Management

ID	Requirement	Yes	Future	Modify	No	Comments
JR1	The system should allow users to create and maintain property/evidence records for jail incident reports.	X				
JR2	The system should allow users to manually assign a number to property/evidence items for purposes of displaying those items before the court.	X				
JR3	The system should allow authorized users to maintain a list of property/evidence shelves, lockers, bins, and other locations.	X				
JR4	The system should allow access tags to be defined for property/evidence items which would restrict access to certain users or user groups.	X				

JR5	The system should eliminate the need to duplicate any property/evidence information after it has been entered into the system.	X				
JR6 .	The system should support multiple categories of property/evidence, such as stolen property reports, lost property reports, found or recovered property items, contraband or seized property items, and evidence items.	X				
JR7	The system should include business logic that allows the property/evidence forms to automatically adjust to the type of property selected and to display only the necessary fields for input of that type of property.	X				
JR8	The system should include the appropriate data elements for each property and evidence type.	X				
JR9	The system should allow users to set a target disposal date for each property/evidence item.	X				
JR10	The system should allow a user to access the associated incident report by a single click or keystroke from the property/evidence record.	X				
JR11	The system should allow digital photos of each piece of property/evidence to be attached to the property/evidence record.	X				
JR12	The system should be able to print barcodes for property/evidence items.	X				
JR13	The system should be able to open a property/evidence record by scanning the item's barcode.	X				
JR14	The system should provide effective inventory control of property/evidence held by the agency.	X				
JR15	The system should allow users to capture information regarding the intake, movement, release, and disposal of property and evidence and should produce appropriate chain-of-custody reporting.	X				

JR16	The system should include a full audit trail for the chain of custody, including the date, time, start and end location, and personnel involved in each transaction.	X				
JR17	The system tracking should include transferring property internally, transferring to/receiving from personnel, and transferring to/receiving from external entities (crime labs, etc.).	X				
JR18	The system should allow only valid property movement based on an item's current status, to enforce a valid chain of custody.	X				
JR19	The system should generate receipt forms for documenting movement of property and evidence.	X				
JR20	The system should support electronic capture of signatures for the receipt forms.	X				
JR21	The system should allow users to move and manage property/evidence in bulk.	X				
JR22	The system should store and manage digital evidence such as audio, photos, documents, and video links.	X				
JR23	The system should store a read-only checksum for digital files and provide a means of determining if anyone has tampered with the file.	X				
JR24	The system should allow users to export digital evidence in bulk.	X				
JR25	The system should allow tagging specific points on the timeline within audio and video files to provide a means for jumping directly to those points.	X				
JR26	The system should display tagged locations in a chronological list to allow users to jump to the relevant information (for example, a confession) by selecting the tag.	X				
JR27	The system should allow users to sort and filter property/evidence records within the list-view screen.	X				

JR28	The system should allow users to save, print or email a summary list of the property/evidence records directly from the list-view window.	X				
JR29	The system should allow users to save, print or email a property/evidence record directly from the record window.	X				
JR30	The system should support intelligent full-text searching of property/evidence narrative fields.	X				
JR31	The system should allow the property/evidence list to be printed to generate reports such as: - Property nearing target disposal date - Property in temporary locations - Property out of agency custody	X				

Disciplinary Actions

ID	Requirement	Yes	Future	Modify	No	Comments
JS1	The system should allow authorized users to maintain a list of inmate disciplinary offenses, including a severity level.	X				
JS2	The system should track disciplinary actions for inmates.	X				
JS3	The system should allow disciplinary actions to be linked to cases or incidents.	X				
JS4	The system should include an approval process for disciplinary actions.	X				
JS5	The system should allow users to include hearing and disposition information within the disciplinary action record.	X				
JS6	The system should allow disciplinary action records to have files attached to them via upload or scanner.	X				
JS7	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual disciplinary action records.	X				

JS8	The system should allow users with access to disciplinary action records to use the custom forms to enter and maintain the associated data.	X				
JS9	Agency-defined custom fields should be available in Disciplinary Actions.	X				

Event/Shift Logs

ID	Requirement	Yes	Future	Modify	No	Comments
JT1	The system should allow authorized users to maintain a list of common shift event types such as staff movement and meal passes.	X				
JT2	The system should provide an event or shift log to record shift activity.	X				
JT3	The system should support setting up a separate event or shift log for each cell block, or all cell blocks together.	X				
JT4	The system should capture shift start and end times and correctional staff on duty for each shift.	X				
JT5	The system should allow authorized users to log in or log out the entire shift roster of correctional staff at one time.	X				
JT6	The system should allow an unlimited narrative within an event record.	X				
JT7	The system should include a date, time, and username on every event record.	X				
JT8	The system should make a shift summary available to the next shift.	X				
JT9	Agency-defined custom fields should be available in Event/Shift Logs.	X				

Medical

ID	Requirement	Yes	Future	Modify	No	Comments
JU1	The system should be able to track medical appointments.	X				

JU2	The system should track medical/mental health expenses and should be able to create invoices to bill other agencies for these expenses.	X				
JU3	The system should allow the medical/mental health screening questionnaire to be updated at any time during an inmate's stay.	X				
JU4	The system should alert users to any key data from the medical/mental health screening questionnaire.	X				
JU5	The system should allow users to update an inmate's prescription and non-prescription medication data at any time during an inmate's stay.	X				
JU6	The system should provide a list of medications to be dispensed at each medication pass to an individual inmate and to all inmates.	X				
JU7	The system should allow users to dispense medications with a bulk action (without having to go into each inmate's record individually).	X				
JU8	The system should be able to capture an inmate's acceptance or refusal of medication, along with comments.	X				
JU9	The system should provide a log of all medication dispensed to an inmate.	X				
JU10	The system should allow users to capture an inmate's prescription and non-prescription medications, including administration times, amounts, and instructions during the booking process.	X				
JU11	The system should allow authorized users to access medical and mental data for inmates.	X				
JU12	The system should visibly flag key medical information and special dietary needs.	X				

Inmate Funds

ID	Requirement	Yes	Future	Modify	No	Comments
JV1	The system should intake any cash or other funds an inmate has on her/her person during the booking process and establish an inmate account with those funds.	X				
JV2	The system should generate a form that a user can sign (manually or electronically) to acknowledge receipt of cash or other funds.	X				
JV3	The system should include transactions in an inmate's account such as deposits, withdrawals, release of funds, and audits.	X				
JV4	The system should be able to generate a receipt for each transaction that users, inmates and receiving persons can sign (manually or electronically) to acknowledge the transaction.	X				
JV5	The system should automatically update inmate account balances to reflect transactions.	X				
JV6	The system should allow an account summary to be printed at any time during an inmate stay.	X				
JV7	The system should allow additional funds received from visitors or by mail to be credited to an inmate's account.	X				
JV8	The system should allow inmate funds to be released as part of the inmate release process.	X				
JV9	The system should carry forward inmate account balances (including negative balances) from previous jail stays.	X				

Inmate Property

ID	Requirement	Yes	Future	Modify	No	Comments
JW1	The system should be able to intake individual pieces of property.	X				

JW2	The system should include a comment field for each piece of property.	X				
JW3	The system should provide a means of duplicating a property item when most of the data remains the same from one item to the next.	X				
JW4	The system should generate a form that can be signed (manually or electronically) to verify inmate property intake.	X				
JW5	The system should allow authorized users to maintain a list of property locations.	X				
JW6	The system should capture the location of a piece of property, whether it is in a locker assigned to that inmate or in a shared/general-purpose location. The system should track the transferal of the property from one location to another.	X				
JW7	The system should allow additional property to be taken in at any time during an inmate stay, including property received in packages or from visitors.	X				
JW8	The system should be able to release individual pieces of inmate property at any time during an inmate stay. Date, time, and recipient information should be tracked for each property release.	X				
JW9	The system should be able to generate an inmate property intake receipt or release form that users, inmates and receiving persons can sign (manually or electronically) to acknowledge the receipt or release of property.	X				
JW10	The system should be able to print an inmate property summary or inventory at any time during an inmate's stay.	X				

Issued Property

ID	Requirement	Yes	Future	Modify	No	Comments
JX1	The system should be able to track agency property such as linens and clothing which are issued to inmates.	X				
JX2	The system should capture when property is returned or when additional items are issued.	X				
JX3	The system should track any items which are banned from use by an inmate and provide the user a warning message during the issuance process.	X				
JX4	The system should allow users to configure sets of commonly issued items and create a preset to issue or return them in bulk.	X				
JX5	The system should allow users to assign and print barcodes for issued property.	X				
JX6	The system should be able to display a real-time running total of available individual pieces of agency property.	X				

Jail Reporting

ID	Requirement	Yes	Future	Modify	No	Comments
JY1	The system should provide a report generator for building custom statistical and analytical reports from jail data. The report generator should be provided by the same vendor and should not be a third-party application.	X				
JY2	The system should restrict access to the report generator and individual report templates by user or user group.	X				
JY3	The system should not allow a user who does not have access to particular data via the application user interface to gain access to that data via the report generator.	X				

JY4	The system should allow the creator of the report template to build reports for any data entered into the jail product.	X				
JY5	The report generator should allow the creator of the report template to control layout and formatting options for each jail report template. This includes such options as field arrangements, column widths, label text, font sizes, and line spacing.	X				
JY6	The report generator should allow the creator of each jail report template to choose which users can access and/or run the report and/or modify the report template.	X				
JY7	The report generator should support the use of aggregate (math) functions including Sum, Average, Count, Count Blank, Minimum, and Maximum.	X				
JY8	The report generator should allow data to be grouped or sorted by any data element.	X				
JY9	The report generator should allow multiple data filters to be applied using "and/or" logic.	X				
JY10	The report generator should allow jail reports to be saved (as PDF, .XLS, or .CSV), printed, or emailed directly from the report.	X				
JY11	The report generator should allow jail report templates to be saved and modified at a later time.	X				
JY12	The report generator should support adding the jail reports to user's dashboards.	X				
JY13	The report generator should allow recurring jail reports to be scheduled and automatically uploaded to a file-system or e-mailed to specified users or user groups on certain days and times.	X				
JY14	The report generator should support ad-hoc queries.	X				

JY15	The report generator should support creation of jail reports such as the following: - Inmate summary forms with agency-defined fields - Current inmates by held for agency, cell block, etc - Inmates currently in or out of the facility - Occupied cells or available cells - Recent bookings to provide to media outlets - Arrest reports for a specified time period - Inmates held year-to-date compared to previous years - Annual report of inmates held for outside agencies - Inmate days based on holding status, age, gender, etc.	X				

Commissary Interface

ID	Requirement	Yes	Future	Modify	No	Comments
JZ1	The system should include an interface to the Keefe commissary system.	X				
JZ2	The interface should allow demographic data for new inmates to be sent from the JMS to the commissary system at the time of booking.	X				

Inmate Phone Interface

ID	Requirement	Yes	Future	Modify	No	Comments
JAA1	The system should include an interface to the Infinity inmate phone system.	X				
JAA2	The interface should allow demographic data for new inmates to be sent from the JMS to the inmate phone system at the time of booking.	X				

Livescan/AFIS Interface

ID	Requirement	Yes	Future	Modify	No	Comments
JAB1	The system should include an interface to Livescan/AFIS.	X				

JAB2	The interface should send a file with inmate demographic data and hold reasons to Livescan.	X				

