

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

PROPOSER INFORMATION

Organization Name: CI Technologies, Inc.

Name & Title: Timothy Conner – Vice President – Managing Director

Address: PO Box 534 Townsend, Mass. 01469

Telephone: 1.800.620.8504 x707

FAX: 1.800.620.8504

Email: tconner@ci-technologies.com

Website: www.iaprofessional.com

PROPOSAL INFORMATION

Date Submitted 6/25/2016

Amount Requested:

Software and Services - \$128,000

Data Integration Services - \$112,000

Total – \$240,000

REFERENCES

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.

Please do not use employees of the Allegheny County Department of Human Services or the Pittsburgh Bureau of Police as references.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

REQUIREMENTS

Please respond to the following. The maximum score a Proposal can receive is 100 points for each proposed Solution.

Organizational Experience – only complete this section once, even if you are responding to both parts

below. Your response to this section should not exceed 2 pages. (30 points, added to each section)

- 1. Describe your organization's experience working with police departments or similar entities to build or implement technology or analytic solutions. Attach up to three examples of systems already developed (examples not counted towards page limit).**

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

CI Technologies has conducted business since March of 1992 with a focus solely on the development of software products designed to meet the needs of public safety agencies in the key areas of police integrity and criminal intelligence solutions. CI Technologies, Inc. is a Florida Chapter “S” corporation out of St. Augustine, Florida.

Today, CI Technologies, Inc. has a customer base of approximately 750 agencies that run our software. Our professional standards solution, IAPro, accounts for approximately 650 agencies in five countries that now use this product. – US, Canada, Australia, New Zealand and Trinidad & Tobago.

CI Technologies has extensive experience working with police departments over the many years that we have successfully implemented our solution. Today, the IAPro solution is made up of 3 components each having a distinct purpose -

IAPro – Supporting the needs of Professional Standards – Feature rich application with support for Case Management, Statistical Reporting, Early Intervention and other areas.

BlueTeam – Field support for intake of reports, chain of command routing, field investigations support and Early Intervention dashboard. BlueTeam supports the key area of **documentation** and provides a paperless workflow with support for linked files.

*Simplified data entry model for ease of use by field personnel.

EIPro – Extending data from IAPro to field level supervisors in providing key information on employees under their command. Provides analytics including peer group analysis reporting and allows supervisors to see exactly what their employees are involved with in terms of incidents or indicators stored within the IAPro database repository. EIPro supports the key area of **accountability**.

In addition to our solution set of applications, CI Technologies has extensive experience in the areas of data migration and data integration.

Data migration services allow an agency to bring forward into IAPro the valuable data that may have been kept over the years in their legacy system.

Data integration allows an agency to determine the types of data (i.e. Early Intervention indicators) that they may want to utilize within IAPro in feeding the analytics and early intervention features of the application and extending this data to field supervisors.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

CI Technologies has worked with a growing number of departments that look to IAPro as a data repository that handles more than incident level reporting and case management. Whether entering data directly through IAPro and BlueTeam or integrating agency identified indicators, IAPro provides a complete solution for case management and early intervention support that contributes to overall employee performance management.

Examples of key implementations

Since the IAPro solution is an “off-the-shelf” product, the implementation at each agency is very much the same. Of the 650+ departments that use IAPro today, most agencies have been implemented our solution using a project implementation plan that we have mastered over the years.

Larger department implementations require a higher level of project oversight and preliminary work prior to the implementation of IAPro, especially those implementations that involve data migration and data integration services.

Three example agencies that have had higher level implementations include:

The New Zealand Police Service – The New Zealand Police Service has over 12,500 sworn employees, where they run both IAPro and BlueTeam. This project required product implementation and training, data migration services, HR integration development and extensive data integration work that required integration of 12 key early intervention indicators from multiple source systems each day.

With the establishment of a dedicated Early Intervention team, the New Zealand Police looked to CI Technologies and IAPro to meet the data and reporting needs for this unit. The EI program at the New Zealand Police has been highly successful, where they have proactively reached out to employees needing assistance as identified by the EI program and contributing data.

Our experienced technical staff and project team with the New Zealand Police over a one year time period to implement the data integration processes. Our expertise on both the technical side and with early intervention programs contributed to the success of this project.

The New Zealand Police Service went live in 2009, where they use IAPro centrally and BlueTeam for all field reporting and field investigations on both islands. The Early Intervention data integration project went live in 2012 and has been running since that time.

