

<input checked="checked" type="checkbox"/> <u>New</u>	<input type="checkbox"/> <u>OTR</u>	<input type="checkbox"/> <u>Sole Source</u>	<input type="checkbox"/> <u>Bid Waiver</u>	<input type="checkbox"/> <u>Emergency</u>	Previous Contract/Project No. N/A
<input type="checkbox"/> <u>Contract</u>	<input type="checkbox"/> <u>Re-Bid</u>	<input type="checkbox"/> <u>Other – Access of Other Entity Contract</u>		LIVING WAGE APPLIES: <input type="checkbox"/> YES <input type="checkbox"/> NO	
<u>Requisition No./Project No.:</u> RQET2100004			<u>TERM OF CONTRACT</u> <input type="checkbox"/> YEAR(S) WITH <input type="checkbox"/> YEAR(S) OTR		
<u>Requisition /Project Title:</u> Police Workforce Management System					
<u>Description:</u> This will be software will be used to track officer performance, scheduling, training, and HR related items.					
<u>Issuing Department:</u> Internal Service		<u>Contact Person:</u> Brandon Nealey		<u>Phone:</u> 305-375-4884	
<u>Estimate Cost:</u> \$1,500,000		<u>Funding Source:</u> <input type="checkbox"/> GENERAL <input type="checkbox"/> FEDERAL <input checked="checked" type="checkbox"/> OTHER			

## ANALYSIS

<b>Commodity Codes:</b>		96426				
Contract/Project History of previous purchases three (3) years						
Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history.						
	<b><u>EXISTING</u></b>	<b><u>2<sup>ND</sup> YEAR</u></b>	<b><u>3<sup>RD</sup> YEAR</u></b>			
<b>Contractor:</b>						
<b>Small Business Enterprise:</b>						
<b>Contract Value:</b>						
Comments:						
Continued on another page (s): <input type="checkbox"/> YES <input type="checkbox"/> NO						
<b><u>RECOMMENDATIONS</u></b>						
	Set-Aside	Subcontractor Goal	Bid Preference	Selection Factor		
<b>SBE</b>						
Basis of Recommendation:						
Signed: Brandon Nealey			Date sent to SBD: March 22, 2021			
			Date returned to SPD:			

*This document is a draft of a planned solicitation and is subject to change without notice.*



**REQUEST FOR PROPOSALS (RFP) No. 01844  
FOR  
POLICE WORK FORCE MANAGEMENT SYSTEM**

**PRE-PROPOSAL CONFERENCE TO BE HELD VIA ZOOM:**

\_\_\_\_\_, 2020 at \_\_:00 AM (local time)  
111 NW 1<sup>st</sup> Street, \_\_\_\_ Floor, Conf. Rm. \_\_, Miami, Florida

**ISSUED BY MIAMI-DADE COUNTY:**

Internal Services Department, Strategic Procurement Division  
for

Miami-Dade Police Department, as represented by the Information Technology Department

**MIAMI-COUNTY CONTACT FOR THIS SOLICITATION:**

Brandon Nealey, Procurement Contracting Officer  
111 NW 1<sup>st</sup> Street, Suite 1300, Miami, Florida 33128  
Telephone: (305) 375-4884  
E-mail: brandon.nealey@miamidade.gov

**PROPOSALS DUE:**

**INSERT DATE AND TIME**

**IT IS THE POLICY OF MIAMI-DADE COUNTY (COUNTY) THAT ALL ELECTED AND APPOINTED COUNTY OFFICIALS AND COUNTY EMPLOYEES SHALL ADHERE TO THE PUBLIC SERVICE HONOR CODE (HONOR CODE). THE HONOR CODE CONSISTS OF MINIMUM STANDARDS REGARDING THE RESPONSIBILITIES OF ALL PUBLIC SERVANTS IN THE COUNTY. VIOLATION OF ANY OF THE MANDATORY STANDARDS MAY RESULT IN ENFORCEMENT ACTION.  
(SEE IMPLEMENTING ORDER 7-7)**

Electronic proposal responses to this RFP are to be submitted through a secure mailbox at BidSync until the date and time as indicated in this document. It is the sole responsibility of the Proposer to ensure its proposal reaches BidSync before the Solicitation closing date and time. There is no cost to the Proposer to submit a proposal in response to a Miami-Dade County solicitation via BidSync. Electronic proposal submissions may require the uploading of electronic attachments. The submission of attachments containing embedded documents or proprietary file extensions is prohibited. All documents should be attached as separate files. All proposals received and time stamped through the County's third party partner, BidSync, prior to the proposal submittal deadline shall be accepted as timely submitted. The circumstances surrounding all proposals received and time stamped after the proposal submittal deadline will be evaluated by the procuring department in consultation with the County Attorney's Office to determine whether the proposal will be accepted as timely. Proposals will be opened promptly at the time and date specified. The responsibility for submitting a proposal on or before the stated time and date is solely and strictly the responsibility of the Proposer. The County will in no way be responsible for delays caused by technical difficulty or caused by any other occurrence. All expenses involved with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne by the Proposer(s).

A Proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal up until the proposal due date. The County will only consider the latest version of the proposal. For competitive bidding opportunities available, please visit the County's Internal Services Department website at: <http://www.miamidade.gov/procurement/>.

Requests for additional information or inquiries must be made in writing and submitted using the question/answer feature provided by BidSync at [www.bidsync.com](http://www.bidsync.com). The County will issue responses to inquiries and any changes to this Solicitation it deems necessary in written addenda issued prior to the proposal due date (see addendum section of BidSync Site). Proposers who obtain copies of this Solicitation from sources other than through BidSync risk the possibility of not receiving addenda and are solely responsible for those risks.

**1.0 PROJECT OVERVIEW AND GENERAL TERMS CONDITIONS****1.1 Introduction**

The Miami-Dade Police Department (MDPD), as represented by the Miami-Dade County Information Technology Department (ITD), is soliciting proposals from qualified firms with proven capability to provide a technically sound, scalable and fully configurable Police Workforce Management System (PWFMS, or WFMS) Solution to satisfy the needs of the MDPD, addressing the needs of modern law enforcement through the support of a wide range of policing activities and practices. The solution should be a relatively mature software product and robust enough to handle thousands of concurrent transactions and sophisticated system integration. ITD is the central technology provider for the County and oversees the use of existing and emerging technologies in support of County government operations and services to the public.

MDPD is seeking Ssolutions from qualified Proposers~~vendor~~(s) to provide a state-of-the-art, commercial-off-the-shelf (COTS), comprehensive Police Workforce Management System (PWFMS) which addresses key functional areas including: officer profiling, performance assessments, policing activity, internal affairs activity, use of force incidents, officer training.

The proposed Solution must deliver a fully modernized and integrated system that will serve the information needs of MDPD well into the 21st Century.

The selected Proposer shall provide a commercially available, highly configurable Solution to meet the needs outlined in this Solicitation RFP, including, but not limited to planning, designing, configuration, interfaces development, testing, training, documentation, implementation, software licenses, and subsequent software maintenance, escrow, and technical support services throughout the term of the resultant Contract.

The County expects the implementation of the initial chosen modules to be completed within one (1) year. However, it is the County's expectation to continue with the implementation of auxiliary modules during the life of the contract, and such implementations should be completed within 6-12 months of an approved Purchase Order.

The County anticipates awarding a Contract for a five (5) year period with two (2) five (5) year option to renew periods.

**The anticipated schedule for this Solicitation is as follows:**

Solicitation Issued:

Pre-Proposal Conference:

See front cover for date, time, and place. Attendance is recommended but not mandatory.

Should you need an ADA accommodation to participate in Pre-Proposal Conference (i.e., materials in alternate format, sign language interpreter, etc.), please contact the Internal Services Department's ADA Office five days prior to scheduled conference to initiate your request. The ADA Office may be reached by phone at (305) 375-3566 or via email at: [Skarlex.Alorda@miamidade.gov](mailto:Skarlex.Alorda@miamidade.gov) or [Heidi.Johnson-Wright@miamidade.gov](mailto:Heidi.Johnson-Wright@miamidade.gov). TTY users may reach the ADA Office by calling the Florida Relay Service at 711.