VINE Interface

ID	Requirement	Yes	Future	Modify	No	Comments
JAC1	The system should include an interface to VINE.	X				
JAC2	The interface should allow demographic data to be sent to Appriss by way of an SFTP site upon booking and release of each inmate.	X				
JAC3	The interface should also support sending a daily population report to Appriss via the same SFTP site.	X				

N-DEx

ID	Requirement	Yes	Future	Modify	No	Comments
JAD1	The system should package case reports in XML for N-DEx submission.	X				
JAD2	The system should allow for automatic submission of N-DEx data to the FBI or another repository that supports the N-DEx format.	X				

Mapping

General

ID	Requirement	Yes	Future	Modify	No	Comments
MA1	The system should use mapping functionality which is based on ESRI-compatible mapping components.	X				
MA2	The system should allow for unlimited map layers, including ESNs, counties, roads, railroads, postal zones, and aerial imagery.	X				
MA3	The system should allow users to click on any point on the map to view information such as an ESN, county boundaries, postal zones, address, coordinates, and nearest intersection.	X				
MA4	The system should include map panning and zooming functions.	X				
MA5	The system should allow the user to re-center the map on a CFS, unit, or default location.	X				
MA6	The system should allow users to calculate the distance between two points on the map.	X				
MA7	The system should allow users to toggle aerial imagery for the map.	X				
MA8	The system should allow authorized users to maintain a list of map marker types and assign corresponding map icons.	X				
MA9	The system should ignore city, state and zip code data when searching for addresses if there are no matches.	X				
MA10	The system should allow authorized users to configure any of the standard map actions as system hot keys.	X				
MA11	The system should allow for geo-verification of addresses within CAD, RMS and JMS when the client map application is not open.	X				

MA12	The system should allow agency GIS personnel to maintain map data.	X				

CAD

ID	Requirement	Yes	Future	Modify	No	Comments
MB1	The system should integrate the mapping product with the CAD product and make the map accessible with a single click or keystroke from the CAD product.	X				
MB2	The system should allow all dispatch functions to be available from the map.	X				
MB3	The system should include map functions, such as zooming and plotting, on other dispatch windows.	X				
MB4	The system should allow users to issue CAD commands directly from the map.	X				
MB5	The system should automatically plot active and waiting calls for service on the map as they are entered, and automatically remove them from the map as they are cleared.	X				
MB6	The system should display key CFS data on the map, including address, coordinates, nearest intersection, cross streets, incident code, priority level, and assigned units.	X				
MB7	The system allows the map to filter units so that only certain units are displayed on the map.	X				
MB8	The system should display dispatch alerts (if a CFS has been waiting past an agency-defined time to be dispatched) on the map.	X				

Markers

ID	Requirement	Yes	Future	Modify	No	Comments
MC1	The system should allow the user to filter the units which are viewable on the map, such as on-duty units and/or off-duty units, or by unit type (law enforcement, fire, and EMS).	X				

MC2	The system should display key unit data on the map, such as call sign unit type, and status.	X				
MC3	The system should display unit alerts for officer safety checks (based on agency-defined times) on the map.	X				
MC4	The system should allow map markers to expire and should allow those expired markers to either be removed from the map or grayed out upon expiration.	X				
MC5	The system should roll-up multiple markers for units so that they take up less space, if those units are all at the exact same location.	X				
MC6	The system should allow users to place agency-customizable map markers, without creating a CFS, for items such as controlled burns and road construction.	X				
MC7	The system should allow users to search on customized map markers.	X				
MC8	The system should plot the ESN on the map for Phase II calls.	X				
MC9	The system should display a shaded area which represents the uncertainty distance around the origination points for Phase I and Phase II calls.	X				

Routing

ID	Requirement	Yes	Future	Modify	No	Comments
MD1	The system should include a routing function on the map which allows routes to be drawn between any combination of unit locations, CFS addresses, and other addresses, including intersections, mile markers, and latitude/longitude coordinates.	X				
MD2	The system should be able to mark road segments as closed for routing purposes. Barriers or closed segments should be displayed on the map.	X				

MD3	The system should allow users to create bookmarks which capture both the location on the map as well as the zoom level and any currently enabled map layers.	X				
MD4	The system should allow users to create a print preview of mapping routes.	X				
MD5	The system should allow users to create a PDF of mapping routes and send them in an email.	X				

Search

ID	Requirement	Yes	Future	Modify	No	Comments
ME1	The system should include geospatial search which supports the following: - Searching and pinning specific addresses including intersections, mile markers, and latitude/longitude coordinates - Searching for addresses within a radius - Searching for addresses within an area (polygon) drawn by the user - Searching and pinning addresses by person or business name	X				
ME2	The system should allow all of the search results to be exported to a CSV file.	X				

AVL

ID	Requirement	Yes	Future	Modify	No	Comments
MF1	The system should allow the map to show unit locations using AVL (if so equipped).	X				
MF2	The system should auto-populate the CFS with the units AVL location for self-initiated calls (such as traffic stops).	X				
MF3	The system should update the unit location with the nearest address.	X				
MF4	The system should display the map coordinates for any unit having AVL.	X				

MF5	The system should display units that do not have AVL on the map at their user-specified locations.	X				
MF6	The system should allow units that do not have AVL to be assigned default locations by unit status.	X				

Mobile

General

ID	Requirement	Yes	Future	Modify	No	Comments
OA1	The system should allow mobile users to manage their own passwords.	X				
OA2	The system should allow authorized users to maintain a list of mobile user locations so that mobile users do not have to manually type commonly used locations.	X				
OA3	The system should allow authorized users to maintain a list of mobile user details such as "on foot", or "has passenger", so that mobile users do not have to enter commonly used details.	X				
OA4	The system should allow authorized users to configure default intervals for check-in reminders.	X				
OA5	The system should include options for visible and audible alerts, as well as allowing the window showing the alert to come to the front of other programs which may be running.	X				
OA6	The system should allow an authorized user to identify which mobile users are logged in.	X				
OA7	The mobile system should be completely integrated with the non-mobile administration product.	X				
OA8	The mobile system should be completely integrated with the non-mobile CAD product.	X				
OA9	The mobile system should be completely integrated with the non-mobile mapping product.	X				
OA10	The mobile system should be completely integrated with the non-mobile RMS product.	X				
OA11	The mobile system should be completely integrated with the non-mobile civil process product.	X				

OA12	The mobile system should include a UI which was specifically designed for entering data and navigating within a mobile environment. For example, users should be able to perform basic functions via the touch-screen or mouse, with minimal typing.	X				
OA13	The mobile system should allow the user to adjust the font size for the display to ensure mobile readability.	X				
OA14	The mobile system should include large buttons to support touch-screen access.	X				
OA15	The system should use highly visible color-coding for UI elements such as windows and buttons.	X				
OA16	The system should be easily switched between day and night mode display configurations.	X				
OA17	The system should provide a mobile user-customizable dashboard that displays summary information from any modules which the user has permission to access.	X				
OA18	The system should display a mobile user's assigned tasks and overdue tasks on the user's dashboard.	X				

Network

ID	Requirement	Yes	Future	Modify	No	Comments
OB1	The system should synchronize data between mobile workstations and system servers so that CAD, RMS, or civil process data entered on mobile units is immediately available on desktop workstations at the agency and vice versa, as long as the connection is maintained.	X				
OB2	The system should use TCP/IP over HTTP with web service type calls for communication between the mobile workstation and the server.	X				
OB3	The system should be compliant with FIPS-140 for all network communication, wireless and wired.	X				

OB4	The system should support dual-factor authentication with a username and password and a USB dongle that meet FBI Security Addendum Requirements.	X				
OB5	The system should support the mobile application on any modern mobile data terminal with the following specifications: - Modern Intel processor or equivalent - 512 MB RAM - 4 GB storage - 1024x768 touch-screen - Windows 7 or 8.x (32-bit or 64-bit) - Air card connection	X				
OB6	The system should provide core mobile functionality on slower connections.	X				
OB7	The system should manage data transfers based on network speed to optimize performance.	X				
OB8	The system should allow authorized users to set upload and download limits and configure what types of data can be uploaded and/or downloaded based on connection speed.	X				
OB9	The system should rely on intelligent connection handling, including reusing connections and retrying failed connections.	X				
OB10	The system should require that the mobile application automatically check for software updates from the server when a user logs onto that mobile workstation.	X				
OB11	The system should ensure that the server automatically pushes new updates to mobile workstations.	X				

CAD

ID	Requirement	Yes	Future	Modify	No	Comments
OC1	The system should provide silent dispatch for mobile users.	X				

OC2	The system should allow the mobile user to configure the mobile CAD screen to display the data most useful or relevant at any given time.	X				
OC3	The system should allow screen layouts to be defined at the agency or user level.	X				
OC4	The system should support fine-grained control of UI elements, which would allow common layouts of one area, but individual control of other areas.	X				
OC5	The system should support individual user control of assignment responses.	X				
OC6	The system should display data on the mobile CAD screen about on-duty units such as call sign, status, location, and key details (for example, has a ride-along). Information to be shown should be configurable per user or per agency.	X				
OC7	The system should display data on the mobile CAD screen about active calls for service such as CFS number, priority, nature of call, address, and assigned units. Information to be shown should be configurable per user or per agency.	X				
OC8	The system should allow mobile users to sort the units display to show only a subset of units, such as units in a specified beat, available units or assigned units.	X				
OC9	The system should allow mobile users to see which units are using mobile CAD and are therefore available to receive communications through the mobile CAD system.	X				
OC10	The system should allow mobile users to choose to see all active calls for service or only their assigned calls for service.	X				
OC11	The system should allow multiple call-takers, dispatchers and/or mobile users to enter data on the same CFS simultaneously.	X				

OC12	The system should allow mobile users to view all incident information available to call-takers and dispatchers. This includes: - Incident location - Nature of call - Priority - Beat - Complainant/reporter data and contact information - Narrative details - Any duplicate or linked incidents - Attached state/NCIC queries and returns	X				
OC13	The system should allow mobile users to update data about their assigned CFS which was originally entered by call-takers or dispatchers. For example, they can update the street address if it was entered incorrectly or change the nature of the CFS after arriving on scene. All changes should be immediately viewable to call-takers, dispatchers and other mobile users.	X				
OC14	The system should allow mobile users to add unlimited narrative details to an assigned CFS. These details should be viewable by call-takers, dispatchers and other mobile users.	X				
OC15	The system should allow mobile users to create officer-initiated calls for service. This should automatically assign the initiating officer to that CFS.	X				
OC16	The system should ensure that all information entered into an officer-initiated CFS is immediately viewable by call-takers, dispatchers and other mobile users.	X				
OC17	The system should allow a mobile user to add a use caution flag on any CFS. This flag should be visible to all users viewing that CFS.	X				

OC18	The system should allow mobile users to create officer-initiated traffic stop calls for service. This should be done with a single press, click, or keystroke and should automatically assign the initiating officer to that CFS.	X				
OC19	The system should allow mobile users to assign themselves to calls for service with a single press, click, or keystroke.	X				
OC20	The system should allow mobile users to self-status, that is to change the status on their own unit as though they were a call-taker or dispatcher. Self-statusing should be done with a single press, click, or keystroke. Status updates should be immediately visible to call-takers, dispatchers and other mobile users.	X				
OC21	The system should include the self-statusing actions such as the following for mobile users: - Mark self as on duty and available for dispatch - Assign self to an incident - Mark self as enroute or on scene at an incident - Mark self as leaving scene or completing incident - Mark self as busy/unavailable for dispatch - Mark self as off-duty or on-call	X				
OC22	The system should allow mobile users to update their own locations. Common locations (for example, North Station, South Station, Jail, and Hospital) should be accessible with a press or click. Location updates should be immediately visible to call-takers, dispatchers and other mobile users.	X				
OC23	The system should allow mobile users to update their own key details. Common key details (for example, Has Ride-along, Has Prisoner, and On Foot) should be accessible with a button or click. Detail updates should be immediately visible to call-takers, dispatchers, and other mobile users.	X				