Seattle Police Department – The Seattle Police Department contacted CI Technologies, Inc. back in 2014 while working through the requirements of the federal consent decree. IAPro and BlueTeam were implemented in helping address the mandates of the consent decree, where CI Technologies worked closely with both the Seattle Police Department staff and PARC (Oversight Monitor) while implementing our solution.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

Today, the Seattle Police Department is fully functional with IAPro and BlueTeam. In particular, the use of IAPro and BlueTeam for tracking Use of force reports has helped the Seattle Police in providing a central repository for this data that drives the key reporting needs.

Prior to the implementation at the Seattle Police Department, CI Technologies sent a project team onsite that could work through the specific needs of the consent decree, while planning the best approach for deploying our solution. This preliminary on-site visit has proven critical to the successful deployment of our solution at larger departments, where there may be specific work flows to consider, policies and procedures to work through, data needs for reporting, integration of data to evaluate and other areas that may need to be considered.

Maricopa County Sheriff's Office – The Maricopa County Sheriff's Department contacted CI Technologies to implement IAPro in helping to meet their consent decree needs.

Maricopa County Sheriff's office was implemented with IAPro and BlueTeam, where they enter multiple incident type with both application.

BlueTeams simplified data entry model helped the Maricopa County Sheriff with quickly train and deploy a tool for data capture at the front line, while addressing the needs for documenting the review and approval process from the front line through the chain of command.

One of the key requirements needing to be met by the Maricopa County Sheriff's, was a means to share data with the front line supervisors in support of accountability.

EIPro, designed to support front line supervisor access to employee incidents and alert indicators, was deployed and has been highly successful in providing the critical data needed in the field.

Today, we are working with the Maricopa County Sheriff's Office on a project to pull multiple incident types from various source systems to feed EIPro and the EI features within IAPro. This is a similar model to what we believe is needed in response to this RFP for the City of Pittsburgh Bureau of Police.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

- 2. Identify the personnel from your organization who will be involved in the project(s). Attach an organizational chart and CVs/resumes for identified personnel (attachments not counted towards page limit).**

See "CI Technologies Team" attachment

- 3. Describe your experience or plan for working with an existing IT vendor and government IT staff to implement/integrate solutions.**

CI Technologies, Inc. has worked with over 650 police departments to successfully implement IAPro at their agencies. We have developed a model implementation plan designed to cover all areas of the project from technical questions, installation, development of integration processes, training. We work closely with both the application users and IT technical resources at the agency during this implementation process. In addition, the larger deployments that require a "phase-in" implementation approach, would continue to have project management from CI Technologies throughout the implementation cycle.

More complex deployment, such as this project, would require a preliminary on-site visit, where evaluation of the current systems and workflow would be discussed. This visit would also provide insight toward the overall project plan and timeline for deployment.

Implementations that include data integration require close partnership with IT, since many of the data points used for integration are known best by the host agency IT staff. Data integration project such as this one, will require close work with your IT staff to assist with mining data and setting up the integration processes. CI Technologies has worked with many agencies and closely with their IT staff to implement integration processes.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

Part 1: Data Collection & Integration Solution – your response to this section should not exceed 10 pages.

Solution Design & Implementation (55 points)

- 1. Describe your plan for a proposed Solution that meets the goals and objectives stated in the RFP, including what data points will be collected or integrated, a detailed overview of the system's ease of use and support for use in the field, and your plan to eliminate redundant data entry:**

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

CI Technologies' solution is one that is distinctive from others being used by, and available to, public safety organizations today. Our 360° degree solution begins by recognizing that there are two distinct areas of responsibility for upholding the integrity of the public safety organization: Professional Standards/Internal Affairs Division and the organization outside of Professional Standards/Internal Affairs.

Professional Standards primary responsibility lies in addressing the integrity needs of the public safety organization on a focused, day-to-day basis. The rest of the organization has an equally important role to play, but addressing integrity issues is just one of many priorities that demand their time and attention.

In looking at the software requirements resulting from this dual-responsibility model, we believe that Professional Standards and the rest of the department require a solution that is tailored to each of their specific needs.

The CI Technologies solution is comprised of two separate applications: IAPro and BlueTeam, yet both share a common repository of data. Each application has features, interface and a security / access model that make them distinct from one another and a best fit to the needs of its chosen audience. IAPro and BlueTeam names are reflective of their roles. Internal Affairs and its incorporated units primarily use IAPro, while BlueTeam is designed for the utilization of the remainder of the organization.