Deadline for Receipt of Questions:

Proposal Due Date:

See front cover for date and time.

Evaluation Process:

TBD

Projected Award Date:

TBD

**1.2 Definitions**

The following words and expressions used in this Solicitation shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The words "Alpha/Bravo" to mean the temporary mode of operation used by MDPD during natural disasters and similar events requiring elevated staffing levels. During these periods MDPD operates in two extended twelve hour shifts, referred to as Alpha and Bravo shifts

2. The words "Change Management Plan" to mean activities and roles to manage and control change during the execute and control stage of the project.
3. The word "Contract" to mean a formal agreement between the County and the Selected Proposer.
4. The words "County Project Manager" to mean the County Mayor or the duly authorized representative designated to manage the Project.
5. The words "Enterprise License" to mean a licensing model covering the entirety of MDPD, relevant County facilities, and other governmental partners who may require access to the Solution.
6. The words "Final Acceptance" to mean the County's written approval, upon successful completion of the reliability period, stating that all components of the Scope of Services have been performed and the Solution is fully operable and in conformance with the Scope of Services.
7. The words "Florida Crime Information Center" to mean the resource that is provided by the Florida Department of Law Enforcement with the purpose of providing, both for citizens of Florida and for other persons with Internet access, the opportunity to help law enforcement agencies throughout Florida locate missing/stolen property missing persons, and people that are wanted as a result of ongoing criminal investigations.
8. The words "Florida General Records Schedule (G2)" to mean the retention requirements for records documenting administrative and program functions for law enforcement, correctional facilities and district medical examiners.
9. The words "Gap Analysis" to mean comparison of the Solution Functionality and capabilities against MDPD business needs and requirements.
10. The words "Implementation Service" to mean all the services necessary to make the proposed PWFMS functional including, but not limited to data conversion, configuration, testing, training, and Final Acceptance.
11. The words "Implementation Plan" to mean the approach taken to implementing the proposed PWFMS, and the migration of MDPD users to the Solution.
12. The words "National Incident-Based Reporting System" to mean the FBI Uniform Crime Reporting (UCR) program National Incident-based Reporting System (NIBRS) used by law enforcement agencies in the United States for collecting and reporting data on crimes.
13. The words "National Information Exchange Model" to mean the efficient exchange of information across public and private organizations <https://www.niem.gov/>.
14. The words "Project Manager" to mean the County Mayor or the duly authorized representative designated to manage the project by the County.
15. The word "Proposal" to mean the properly signed and completed written good faith commitment by the Proposer submission in response to this Solicitation by a Proposer for the Services, and as amended or modified through negotiations.
16. The word "Proposer" to mean the person, firm, entity, or organization, as stated on the Submittal Form, submitting a proposal to this Solicitation.
17. The words "Reliability Period" to mean the specified time that proposed Solution will perform its intended function adequately.
18. .
19. The words "Scope of Services" to mean Section 2.0 of this Solicitation, which details the work to be performed by the Contractor.
20. The word "Solicitation" to mean this Request for Proposals (RFP) or Request for Qualifications (RFQ) document, and all associated addenda and attachments.
21. The word "Solution" to mean the total complement of hardware, software, goods and services, peripherals, and all other items, tangible and intangible, designed to operate as an integrated group.
22. The word "Subcontractor" to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.
23. The words "Technical Documentation" to mean documentation written at a sufficient level of detail and breadth to allow the County staff to understand and manage the Solution.
24. The words "Technology Model" to mean the description of the varying hardware infrastructure and software systems in use at Miami-Dade County, including the Miami-Dade Police Department.
25. The words "Train the Trainor" to mean the model used in training potential instructors, on the best ways to deliver training materials to other County personnel.
26. The words "User Acceptance Testing" to mean testing performed by the County to verify/accept the software before moving the software to the production environment.
27. The words "Work", "Services", "Program", or "Project" to mean all matters and things that will be required to be done by the Contractor in accordance with the Scope of Services, and the terms and conditions of this Solicitation.

### 1.3 General Proposal Information

The County may, at its sole and absolute discretion, reject any and all or parts of any or all proposals; accept parts of any and all proposals; further negotiate project scope and fees; postpone or cancel at any time this Solicitation process; or waive any irregularities in this Solicitation or in the proposals received as a result of this process. In the event that a Proposer wishes to take an exception to any of the terms of this Solicitation, the Proposer shall clearly indicate the exception in its proposal. No exception shall be taken where the Solicitation specifically states that exceptions may not be taken. Further, no exception shall be allowed that, in the County's sole discretion, constitutes a material deviation from the requirements of the Solicitation. Proposals taking such exceptions may, in the County's sole discretion, be deemed nonresponsive. The County reserves the right to request and evaluate additional information from any Proposer regarding Proposer's responsibility after the submission deadline as the County deems necessary.

The Proposer's proposal will be considered a good faith commitment by the Proposer to negotiate a Contract with the County, in substantially similar terms to the proposal offered and, if successful in the process set forth in this Solicitation and subject to its conditions, to enter into a Contract substantially in the terms herein. Proposer proposal shall be irrevocable until Contract award unless the proposal is withdrawn. A proposal may be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the proposal due date and time, or upon the expiration of 180 calendar days after the opening of proposals.

As further detailed in the Submittal Form, Proposers are hereby notified that all information submitted as part of, or in support of proposals will be available for public inspection after opening of proposals, in compliance with Chapter 119, Florida Statutes, popularly known as the "Public Record Law."

Any Proposer who, at the time of proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law, may be found non-responsible.

To request a copy of any code section, resolution and/or administrative/implementing order cited in this Solicitation, contact the Clerk of the Board at (305) 375-5126, Monday- Friday, 8:00 a.m. – 4:30 p.m.

#### **1.4 Aspirational Policy Regarding Diversity**

Pursuant to Resolution No. R-1106-15, Miami-Dade County vendors are encouraged to utilize a diverse workforce that is reflective of the racial, gender and ethnic diversity of Miami-Dade County and employ locally-based small firms and employees from the communities where work is being performed in their performance of work for the County. This policy shall not be a condition of contracting with the County, nor will it be a factor in the evaluation of solicitations unless permitted by law.

#### **1.5 Cone of Silence**

Pursuant to Section 2-11.1(t) of the Code of Miami-Dade County, as amended, a "Cone of Silence" is imposed upon each RFP after advertisement and terminates at the time a written recommendation is issued. The Cone of Silence prohibits any communication regarding RFPs between, among others:

- potential Proposers, service providers, lobbyists or consultants **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff, County Commissioners or their respective staffs;
- the County Commissioners or their respective staffs **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff; or
- potential Proposers, service providers, lobbyists or consultants, any member of the County's professional staff, the Mayor, County Commissioners or their respective staffs **and** any member of the respective Competitive Selection Committee.

The provisions do not apply to, among other communications:

- oral communications with the staff of the Vendor Outreach and Support Services Section, the responsible Procurement Contracting Officer (designated as the County's contact on the face of the Solicitation), provided the communication is limited strictly to matters of process or procedure already contained in the Solicitation document;
- oral communications at pre-proposal conferences and oral presentations before Competitive Selection Committees during any duly noticed public meeting, public presentations made to the Board of County Commissioners during any duly noticed public meeting.
- recorded Contract negotiations and Contract negotiation strategy sessions; or

- communications in writing at any time with any County employee, official or member of the Board of County Commissioners unless specifically prohibited by the applicable RFP documents.

When the Cone of Silence is in effect, all potential vendors, service providers, bidders, lobbyists and consultants shall file a copy of any written correspondence concerning the particular RFP with the Clerk of the Board, which shall be made available to any person upon request. The County shall respond in writing (if County deems a response is necessary) and file a copy with the Clerk of the Board, which shall be made available to any person upon request. Written communications may be in the form of e-mail, with a copy to the Clerk of the Board at [clerkbcc@miamidade.gov](mailto:clerkbcc@miamidade.gov).