OC24	The system should allow call-takers and dispatchers to continue to update statuses, locations, details, etc. for mobile users should an officer lose connection, step out of his/her vehicle, etc.	X				
OC25	The system should ensure that mobile users are visibly alerted when the agency-defined check-in time for officer safety has passed. The mobile user should be able to check in with a single press, click, or keystroke.	X				
OC26	The system should ensure that mobile users are visibly alerted when a call for service's agency-defined dispatch timer (based on nature of incident and priority) has passed without any units having been assigned.	X				
OC27	The system should allow a mobile user assigned to a call to stack himself/herself on a second call, providing a visible indication to call-takers, dispatchers and other mobile users that he/she will respond to the stacked call after handling the current call.	X				
OC28	The system should allow a mobile user assigned to a call to reassign himself/herself to a higher priority call and stack himself/herself to the initial call.	X				
OC29	The system should make all name, address and vehicle alerts highly visible to mobile users. Alert types may include outstanding warrants, officer safety threats, medical alerts, hazardous materials alerts, protection system or water supply information, and other agency-defined alert types.	X				
OC30	The system should allow authorized mobile users to access all previous data for persons, businesses, addresses, and vehicles, such as prior calls for service, traffic stops, case relationships, tickets, jail stays, warrants, parking tickets, etc.	X				

OC31	The system should allow mobile users to access common state/NCIC queries with a single press, click, or keystroke.	X				
OC32	The system should automatically display the returns for state/NCIC queries to the initiating mobile user.	X				
OC33	The system should allow instant messages to be sent to multiple recipients from the mobile CAD screen, such as via a public message room accessible by all on-duty call-takers, dispatchers and officers.	X				
OC34	The system should allow mobile users to send and receive private instant messages.	X				
OC35	The system should allow mobile users to send and receive private email-style messages.	X				
OC36	The system should ensure that mobile users receive bulletins issued by call-takers and/or dispatchers such as BOLOS and special instructions (for example, an extra patrol at a specified address).	X				
OC37	The system should allow authorized users to configure alerts for mobile users for events such as new CFS assignments for themselves and/or other responders, new state/NCIC query returns, new instant messages, new e-mail style messages, and new bulletins. Options include visible and audible alerts as well as forcing the mobile CAD display to the front of all other open windows.	X				

Administration

ID	Requirement	Yes	Future	Modify	No	Comments
OD1	The system should allow mobile users to use the fleet management functionality as though they were not remote.	X				
OD2	The system should allow mobile users to use the citizen feedback functionality as though they were not remote.	X				

OD3	The system should allow mobile users to use the policy manual as though they were not remote.	X				
OD4	The system should allow mobile users to use the canine management functionality as though they were not remote.	X				

Civil Process

ID	Requirement	Yes	Future	Modify	No	Comments
OE1	The system should allow mobile users to interact with and perform all functions which are accessible from the desktop civil process product.	X				

Mapping

ID	Requirement	Yes	Future	Modify	No	Comments
OF1	The system should allow mobile users to interact with and perform all functions which are accessible from the desktop mapping product.	X				
OF2	The system should allow the map to automatically zoom to a call or a location based on the mobile unit's status.	X				
OF3	The system should allow the mobile user to launch the map as an embedded window.	X				

Records

ID	Requirement	Yes	Future	Modify	No	Comments
OG1	The system should allow mobile users to interact with and perform all functions which are accessible from the desktop RMS product.	X				
OG1	The system should allow multiple users access for entering supplemental narratives at the same time.	X				

Personnel

ID	Requirement	Yes	Future	Modify	No	Comments
PA1	The system should allow authorized users to create and manage employee records.	X				
PA2	The system should provide a guided step-by-step process (wizard) for entering a new person/user into the system to ensure that all steps are completed.	X				
PA3	The system should allow unlimited photos to be attached to each employee record.	X				
PA4	The system should allow bulk updating of employee records.	X				
PA5	The system should retain records indefinitely for employees who are no longer with the agency and track the date(s) employees were in and out of service.	X				
PA6	The system should allow authorized users to set up detailed permissions for each employee, both individually and within groups.	X				
PA7	The system should allow authorized users to generate a permissions audit report for an employee which shows all areas of the system to which that person has access, what type of access it is, and how it is granted.	X				
PA8	The system should allow authorized users to maintain lists of personnel job titles, personnel addressed as, personnel specialties, personnel groups, divisions, termination reasons and service types.	X				
PA9	The system should allow authorized users to view and print a log of the changes to an employee's personnel records.	X				

PA10	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual personnel records.	X				
PA11	The system should allow users with access to personnel records to use the custom forms to enter and maintain the associated data.	X				
PA12	Agency-defined custom fields should be available in Personnel.	X				

Case Reports

ID	Requirement	Yes	Future	Modify	No	Comments
RA1	The system should allow authorized users to maintain a list of case report types (for example, patrol, investigations, narcotics, and juvenile).	X				
RA2	The system should allow authorized users to build unlimited case report output templates (such as an internal report, a media report, and a state's attorney report) and to specify which data is printed for each.	X				
RA3	The system should allow authorized users to set up case report approval workflows which notify users to perform such tasks as completing cases, reviewing and approving cases, and kicking back cases for changes.	X				
RA4	The system should support setting permissions for each case report type by user and/or user group.	X				
RA5	The system should include the following default involvement types for case reports: offender, suspect, victim, and witness.	X				
RA6	The system should allow authorized users to extend the list of case report involvement types to include such types as arrestee, cited, reporter, driver of vehicle, and passenger.	X				
RA7	The system should support agency or user-defined notifications for case aging (for example, 30-days since creation), case referrals, and follow-ups.	X				
RA8	The system should auto-populate case reports generated from calls for service data such as address, nature of the incident, complainant/reporter data, beat/zone, and NCIC queries and results.	X				

RA9	The system should make incident data such as responding units and unit response times readily available to assist in completing the case report when case reports are generated from calls for service. This incident data should be viewable alongside of the case report information.	X				
RA10	The system should allow case reports to be generated without a corresponding call for service.	X				
RA11	The system should allow call-takers and dispatchers to perform an automatic transfer of CFS data from CAD to the RMS when needed. This transfer should not be a one-time transfer but should be kept up to date as the CFS progresses.	X				
RA12	The system should allow authorized users to maintain a list of case dispositions, including whether a disposition closes a case.	X				
RA13	The system should allow a case report's disposition (status) to be updated at any time.	X				
RA14	The system should allow dispositions to be agency-defined, and should allow the case list to be queried by disposition to show a list of cases under investigation, cases sent to the state's attorney, etc.	X				
RA15	The system should allow multiple supplemental case narratives to be added by the primary officer or by other users.	X				
RA16	The system should support multiple users adding multiple narratives to a case at the same time.	X				
RA17	The system should allow the case narratives to include unlimited text.	X				
RA18	The system should allow authorized users to create custom case narrative templates with section headings (for example, Synopsis, Details, and Actions Taken).	X				
RA19	The system should allow a case report to specify assisting officers.	X				

RA20	The system should allow a case report to specify multiple offenses.	X				
RA21	The system should allow a case report to specify multiple counts of a charge.	X				
RA22	The system should allow an unlimited number of involvement types to be set up for and used on case reports.	X				
RA23	The system should automatically generate required case report forms to gather additional necessary information (for example, arrest forms and citations) based on the selected involvement type(s).	X				
RA24	The system should display the state, federal or local statute or offense descriptions for each offense within the case report screen.	X				
RA25	The system should allow case reports to include multiple modi operandi for a single case report.	X				
RA26	The system should allow case reports to record unlimited vehicles, such as vehicles involved in traffic stops or traffic accidents, towed vehicles, abandoned vehicles, and unlimited agency-defined vehicle relationship types.	X				
RA27	The system should allow users to record vehicle information on citations, warnings, arrest forms, and field identification forms without having to manually re-enter data in each place.	X				
RA28	The system should automatically transfer all vehicle information to a case report from an associated CFS.	X				
RA29	The system should allow case reports to include unlimited case notes which are stamped with the date, time and name of the user who created them.	X				
RA30	The system should allow for expunging individual names from case reports. Expunging the name involvement will automatically expunge the name from system forms such as the arrest and victim form.	X				

RA31	The system should allow authorized users to expunge individual offenses from a specified name on a case report.	X				
RA32	The system should allow authorized users to view the original non-expunged case report.	X				
RA33	The system should have an option to allow expunged records to be reverted back to include the original names and offenses.	X				
RA34	They system should have an option to allow expunged records to be completely removed from the database so report writing tools can not be used to identify the original name or offense.	X				
RA35	The system should allow historical reporting to continue to include the expunged records so the number of offenses does not change when items are expunged. The expunged names will not display within these reports.	X				
RA36	The system should allow workflow activities to be created around Sealing and Expungement actions to help with verification processes.	X				
RA37	The system should provide an agency and user-customizable dashboard that displays summary information from any modules which the user has permission to access (for example, that user's open case reports, reports needing approval, or a list of recently added warrants).	X				
RA38	Dashboards can be utilized with workflow options to display a list of all cases and tasks which require the users attention.	X				
RA39	The system allows for automatic workflow routing based on the offense or state reporting code.	X				
RA40	The system should allow access to sealed cases to be granted to users or user groups per case.	X				
RA41	The system should allow authorized users to maintain the list of reasons for sealing cases.	X				

RA42	The system should allow authorized users to update and correct previously entered data on a case report.	X				
RA43	The system should be able to support multiple case reports for the same event, with access to the reports restricted by user permissions. For example, a patrol report and an investigative report may be created about a single event and linked to each other.	X				
RA44	The system should group case reports based on agency-defined criteria (for example, a string of car break-ins). Links should be provided between grouped case reports.	X				
RA45	The system should create a full audit trail showing all activity related to the case report such as case report creation, adding and removing data, and approval history. Each audit entry should include the date, time, and user.	X				
RA46	The system should support intelligent full-text searching of case report narrative fields.	X				
RA47	The system should allow case reports to have files attached to them via upload or scanner.	X				
RA48	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual case reports.	X				
RA49	The system should allow users with access to case reports to use the custom forms to enter and maintain the associated data.	X				
RA50	The system should include a configurable process (workflow) for reviewing and approving case reports.	X				
RA51	The system should provide a means for users to indicate that a case report is ready for review and awaiting approval.	X				
RA52	The system should restrict case report approvals to authorized users.	X				