IAPro is designed for daily, high frequency use by Professional Standards. IAPro contains a wide array of features along with a sophisticated and highly flexible security model.

Internal Affairs/Professional Standards requires a feature-rich software that will support their wide array of requirements - including the management of complex, sensitive investigations. A solution of this sort would be overwhelming for other areas of the organization where the supervisory and command staffs have many other pressing issues to contend with and limited time to devote to integrity-related issues.

Key needs met by IAPro are:

- Case management
- Centralized proactive early intervention functions
- Sophisticated access control and security
- Statistical reports and charts
- Word template integration for customer automation of forms currently used
- Linking/integration of scanned image, video, audio and other file types.
- Ability to complete all required CALEA reporting for Internal Affairs if required.

BlueTeam is the component of the IAPro solution that addresses the needs outside of the Professional Standards unit and deployed field level for the rest of the organization.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

It is important to note that the name “BlueTeam” reinforces the non-disciplinary nature of much of that application. The BlueTeam name reflects positive and open aspects of the application, including its support of transparency in the early intervention process by allowing users to view their own early intervention measurements. BlueTeam is designed for a simplistic entry point for entering various field generated incidents.

Key needs met by BlueTeam are:

- Simplify and assist; not further complicate. A simple, step-by-step internet-style interface is used, minimizing training requirements.
- Assist a broad range of personnel working at today’s law enforcement agency to participate in upholding its Internal Affairs.
- Supports the supervisory and early intervention responsibilities of law enforcement management with simple, easily understood formats.
- Supervisory personnel can identify out-of-standard indicators with just a few mouse clicks.
- Automates the handling of field-generated incidents such as use-of-force reports in a highly user-friendly manner.
- Access to EI information is based on a user’s chain-of-command purview
- Field incidents can be entered and routed through the chain-of-command with review and approval at each step. All chain-of-command review comments are documented and stored with the incident.
- Supports Field level investigations, where the more minor complaints can be routed from IAPro to a BlueTeam for work up by field personnel.

Each application has features, interface and a security / access model that make them distinct from one another and a best fit to the needs of its chosen audience.

The below table outlines the unique functions of each application.

FUNCTION	INTERNAL AFFAIRS DIVISION/ PROFESSIONAL STANDARDS	THE REST OF THE ORGANIZATION
Role in Upholding the Organization’s Integrity	Primary responsibility on a day-to-day basis	One of many priorities, and usually not the highest

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

Handles Complaints	Yes, but only the most serious ones	Yes, more numerous but less serious ones
Early Identification	Primarily based on statistical analysis or alerts, as their interaction with front-line personnel is limited	Front-line supervisors and other personnel will often intuitively “know” where performance issues lie based upon daily interaction with their peers and staff.
Case Management	Yes – for a limited number of complex cases with a great deal of information	Yes – to ensure the complaints they are responsible for are handled expeditiously and fairly
Role in Using Integrity Software	High-frequency user	Occasional users with limited or no time to attend training classes
Type of Software Functionality Wanted	A wide array of features for investigators, analysts and supervisors within the unit	Limited features in order to keep things simple, with a design that leads the user through each set of tasks in a step-by-step manner
Information Needs	Need to see most, if not all, integrity information in order to have a complete, global picture (apart from high-sensitivity investigations that are in-process)	Need to see only information related to personnel and units they supervise or command in a simple, straightforward format
Training Requirements	A feature-rich software solution will make training important at the outset. It should be less so over time, though, since day-to-day use means the users will retain their knowledge and familiarity of the software being used.	Minimal or no training should be necessary, due to the burden of the number of users represent to a training program, coupled with their occasional use of the solution. The solution should be intuitive and easy to use (similar to web sites for making travel reservations) that require minimal or no training.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

Many types of incidents can be entered directly into either IAPro and/or BlueTeam.

Incidents such as:

- External complaints from the public
- Internally-generated complaints and administrative investigations
- Uses-of-force
- Vehicle pursuits
- Officer involved Shootings
- Drug Test
- Employee involved accidents
- Excessive charges of discretionary nature being brought against members of the public

Agencies choosing to establish a more in depth solution may also choose to enter:

Awards and Commendations, Sick leave and attendance, Missed Court Appearances, Drug Tests, Civil Litigation, Discretionary Arrests, On-Duty Injuries, High-stress incident(s) such as Firearm Discharges and In Custody Deaths, Audit or Integrity Checks

Both IAPro and BlueTeam will allow entry of all of these incidents as well as any other agency-customized incidents not listed above.