All requirements of the Cone of Silence policies are applicable to this Solicitation and must be adhered to. Any and all written communications regarding the Solicitation are to be submitted only to the Procurement Contracting Officer with a copy to the Clerk of the Board. The Proposer shall file a copy of any written communication with the Clerk of the Board. The Clerk of the Board shall make copies available to any person upon request.

#### **1.6 Communication with Competitive Selection Committee Members**

Proposers are hereby notified that direct communication regarding this Solicitation, written or otherwise, with Competitive Selection Committee members or the Competitive Selection Committee as a whole, **are expressly prohibited**. Any oral communications with Competitive Selection Committee members other than as provided in Section 2-11.1 of the Code of Miami-Dade County are prohibited.

#### **1.7 Public Entity Crimes**

Pursuant to Paragraph 2(a) of Section 287.133 of the Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal for a Contract to provide any goods or services to a public entity; may not submit a proposal on a Contract with a public entity for the construction or repair of a public building or public work; may not submit proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a Contract with any public entity; and, may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

#### **1.8 Lobbyist Contingency Fees**

- a) In accordance with Section 2-11.1(s) of the Code of Miami-Dade County, after May, 16, 2003, no person may, in whole or in part, pay, give or agree to pay or give a contingency fee to another person. No person may, in whole or in part, receive or agree to receive a contingency fee.
- b) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependent on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Mayor or any County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

#### **1.9 Collusion**

In accordance with Section 2-8.1.1 of the Code of Miami-Dade County, where two (2) or more related parties, as defined herein, each submit a proposal for any Contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean Proposer, the principals, corporate officers, and managers of the Proposer; or the spouse, domestic partner, parents, stepparents, siblings, children or stepchildren of a Proposer or the principals, corporate officers and managers thereof which have a direct or indirect ownership interest in another Proposer for the same Contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership in another Proposer for the same Contract. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any Contract resulting from collusive bidding may be terminated for default.

## **2.0 SCOPE OF SERVICES**

## 2.1 Background

Miami-Dade County (County) is currently ranked as the seventh largest county in the United States. With approximately 3,000 sworn officers, and 1,500 civilian staff, MDPD is the largest police agency in the southeastern United States and one of the largest overall in the nation with a total population of 2.7 million, providing direct services to over one million citizens. MDPD provides basic police services throughout the unincorporated areas of the County, as well as in Miami Lakes, Palmetto Bay and Cutler Bay. Specialized patrol teams include the airport, seaport, marine, motorcycle, bomb disposal, and Special Weapons and Tactics (SWAT). In addition, crime investigators work with other law enforcement agencies, from local cities to the Department of Homeland Security. -Currently, MDPD generates approximately 490,000 police cases each year.

As the Sheriff for the County, MDPD generates operational law enforcement records for a variety of reasons, ranging from responding to calls for service, traffic enforcement, criminal investigations, to managing criminal/sexual offender registrations, serving warrants for all the municipalities within the County, performing background checks, and other public services. MDPD operates primarily within unincorporated areas of the County; however, it also provides services in partnership with other law enforcement and justice partners.

MDPD is seeking to apply new technologies to improve the capture and sharing of disparate law enforcement incidents, employee activity, and performance related data in a consolidated platform to support enhanced timely decision making, incident management, officer productivity, safety, training, and to improve the efficiency and effectiveness of MDPD.

MDPD workforce management needs are fulfilled by a range of disparate law enforcement applications. The Solution is anticipated to replace a subset of these applications and interface with other departmental related systems in order to provide MDPD with a cohesive and timely view of its work-force's capabilities with the aim of maximizing the efficiency and integrity of its police force and thereby minimize its risk and exposure to rising police liability costs.

### A. Purpose

The purpose of this RFP is to provide sufficient context, information, and scope which will allow Proposers to implement a Solution that meets the described requirements and is in alignment with a best-in-industry project implementation approach. A state-of-the-art and integrated **PWFMS** Solution must provide a cohesive platform that strives to capture and correlate previously unrelated law enforcement incidents and officer human resource (HR) related data using advanced data analytics. Through the implementation of a new **PWFMS** Solution, MDPD is seeking to streamline and transform the manner in which police activity (e.g. 911 calls for service, incident reporting, arrests, etc.) and human resource information is linked and used for preemptive, managerial decision-making.

The implementation of an innovative **PWFMS** Solution will substantially alter how MDPD effectively manages its workforce utilizing incident/activity based information to mitigate risk and improve operations across many facets of the organization. A well-structured, comprehensive implementation should incorporate an organizational change management effort to address the various changes not only in the technology scope, but also related business processes and operational decision making.

The goals of this initiative include:

1. Ensuring the integrity and well-being of all police officers, units and supervisors through sophisticated analytical means facilitating timely chain-of-command decision making.
2. Supporting MDPD's transition to automation and integration addressing the needs of modern law enforcement through the support of a wide range of policing activities and practices.
3. Instituting a cohesive, single source Solution with extensive workflow management capabilities, that leverages existing incident based and HR related systems with viable, real-time integration.
4. Deploying cumulative analysis of officer data to identify police officers that are performing acceptably and, perhaps more importantly, capturing unrelated law enforcement incidents and early detection of potentially inappropriate behavior before it escalates into a critical state.

5. Capturing recruitment and background investigation process for officer profiling where HR related data is used as advanced data analytics.
6. Capturing employee's education, skills, certifications, and training.
7. Managing employee's performance assessment and reflect any disciplinary actions.
8. Expediting the disciplinary, appeals and grievance workflow as determined by MDPD policies.
9. Managing the workforce utilizing incident/activity based information for policing activity to mitigate risk and improve operations across many facets of the organization.
10. Instituting tailored wellness and training programs addressing areas requiring remediation and improvement.
11. Managing various internal affairs case types, including: creating, updating and reporting.
12. Providing investigative case management functionality across the department, including electronic assignment.
13. Balancing and aligning competing departmental priorities from various constituencies including management, rank and file, external justice partners, and the public.
14. Reducing or eliminating paper-based processes, where possible, through the application of technological solutions.
15. Replacing aging, legacy systems and applications with current technology, and consolidating disparate silos of information into one repository.

## **B. Solution Expectations**

MDPD expects the following benefits will be realized:

1. Align with and surpass the performance guidelines on officer conduct recommended by the Department of Justice (DOJ).
2. Support MDPD ongoing accreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA).
3. Incorporate best practices and elements of the ethics toolkit developed by the International Association of Chiefs of Police (IACP).
4. Provide stable and mature Solution which can be configured to address the business needs as outlined in this Solicitation.
5. Enhance risk management in policing by significantly reducing the MDPD exposure to rising liability cost.
6. Enable compliance with departmental collective bargaining agreements through targeting of preventative measures and continuing HR improvement initiatives.
7. Reduce effort required to provide officer profiling data.
8. Access officer performance assessments, awards, complaints, disciplinary actions with disposition/departmental policies, inventory assigned, and training history.
9. Improve case management process in providing effective investigations, allegations, and evidence.
10. Reduce problematic behavior with different levels of intervention for off track officers and obtain proactively trigger alerts to intervene with critical data variables.
11. Enforce actionable steps including permission-based workflows, guidelines, goals, follow-ups, for problematic behavior.
12. Provide enhanced and more comprehensive reporting and analytical capabilities.

The proposed **PWFMS** Solution is expected to provide a fully modernized system for MDPD, which will maximize operational efficiencies across departmental entities. The aim is to advance the overall mission, goals, and objectives of MDPD by making public safety personnel more effective in preventing, combating, and responding to public safety matters through improved access to information, streamlined business processes, and strategic resource deployment. The proposed **PWFMS** Solution should replace several disparate legacy applications and automate a number of manual processes in order to achieve this aim.

