

Crow Wing County Sheriff's Office

Request for Proposal (RFP)

Opens February 5th

Deadline to submit March 1st - 4:30 p.m. Central Time

**Contact - Tina Elder, Administrative Manager
Crow Wing County Sheriff's Office
304 Laurel Street – Brainerd, MN 56401**

The Crow Wing County Sheriff's Office (CWCSO) is accepting proposals for a fully integrated Records Management System to serve the first responders within its region. All vendors who meet the basic requirements are welcome to apply. Basic requirements as well as proposal requirements are addressed in this document.

History - CWCSO currently hosts a robust integrated system that serves all divisions of the Sheriff's Office along with nine local PDs. Deployed in 2007 the existing system has served us well. Our current system allows for System Administration at the global level combined with Agency Administration on the local level. The balance of responsibilities is necessary to support the varying needs of all stakeholders. Agency demographics on staffing can be found on attachment A.

The CWCSO wishes to contract with a software provider that shows innovation and commitment to progress. The ideal provider will be engaged in providing a solution-based system that meets our current and future needs. System features, reliability, value and reputation will be all be important.

Basic requirements –

- Vendor must be able to provide a fully integrated system that includes Computer Aided Dispatching (CAD), Field Reporting (Mobile), Records Management (RMS) and Jail Management (JMS).
- Vendor must currently be certified or prepared to become certified to meet all requirements of the state of MN within 18 months.
- System must include some form of Master Name Index (MNI) tracking across all modules.
- System must allow for user and group management at the agency level. With the ability to set permissions at a granular level.
- System must allow for internal monitoring/tracking of user activity.
- System must feature a robust reporting package that can be used to generate queries, run reports and analysis data at the agency and system level across all modules.

- CAD must include -
 - Squad/GPS mapping
 - Partial Search capabilities / MNI search
 - Ability to run CJIS inquiries and have them integrated into CAD
 - Common Place name feature
 - Responder Recommendation based on ESNs
 - Integrated bi-directional paging app
 - Ability to add Address notification, alerts, and pdf attachments.
 - Automatic Master Street Address Guide (MSAG) data integration
 - Bi-directional CAD to Mobile/RMS and Mobile/RMS to CAD
 - Mobile Device Compatibility for Officer Tracking
 - Audit trails

- Mobile must include –
 - Multiple device options
 - Ability to self-initiate calls
 - Accident reporting
 - Citation writer
 - Instant Messaging
 - Ability to submit CJIS queries from the field.
 - Integration of CJIS queries

- RMS must include -
 - Autonomy for multiple agencies
 - Customizable Case Management
 - Ability to Seal and Expunge Records (Full and partial)
 - Method for Records Retention
 - Redaction
 - Evidence tracking
 - Streamlined communication of case file information to prosecution
 - Dissemination tracking
 - Audit trails
 - Civil Process
 - Warrant processing to include integration with PORTALS.

- JMS must include –
 - Streamlined booking process.
 - Inmate property management
 - Integration with MN S3 (Statewide Supervision)
 - Integration with Livescan
 - Integration with Guardian (RFID tracker)
 - Classification functionality
 - CJIS access
 - Audit trails

- Technical requirements
 - Cloud-Based Infrastructure with Hybrid Capability
 - Redundancy Across a Minimum of Two Sites
 - Multi-Factor Authentication (MFA) Integration
 - Azure Active Directory (AD) or Lightweight Directory Access Protocol (LDAP) Compatibility
 - Government Cloud Support (AWS or Azure)
 - Comprehensive Troubleshooting Logs and Dashboards
 - Built-In VPN Functionality
 - Unified Application Interface
 - System updates must require minimal downtime.

- Customer Service must
 - Support 24/7 operations
 - Meet all FBI/CJI security requirements.
 - Commit to guaranteed response timelines.

Additional Considerations

If your software **interfaces** with other systems such as body cam vendors and MN Crash, please be sure to provide a list of those relationships.

Data Conversion is important to us. Please include in your proposal, information regarding your proficiency in facilitating the conversion of data from our existing system into the new system.

What you have **currently in development** is also of interest to us. Please take this opportunity to highlight up to three enhancements that you anticipate deploying within the next five years. In so doing, please provide a brief explanation of the project along with your current anticipated delivery date.

Now for all the legalities...

General Conditions

1. Prime Responsibility – The selected provider will be required to assume full responsibility for all services and activities offered in its proposal(s), whether or not provided directly. Further the County will consider the selected vendor to be the sole point of contact regarding contractual matters, including payment of any and all charges resulting from the contract.

2. Assurance – Any contract awarded under this RFP must be carried out in full compliance with all laws of the State of Minnesota. The county prohibits discrimination in employment or in the provision of services because of race, color, religion, religious creed, sex, age, marital status, ancestry, national origin, political affiliation, physical disability or medical condition. This clause does not require the hiring of unqualified persons.

3. Independent Contractor – In performance of the work, duties and obligations assumed by the offeror, it is mutually understood that the offeror, and all the offeror’s officers, agents and employees, will at all times be acting and performing in an independent capacity and not as an officer, agency, servant, employee, joint venture, partner or associate of the County.