Employee Information

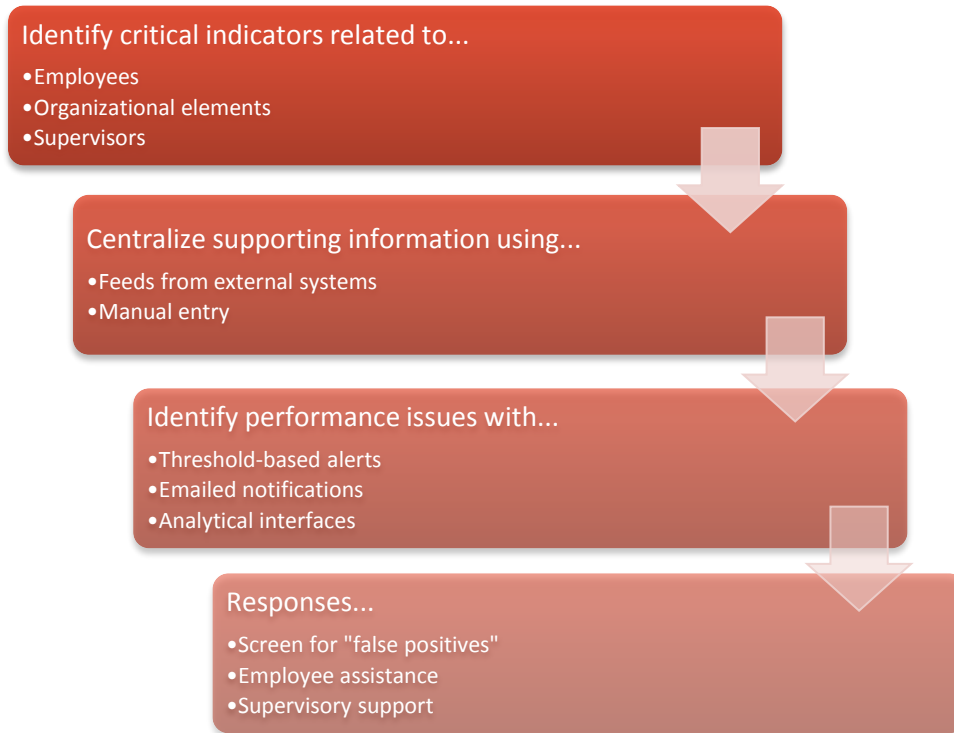
IAPro stores the key data elements for each employee that would include such data as employee demographics, title, current assignment, supervisor assigned, unit date assigned and other key data elements. This data is refreshed nightly through our HR Integration process, since it is critical to have up to date and accurate information on all employees, especially at the time of an incident or when integration of external data is brought into the IAPro database. Accurate employee information is key to the critical reporting and analytics that will be used on the IAPro solution.

Supporting Early Assistance and Intervention

We will summarize an approach to designing a system that will support a proactive employee intervention system (EIS). The purpose of such a program would be to improve integrity and professionalism, thereby increasing the public's confidence in the Police Force.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System



Identifying Critical Indicators

Consideration of factors that affect the integrity, professionalism and public confidence of a Police Department is an important first step.

This means thinking about what constitutes out-of-standard behavior or performance shortcomings on the part of employees, supervision and organizational elements. This process will lead to identifying critical indicators that that can be measured and responded to.