## **2.2 Current Operating Environment**

MDPD generates a significant volume of operational law enforcement records each year, including, but not limited to:

- Approximately 490,000 cases, of which 140,000 were assigned to investigators at various priority levels.
- 30,000 arrest forms
- 200,000 offense incident reports
- 150,000 citations
- 40,000 supplemental reports
- 50,000 crash reports
- 20,000 field interviews
- 8,000 criminal registrations, plus records associated with approximately 2,300 sexual offenders/predators within the County.



### 2.2.1 Organization

MDPD is organized into a number of entities in order to effectively execute its mission:

#### A. Police Services

**Police Services**, is comprised of **North** and **South Operation Divisions**, which is tasked with uniform policing and general investigations. The divisions are further divided as follows:

1. Eight districts distributed across the unincorporated County areas:

- Airport
- Intracoastal
- Northside
- Northwest
- West
- Kendall
- Midwest
- South

2. Three incorporated municipalities where MDPD has been contracted to provide police services, including:

- Town of Miami Lakes
- Village of Palmetto Bay
- Town of Cutler Bay

3. Two bureaus which are organized under Police Services include:

- Seaport Operations Bureau (SPB) - provides PortMiami with regular uniformed police and investigative services, as well as specialized functions such as Harbor Patrol Unit, Canine Unit, and Auto Theft Task Force Unit.
- Special Patrol Bureau (SPB) – provides specialized functions to assist other MDPD and partner law enforcement agencies with Special Response Team, Marine Patrol, Aviation, Bomb Disposal, Motorcycle, Special Events, and Incident Management Units. SPB also oversees the Police Operations Section providing police services for certain County facilities such as Jackson Memorial Hospital, Metrorail stations, and Stephen P. Clark Government Center.

In general, each Police Service entity performs services such as:

- Front Desk Operations - provides face to face services to members of the public including incident reporting, fingerprinting, background checks, and accepting criminal and career offender registrations. Staff also provides services to MDPD personnel such as accepting impounded property and maintaining a daily incident log.
  - Uniform Patrol – is primarily responsible for responding to calls for service, patrol activities, and traffic enforcement. Uniform patrol officers and public safety aides are responsible for documenting the bulk of offense incident reports, traffic and civil citations, crash reports, and field interviews.
  - General Investigations Unit (GIU) – is responsible for initiating and conducting follow-up investigations for burglaries, larcenies, assaults, auto thefts, and other offenses that do not fall under the scope of Specialized Investigative Units.
  - Crime Analysis Unit (CAU) – is responsible for record review and management, crime analysis, and generating crime reports. \*
- Note: some entities may not have a dedicated CAU and instead work with nearby districts, as needed.*

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#### B. Investigative Services

**Investigative Services** - includes the Criminal and Special Investigation Divisions. These groups respond to crimes which require highly specialized investigative resources and capabilities, such as homicide, narcotics, economic crimes, and sex offenses. In addition, they

also provide law enforcement related services such as the forensic crime lab, property and evidence, and crime scene investigations to MDPD and other law enforcement agencies operating within the County.

The Criminal and Special Investigations Divisions are organized into the following bureaus:

**1. Criminal Investigations Division**

**a. Forensic Services Bureau includes:**

~~a-~~

- ☐ Crime Laboratory - provides scientific and technical support to the law enforcement community.
- ☐ Analytical Section ~~is~~ responsible for analyzing and identifying illicit, controlled, and legend drug materials, as well as examination, analysis and comparison of miscellaneous trace evidence materials that may be transferred during the commission of a crime.
- ☐ Forensic Biology Section - examines biological materials associated with various types of criminal investigations collected from crime scenes in the County.
- ☐ Forensic Identification Section ~~is~~ tasked with inspecting firearm related evidence, as well as other types of evidence such as shoe and tire tracks.
- ☐ Fingerprint Identification Section – responsible for comparison of prints during the booking process, as well as examining unknown fingerprint evidence.

**b. Property and Evidence Bureau – is responsible for accepting, cataloguing, safeguarding, storing, and producing evidence as required for court, as well as returning property and evidence to the owner or otherwise legally disposing of property and evidence impounded into custody. In addition, the Property and Evidence Bureau manages the County's contract for towing and storage of towed or impounded vehicles.**

~~b-~~

**c. Crime Scene Investigations Support Section - provides support services in the form of crime scene processing, digital forensic and forensic imaging to departmental entities, as well as federal, state, and local agencies within the County.**

~~c-~~

**d. Homicide Bureau - conducts investigations of all deaths and officer involved shootings that result in death and/or serious bodily injuries which occur within the unincorporated areas of the County. These investigations are also conducted in many contracted municipalities within the County and include traffic homicides and cold cases. In addition, the Homicide Bureau also operates the South Florida Homicide Clearinghouse, which gathers and disseminates investigative leads and intelligence information to cooperating law enforcement agencies in the region.**

~~d-~~

**e. Robbery Bureau - investigates carjacking's, home invasion robberies, strong armed robberies, armed robberies, and domestic robberies. In addition, the Robbery Bureau operates the proactive Robbery Intervention Detail, which attempts to disrupt robbery related crimes before it occurs. The Robbery Bureau also operates the Robbery Clearinghouse, which collects all relevant information from the tri-county area about the crimes that the Robbery Bureau investigates, performs an analysis of that information, predicts trends, and quickly disseminates that analysis so that investigators and patrol officers can be more effective in their mission.**

~~e-~~

**f. Special Victims Bureau - provides immediate response along with expeditious follow-up of criminal investigations into allegations of sexual and domestic crimes, child and elderly abuse, and missing persons. The Special Victims Bureau is responsible for the registration and re-registration, monitoring, and tracking of sexual predators and offenders within the County as well as enforcing federal, state, and local laws and ordinances that apply to them. The Special Victims Bureau also collects intelligence and crime information from participating law enforcement agencies via the Special Victims Bureau Clearinghouse (SVBCH) and enters it into a common database to aid detectives in their investigations. The SVBCH also provides analytical and statistical reports used for the tracking of sex offenses.**

~~f-~~

**2. Special Investigations Division****2.**

- a.** Economic Crimes Bureau - conducts criminal investigations into crimes that inflict a serious financial hardship on the community and identified organized criminal groups and enterprises, which by their nature, require investigative resources and capabilities that exceed those of other departmental elements or entities. The functions of the Economic Crimes Bureau are separated into the Major Fraud, Arson, Vice Crimes, and Cargo Theft Sections.
- b.** Narcotics Bureau - conducts criminal investigations of all offenses relating to narcotics and dangerous drugs, money laundering including interdiction, major investigations including manufacturing, and street level sales.
- c.** Court Services Bureau - responsible for service and execution of enforceable and non-enforceable writs issued by the courts of the County, State of Florida, and across the United States. The Court Services Bureau also provides security for the County courts.
- d.** Warrants Bureau - responsible for serving felony warrants in the County issued by the local criminal justice system and all jurisdictions nationwide. The Warrants Bureau is comprised of the Felony Apprehension Squad, Extradition Unit, Career Criminal Section, Headquarters Security Section, and Desk Operations and Administrative Unit.
- e.** Homeland Security Bureau (HSB) - a nationally recognized fusion center, known as the Southeast Florida Fusion Center (SEFFC). The mission of the HSB/SEFFC is to develop and implement effective information-sharing policies and collaborative programs, to ensure the effective dissemination of criminal intelligence information across a multi-jurisdictional and multi-discipline environment, as well as to build trusted relationships with federal, state, local, tribal, and private sector partners.