RA53	The system should include configurable case routing for review and approval (for example, to a person's supervisor, to any on-duty supervisor, or according to routing criteria completed by the user).	X				
RA54	The system should allow case reports to be routed to multiple people for approval.	X				
RA55	The system should alert users when a case report (or a component of a case report) has been completed and sent to them for approval.	X				
RA56	The system should allow case report approvers to approve an entire case report or an individual component (for example, a primary narrative but not an attached citation).	X				
RA57	The system should allow case report approvers to "kick back" an entire case report or a case report component.	X				
RA58	The system should include a field for "kicked back" case reports and components which allows the case report approver to request needed changes.	X				
RA59	The system should display a case report's current approval status and should allow the case report list to be filtered by approval status.	X				
RA60	The system should be able to lock approved case reports against future editing.	X				
RA61	The system should allow authorized users to reactivate locked case reports.	X				
RA62	The system should create a case report management audit trail that includes the date and time when the record was created, edited, saved, completed, forwarded for approval, closed, etc.	X				
RA63	The system should allow authorized users to configure the case management tasks to match the case review and approval system the agency has in place.	X				

RA64	The system should automatically generate tasks for the users who need to complete case reports, approve case reports, perform investigative reviews, etc.	X				
RA65	The system should allow users to manually create tasks for case reports.	X				
RA66	The system should include as a dashboard part a list of the user's outstanding tasks or case reports which require action.	X				
RA67	The system should support adding case referral forms to case reports and should also generate notification and follow up tasks for predetermined users or groups based on user input and scoring thresholds.	X				
RA68	The system should include case report scoring functionality for investigators, with configurable scoring requirements.	X				
RA69	The system should send case report scoring notifications via internal system messaging, e-mail, paging and/or SMS.	X				
RA70	The system should notify specified users, including primary officers and their supervisors, when case reports have aged beyond an agency-specified time threshold.	X				
RA71	The system should allow e-mail-style messages sent between users to contain links to case reports.	X				
RA72	The system should notify users or user groups via internal system messaging, e-mail, paging and/or SMS when a case report has been assigned to them for completion and/or approval.	X				
RA73	The system should allow for notifying individuals or groups when something new has been added to a case report.	X				
RA74	The system should allow for notifying individuals or groups when an item has been approved on a Case Report.	X				

RA75	The system should include a list of calls for service which require case reports that have not yet been written.	X				
RA76	The system should allow users to sort and filter case reports within the list-view screen.	X				
RA77	The system should allow users to save, print or email a case report (including all associated records and attachments) directly from the record window.	X				
RA78	The system should allow users to save, print or email a summary list of the case reports directly from the list-view window.	X				

Case Leads

ID	Requirement	Yes	Future	Modify	No	Comments
RB1	The system should have a feature within case reports which allows for tracking all tips, leads, and tasks associated with the case.	X				
RB2	The system will allow a user to assign leads to other users who are helping to gather information on the case.	X				
RB3	The system allows for assigning a lead to an individual who doesn't have access to the full case report. The assignor can determine how much information about the case and lead should be granted to the assignee. The assignee will be allowed to add information to the leads assigned to them.	X				
RB4	The system allows users to create new leads for a specific case even if they don't have access to the case.	X				
RB5	The system shall allow the primary investigator to filter a list of all leads where the assignments have been completed and are ready for review.	X				

RB6	The system should allow leads to be organized by agency-configurable values such as Interview a witness or Canvas the neighborhood.	X				
RB7	The system should allow the priority or urgency of each lead to be assigned.	X				
RB8	The system should include names added to a lead to the system's Master Name record and allow it to be linked back to the lead.	X				
RB9	The system should include Vehicles added to a lead to the system's Master Vehicle record and allow it to be linked back to the lead.	X				
RB10	The system should allow Narratives to be added specific to each lead. The primary investigator can review the narrative and import the narrative into the case report if they determine the information should be included within the case report.	X				
RB11	The system will allow for importing names, vehicles, and supplemental narratives from completed tasks into the Case Report. Information that is deemed unnecessary does not need to be imported into the case report.	X				
RB12	The system should allow workflow to be automated to create tasks or notifications when a new lead is entered.	X				
RB13	The system should allow workflow to be automated to create tasks or notifications when a new lead is assigned.	X				
RB14	The system should allow workflow to be automated to create tasks or notifications when a new lead is completed.	X				
RB15	The system should allow leads assigned to individuals to be displayed on their dashboards.	X				
RB16	The system should allow Property and Evidence to be added to each lead.	X				

RB17	The system should allow attachments to be added to each lead.	X				
RB18	The system should allow for tracking tips and leads that are not associated with a specific case report.	X				
RB19	The system should include a report generator that allows user-defined reports to be created with the information collected within each of the leads.	X				

Intelligence Case Reports

ID	Requirement	Yes	Future	Modify	No	Comments
RC1	The system should allow the system to track intelligence reports.	X				
RC2	The system should ensure that intelligence case reports include all of the standard functionality and workflow as regular case reports.	X				
RC3	The system should lock down the intelligence case reports so that only specified users have access to any of the data stored in those case reports.	X				
RC4	The system should ensure that the intelligence case reports include links to warrants, protection orders, field identifications, other intelligence case reports and standard case reports.	X				
RC5	The system should ensure that master name records which are associated with an intelligence report have an additional section of information which records information such as informant ID and the MO.	X				
RC6	The system will allow authorized personnel to add and track notes on Informants to document all contacts with the individual.	X				
RC7	The system should ensure that authorized users may choose to not submit intelligence cases to state reporting (IBR/UCR).	X				

RC8	The system should allow Names, Offenses and Vehicles to be copied from an Intelligence Case into a normal case without the need to re-enter the information.	X				

IBR Preparation

ID	Requirement	Yes	Future	Modify	No	Comments
RD1	The system should perform IBR error checking and validation on the case report, including detailed error messages.	X				
RD2	The system will provide a link to specific fields that need to be corrected for IBR validations.	X				
RD3	The system should package the case reports in suitable format for IBR submittal.	X				

Property/Evidence Management

ID	Requirement	Yes	Future	Modify	No	Comments
RE1	The system should allow users to create and maintain property/evidence records for case reports.	X				
RE2	The system should allow users to manually assign a number to property/evidence items for purposes of displaying those items before the court.	X				
RE3	The system should allow authorized users to maintain a list of property/evidence shelves, lockers, bins, and other locations.	X				
RE4	The system should allow access tags to be defined for property/evidence items which would restrict access to certain users or user groups.	X				
RE5	The system should eliminate the need to duplicate any property/evidence information after it has been entered into the system.	X				
RE6	The system should support stolen property reports.	X				
RE7	The system should support lost property reports.	X				

RE8	The system should support found or recovered property reports.	X				
RE9	The system should support contraband or seized property items property reports.	X				
RE10	The system should support evidence items reports.	X				
RE11	The system should include business logic that allows the property/evidence forms to automatically adjust to the type of property selected and to display only the necessary fields for input of that type of property.	X				
RE12	The system should include the appropriate data elements for each property and evidence type.	X				
RE13	The system should allow users to set a target disposal date for each property/evidence item.	X				
RE14	The system should allow a user to access the associated case report by a single click or keystroke from the property/evidence record.	X				
RE15	The system should allow digital photos of each piece of property/evidence to be attached to the property/evidence record.	X				
RE16	The system should be able to print barcodes for property/evidence items.	X				
RE17	The system should be able to open a property/evidence record by scanning the item's barcode.	X				
RE18	The system should allow users to capture information regarding the intake, movement, release, and disposal of property and evidence and should produce appropriate chain-of-custody reporting.	X				
RE19	The system should include a full audit trail for the chain of custody, including the date, time, start and end location, and personnel involved in each transaction.	X				

RE20	The system tracking should include transferring property internally, transferring to/receiving from personnel, and transferring to/receiving from external entities (crime labs, etc.).	X				
RE21	The system should allow only valid property movement based on an item's current status, to enforce a valid chain of custody.	X				
RE22	The system should generate receipt forms for documenting movement of property and evidence.	X				
RE23	The system should support electronic capture of signatures for the receipt forms.	X				
RE24	The system should allow users to move and manage property/evidence in bulk.	X				
RE25	The system should store and manage digital evidence such as audio, photos, documents, and video links.	X				
RE26	The system should store a read-only checksum for digital files and provide a means of determining if anyone has tampered with the file.	X				
RE27	The system should allow users to export digital evidence in bulk.	X				
RE28	The system should allow tagging specific points on the timeline within audio files to provide a means for jumping directly to those points.	X				
RE29	The system should display tagged time references in a chronological list to allow users to jump to the relevant information (for example, a confession) by selecting the tag.	X				
RE30	The system should allow users to sort and filter property/evidence records within the list-view screen.	X				
RE31	The system should allow users to save, print or email a summary list of the property/evidence records directly from the list-view window.	X				

RE32	The system should allow users to save, print or email a property/evidence record directly from the record window.	X				
RE33	The system should support intelligent full-text searching of property/evidence narrative fields.	X				
RE34	The system should be able to generate and print reports based on the property/evidence list such as: - Property nearing target disposal date - Property in temporary locations - Property out of agency custody	X				
RE35	The system should offer the ability to audit a property location to determine if all expected physical items are within the specified location. Missing and extra items will be identified for the auditor.	X				
RE36	The system should allow for creating custom forms for Property and Evidence.	X				
RE37	The system should allow barcode labels to be configured to display any of the information available on the Property and Evidence screen.	X				
RE38	The system should display thumbnail size pictures on the screen to help navigate to the photos of interest.	X				
RE39	The system should allow multiple evidence photos to be printed on a single page using thumbnail-sized pictures.	X				
RE40	Agency-defined custom fields should be available in Property and Evidence.	X				

Arrests

ID	Requirement	Yes	Future	Modify	No	Comments
RF1	The system should allow users to create and maintain arrest forms.	X				
RF2	The system should support multiple charges for a given person on a single arrest form.	X				

RF3	The system should allow users to add an arrest form to a case report at the time of the original incident or any time after that.	X				
RF4	The system should allow users to add supplemental arrest narratives to the original case report in the event of an arrest at a later date.	X				
RF5	The system should make the arrest information from the RMS available to the JMS for auto-populating the booking record.	X				

Citations

ID	Requirement	Yes	Future	Modify	No	Comments
RG1	The system should allow users to create and maintain citation records.	X				
RG2	The system should allow the citation number to be free-form text rather than a predefined number sequence.	X				
RG3	The system should support use of different types of citations, including traffic citations and non-traffic citations.	X				
RG4	The system should ensure that citations use the state-defined charges/offenses.	X				
RG5	The citation should display on the master name record and/or vehicle name record.	X				
RG6	The system should allow citations to be associated with case reports or created without a case report.	X				
RG7	The system should allow users to save, print or email a summary list of the citation records directly from the list-view window.	X				
RG8	The system should allow users to save, print or email a citation record directly from the record window.	X				
RG9	The system should support intelligent full-text searching of citation narrative fields.	X				

RG10	The system should allow citations to be manually linked to existing case reports.	X				
RG11	Agency-defined custom fields should be available in Field Identifications.	X				

Field Identifications

ID	Requirement	Yes	Future	Modify	No	Comments
RH1	The system should allow users to create and maintain field identification records.	X				
RH2	The system should allow users to create gang affiliations as part of the field identification process.	X				
RH3	The system should allow users to save, print or email a summary list of the field identification records directly from the list-view window.	X				
RH4	The system should allow users to save, print or email a field identification record directly from the record window.	X				
RH5	The system should support full-text searching of field identification narrative fields.	X				
RH6	The system should allow field identification records to be associated with case reports or created without a case report.	X				

Warrants

ID	Requirement	Yes	Future	Modify	No	Comments
RI1	The system should allow users to create and maintain warrant records.	X				
RI2	The system should allow authorized users to update the warrant status at any time.	X				
RI3	The system should allow for addition of standard fees upon creation of the warrant.	X				
RI4	The system should allow warrants to be organized by agency-configurable values.	X				