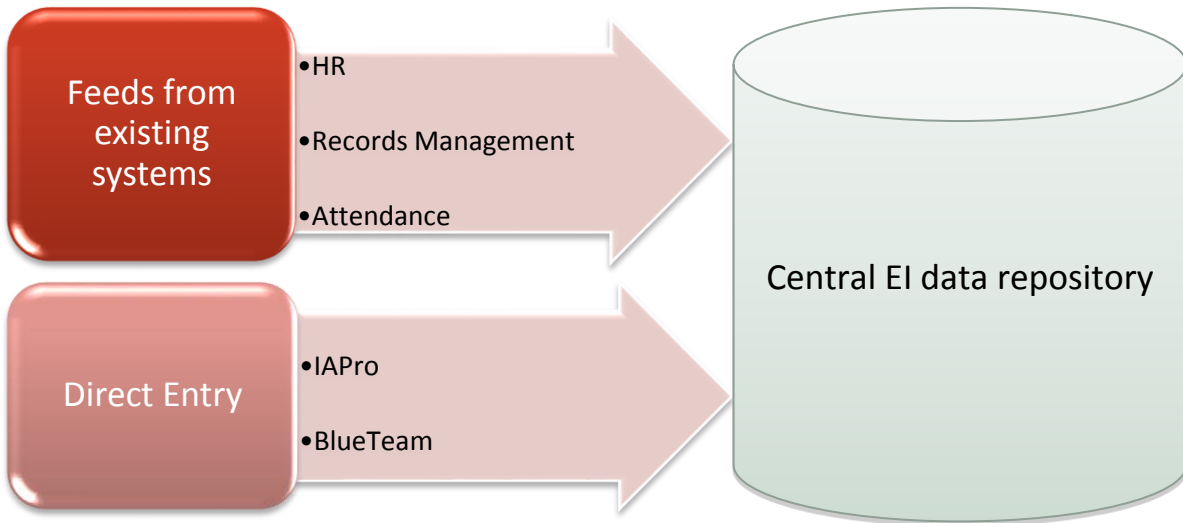
Some indicators would allow above-average performance to be identified as well, which can be of great value.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

Supporting data

Supporting data will need to be captured in some manner, normally entered directly into the EIP support system



IAPro currently offers a holding bin for incoming records in order to ensure appropriate review of new entries prior to release into the system. This can be bypassed, if desired, so that incoming records wouldn't need to be individually reviewed.

Proposed implementation at the City of Pittsburgh Bureau of Police

As outlined above, there are three main points of entry for bringing data into the IAPro central repository:

IAPro – Used by Professional Standards/Internal Affairs – Supporting multiple incident types, case management, statistical reporting, early intervention.

BlueTeam – Deployed field level in support of **simplified entry** of multiple incidents types, based upon what incident types the agency chooses to define and activate. Typically, UOF, Pursuits, Accidents, Officer Involved Shooting, Complaints.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

Data Integration – Development of processes to pull data from various source systems where critical indicators that may contribute to employee assistance programs or EI programs are identified for use in IAPro and EIPro.

CI technologies would propose implementing all three components of our solution to meet the needs of this section of the RFP. Performing a one-time data migration on the current Complaint and Internal Investigations database would be recommended. IAPro would then be used as the primary case management, reporting and EI tool used internally by Professional Standards. IAPro would also become the central data repository for multiple incident types.

Deploy BlueTeam for use by field level personnel in support of simplified data entry and field reporting of multiple incident as defined by the agency. Since BlueTeam uses the same IAPro database, all data entered by the field will be stored and available for analysis from with IAPro or EIPro as discussed in Part II of this RFP. BlueTeam will also support field investigations and provides EI features with the EI dashboard. The critical need for documentation is also addressed with the use of BlueTeam

We would recommend the use of BlueTeam to replace any incident type that is currently supported in another system and that would then need to be integrated into IAPro for reporting. This would need to be evaluated by the agency, but would possibly eliminate data integration points, since the data would be entered directly into IAPro via BlueTeam.

We would develop an HR Integration process designed to maintain the key employee such as current rank, current assignment, unit assigned, supervisor, employee demographics and other data elements. The process would run daily, while refreshing this data with a feed from your HR system.

Develop data integration processes designed to integrate the incident or event types identified by the agency. The integration processes would draw from multiple data sources and designed to bring in data that will build out incidents within IAPro or activity counts. The integrated data would be available to users of IAPro and to BlueTeam users having access to the EI Dashboard. In addition and discussed in Part II of the RFP, all data integrated or entered through IAPro/BlueTeam would be available for use by EIPro.

There are two approaches to data integration that we would propose –

1. Detailed integration - where full details of the event or incident are built out within IAPro. For example, a Use of force report may integrate with linked employees, linked citizens, force types used, reason for UOF, resistance by citizen, etc. In this model, detailed incident data is replicated from the source system.
2. Simplified approach – where “just enough” data is integrated from source systems to where alerts can be generated in IAPro, employee involvement in specific events can be identified and reported on. In this way, detailed information is left in the source system, but the key data

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

elements needed for reporting or early intervention support are available. This method of integration can simplify the process and potentially lower the cost, while meeting the needs of the agency.