**C. Departmental Services**

**Departmental Services** provides functions to MDPD and citizens of the County, and includes the following bureaus:

- 1.** Information Technology Services Bureau (ITSB) - facilitates the delivery of technology services. This effort includes the telecommunications network, personal computers, email communication, customer service center, and security.
- 2.** Personnel Management Bureau - is responsible for HR functions, such as administering the recruitment and hiring process for departmental personnel, coordination and management of employee assistance as well as the departmental liaison with labor relations, departmental payroll, processing departmental personnel changes, and coordinating the promotional process for all sworn positions.
- 3.** Central Records Bureau - performs a range of functions within MDPD including:
  - Management of law enforcement records, in paper format and electronically, within the document management system (Documentum). This includes court ordered activities such as sealing/unsealing records, expunging records, and defendant name changes.
  - Handling of public records requests.
  - False alarm enforcement within the unincorporated areas of the County.
  - Statistical crime reporting under the Uniform Crime Reporting (UCR) program, including review and coding of incidents. As of January 1, 2021, this will be conducted under the Florida Incident Based Reporting System (FIBRS).
  - Query services for MDPD personnel such as subject/victim checks.
  - Positive identification consisting of confirming the identity of individuals and retrieving an existing or assigning a new unique Criminal Information Number (CIN).

- Sharing information with local, state, and federal law enforcement agencies through data entry into the Criminal Justice Information Service (CJIS), Florida Crime Information Center (FCIC), and National Crime Information Center (NCIC) under the scope of the Automated Systems and Vehicle Data Units.

4. Communications Bureau - the largest public safety answering point (9-1-1 Center) in the southeastern United States, with an annual average of over two million calls for service (over 60% of which are 9-1-1 calls) handled for the unincorporated areas of the County and 29 municipalities. The Communications Bureau call takers and dispatchers work to dispatch MDPD, other police agency units, and Miami-Dade Fire Rescue (MDFR).

5. Fiscal Administration Bureau - provides departmental budgetary and fiscal guidance and ensures compliance with all County and departmental policies and procedures, as well as state and federal guidelines.

In addition to the above, a number of MDPD entities report directly to the MDPD Director or Office of the Deputy Director:

6. Professional Compliance Bureau - receives, processes, and investigates complaints made against members of the MDPD, including use of force reports.

7. Public Information and Education Bureau - promotes cooperation, education, and enhanced communication between MDPD, the citizens of the County, and the news media.

8. Police Legal Bureau - provides in-house legal counsel to the MDPD Director and the MDPD. The Police Legal Bureau:

- Serving as the departmental discipline coordinator and ensures that MDPD stays advised on current legal issues, statutory changes, and case law of particular significance to law enforcement

- Prosecutes state civil forfeiture actions and administers the federal asset forfeiture program

- Reviews discipline documents and internal investigations, assists in the drafting, lobbying and passage of new laws and legislative amendments that promote law enforcement objectives

- Provides legal review, and legislatively administers, via the Miami-Dade County Board of County Commissioners (Board), memoranda of understanding, mutual aid agreements and other Contracts with its law enforcement partner agencies and jurisdictions as well as with private entities

- Provides training to MDPD staff

- Provides written and oral legal opinions

- Publishes legal notes and legal bulletins regarding important statutory revisions and court decisions

- Coordinates discovery and other civil litigation related matters with the County Attorney's Office (CAO)

- Manages the department's Diversion and Community Service Program

- Prosecutes all the MDPD civil citations

- Manages the Nuisance Abatement Unit

- Edits the Florida Law Enforcement Handbook

9. Psychological Services Section - offers a full spectrum of clinical, educational, and consultation services for all departmental MDPD employees and their immediate family members.

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10. Miami-Dade Public Safety Training Institute - a Florida Department of Law Enforcement (FDLE) Criminal Justice Standards and Training Commission regional training center providing training services to local, state, and federal law enforcement agencies, as well as members of other law enforcement and criminal justice agencies from around the world.

~~10.~~

11. Strategic Planning and Development (SPD) Section - has the primary responsibility of performing special projects of departmental interest and impact, and providing comprehensive and quality assistance to municipal governments, other County departments, MDPD elements to resolve issues, verify information, and submit requests for information, including issues relevant to departmental surveys, and incorporation and annexation. SPD also serves as a departmental resource and research body to assist in recommending and establishing best practices.

#### D. External Partners

~~D.~~

MDPD works closely with external criminal justice and law enforcement partners including, but not limited to:

1. Florida Department of Law Enforcement (FDLE)

FDLE's mission is to promote public safety and strengthen domestic security by providing services in partnership with local, state, and federal criminal justice agencies to prevent, investigate, and solve crimes while protecting Florida's citizens and visitors.

FDLE operates the FCIC and provides access to other state and national law enforcement data repositories such as the NCIC, sexual offender and predator registry and Florida Department of Highway Safety and Motor Vehicles (FL DHSMV) Driver And Vehicle Information Database (DAVID) via a message switch. FDLE also manages the UCR for Florida.

2. Miami-Dade Clerk of the Court (COC)

The COC is the official record keeper for the courts within the County. COC has the responsibility for recording, certifying, and managing all court proceedings which are held within the Miami-Dade Court system. As the official keeper of the court records, the mission of the COC is to serve the citizens of the County and the participants in the judicial system in a timely, efficient, and ethical manner. The COC is responsible for the oversight, administration, and clerical support for all cases in the civil court, criminal court, family court division, unified children's court, probate court, small claims court, and traffic court.

3. Miami-Dade Office of the State Attorney (SAO)

As the 11<sup>th</sup> Circuit's Chief prosecutorial agency, the SAO, is the largest prosecutor's office in Florida and the fourth largest in the nation, and is responsible for the prosecution of all criminal and criminal traffic related cases filed in the 11<sup>th</sup> Circuit.

4. Local Law Enforcement Agencies

MDPD works with the following local municipal law enforcement agencies in the County.

- |                     |                            |
|---------------------|----------------------------|
| • Miami             | • El Portal                |
| • Miami Beach       | • Golden Beach             |
| • Coral Gables      | • Indian Creek Village     |
| • Hialeah           | • Medley                   |
| • Miami Springs     | • North Bay Village        |
| • North Miami       | • Fiu Campus Police        |
| • North Miami Beach | • Sweetwater               |
| • Opa Locka         | • Virginia Gardens         |
| • South Miami       | • Hialeah Gardens          |
| • Homestead         | • Miccosukee Tribal Police |
| • Miami Shores      | • Key Biscayne             |
| • Bal Harbor        | • Aventura                 |
| • Bay Harbor Island | • Pinecrest                |
| • Surfside          | • Sunny Isles Beach        |
| • West Miami        | • Town Of Miami Lakes      |
| • Florida City      | • Village Of Palmetto Bay  |
| • Biscayne Park     | • City Of Doral            |

- City Of Miami Gardens
- Town Of Cutler Bay

5. Florida Fish and Wildlife Conservation Commission (FWC)

FWC enacts and enforces rules and regulations regarding the state's fish and wildlife resources, which includes boating safety. MDPD works with FWC in the enforcement of boating rules and regulations such as submission of boating citations and boating accident reports.

6. Federal Bureau of Investigation (FBI)

MDPD works closely with the FBI via joint task forces, such as the Joint Terrorism Task Force (JTTF), an FBI-led task force dedicated to investigating issues related to domestic and international terrorism. MDPD detectives are assigned to these task forces and have participated in several high profile investigations as part of their assignment.

In addition, there are FBI analysts that rotate within the MDPD Homeland Security Bureau/Fusion Intelligence Center, where they collaborate on intelligence products with MDPD analysts and coordinate with local, state, and federal partners on threats to the homeland.

7. Law Enforcement Information Exchange (LInX) Southeast

LInX is a web service accessible regional information sharing system created, coordinated, and primarily funded by the United States Naval Criminal Investigative Service (NCIS) for sharing data with law enforcement partners. MDPD shares data with the LInX Southeast region.

8. ITD Public Safety Division

ITD provides and supports a number of criminal justice applications and services for MDPD and other law enforcement agencies operating within the County, including but not limited to:

- Electronic Arrest Form (AForm) and Photo Imaging (Mugshots) systems supporting the arrest and booking process.
- Computer Aided Dispatch (CAD) system supported by ITD and operated by the MDPD Communications Bureau.
- Geographic Information System (GIS) providing location verification and other services.
- Infrastructure and application level support for all MDPD applications and a range of countywide applications, such as enterprise asset management and future workforce management systems.