RI5	The system should allow separate numbers, such as NCIC, docket, state case, or OCA to be included in the warrant record.	X				
RI6	The system should allow data for the appropriate prosecutor to be included with each warrant.	X				
RI7	The system should allow authorized users to change the status of a warrant for the following reasons: served on the person, recalled by the court, person booked on warrant charge, and other reasons defined by the agency.	X				
RI8	The system should allow warrants to be sealed.	X				
RI9	The system should be able to generate a standard felony warrant letter from the warrant.	X				
RI10	The system should restrict access to sealed warrants to specified users or user groups.	X				
RI11	The system should keep track of cancelled warrants.	X				
RI12	The system should automatically alert call-takers, dispatchers and/or officers when names with active warrants are involved in a CFS.	X				
RI13	The system should flag any names from the master name index which have active warrants.	X				
RI14	The system should track service attempts for warrants.	X				
RI15	The system should allow authorized users to specify whether to charge for mileage on each warrant service attempt trip.	X				
RI16	The system should allow users to make notes on warrants to record any data learned during service attempts that may aid in successful service. Each note should include the date, time, and username.	X				
RI17	The system should allow warrants to have files attached to them via upload or scanner.	X				

RI18	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual warrants.	X				
RI19	The system should allow users with access to warrants to use the custom forms to enter and maintain the associated data.	X				
RI20	The system should allow for creating workflow tasks for events such as adding a new warrant or clearing an existing warrant.	X				
RI21	Agency-defined custom fields should be available in Warrants.	X				

Protection Orders

ID	Requirement	Yes	Future	Modify	No	Comments
RJ1	The system should allow for tracking protection orders.	X				
RJ2	The system should ensure that the master name records for both the defendant and the complainant show a link for the protection order.	X				
RJ3	The system should flag any names from the master name index which have active protection orders.	X				
RJ4	The system should track service attempts for protection orders.	X				
RJ5	The system should allow users to make notes on protection orders to record any data learned during service attempts that may aid in successful service. Each note should include the date, time, and username.	X				
RJ6	The system should create a Sheriff's Return for successful service attempts.	X				
RJ7	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual protection orders.	X				

RJ8	The system should allow users with access to protection orders to use the custom forms to enter and maintain the associated data.	X				
RJ9	The system should allow for creating Protection Order workflow tasks .	X				
RJ10	Agency-defined custom fields should be available in Protection Orders.	X				

Pawn Property

ID	Requirement	Yes	Future	Modify	No	Comments
RK1	The system should allow users to create and maintain pawn property records.	X				
RK2	The system should allow users to attach digital photos to a pawn property record, either via an upload or directly from a camera.	X				
RK3	The system should allow pawn property records to have files attached to them via upload or scanner.	X				
RK4	The system should allow users to save, print or email a summary list of the pawn property records directly from the list-view window.	X				
RK5	The system should allow users to save, print or email a pawn property record directly from the record window.	X				
RK6	The system should support intelligent full-text searching of pawn property narrative fields.	X				
RK7	Agency-defined custom fields should be available in Pawn Property.	X				

Sex Offenders

ID	Requirement	Yes	Future	Modify	No	Comments
RL1	The system should allow for tracking sex offenders.	X				

RL2	The system should ensure that names and addresses entered into sex offender records are checked against the master indices and then added to those indices if they do not already exist.	X				
RL3	The system should provide a list of registered sex offenders that is accessible by authorized users from any product.	X				
RL4	The system should alert users to sex offender status whenever a sex offender's name appears anywhere in the system.	X				
RL5	The system should track sex offender check-in dates and alert users to an offender's next required check-in date.	X				
RL6	The system should be able to generate a printable list of sex offenders who are soon due to check in or who are overdue.	X				
RL7	Agency-defined custom fields should be available in Sex Offenders.	X				

Bicycle Registrations

ID	Requirement	Yes	Future	Modify	No	Comments
RM1	The system should allow bicycle registrations to be tracked.	X				
RM2	The system should ensure that names and addresses entered into bicycle registration records are checked against the master indices and then added to those indices if they do not already exist.	X				
RM3	The system should track invoices, fees, and receipts associated with bicycle registrations.	X				
RM4	The system should allow photographs to be attached to a bicycle registration record.	X				
RM5	The system should provide a list of bicycle registrations that can be searched by any data element including serial number.	X				
RM6	Agency-defined custom fields should be available in Bicycle Registrations.	X				

Parking Tickets

ID	Requirement	Yes	Future	Modify	No	Comments
RN1	The system should allow parking tickets to be tracked.	X				
RN2	The system should allow authorized users to change the status of a parking ticket for any number of reasons defined by the agency.	X				
RN3	The system should ensure that the name, vehicle and/or address entered into parking ticket records use the master records. Parking ticket records should also use the name and address validation provided with the master name and master address records.	X				
RN4	The system should allow parking ticket statuses to be changed in bulk.	X				
RN5	The system should allow users to attach documents to parking ticket records.	X				
RN6	The system should track invoices, fees, and receipts associated with parking tickets.	X				
RN7	The system should allow for an agency-defined sliding fee scale based on parking ticket age.	X				
RN8	The system should provide a list of parking tickets that can be searched.	X				
RN9	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual parking tickets.	X				
RN10	The system should allow users with access to parking tickets to use the custom forms to enter and maintain the associated data.	X				
RN11	Agency-defined custom fields should be available in Parking Tickets.	X				

Pistol Permits

ID	Requirement	Yes	Future	Modify	No	Comments
RO1	The system should allow pistol permits to be tracked.	X				
RO2	The system should ensure that names and addresses entered into pistol permit records are checked against the master indices and then added to those indices if they do not already exist.	X				
RO3	The system should allow invoices associated with pistol permits to be printed or emailed directly from the pistol permit.	X				
RO4	The system should allow authorized users to manage the fees charged for pistol permits.	X				
RO5	The system should allow authorized users to manage permit subtypes.	X				
RO6	The system should track fees associated with pistol permits.	X				
RO7	The system should allow receipts to be printed or emailed for paid invoiced directly from the pistol permit.	X				
RO8	The system should maintain an outstanding balance when pistol permit fees are not paid in full.	X				
RO9	The system should allow photographs or documents to be attached to a pistol permit record.	X				
RO10	The system should provide a list of pistol permits that can be searched by any data element.	X				
RO11	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual pistol permits.	X				
RO12	The system should allow users with access to pistol permits to use the custom forms to enter and maintain the associated data.	X				
RO13	Agency-defined custom fields should be available in Pistol Permits.	X				

RO14	The system should automatically change the status of a pistol permit once it expires.	X				

Digital Lineups

ID	Requirement	Yes	Future	Modify	No	Comments
RP1	The system should allow authorized users to create digital lineups using mugshots stored in the system.	X				
RP2	The system should allow users to choose demographic criteria to select mug shots for inclusion in digital lineups, including eye color, hair color, height, and weight.	X				
RP3	The system should support exporting digital lineups to a ZIP file.	X				
RP4	The system should allow users to randomly select photos for a digital lineup.	X				

Accident Reports

ID	Requirement	Yes	Future	Modify	No	Comments
RQ1	The system should track accident reports, including attached accident diagrams.	X				
RQ2	The system should allow files to be attached to accident reports via upload or scanner.	X				
RQ3	The system should allow accident reports to be related to case reports.	X				
RQ4	Agency-defined custom fields should be available in Accident Reports.	X				

Records Reporting

ID	Requirement	Yes	Future	Modify	No	Comments
RR1	The system should provide a report generator for building custom statistical and analytical reports from RMS data. The report generator should be provided by the same vendor and not be a third-party application.	X				

RR2	The system should restrict access to the report generator and individual report templates by user or user group.	X				
RR3	The system should not allow a user who does not have access to particular data via the application user interface to gain access to that data via the report generator.	X				
RR4	The system should allow the creator of the report template to build reports for any data entered into the RMS product.	X				
RR5	The report generator should allow the creator of the report template to control layout and formatting options for each administration report template. This includes such options as field arrangements, column widths, label text, font sizes, and line spacing.	X				
RR6	The report generator should allow the creator of each RMS report template to choose which users can access and/or run the report and/or modify the report template.	X				
RR7	The report generator should support the use of aggregate (math) functions including Sum, Average, Count, Count Blank, Minimum, and Maximum.	X				
RR8	The report generator should allow data to be grouped or sorted by any data element.	X				
RR9	The report generator should allow multiple data filters to be applied using "and/or" logic.	X				
RR10	The report generator should allow RMS reports to be saved (as PDF, .XLS, or .CSV), printed, or emailed directly from the report.	X				
RR11	The report generator should allow administration report templates to be saved and modified at a later time.	X				
RR12	The report generator should support adding the RMS reports to user's dashboards.	X				

RR13	The report generator should allow recurring RMS reports to be scheduled and automatically uploaded to a file-system or e-mailed to specified users on certain days and times.	X				
RR14	The report generator should support ad-hoc queries.	X				
RR15	The system should include performance reports based on all information (date, time, etc.) captured in the case management system. These reports should show how long cases have been open, how long they took to close, what the officer workload is, and whether agency protocol was followed.	X				
RR16	The report generator should support creation of RMS reports such as the following: - Daily or shift-based summary of case reports - Summary of case reports for a specified time range - Summary of case reports by approval status or by disposition - Summary of case reports by offense or by nature of incident - Summary of case reports by geographical area - Summary of juvenile cases - Summary of arrests by officer - Summary of citations by officer - Officer case load report - Crimes within an area - Year-to-date crime totals - Comparison of crime statistics year over year - Outstanding warrants summary - Warrants served by serving officer - Unpaid parking ticket summary - Parking tickets issued broken down by officer	X				

NIBRS/UCR Interface

ID	Requirement	Yes	Future	Modify	No	Comments
RS1	The system should include an interface to the state's NIBRS repository.	X				

RS2	The system should allow users to export cases as text files via this interface.	X				

N-DEx

ID	Requirement	Yes	Future	Modify	No	Comments
RT1	The system should package case reports in XML for N-DEx submission.	X				
RT2	The system should allow for automatic submission of N-DEx data to the FBI or another repository that supports the N-DEx format.	X				

System (Global)

General

ID	Requirement	Yes	Future	Modify	No	Comments
SA1	The system should allow all software products (CAD, RMS, JMS, etc.) to be configured and managed from one system window.	X				
SA2	The system should allow authorized users to change commonly altered variables without intervention from the vendor or IT.	X				
SA3	The system should allow multiple (unlimited) users to be logged into the system and using the same applications simultaneously.	X				
SA4	The system should allow multiple (unlimited) users to view, add, and edit information in the same records simultaneously.	X				
SA5	The system should provide global search functions for names, addresses, phone numbers, and vehicles.	X				
SA6	The system should ensure that these search functions include SOUNDEX, partial, and wild-card searches.	X				
SA7	The system should be able to generate a summary of each record displayed within these search results, including digital images.	X				
SA8	The system should be able to print, save or email the search summary directly from the summary window.	X				
SA9	The system should be able to print, save or email a list directly from the list view window.	X				
SA10	The system should be able to print, save or email a record directly from the record detail window.	X				
SA11	The system should allow the creation of an agency-specified header for use within printouts from the system. This header should include both an image and text.	X				