Addressing key areas of the RFP

We believe that our solution addresses the key areas identified in this section of the RFP:

Data collection - Multiple incident types through easy to use applications (IAPro/BlueTeam) and data integration processes. Each application having a specific target user group (Professional Standards and Field personnel) with unique needs.

Field Support – BlueTeam application supporting a simple data entry model, ease of use, entry of multiple incident types as defined by the agency, EI Dashboard, and investigations support of the more minor complaints.

Data Integration – Development of data integration processes that will integrate from various source systems contributing the IAPro central repository, while making this data available to internal and field personnel.

Reducing redundant data entry – Through direct entry into both IAPro and BlueTeam and with data integration processes designed to pull data from other sources, redundant data entry is reduced.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

2. Describe your plan for integrating the proposed Solution with other information technology and tools, including key databases:

CI Technologies typically implements data integration processes in three areas:

1. HR Integration process – Designed to integrate Employee data from the agency HR system into the IAPro employee table. Key data on employees such as title, assignment, name, status, date of birth, hire date and other data elements would be refreshed nightly by this process. This is a core component of our solution for larger departments, where manually maintaining this data is not viable.
2. Incident level data integration – Designed integrate data from source systems that contain data needed to contribute to the IAPro EI analytics or statistical reporting. These data points are identified by agency personnel and would build out either in a detailed incident or a subset of the incident data within IAPro.
3. Activity data – Designed to bring in aggregate totals or counts on various activities that an employee is involved in. Examples include total tickets written, traffic stops, pedestrian stops. This data would once again come from existing source systems within the department.

Note: Integration processes would be developed as SQL Stored Procedures and utilize a staging table approach for accepting data from source systems. This has been the traditional approach on all data integration projects completed for agencies wanting data integration. A detailed technical overview can be forwarded on this approach.

For all data points to be integrated, the host agency would identify those indicators and the source systems that they may reside in. CI Technologies would work directly with your IT staff in assisting with “mining” and “presenting” that data to the IAPro integration processes.

Specifications for the data integration portion of this project are attached to the proposed cost.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

3. Describe your plan for allocating staff resources to this project:

CI Technologies would allocate resources in the following manner:

Project Management – One/Two resources would be allocated to this project in managing the phases of implementation, installation, training, migration and integration work.

Software Development Staff – CI Technologies has full time staff dedicated to supporting the current applications and working on newer versions of our products. The software development staff would be used in when working through any enhancements that may be needed or bug fixes that may be needed during deployment of our solution.

Technical Support Staff – Our dedicated technical support staff would be used for the initial installation of our software and for the ongoing user and technical support after the go live date.

End User support – We have dedicated end user support staff that will assist with any application questions/issues after the implementation of our software and throughout the years that the agency is using our solution.

Data Migration – A data migration specialist would be assigned to work on any one-time data migration in bringing in data from your current complaint database or other identified system. We have extensive knowledge and dedicated staff that can accomplish the data migration needs.

Data Integration – A data integration specialist would be assigned to work on the data integration portion of the project. We have extensive knowledge in this area having implemented data integration processes for a growing number of agencies now.

Training Specialists – We currently have over 15+ contract training professionals that are experts in using IAPro and BlueTeam, since they currently use or have used our products at their departments. Our trainers are not only experts with the IAPro solution, they can also speak to the best practices in setting up and utilizing our solution for your specific policies and workflow.

We would use multiple training specialists and training sessions to accomplish the key on-site training for IAPro and BlueTeam at your agency.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

4. Describe your timeline for design and development:

CI Technologies normally installs two or three agencies each month with IAPro and/or BlueTeam. A process has been developed that ensures a smooth implementation for all concerned.

If awarded the contract, CI Technologies would propose the following implementation strategy and timeline once the purchase order and contract is approved.

Month 1: A two day on-site visit for initial planning and evaluation of systems to be migrated or integrated. This would involve key participants from your agency as well as CI Technologies project team participants. Installation and training dates will be discussed and set at this meeting.

Month 1: CI Technologies would like to receive an initial cut of your database(s) needing to be migrated as a one-time data migration. HR data needed for development of the HR integration process will be needed at this time.

Month 1: Identify key data sources that will be used for data integration of incident level or activity level data. This would begin the initial stage of the data integration phase of the project. Both the agency staff and CI Technologies staff would be involved in this process.

Month 1 or 2: Installation of server databases and production workstations, which should occur 2 or 3 weeks in advance of training. We will work via phone with the designated IT/IS staff to get IAPro and/or BlueTeam installed for production use. Installation of IAPro and SQLServer databases normally takes 1 hour; 2 hours at most.