9. Miami-Dade County Juvenile Services Department (JSD)

The JSD operates with an active partnership of juvenile justice stakeholders. JSD partners include various local stakeholders, including: juvenile court judges, COC, SAO, Department of Juvenile Justice, Miami-Dade County Public Schools (MDCPS), County departments, law enforcement, Public Defender's Office, and a multitude of private providers and community based organizations.

The Juvenile Assessment Center's (JAC) portion of the JSD is open 24 hours a day, 7 days a week to accept arrested juveniles. The JAC is responsible for managing the entire process for arrested juveniles within the County, which includes:

- Providing the infrastructure for all juvenile justice stakeholders to comply with their respective mandates/requirements and to perform their respective duties
- Providing daily coordination for juvenile justice system compliance between stakeholders
- Processing 100% of the arrested juvenile population brought to the JAC according to law; and
- Utilizing JAC data systems to organize the arrested population and applying "best practices" to strategically reduce the number of children processed at the JAC.

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The JAC must process arrested juveniles in strict compliance with requirements mandated by Florida state statutes. JSD works closely with the state of Florida's Department of Juvenile Justice, which is responsible for providing detention services for youths taken into custody for a violation of the law.

10. Florida Department of Children and Families (DCF)

DCF is committed to the well-being of children and their families. Their responsibilities encompass a wide-range of services, including, but not limited to: assistance to families working to stay safely together or be reunited, foster care, and youth and young adults transitioning from foster care to adoption or independence. DCF also advocates for the safety and well-being of Florida's abused, abandoned, and neglected children as mandated by Chapter 39 of the Florida Statutes.

## 2.3 CURRENT TECHNOLOGY

### 2.3.1 Current Applications

MDPD has identified a range of functional areas to evaluate prospective workforce management Solutions against. The goal for a new PWEMS Solution is to seamlessly integrate with the County's systems of record, as noted below, as well as replace legacy systems whose functions are incorporated within the ~~sought-after~~proposed Solution's baseline features and functionality.

Systems of Record:

- Miami-Dade County Personnel Payroll Time and Leave
- Miami-Dade County PeopleSoft and Enterprise Resource Planning (ERP)
  - HR Performance Management

As the primary departmental stakeholders with respect to officer recruitment, development and retention, the following bureaus, sections and units have been consulted and their respective requirements are incorporated within the scope of this ~~RFP~~Solicitation as they relate to managing MDPD's workforce:

- Personnel Management Bureau
- Police Legal Bureau
- Fleet Management Bureau
- Professional Compliance Bureau - Internal Affairs Unit
- Professional Compliance Bureau – Body Worn Camera Unit
- Miami-Dade Public Safety Training Institute
- Public Information & Education Bureau
- Neighborhood Resource Unit
- Office of Departmental Affairs
- 

The following functional specifications have been analyzed and accurately capture MDPD's workforce management needs:

1. Measure officer performance and behavior using data variables and critical key performance indicators.
2. Evaluate overall officer productivity relative to signs that an officer may be engaging in problematic behavior.
3. Provide sophisticated analytics driven case management features identifying opportunities for officer specific interventions when necessary.
4. Proactively trigger notifications that alert management of possible problematic behavior and enable implementation of preemptive mitigation strategies.
5. Integrate with existing systems to collect all performance and personnel data in one centralized repository.
6. Provide tailored action plans for remedying problematic behavior based on industry-wide best practices, including actionable steps, permission-based workflows, guidelines, goals, and follow-up.
7. Provide a custom forms builder to facilitate data capture.
8. Offer flexible, robust, ad-hoc reporting capabilities.

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Beyond functional requirements, the scope of the proposed **PWEMS** Solution must also address technical requirements as outlined below:

1. Recommended Architecture / Hosting
  2. Hardware / Software needs
  3. Information Security
  4. Integrations to "in-house" systems and external justice agency systems for information exchanges
  5. Performance and Capacity
  6. Support and Services
  7. Licensing
  8. System Administration Processes and Restrictions
  9. Data Conversion and Migration Strategy / Services
- ~~The Proposer~~ shall provide infrastructure network connectivity requirements including recommended bandwidth and latency to ensure optimal performance of the Solution to meet the performance standards.
  - The County is open to a cloud or vendor hosted **S**olution, as well as an on premise/self-hosted **S**olution. Accordingly, Proposers may propose any of these methodologies in their Proposals, thereby allowing the County flexibility in selecting a deployment strategy that best suits operational needs.
  - **Cloud or Vendor Hosted Specifications**
    - For cloud or vendor Solution, the Proposer shall adhere to FDLE CJIS Security Policy as it applies to hosted environments, as well as any requirements and regulations established by the FDLE as provided in Exhibit 7, FDLE FIBRS IEPD.
  - **On Premises/Self-Hosted Specifications**
    - For on premise hosted Solution, the Proposer shall adhere to the Miami-Dade County Technology Model and Hosting requirements as defined in Exhibit 1, ITD Technology Model.

MDPD, in conjunction with ITD, operates a suite of legacy in-house developed, commercially available law enforcement applications.

The following applications are expected to be replaced as part of this initiative as they duplicate functionality the County anticipates procuring in a new **PWEMS** Solution:

System	Description
Administrative Investigative Management System (AIMS)	A vendor application for case management reporting, public corruption and use of force used by Professional Compliance Bureau to author and review offense incident reports, supplemental reports, and a subset of attachment forms.
Training Bureau Databases	An in-house developed Training SQL and Access database used to capture officer training history, class schedule, roster, certifications, and inventory.
Disciplinary Appeals Grievance System (DAGS)	An in-house developed application which tracks disciplines, appeals and grievances. DAGS is a system which contains workflows for approval/routing and sends email notification to manage the process.
Employee Profile System (EPS)	An in-house developed application used by Personnel Management Bureau. EPS is used for updating



System	Description
	classification roster/personal information and hurricane shelter staffing and assignment during a countywide emergency mobilization.

### 2.3.2 MDPD Operating Environment

For a full description of the infrastructure operated by ITD, please refer to Exhibit 1, TD Technology Model, distributed alongside this Solicitation. The following summary of MDPD infrastructure is intended to serve as a high-level overview of the environment only.

#### 2.3.2.1 MDPD Network

MDPD IT infrastructure is based within the County's Data Processing and Communication Center (DPCC) building located within the County, as well as a number of remote sites consisting of district stations, offsite office space for certain specialized investigative bureaus, and other facilities at other locations within the County.

All locations are served by a minimum of 10Mbit network connectivity, with certain sites operating at 100Mbit. Mobile connectivity to the County network is provided via AT&T's 4G/LTE broadband wireless network, using NetMotion software as a secure tunnel for authentication and connectivity.

The County's standard technology approach for load balancing is Citrix NetScaler devices.

#### 2.3.2.2 MDPD Server Configuration

Currently, MDPD operates a standard Windows Server 2016 or 2019 environment in a Federal Information Processing Standards (FIPS) compliant configuration.

A shared, virtualized VMWare environment configured to meet FDLE CJIS security standards is dedicated for MDPD usage, along with supporting storage. This environment is hosted on Hewlett Packard (HP) BladeSystem servers and HP storage equipment.

#### 2.3.2.3 MDPD Mobile Environment

MDPD has approximately 2,000 mobile data terminals (MDTs) ~~currently~~ deployed across its uniform patrol units, unmarked units, and specialized vehicles supporting its mobile operations, with roughly a third of them typically online at any moment.

The following devices are issued to MDPD staff in the field, depending on role:

- Panasonic CF53 and CF54 ruggedized laptops deployed to the majority of users
- Panasonic CF20 detachable ruggedized laptops deployed to a small number of users at the Governmental Services Bureau
- Panasonic FZ-G1 ruggedized tablets deployed to motorcycle officers

Staff based in an office setting are issued non-ruggedized desktop and laptop computers.