SA12	The system should allow authorized users to maintain a list of phone number types.	X				
SA13	The system should allow authorized users to maintain a list of relationships (for example, spouse, neighbor, stranger, etc.)	X				
SA14	The system should allow authorized users to maintain a list of agencies.	X				
SA15	The system should allow authorized users to electronically redact reports from within the built in print preview option.	X				
SA16	The system should allow authorized users to identify text or images within the report by drawing a box overtop of the item, and then the system should replace the underlying item with the box.	X				
SA17	The system should convert redacted text to an image so that the text itself is no longer searchable or retrievable in any other fashion.	X				

Security

ID	Requirement	Yes	Future	Modify	No	Comments
SB1	The system should provide multiple levels of data security control, including access by user and user group.	X				
SB2	The system should be FIPS 140 compliant for all network communication, including wired and wireless communication.	X				
SB3	The system should verify access by a username and its corresponding password.	X				
SB4	The system should support integration with Active Directory.	X				
SB5	The system should support integration with multiple Active Directory servers.	X				
SB6	The system should support dual-factor authentication with a username and password and a USB dongle that meets FBI Security Addendum Requirements.	X				

SB7	The system should never display passwords and should store passwords as hashed values in the database.	X				
SB8	The system should provide each user with a single username and password for the entire system.	X				
SB9	The system should include the following agency-configurable password parameters: - Minimum length - Case sensitive - Required to use uppercase and lowercase - Required to include a numeral - Frequency of password changes - Number of previous passwords which cannot be reused	X				
SB10	The system should be able to display agency-defined password parameters when users create or change a password.	X				
SB11	The system should allow authorized users to determine when any user's password was last changed and to change any user's password.	X				
SB12	The system should provide access levels, including view, edit, delete, and admin for each component of the system for users and user groups.	X				
SB13	The system should track the user who last entered or updated any record as well as the date and time of the modification.	X				
SB14	The system should store a read-only checksum for digital files and provide a means of determining if anyone has tampered with the file.	X				
SB15	The system should be able to create an audit record each time a record is created, edited, or viewed.	X				
SB16	The system should create an audit record each time an audio or video attached to a case report is exported from the system.	X				
SB17	The system should include a screen that displays users who are currently logged in.	X				
SB18	The system should include a screen that displays successful and unsuccessful log-ins and password changes.	X				

Architecture

ID	Requirement	Yes	Future	Modify	No	Comments
SC1	The system should use an n-tier architecture.	X				
SC2	The system should use an SQL database.	X				
SC3	The system should allow connections to the SQL database via free ODBC drivers.	X				
SC4	The system should include all server hardware. Network equipment and workstations will be furnished by the agency.	X				
SC5	The system should include 30-minute rolling backups of all data to an offsite location (not within the city or county) during which the system performance cannot be degraded.	X				
SC6	The system should include a testing/training server.	X				
SC7	The system should ensure that the testing/training server includes the physical servers, server operating system software, server application and database software, installation, testing and configuration.	X				
SC8	The system should ensure that the testing/training server allows the users to work with a copy of the production data without influencing the production environment.	X				

User Interface

ID	Requirement	Yes	Future	Modify	No	Comments
SD1	The system should be able to perform data validation/error checking for fields in the system.	X				
SD2	The system should allow specific fields to be designated as required to force users to enter essential information before saving a record.	X				
SD3	The system should visibly identify required fields (for example, by color-coding them). If a user attempts to save a record without completing all required fields, The system should visibly notify the user of the remaining required fields (for example, by causing the required fields to flash).	X				

SD4	The system should provide auto-completion for frequently entered information. Once the user begins typing, the appropriate data should automatically populate into the record.	X				
SD5	The system should use the tab key to move between fields.	X				
SD6	The system should include a spellchecker for narrative fields throughout the system. Users should be able to add words such as local place names to the spellchecker's dictionary.	X				
SD7	The system should allow users to use a shortcut key to jump to any menu or submenu link on an open screen, even if that screen is not currently in focus.	X				

Integration

ID	Requirement	Yes	Future	Modify	No	Comments
SE1	The system should ensure that all of its modules integrate with other modules (CAD, RMS, JMS, etc.), are provided by the same vendor, and are not third-party applications.	X				
SE2	The system should use a single database, capable of being hosted on a single server, for all modules.	X				
SE3	The system should allow all modules (CAD, RMS, JMS, etc.) to be accessible to authorized users from the same application window.	X				
SE4	The system should allow all modules (CAD, RMS, JMS, etc.) to be accessible based on assigned permissions. All modules should be accessible with a single click or keystroke, without launching a separate program or application.	X				
SE5	The system should provide a one-time, single point of data entry to allow information to be accessible from other modules in the system once it has been entered.	X				
SE6	The system should have consistent user interface design throughout.	X				

SE7	The system should be integrated to provide automatic transfer of critical information between software modules, including: - CFS data from CAD transfers to case reports in RMS - Arrest/warrant data in RMS transfers to booking in JMS	X				
SE8	The system should ensure that all modules share the same master records for names, addresses, property and vehicles and that these master indices are located within a single database.	X				
SE9	The system should integrate alerts between all modules so that alerts entered in one area are available in all others (for example, a dispatcher is alerted in CAD when a complainant has an outstanding warrant in RMS).	X				
SE10	The system should ensure that all modules integrate with the vendor's Financial module (not a third-party application) to support all financial features and functions.	X				
SE11	The system should provide an agency and user-customizable dashboard that displays summary information from any modules which the user has permission to access (for example, that user's open case reports, the current jail roster, or a list of recently added warrants).	X				
SE12	The system should be able to display dashboard reminders of overdue and soon-to-be-due tasks for users or user groups.	X				
SE13	The system should be able to display web links on the dashboard to provide direct links to third-party websites via the default browser.	X				

Master Name Index

ID	Requirement	Yes	Future	Modify	No	Comments
SF1	The system should use a single database, accessed from all modules, for storing the master name records. The system should link all activity of a person (or business) to a single master name record. If the system does not do the above, please explain the master name index architecture and functionality.	X				

SF2	The system should link the master name record to and provide a list of all activity with which the person was involved, including calls for service, case reports, jail bookings, citations, parking tickets, warrants, registered vehicles, and anything built with custom modules.	X				
SF3	The system should include links from the activity list on the master name record to any other record in which the person was involved, in the module the activity originated. Access to these records should be controlled by user permissions.	X				
SF4	The system should include links to the master name index from name fields found throughout the system.	X				
SF5	The system should support advanced name searching based on any combination data elements in a master name record.	X				
SF6	The system should allow first, middle and last names to be entered in any order in name fields.	X				
SF7	The system should not require separate search fields for first, middle, and last names.	X				
SF8	The system should allow searching for persons and businesses by full or partial names.	X				
SF9	The system should connect the alias and the master name record so that searching for an alias finds that master record.	X				
SF10	The system should include the option of using SOUNDEX when searching for names.	X				
SF11	The system should permit the use of age ranges, as well as specified ages on master name records.	X				
SF12	The system should eliminate the need to duplicate any name information after it has been entered into the system.	X				
SF13	The system should allow users to update any basic data fields and add or modify other information on the master name record once it has been created.	X				
SF14	The system should display the last modified date on each master name record.	X				

SF15	The system should cross-reference each master name record to all other records associated with a person or business.	X				
SF16	The system should automatically add names to the master name index when entered elsewhere in the system.	X				
SF17	The system should allow users to manually enter names directly into the master name index.	X				
SF18	The system should have built-in checking to reduce the possibility of creating duplicate master name records for the same person or business.	X				
SF19	The system should have the ability to merge duplicate name entries, giving the user the choice of which name data elements to keep for the merged record.	X				
SF20	The system should allow users to select, view and merge multiple names at once to a single master name record rather than having to merge them one name at a time.	X				
SF21	The system should store narrative comments linked to a name and display it upon inquiry for its master name record.	X				
SF22	The system should display an address history for persons including dates of address changes.	X				
SF23	The system should check all coded entries in the master name index for validity at the time of data entry.	X				
SF24	The system should automatically check a name against outstanding warrants, known sex offenders and current jail inmates and notify or alert users accordingly.	X				
SF25	The system should automatically display any user-entered name alerts (medical alerts, gang alerts, officer safety threats, and other agency-defined alert types).	X				
SF26	The system should allow users to create new name alerts from or for a master name record.	X				
SF27	The system should allow users to specify expiration dates on name alerts. Expired name alerts should remain attached to master name records for historical purposes.	X				

Master Address Index

ID	Requirement	Yes	Future	Modify	No	Comments
SG1	The system should link all activity occurring at an address to a single master address record.	X				
SG2	The system should eliminate the need to duplicate any address information after it has been entered into the system.	X				
SG3	The system should allow users to update any basic data fields and add or modify other information on the master address record once it has been created.	X				
SG4	The system should use a single database, accessed from all software modules, for storing the master address index so that information entered about an address in JMS, for example, is available in RMS. If the system does not do the above, please explain the master address index architecture and functionality.	X				
SG5	The system should ensure that each master address record includes a listing of all persons and businesses known to reside at the address, which are included in the master name index.	X				
SG6	The system should display the following related activities with master address records: calls for service, case reports, and civil process service. Activities should be listed in reverse chronological order for each master address record.	X				
SG7	The system should include links from the activity list to any record in which the address was involved, in the module where the activity originated. Access to these records should be controlled by user permissions.	X				
SG8	The system should provide a notification to the user that an address is either valid or invalid. For invalid addresses, the system should display a list of potential valid addresses.	X				
SG9	The system should link to the master address index from address fields anywhere in the system.	X				
SG10	The system should cross-reference each master address record to all other records associated with that address.	X				

SG11	The system should allow users to manually enter addresses directly into the master address index.	X				
SG12	The system should provide a report that shows manually added addresses.	X				
SG13	The system should have built-in checking to automatically merge differently-typed addresses that correspond to the same location (for example, "100 w tyler st" and "100 West Tyler Street" should not create duplicate address records).	X				
SG14	The system should be able to merge address records (for example, "Upshur County Clerk" and "100 W Tyler St #2" are the same address and should be treated as such).	X				
SG15	The system should automatically display any user-entered address alerts (hazardous materials, alarm system, water supply information, officer safety threats, and other agency-defined alert types).	X				
SG16	The system should allow users to create new address alerts from a master address record.	X				
SG17	The system should allow users to specify expiration dates on address alerts. Expired address alerts should remain attached to the master address record for historical purposes.	X				
SG18	The system should allow searching for address by house number, full or partial street name, state, or zip code.	X				
SG19	The system should ensure that searching for a merged address record finds the appropriate master address record (for example, searching on "Upshur County Clerk" finds "100 West Tyler St #2").	X				

Master Vehicle Index

ID	Requirement	Yes	Future	Modify	No	Comments
SH1	The system should link all activity for a vehicle to a single master vehicle record.	X				
SH2	The system should eliminate the need to duplicate any vehicle information after it has been entered into the system.	X				