Installation activities include:

- Adding 2 databases to a SQLServer or Express server and creating a login for use by the application.
- Creating a secure hidden file share available to all IAPro network users.
- Installation of IAPro on each desktop workstation and creating the ODBC system data sources necessary.
- Installation of BlueTeam on an IIS Internet Server.
- Advice on configuring database backup processes.

We prefer that the customer have their database server available and installed. Please note that SQLServer/MSDE must be installed in case insensitive mode and with authentication set for either Windows or SQLServer.

Month 2: In the days prior to on-site training our staff will assist you in installing the training version of IAPro onto the training room workstations. This is a separate installation from the database and production workstations. This is also a separate “training version” of IAPro for training use. We will work with an IT desktop support person to install the PCs that the trainees will be using with the training

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

version of IAPro. The training version of IAPro includes its own local database on each workstation, so there is no need for the training workstations to be networked. Each user having his or her own database eliminates confusion while training is being conducted.

Month 2-3: Final cut of data and Agency off-line in Read-Only. We'd like to receive the final cut of your database for migration 1 to 2 weeks in advance of your on-site training. Your entire existing database will be provided to our data specialist. All entry into your system will cease and only queries will be allowed.

Month 3– Data Conversion Completed and Returned. Our Data Specialist will return your migrated data 1 to 2 days prior to your onsite training. The data will be reviewed in the IAPro database while the trainer is onsite.

Month 3: Our trainer will spend three days on-site for IAPro training. The trainer's time will be devoted to conducting hands-on training classes, assisting users in configuring the IAPro for use, and system administration training and reviewing the migrated data.

Month 4-6: Our trainer returns, based upon agency request, to conduct 2 days of on-site BlueTeam training. This session will include advanced IAPro training, BlueTeam Administrative training and one train-the-trainer BlueTeam session.

In summary, month 1-6 would include:

Installation of IAPro, BlueTeam and the IAPro databases.

Development and deployment of the HR Integration process

Data migration performed on databases needing a one-time data migration.

*Assumes that after migration, the legacy system would no longer be used.

IAPro application on-site training for 3 days. This would be for the core IAPro users and would assume a "go live" with IAPro after training has completed.

3-4 Months after IAPro has been up and running live, training for BlueTeam would commence with the trainer coming back for 2 days of on-site training of core BlueTeam users.

The Pittsburg Police Department would be live with IAPro and BlueTeam at this point.

Month 4-9: Development, testing and implementation of the data integration points identified. The data integration phase would require a test area and remote access for development and testing of the processes. The completion of this phase would see full data integration processes functioning on a nightly basis feeding in the IAPro central database.

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

5. Describe your plan to provide maintenance of the Solution for the first two years after implementation:

CI Technologies has dedicated staff that can be contacted for both technical and end user type support. After training has been completed and the agency is operational in a live environment with our software, our 800 number can be called for support. In addition, we have an online support web site that can be accessed for downloadable information on our software features.

Finally, CI Technologies supports a help desk database where issues/questions can be posted and will be worked on by our support staff.

Support is ongoing as long as the agency is keeping up with the annual maintenance payments. Note that the first year of annual maintenance is free of charge. Annual maintenance fees begin the 2nd year of use and ongoing.

Provision of technical support

While the annual maintenance agreement is in-effect, CI Technologies will provide technical support to Pittsburg Police Department as follows:

Availability: Via our 1-800 number and personal cell phones during normal working hours. Also, e-mail for lower priority issues. We typically make ourselves available after working hours if a high priority problem is pending.

Two hours is our typical response time to medium and high priority calls. We typically respond to call or e-mails related to training or usage issues within 24 hours.

The following escalation procedures will be employed to insure an appropriate response to any interruption of service in order to minimize downtime. Problems are addressed quickly during the hours of 8:00am and 6:00pm EST Monday through Friday excluding Holidays and weekends.

General problem reporting and resolution procedures

When a problem is encountered during regular business hours, the following steps will be performed:

Pittsburg Police Department users will ideally first contact the IAPro designated coordinator of Pittsburg Police Department. This will probably be a person in either the IA or IT areas who is most familiar with the applications.

(Please note: Users are also welcome to call CI Technologies directly, but including the IAPro designated coordinator in problem resolution is desired.)