Currently, all devices are operating the same MDPD-specific standard operating environment (SOE) built on Windows 10 Enterprise Edition. Security policies applied to the MDPD SOE are based on Department of Defense Standard Technology Implementation Guides (STIG), including the following:

- TLS 1.2 Environment Only. SHA-256 or higher Only
- User access controls enabled, and least privileged user model applied. As such local administrator access is restricted.
- No SMBv1 support.

Currently, MDPD runs a selection of the following applications based on role:

- MDPD Human Resource System (HRS)

- Electronic Crash (eCrash)
- Crime Analysis System (CAS)
- Electronic Offense Incident Reporting (eOIR)
- Daily Activity Reporting (DAR)
- Electronic Field Interview Reporting (eFIR)
- Overtime Tracking System (OTS)
- Department-wide Inventory System (DIS)
- Automated Arrest Form System (AFORM)
- Motorola P1 CAD Client
- Electronic Notification (eNotify)
- Lenel On Guard
- Axon

#### 2.3.2.4 FCIC/NCIC Communications Link

Communications with FCIC/NCIC is provided through an IBM P7 server (using the FCIC-2 Java Gateway software) communicating directly with the IBM mainframe via sockets over TCP/IP. The Java Gateway formats the messages that are sent to or received from the IBM mainframe, and forwards them to the FDLE FCIC server via sockets over a TCP/IP connection.

#### 2.3.2.5 Crime Data Warehouse (CDW) Infrastructure

CDW serves as MDPD's principal data warehouse providing statistical, business intelligence, and summary/detailed information reporting for major law enforcement related incidents including: CAD calls for service, arrests, incident reporting, field interviews, traffic crash reporting, and traffic citations.

Currently, residing on an Oracle Exadata Storage Server X4-2, running Oracle version 12.2.0.1.0, containing over 400 gigabytes of information, CDW retains historical data dating back to 1995.

The business intelligence/reporting engine is supported by IBM Cognos version 11.1.1 FL2, running on a Red Hat Enterprise Linux Server release 7.6 on VMWare ESXi 6.7. Additionally, there is a cross-platform installation with Cognos gateways for Single Sign-On (SSO) only installed on Windows Server 2016.

MDPD will evaluate proposed ~~P~~WEMS Solution to determine whether integration to the CDW is required, or if the same level of functionality can be provided natively through the proposed ~~P~~WEMS Solution.

#### 2.3.2.6 Document Management System

MDPD has a department-wide document management system based on Open-Text, Inc. Documentum v7.x. This system is used to store document images including, but not limited to, the following:

- Arrest affidavits
- Offence/Incident Reports
- Supplemental reports
- Jail booking records

### 2.4 SOLUTION FUNCTIONALITY

The County is seeking a comprehensive Solution for the administration of all MDPD cases that satisfies the Scope of Services set forth in this Solicitation for a new ~~P~~WEMS Solution, and shall demonstrate the capacity and ability to deliver a Solution that ensures long-term viability and support for MDPD's operations. The specifications address functional, technical, interface and implementation aspects of

the Solution functional specifications that must encompass the entire lifecycle of a case from initial incident reporting, through case management, processing, and submission for prosecution.

The requirements for the proposed ~~P~~W~~F~~MS Solution are inclusive of, but not limited to, the following functional areas:

- i. User interface, data entry, and data validation (including GIS validation)
- ii. Incident Reporting, for both MDPD and addressing needs of individual districts and bureaus, including ~~s~~Supplemental ~~r~~Reports, ~~c~~Citations, ~~t~~Traffic ~~c~~Crash, ~~f~~Field interviews, attachment forms, and other record types
- iii. Master Indices  
— Workflow
- ~~iv.~~ Case assignment, case management, and case monitoring, including submission to SAO for prosecution
- ~~v.~~ Data querying and reporting, and data visualization
- ~~vi-vii.~~ Data security model
- ~~viii-ix.~~ Daily activity reporting
- ~~x.~~ Tips and complaints

Proposers are requested to complete Attachment A, Functionality Matrix, contained in the Proposer Information Section indicating whether their solution meets, or does not meet, the functional requirements listed.

#### A. Technical Requirements

~~A.~~

Technical requirements are noted in the following areas:

- General application technical requirements
- Configuration and customization of the Solution
- ~~P~~W~~F~~MS data reporting
- Numbering formats and sequences
- Interface mechanisms
- Code tables
- Supported devices
- Audit
- Electronic signatures
- Security
- Redaction & public records requests
- Public access, such as citizen self-reporting of incidents
- MDPD IT environment
- Performance and availability targets
- Disaster Recovery requirements
- Maintenance and support requirements

#### B. Implementation Services

~~B.~~

The County requires implementation services inclusive of the following:

- Implementation methodology
- Project management methodology including deliverables and Solution documentation
- Training and knowledge transfer strategy / services
- Organizational change management
- Data conversion and migration services
- Testing (system and user acceptance)
- Quality assurance approach
- Solution maintenance
- Escrow services

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- Security and compliance

## 2.5 INTERFACE

The County requires that the proposed **PWFMS** Solution provide one-way and bi-directional interfaces to various third-party and internal County systems as further defined in this Solicitation. Proposers should conduct a thorough review / assessment of all interfaces to be provided.

Noted below are the principal recognized application interfaces required for the proposed **PWFMS** Solution. More detailed interface-related specifications are contained within the Attachment A, Functionality Matrix, found in the Proposer Information Section.

### 2.5.1 Third (3<sup>rd</sup>) Party System Interfaces

#### Key Interface Related Terms

The column heading “Req’d for Go-Live” indicates the need for the specific interface to be operational with the initial deployment of a new proposed **PWFMS** Solution.

- **Y:** Signifies the interface is required to be operational in order to deploy the proposed **PWFMS** Solution.
- **N:** Signifies that an interface is not mandatory in order to initially deploy the proposed **PWFMS** Solution. However, the County expects to have the interface operational prior to Final User Acceptance.

The column heading “Frequency of Data Flow” describes the anticipated occurrence or regularity of the interface’s data transfer.

- **Real Time:** Indicates an interface that must operate dynamically, on demand between systems.
- **Batch:** Indicates a grouped, multiple record/transaction based interface between systems. Typically, file based in nature, and often on a predetermined interval (e.g. hourly, daily, weekly, monthly, etc.)

The column heading “Mode” describes the direction of the interface between the CAD/Mobile system and the external system.

- **Data Exchange:** Signifies a bidirectional functional interface between systems where data is exchanged between systems.
- **Two-way / Query:** Signifies an interface with a request transaction which receives a data response from the queried system.
- **One-way / PWFMS:** Signifies a unidirectional interface between systems in which data is pushed to the proposed **PWFMS** Solution.
- **One-way / Application:** Signifies a unidirectional interface between systems in which data is pushed from the proposed **WFMS** Solution to the application.

The column “Type” describes the current state of the interface as to whether it presently exists or is simply planned for and expected of the proposed **PWFMS** Solution.

- **Existing:** Identifies an interface that is operational and currently in place.
- **Planned:** Identifies an interface that is not operational but is expected to be deployed with the proposed **PWMS** Solution.