SH3	The system should allow users to update any basic data fields and add or modify other information on the master vehicle record once the master vehicle record has been created.	X				
SH4	The system should use a single database, accessed from all software modules, for storing the master vehicle index so that information entered about a vehicle in CAD, for example, is available in RMS. If the system does not do the above, please explain the master vehicle index architecture and functionality.	X				
SH5	The system should include a listing in the master vehicle record, with history, of the vehicle's registered owners.	X				
SH6	The system should display the following related activities with the master address index: calls for service, traffic stops, tow calls, case reports, citations, field identifications, and parking tickets. Activities should be listed in reverse chronological order for each master vehicle record.	X				
SH7	The system should include links from the activity list to any record in which the vehicle was involved, in the module where the activity originated. Access to these records should be controlled by user permissions.	X				
SH8	The system should link to the master vehicle record from vehicle fields anywhere in the system.	X				
SH9	The system should cross-reference the master vehicle record to all other records associated with the vehicle.	X				
SH10	The system should allow users to manually enter vehicles directly into the master vehicle index.	X				
SH11	The system should have built-in checking to reduce the possibility of creating duplicate master vehicle records for the same vehicle.	X				
SH12	The system should check all coded entries in the master vehicle record for validity at the time of data entry.	X				
SH13	The system should automatically display any user-entered vehicle alerts (including agency-defined alert types).	X				

SH14	The system should allow users to create new vehicle alerts from a master vehicle record.	X				
SH15	The system should allow users to specify expiration dates on vehicle alerts. Expired vehicle alerts should remain attached to the master vehicle record for historical purposes.	X				
SH16	The system should support searching for vehicles by full or partial plate numbers.	X				
SH17	The system should allow vehicles to be searched by any data element or combination of data elements (for example, vehicles registered to the name "Smith" and/or red pickup trucks).	X				

Notifications/Messages

ID	Requirement	Yes	Future	Modify	No	Comments
SI1	The system should support "if", "then" and "when" business rules for notifications throughout the system.	X				
SI2	The system should include system-wide business rules that allow authorized users to configure unlimited notification scenarios for users and workgroups.	X				
SI3	The system should provide business logic which, from information entered into certain required fields, will automatically display other required and/or corresponding fields which pertain to the data already entered.	X				
SI4	The system should include business rules that notify users and/or open up the next sequential required field(s) and/or window(s) based on the information added to the record.	X				
SI5	The system should include system-wide business rules that allow users and user groups to be notified via multiple communication channels including internal system messaging, e-mail, paging, and/or SMS.	X				
SI6	The system should include an internal e-mail-style messaging system that supports the secure transmission of messages with attachments within the agency's network.	X				

SI7	The system should warn users that they have unfinished tasks when they attempt to log out.	X				

Statutes

ID	Requirement	Yes	Future	Modify	No	Comments
SJ1	The system should include federal, state, and local statutes.	X				
SJ2	The system should allow authorized users to create and update local statutes and/or ordinances in the system.	X				
SJ3	The system should provide a hotkey that can be used from anywhere in the system to search statutes by statute numbers, title, and/or text within a statute description.	X				

Attachments

ID	Requirement	Yes	Future	Modify	No	Comments
SK1	The system should allow the attachment of files (for example, .DOC , .XLS, .JPG, .WAV) to specified record types. Attached files should be able to be opened or viewed on any workstation by authorized users who have the necessary third-party applications (such as MS Word or MS Excel).	X				
SK2	The system should support scanning and attaching documents directly to records in the system without the need to first save them elsewhere.	X				
SK3	The system should store attached files on the vendor's server within the vendor's software (not on an open network folder) for security and ease of access.	X				

Custom Forms

ID	Requirement	Yes	Future	Modify	No	Comments
SL1	The system should allow authorized users to create custom data collection forms to support agency-specified functionality, without any intervention from the vendor or IT.	X				

SL2	The system should ensure that each custom form is associated with, and subordinate to, a non-custom form (the parent form).	X				
SL3	The system should allow authorized users to create an unlimited number of custom forms.	X				
SL4	The system should ensure that the custom forms are integral with the rest of the system and not provided via a third-party application..	X				
SL5	The system should support printing the data from custom forms via an agency-defined output template and process similar to a mail merge.	X				
SL6	The system should allow authorized users to add unlimited data items from the parent form when creating a custom form.	X				
SL7	The system should allow authorized users to include as many fields for data collection as are necessary on custom forms, including entirely new fields (not previously stored in the database) as well as the following: - Names from the Master Name Index - Vehicles from the Master Vehicle Index - Addresses from the Master Address Index - Personnel, units, and other agency-defined lists	X				
SL8	The system should support the following types of agency-defined fields for custom forms: - Address - Automatic record sequence numbers - Multiple item select boxes - Vehicles/Dates/Times - Dollar value - Free form text - Names - Numbers - Signatures (for electronic signatures) - Checkboxes - Yes/No drop-downs - Drop-downs from agency-defined lists	X				

SL9	The system should allow a custom form to create a relationship on master name or master address records when those fields are specified within the custom form.	X				
SL10	The system should allow authorized users to specify the label for each field and data item on a custom form.	X				
SL11	The system should allow authorized users to specify if each field on a custom form is required or not required.	X				
SL12	The system should allow for setting the default value for each field.	X				
SL13	The system should allow the authorized users to arrange the data items and fields in any order on the form.	X				
SL14	The system should make the data items and fields on custom forms available to the built-in report generator.	X				
SL15	The system should allow records captured via custom forms to be saved to an external file, emailed and/or printed.	X				

Custom Modules

ID	Requirement	Yes	Future	Modify	No	Comments
SM1	The system should permit authorized users to create custom modules designed to meet specific data collection, management, reporting, and output needs without intervention from the vendor or any additional costs.	X				
SM2	The system should ensure that custom modules are part of the main software solution and not a third-party application.	X				
SM3	The system should allow authorized users to create as many custom modules as desired.	X				
SM4	The system should allow information captured in custom modules to be output from the system in accordance with agency-defined output templates.	X				

SM5	The system should allow authorized users to include as many fields for data collection as are necessary within custom modules, including entirely new fields (not previously stored in the database) as well as the following: - Names from the Master Name Index - Vehicles from the Master Vehicle Index - Addresses from the Master Address Index - Personnel, units, and other agency-defined lists	X				
SM6	The system should support the following types of agency-defined fields for custom modules: - Dates/times - Dollar value - Free form text - Names - Numbers - Signatures (for electronic signatures) - Checkboxes - Yes/No drop-downs - Drop-downs from agency-defined lists	X				
SM7	The system should allow authorized users to specify all of the field labels for a custom module.	X				
SM8	The system should allow authorized users to arrange and display custom module fields in any order.	X				
SM9	The system should allow all data included in a custom module to be searched and included in statistical reports.	X				
SM10	The system should allow a custom module to create an relationship on master name or master address records when those fields are specified within the custom module.	X				
SM11	The system should allow authorized users to define and filter the list view of the data included within the custom module.	X				
SM12	The system should allow records from custom modules to be directly converted to PDF files within the system.	X				
SM13	The system should allow records from custom modules to be attached to emails.	X				

Support and Maintenance

ID	Requirement	Yes	Future	Modify	No	Comments
SN1	The vendor should provide a minimum of 3-4 major software updates (not bug fixes) per year as part of the vendor's software maintenance agreement. Please include contact information for 5 existing customers older than 3 years who can verify this.	X				Contact information for five existing customers is included in the Agency References and Experience section of the RFP response.
SN2	The vendor should schedule and perform software updates at no additional cost to the agency as part of the standard maintenance agreement.	X				
SN3	The vendor should load all software updates on the vendor-provided testing/training server(s) before loading them on vendor-provided production servers.	X				
SN4	The vendor should provide server operating system software and database software as part of the complete system.	X				
SN5	The vendor should include all updates, enhancements, new versions, and upgrades of the server operating system software and database software as part of its standard software maintenance agreement.	X				
SN6	The vendor should ensure that the agency will not have to purchase any third-party server operating system software updates and/or newer versions as long as its software maintenance agreement is maintained.	X				
SN7	The vendor should be responsible for the vendor-provided physical server(s). As necessary to support proper system functions, the vendor should either replace components and/or the entire server(s) as part of the standard maintenance agreement. This includes ensuring that system performance criteria are met and that the server(s) continue to meet the server operating system and database software requirements.	X				

SN8	The vendor should provide, as part of the standard maintenance agreement, real-time 24x7x365 monitoring of the vendor-provided physical server(s) and operating system software to detect and manage any potential issues with the system.	X				
SN9	The vendor should load all system software updates to the server and then automatically load updates to each client machine at next startup without any intervention from the vendor or IT.	X				

Data Conversion

ID	Requirement	Yes	Future	Modify	No	Comments
SO1	The vendor should perform data conversion as part of the project.	X				
SO2	The vendor should convert the following data: - NetData RMS - NetData JMS	X				
SO3	The vendor should complete all data conversion before the go live date for the new system.	X				

State/NCIC Queries

ID	Requirement	Yes	Future	Modify	No	Comments
SP1	The system should include an interface to the state/NCIC system.	X				
SP2	The system should allow authorized users to run state/NCIC queries directly from within the system.	X				
SP3	The system should restrict access to run state/NCIC queries to authorized users or user groups.	X				
SP4	The system should allow NCIC query returns to populate Master Name and Master Vehicle records.	X				
SP5	The system should provide a list of all state/NCIC queries which have been run and the associated returns. This list should be filterable by date, query type, user, and/or workstation.	X				

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Network and Client Hardware Specifications

Network and Client Hardware Specifications

The Zuercher Suite software being provided as part of this response runs as a client application on Windows 7, Windows 8.x, and Windows 10 over a Windows-based LAN/WAN. The following tables show the minimum and recommended specifications for that hardware, as well as the network latency and bandwidth needs.

Network Latency and Bandwidth Specifications

	Minimum Supported	Ideal Operation
Desktop Latency	< 30ms	Local Area Network
Desktop Bandwidth	> 25KBps per client	Gigabit Ethernet or above
Mobile Latency	< 300ms	< 180ms
Mobile Bandwidth	> 8KBps	Consistent 3G or 4G Service
WAN Upload Bandwidth	1kBps per active client	2kBps per active client
WAN Download Bandwidth	100kBps	250kBps
Production <-> Standby	5kBps per active client	10kBps per active client

Minimum Client Hardware Specifications

Type	Processor	Memory	Disk Space	Display	Operating System	Network
CAD Client Workstation	(Intel Core Duo or equivalent)	2 GB RAM	1 GB	2 monitors @ 1024x768	Windows 7 or higher	200 KBps LAN
CAD + Mapping Workstation	(Intel Core Duo or equivalent)	4 GB RAM	1 GB	3 monitors @ 1024x768	Windows 7 or higher	200 KBps LAN
Desktop Workstation	Modern Intel or equivalent	2 GB RAM	1.5 GB	1024x768	Windows 7 or higher	200 KBps LAN
Mobile Computers	Modern Intel or equivalent	4 GB RAM	1.5 GB	1024x768 touch screen	Windows 7 or higher	Aircard or similar

Recommended Client Hardware Specifications

Type	Processor	Memory	Disk Space	Display	Operating System	Network
CAD Workstation	Dual core (Intel i3 or equivalent)	8 GB RAM	10 GB	3 Monitors @ 1080p	Windows 7 or higher	Gigabit LAN
CAD + Mapping Workstation	Dual core (Intel i3 or equivalent)	8 GB RAM	10 GB	3 Monitors @ 1080p	Windows 7 or higher	Gigabit LAN
Desktop Workstation	Dual core (Intel i3 or equivalent)	4 GB RAM	10 GB	1-2 Monitors @ 1080p	Windows 7 or higher	Gigabit LAN
Mobile Computers	Dual core (Intel i3 or equivalent)	4 GB RAM	10 GB	1366x768+ touch screen	Windows 7 or higher	4G Aircard