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

If the problem seems to require assistance from CI Technologies, they will be contacted at this point. Otherwise, the Pittsburgh Police Department IAPro designated coordinator will attempt to correct the problems. The IAPro designated coordinator will verify network connects, resolve printer problems and any desktop issues associated with using IAPro.

If internal City resources are unable to determine the cause of the failure, the IAPro designated coordinator will contact CI Technologies. CI technologies will be notified through E-Mail and via phone.

CI Technologies resources will work with the Pittsburgh Police Department to diagnose the problem. After investigating the issue, CI Technologies and the Pittsburgh Police Department will jointly categorize the problem into:

Type of Problem	Ownership
Server Hardware Problem	IT
Desktop Hardware Problem	IT
Network Communication	IT
Isolated Workstation Issue	IT
Database Performance/storage	CI Technologies
Application or software related	CI Technologies

Problem Definition and Priority:

The following table provides a list of the types of problems that can be experienced. CI Technologies is responsible for (but not limited to):

Description of Problem	Category	Priority
All services unavailable: (City Wide) The system is unavailable. Cases cannot be processed.	Showstopper	High

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

Description of Problem	Category	Priority
Efficiency/Performance/Throughput: System is functional but does not match the performance criteria.	Showstopper	High
System not performing as specified: Functions are not executing correctly and are stopping cases from being processed. No workaround available.	Showstopper	High
User Error: Problem reported by user that was a result of user error or misunderstanding. Isolated workstation failure.	Training Issue/Questions	Low
Enhancement: System does not perform the required functionality. Functionality was not within requirements.	Enhancement - These will be added to the enhancement list and addressed with CI Technologies as needed.	Low
System not performing as specified (workaround available). An error is experienced but the problem can be worked around.	Workaround Available Complex workaround Decrease system's efficiency/performance/throughput Decreases user/department's efficiency in completing tasks	Medium

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

Description of Problem	Category	Priority
	Workaround available Easy to implement workaround. No impact on system performance No impact on user/department's efficiency	Low

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

6. Describe your plan to transfer knowledge to the Pittsburgh Bureau of Police so they can maintain the solution going forward:

On-site training would take place during the implementation of both IAPro and BlueTeam at your department. IAPro training is designed for the core users in Internal Affairs/Professional Standards but not limited to this unit. Anyone that would have access or use IAPro would need training.

IAPro training is 3 days of hands on training done on-site by one of our training professionals. In addition to all key features of the software being covered, there is a dedicated training session for IAPro Administrators, designed to teach them how to administrate the software.

BlueTeam training is 2 days of training using a train the trainer model. Since BlueTeam is simple to use, employees are taught how to use the system in about 2 hours.

Since we will be developing and installing integration processes, we will also work closely with IT staff in reviewing with them the processes that have been developed.

Multiple sessions of training will be outlined in the proposal.

Budget (15 points, not included in page count):

Provide evidence of your organization's financial health by attaching its most recent audit or other financial documentation.

See attached "Notice to Reader" financial statement.

Attach a detailed start-up budget and annualized budget that clearly supports the proposed Solution and implementation plan.

See attached quote.

Provide a budget narrative that reflects a realistic estimate of the costs associated with implementing the proposed Solution

Pricing outlined for this part of the RFP reflects standard pricing in consideration of unlimited use licensing by the City of Pittsburgh Bureau of Police.

The price quote for this part of the RFP includes:

- Initial software licensing
- On-site training
- Project management
- Ongoing Annual maintenance – begins on year 2 of use

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

- HR Integration development
- Data Migration – One-time migration of existing Complaint and Internal Investigation database
- Data Integration – Development of data integration processes to pull data into IAPro from multiple data source.

***NOTE: The cost for this section is highly dependent on the source systems we are pulling from, the type and quality of data being integrated and the assistance we could expect from the agency IT to mine the data or make available the needed data available to the integration processes. The cost is also dependent on the development being done off-site or on-site and if the agency will deploy a “simplified” integration model or require full data details form the source systems.**

RFP Response Form

Request for Proposals to Build the Data Collection & Analytic Systems to Support a City of Pittsburgh Bureau of Police Officer Early Assistance and Intervention System

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- Cover Page
- MWDBE Participation Statement or Waiver Statement
- W-9
- Allegheny County Vendor Creation Form
- Audited Financial Report

CERTIFICATION

Please read the below statement and check the box to indicate agreement with its content.

By submitting this proposal, I certify and represent to the County that all submitted materials are my work and that all responses are true and accurate.