4. The County reserves the right to reject any and all proposals; to negotiate specific terms, conditions, compensation, and provisions on any contracts that may arise from this solicitation; to waive any informalities or irregularities in the proposals; and to accept the proposal(s) that appear(s) to be in the best interest of the County. In determining and evaluating the proposals, costs will not necessarily be the sole factor; the experience of those who will be providing services under the contract, quality, equality, efficiency, utility, suitability of the services offered, and the reputation of applicants will be considered, along with other relevant factors.
5. The County reserves the right to:
 - Request clarification of any submitted information.
 - Not enter into any agreement.
 - Not select any applicant.
 - Amend or cancel this process at any time.
 - Interview applicants prior to award and request additional information during the interview.
 - Negotiate a multi-year contract or a contract with an option to extend the duration.
 - Issue similar RFPs in the future.
6. Crow Wing County Bidder Insurance Requirements

Bidder's Insurance requirements are as follows:

The Contractor shall not commence work under the Contract until it has obtained at its own cost and expense all insurance required herein. All insurance coverage is subject to approval of the County and shall be maintained by Contractor until final completion of the work.

The further agrees that is shall at all times during the term of the Contract have and keep in force the following insurance policies.

Workers Compensation. Insurance covering all employees meeting statutory limits in compliance with the applicable state and federal laws.

Comprehensive General Liability/Professional Liability. A single limit or combined limit or excess umbrella general liability insurance policy of an amount of not less than \$2,000,000.00 per claim and \$2,000,000.00 for any number of claims arising out of a single occurrence.

Business Auto Liability. A single limit or combined limit or excess umbrella automobile liability insurance policy for all vehicle used regularly in the provision of services under this contract for an amount of not less than \$1,000,000.00 per accident for property damage, \$1,000,000.00 for bodily injury and/or damage to any one person, and \$2,000,000.00 for total bodily injuries and/or damage arising out of a single occurrence.

Special Requirements:

Crow Wing County is to be included as an **Additional Insured** on both the Comprehensive General Liability/Professional Liability and Business Auto Liability Policies.

Current, valid insurance policies meeting the requirements herein identified shall be filed with the County before the contractor commences a project and maintained during the named project's duration. Renewal Certificates shall be sent to the County within thirty (30) days

prior to any expiration date. There shall also be a thirty (30) days notification to the County in the event of cancellation or modification of any stipulated insurance coverage.

It shall be the responsibility of the Contractor to ensure that all subcontracts comply with the same insurance requirements that he/she is required to meet.

The County shall not accept any insurance coverage provisions under which Contractor or its insurer attempt or purport to avail themselves or any governmental right of immunity available to the County as a municipal corporation pursuant to any common law doctrine, Minnesota Statute 466 or other statutory authority.

Limit as set forth herein will automatically increase with amendments to Minnesota Statute §466.04 and Contractor will be required to maintain, as a minimum, policies with limits matching the municipal liability limits as provided for in that statute as amended.

Proposal Content and Format Requirements

Interested vendors shall submit one original plus five (5) copies of their proposal to the contact listed on Page 1 of this RFP.

Proposals must be delivered no later than **Friday, March 1 at 4:30 pm (CT)** and shall contain, at a minimum, the following items:

- COVER SHEET (Attachment B)
 - Provide the full legal name of the Contractor who will execute the contract. As well as the Federal Tax ID# and contact information.
 - The cover sheet must be signed by an owner, corporate officer, or agent authorized by the Contractor.
- VENDOR/CUSTOMER DEMOGRAPHICS (Attachment C)
- BASIC INFORMATION REGARDING SYSTEM BEING PROPOSED
- LIST OF CURRENT INTERFACES
- POSSIBILITY OF DATA CONVERSION
- SYSTEM REQUIREMENTS
- PRICING

Proposals will be reviewed, and consideration given to system capability, vendor capacity, data security, past performance and pricing. Finalists will be notified no later than March 22nd and arrangements for next steps will be discussed at that time.

Any questions you may have can be directed to Tina.Elder@crowwing.gov. Questions will be accepted through February 21st and will be addressed as soon as possible with all replies sent no later than February 23rd.

ATTACHMENT A – Agency Demographics

Agency	Squads	Licensed		Dispatchers	Jail (including medical)	Support
		FT	PT			
Crow Wing County SO	48	48	-	12	65	21
Baxter PD	12	16	-	-	-	1
Brainerd PD	17	27	3	-	-	6
Breezy PD	7	7	1	-	-	1
Crosby PD	9	8	1	-	-	1
Crosslake PD	6	5	4	-	-	1
Cuyuna PD	3	-	9	-	-	-
Deerwood PD	4	4	3	-	-	-
Nisswa PD	6	6	-	-	-	-
Pequot PD	7	6	3	-	-	1

Although not a primary consideration, our local Fire Departments are interested in the possibility of partnering with us. If you have components for Prosecution, Fire or other first responders please let us know.

ATTACHMENT B - COVER SHEET

Vendor Name	
Federal Tax ID Number	
Contact Name	
Contact Address	
Contract Phone #	
Contract Email Address	

By signing this Cover Sheet, I hereby attest: that I have read and understood all the terms listed in this RFP; have read and understood all the terms listed in this proposal; that I am authorized to bind the listed entity into this agreement and that should this proposal be accepted, I am authorized and able to secure the resources required to deliver against all terms listed within the RFP as published by Crow Wing County, MN, including any amendments or addenda thereto except as explicitly noted or revised in my submitted proposal.

Signature of Authorized Representative

Printed Name of Authorized Representative

Date

Printed Title of Authorized Representative

ATTACHMENT C – Vendor/Customer Demographics

Category	Total	Dedicated to this product
# FT Employees		
# Programmers		
# Customer Service Reps		
# Trainers		
		MN Based
# Customers using this product		
# Agencies > 50 sworn		
# Multi-jurisdictional		

Please describe the basic timeline needed for deployment –

What is your capacity to facilitate a deployment for us in 2024/2025.