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Pricing

Pricing

Zuercher Suite Standard Pricing

Software and Servers	Comments	Unit	Qty	Price	Total
Zuercher Suite Production Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	$ 15,040	$ 15,040
Zuercher Suite Training/Testing Server (Physical Server, OS, DBMS, Installation & Testing)	Includes up to 4TB of disk.		1	$ 9,360	$ 9,360
Zuercher Suite Production NCIC Server (Virtualized Server, OS, Installation & Testing)			1	Included	Included
Zuercher Suite Production GIS Server (Virtualized Server, OS, Software, Analytics, Installation & Testing)			1	Included	Included
Esri Server License (Esri ArcGIS for Server Workgroup Standard)			1	$ 5,000	$ 5,000
Administration Core			1	$ 4,000	$ 4,000
Administration Core (Agency Site License)			1	$ 2,940	$ 2,940
CAD Core			1	$ 15,000	$ 15,000
CAD Core (Agency Site License)			1	$ 11,250	$ 11,250
CAD Advanced (Agency Site License)			1	$ 3,750	$ 3,750
CAD - Basic Paging Interface (SMTP/Email)			1	Included	Included
CAD - E911 (ANI/ALI) Interface			1	Included	Included
CAD - Rip and Run (Fax/Email) Interface			1	Included	Included
Mapping Core			1	$ 10,000	$ 10,000
Mapping Core (Agency Site License) for Full-Time CAD Workstations		Per Agency	1	$ 5,000	$ 5,000
Mapping AVL (Agency Site License) for Full-Time CAD Workstations		Per Agency	1	$ 6,000	$ 6,000
Civil Core			1	$ 5,000	$ 5,000
Civil Core (Agency Site License)			1	$ 3,024	$ 3,024
Civil Advanced (Agency Site License)			1	$ 1,008	$ 1,008
Financial Core			1	Included	Included
Financial Core (Agency Site License)			1	Included	Included
Jail Core			1	$ 20,000	$ 20,000
Jail Core (Agency Site License)			1	$ 29,663	$ 29,663
Jail Advanced (Agency Site License)			1	$ 9,888	$ 9,888
Jail - Commissary Interface (Export)	Keefe		1	$ 6,130	$ 6,130
Jail - Inmate Phone Interface (Export)	NCIC		1	$ 6,130	$ 6,130
Jail - Livescan/AFIS Interface (Export)	Identix		1	$ 8,260	$ 8,260
Jail - N-DEx Adapter (IB IEPD)			1	Included	Included
Jail - VINE Interface (Export)			1	$ 6,130	$ 6,130
Mobile Core			1	$ 5,000	$ 5,000
Mobile AVL		Per Unit	20	$ 200	$ 4,000
Mobile CAD		Per Unit	20	$ 450	$ 9,000
Mobile Civil		Per Unit	20	Included	Included
Mobile Mapping		Per Unit	20	$ 550	$ 11,000
Mobile NCIC		Per Unit	20	Included	Included
Mobile Records		Per Unit	20	$ 950	$ 19,000
Personnel Core			1	Included	Included
Personnel Core (Agency Site License)			1	Included	Included

Zuercher Suite Standard Pricing (continued)

Records Core			1	$ 7,500	$ 7,500
Records Core (Agency Site License)			1	$ 15,300	$ 15,300
Records Advanced (Agency Site License)			1	$ 5,100	$ 5,100
Records - TX Crime Reporting (TIBRS) Interface			1	Included	Included
Records - N-DEx Adapter (IA IEPD)			1	Included	Included
Reporting Core			1	Included	Included
Reporting Universal Interface Engine			1	Included	Included
Zuercher Suite - TLETS/NCIC Interface (Basic Queries)	QA (Article), QB (Boat), KQ (Driver History), QW (Drivers License), QG (Gun), QV (Vehicle Insurance), RQ (Vehicle Registration), Data Mining (TX only)		1	$ 10,000	$ 10,000
Zuercher Suite - Time Synchronization Interface			1	Included	Included
Software and Servers Pre-Discount Subtotal					**$ 268,472**
Software and Servers Discount					**$ (8,487)**
Software and Servers Total					**$ 259,985**
Peripheral Hardware	**Comments**	**Unit**	**Qty**	**Price**	**Total**
Jail - Electronic Signature Pad (Topaz)			1	$ 403	$ 403
Mobile - GPS Receiver (Garmin)			20	$ 89	$ 1,780
Records - Property & Evidence Barcode Scanner and Printer Package (Wasp)			1	$ 949	$ 949
Records - Electronic Signature Pad (Topaz)			1	$ 403	$ 403
Peripheral Hardware Total					**$ 3,535**
Services	**Comments**	**Unit**	**Qty**	**Price**	**Total**
Project Manager		Per Project	1	$ 27,354	$ 27,354
Configuration and Business Process Review (BPR) *2 round-trips anticipated*		Per Project	1	$ 11,390	$ 11,390
Training - Administration - CAD - Civil - Jail - Mobile - Records - Refresher *3 round-trips anticipated*		Per Project	1	$ 19,073	$ 19,073
Go-live Support *1 round-trip anticipated*		Per Project	1	$ 5,695	$ 5,695
Mapping - One-time GIS Data Set Up			1	$ 4,500	$ 4,500
Data Conversion	NetData RMS	Per Module	1	$ 12,500	$ 12,500
Data Conversion	NetData JMS	Per Module	1	$ 12,500	$ 12,500
Services Total					**$ 93,011**

Zuercher Suite Standard Pricing (continued)

TOTALS						
Software and Servers Total					$	259,985
Peripheral Hardware Total					$	3,535
Services Total					$	93,011
TOTAL					$	356,532
Recurring (Subscriptions & Maintenance)						
Maintenance & Support (Year 1)			1			Included
Maintenance & Support (Year 2)			1		$	44,341
Maintenance & Support (Year 3)			1		$	46,558
Maintenance & Support (Year 4)			1		$	48,886
Maintenance & Support (Year 5)			1		$	51,330
Taxes are not included in the pricing.						

Zuercher's standard maintenance agreement includes software patches and major enhancements at no additional charge.

Terms, Conditions, and Financing

Terms and Conditions

The pricing provided in this document is valid for a period of not less than 180 days from publication.

This confidential document has been prepared by the sales division of Zuercher Technologies and contains ideas, concepts, methods, and other proprietary information. Readers are to treat the information contained herein as confidential and may not copy or reproduce any of these materials for distribution outside of their organization without the written permission of Zuercher Technologies.

Financing

Zuercher Technologies has partnered with Government Capital Corporation to provide financing options for the UCSO. All financing options will be administered by Government Capital Corporation. Additional information with regard to these financing options may be provided by contacting Government Capital Corporation as follows:

GOVERNMENT CAPITAL CORPORATION

D.C. Greer	
Vice President	Phone: 800-561-0461
Government Capital Corporation	Mobile: 601-754-5951
90 Sandalwood Trail	Email: dc.greer@govcap.com
Brookhaven, MS 39601	Site: www.govcap.com

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Miscellaneous Information

Source Code Escrow Policy

"Source Code" means all source code of the Software, together with all commentary and other materials supporting, incorporated into or necessary for the use of such source code. This includes all supporting configuration, documentation, and other resource files and identification by Zuercher and version number of any software (but not a license to such third-party software) used in connection with the source code and of any compiler, assembler, or utility used in generating object code.

Within ninety (90) days of the Go Live, Zuercher shall deposit the Source Code for the Software with a nationally recognized software escrow (the "Escrow Agreement"). Within ninety (90) days after delivery to the Customer of any major update, Zuercher shall deposit the Source Code for such update with the Escrow Agent pursuant to the Escrow Agreement.

The parties agree that the Escrow Agreement is an "agreement supplementary to" the Agreement as provided in Section 365(d) of Title 11, United States Code (the "Bankruptcy Code"). Immediately upon termination of this Agreement, the Source Code shall be released back to Zuercher.

Conditions for release: the Customer will have the right to obtain the Source Code in accordance with and subject to the terms and conditions of this section and the Escrow Agreement provided that all of the following three conditions are met (collectively a "Release Event"):

a) Zuercher winds down its business or liquidates its business under a Chapter 7 Bankruptcy proceeding; Zuercher discontinues maintenance and support to the Software; or Zuercher refuses or is otherwise unwilling to continue maintenance and support of the Software
b) No entity has succeeded to Zuercher's obligations to provide maintenance and support on the Software in accordance with the Agreement in effect between the parties, and
c) The Customer is not in breach of its obligations under this Agreement.

In no event shall the Customer have the right to use the Source Code, "barring a release event", for any purpose, and the Customer is specifically prohibited from using the Source Code to reverse engineer, develop derivative works or to sublicense the right to use the Source Code to any other person or entity for any purpose. The Customer will also be obligated to treat the Source Code as confidential information of Zuercher under the Agreement subject to the provisions of any applicable law relating to public disclosure.

Company Financials

As a privately-held portfolio company of two of the largest and most successful private equity firms in the world – Vista Equity Partners ("Vista") and Bain Capital Private Equity, LP ("Bain") – Zuercher Technologies does not disclose financial information. Vista is a U.S.-based private equity firm that is solely focused on investing in software, data, and technology-based organizations. The firm's model is to seek quality organizations and partner with existing management to pursue operational excellence while fostering and funding innovation and growth. Vista has successfully invested in many other software companies, including those serving the public sector. For more information, visit www.vistaequitypartners.com.

Bain has partnered closely with management teams to provide the strategic resources that build great companies and help them thrive since its founding in 1984. Bain's global team of approximately 220 investment professionals creates value for its portfolio companies through its global platform and depth of expertise in key vertical industries, including healthcare, consumer/retail, financial and business services, industrials, technology, media, and telecommunications. Bain has offices in Boston, New York, London, Munich, Mumbai, Hong Kong, Shanghai, Sydney, Tokyo, Seoul, and Luxembourg and has made more than 760 primary and add-on investments to date. In addition to private equity, Bain invests across asset classes including credit, public equity, and venture capital, managing approximately USD 95 billion in total and leveraging the firm's shared platform to capture opportunities in strategic areas of focus. For more information, visit www.baincapitalprivateequity.com.

Zuercher Technologies is a large company with significant scale and a strong financial position. The company has strong cash flows, expanding EBITDA margins, and increasing organic revenue growth. Zuercher Technologies also continues to invest for additional growth. Finally, Zuercher Technologies' cash balance and overall financial condition remains robust. Given the sensitive nature of the financial information, Zuercher Technologies will be happy to share additional details at a later date.

Issues and Assumptions

Regarding the Scope of Services:

"The system must be National Incident Based Reporting compliant and on the approved Vendor list."

Zuercher Response: *Zuercher Suite is NIBRS compliant and on the approved state vendor list.*

Appendix A: Debarment and Judgment Affidavit

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any government agency;

b. Have not within the five (5) year period preceding the submission of this proposal: i. Been convicted of or had a civil judgment rendered against them for fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State, or Local government transaction or contract; ii. Been convicted of or had a civil judgment rendered against them for violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (b), subparagraphs (i) and (ii) of this certification;

d. Have not within the five (5) year period preceding the submission of this proposal had one or more Federal, State, or Local government transactions terminated for cause or default.

Name: Josie Donnelley	Title: Senior VP, Sales & Marketing
Authorized Signature:	Date: 10/11/2018