3 <sup>rd</sup> Party Interfaces						
Application	Req'd for Go-Live	Vendor	Description	Frequency of Data Flow	Mode	Type (Planned/ Existing)
Premier CAD 7.0 Computer Aided Dispatch (CAD) System and supporting Premier Mobile Data Computing (PMDC) application.	Y	TBD	The County's CAD system.  *Note that this system is anticipated to be upgraded under RFP-00589.	Real time	One-way / <b>PWFMS</b>	Existing

3 <sup>rd</sup> Party Interfaces						
Application	Req'd for Go-Live	Vendor	Description	Frequency of Data Flow	Mode	Type (Planned/ Existing)
Automated Arrest Form Solution (AForm)	Y	Kologik	Countywide electronic arrest affidavit application.	Real time	One-way / PWFMS	Existing
LexisNexis® Desk Officer Reporting System (eCrash)	Y	LexisNexis®	Provides electronic crash reports to officer and it is an on-line reporting system which allows citizens in unincorporated County to submit a police report and receive a tracking number/ police case number.	Real time	One-way / PWFMS	Existing
Lenel On Guard	Y	ATI Systems	Employee photo imaging system.	Real time	One-way / PWFMS	Existing
PowerDMS	Y	Policy Management Software	Maintains departmental directives (MDPD departmental manual).	Real time	One-way / PWFMS	Existing
Documentum Content Management System v.7.x	Y	OpenText (Formally EMC)	Countywide <u>electronic</u> document management system storing MDPD offense incident report, arrest affidavit, and other document images.	Real time	One-way / PWFMS	Existing
Body Camera System	Y	Axon	Used by officer and investigator to obtain data for reporting and investigative purpose.	Batch	One-way / PWFMS	Existing
Electronic Notification System (eNotify)	Y	Orion	Used to administer law enforcement related electronic subpoenas and officer work schedules.  *Note under new in-house development.	Real time	One-way / PWFMS	Existing
Geographic Information System (GIS)	Y	ITD/ESRI	<p>County GIS/geospatial application providing</p> <ul style="list-style-type: none"> <li>County Geofile</li> <li>All County layers &amp; boundaries</li> <li>Street network</li> <li>Common places</li> <li>Postal Address Validation</li> </ul> <p>The system is currently used for validation and geocoding of addresses entered into existing MDPD applications.</p>	Real time	One-way / PWFMS	Existing

3 <sup>rd</sup> Party Interfaces						
Application	Req'd for Go-Live	Vendor	Description	Frequency of Data Flow	Mode	Type (Planned/Existing)
PeopleSoft HR or Payroll IDMS	Y	PeopleSoft	The County's PeopleSoft HR (version 9.1 moving towards 9.2) or IDMS Payroll systems to flag staff that has been terminated from the County or with work role changes. Within the Enterprise Solution, the flag will suspend the user's ability to use the system until a workflow to review the role change is executed.	Real time	One-way / PWFMS	Existing
PeopleSoft HR and Enterprise Resource Planning (ERP)	Y	PeopleSoft	The County's Performance Mgmt. to display the Performance Evaluations.	Real time	One-way / PWFMS	Existing

## 2.5.2 Internal County System Interfaces

### Key Interface Related Terms

The column heading "Req'd for Go-Live" indicates the need for the specific interface to be operational with the initial deployment of a proposed PWFMS Solution.

- **Y:** Signifies the interface is required to be operational in order to deploy the proposed PWFMS Solution.
- **N:** Signifies that an interface is not mandatory in order to initially deploy the proposed PWFMS Solution. However, the County expects to have the interface operational prior to Final User Acceptance.

The column heading "Frequency of Data Flow" describes the anticipated occurrence or regularity of the interface's data transfer.

- **Real time:** Indicates an interface that must operate dynamically, on demand between systems.
- **Batch:** Indicates a grouped, multiple record/transaction based interface between systems. -Typically, file based in nature, and often on a predetermined interval (e.g. daily, weekly, monthly, etc.)

The column heading "Mode" describes the direction of the interface between the proposed PWFMS Solution and the external system.

- **Data Exchange:** Signifies a bidirectional functional interface between systems where data is exchanged between systems.
- **Two-way / Query:** Signifies an interface with a request transaction which receives a data response from the queried system.
- **One-way / CAD:** Signifies a unidirectional interface between systems in which data is pushed to the proposed PWFMS Solution.
- **One-way / Application:** Signifies a unidirectional interface between systems in which data is pushed from the proposed PWFMS Solution to the application.

The column "Type" describes the current state of the interface as to whether it presently exists or is simply planned for and expected of the new CAD/Mobile Solution.

- **Existing:** Identifies an interface that is operational and currently in place.
- **Planned:** Identifies an interface that is not operational but is expected to be deployed with the proposed PWFMS Solution.

Internal County System Interfaces						
Application	Req'd for Go-Live	Vendor	Description	Frequency of Data Flow	Mode	Type (Planned/Existing)
Crime Analysis System (CAS)	Y	ITD	Custom built application used by MDPD's Offense / Incident original and supplemental report information.	Real time	One-way / PWFMS	Existing
Electronic Offense Incident Report (eOIR)	Y	ITD	Custom built application used by MDPD's for on-line interface for officers to capture the information required in the MDPD Offense Incident Report.	Real time	One-way / PWFMS	Existing
Daily Activity Report (DAR)	Y	ITD	Custom built application used by MDPD to create the officer's daily activity report containing all shift related activity.	Real time	One-way / PWFMS	Existing
MDPD HR/Personnel system	Y	ITD	Custom built system used to administer MDPD personnel information.	Real time	Data Exchange	Existing
Electronic Field Incident Reporting (eFIR)	Y	ITD	Custom built application used by MDPD's for officers to log information on subjects of interest, who are not related to an offence, incident, or arrest.	Real time	One-way / PWFMS	Existing
Overtime Tracking System (OTS)	Y	ITD	Custom built application used by MDPD's to maintain an officer shift and work schedule.	Real time	One-way / PWFMS	Existing
Department-wide Inventory System (DIS)	N	ITD	Custom built application used by MDPD's to manage fleet inventory.	Real time	One-way / PWFMS	Existing

## 2.6 STANDARDS AND COMPLIANCE

MDPD operates under rules and regulations mandated by federal, state, and local government organizations and standards set forth by public safety professional associations.

The proposed PWFMS Solution must comply with and utilize industry standards or governing policies from:

- The Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA®)
- FBI's CJIS Security Policy (CSP)
- Federal regulations such as CFR 28 part 23
- Requirements of the UCR program (FDLE Florida Incident Based Reporting System (FIBRS)/National Incident Based Reporting System (NIBRS))

Beyond these, the proposed PWFMS Solution should comply with and incorporate national and industry security and public safety standards or governing policies including:

- FDLE CJIS Information Services Agency User Agreement
- National Information Exchange Model (NIEM)
- Law Enforcement Information Technology Standards Council (LEITSC)
- International Association of Crime Analysts (IACA)
- National Institute of Standards and Technology (NIST) Best Practices
- Department of Defense Security Technical Implementation Guides (STIGs)

## 2.6.1 Security

The proposed PWFMS Solution must be supported by enhanced security controls, given its mission-critical role supporting MDPD's operations. A comprehensive activity auditing and reporting module with the capability to log, query and report all user and system actions throughout the PWFMS Solution is mandatory. Logging should be configurable by the security administrator.

The proposed PWFMS Solution must adhere to industry standard data security and compliance conditions listed below:

- FBI's CJIS Security Policy (CSP)
- Federal Information Processing Standards (FIPS)

## 2.6.2 FDLE CJIS Security Requirement

Any Contract awarded to a ~~private-Proposer/vendor~~ wherein a software application/program that accesses, processes, and stores criminal justice information (CJI) or Personally Identifiable Information (PII), or the selected ~~private-contractor/vendor~~ Proposer requires physical or logical access to the MDPD's network which contains CJI or PII, must comply with all security policy requirements outlined in the Florida Department of Law Enforcement's (FDLE) Criminal Justice Information Systems (CJIS) Security Policy.

Additionally, the selected private Proposer/~~vendor~~, and any of its employees or subcontractors, that require physical or logical access to the MDPD's network must review the attached Federal Bureau of Investigation's (FBI) CJIS Security Addendum (Annex A), and sign the FBI's CJIS Security Addendum Certification (Annex B) upon completion of a state and national fingerprint-based record check, criminal background check, proof of citizenship or authorization to be employed in the United States, and successfully pass the CJIS Security Awareness Test (Annex B), biennially.

## 2.7 QUERYING AND REPORTING

The proposed PWFMS Solution shall provide a flexible, comprehensive, built-in reporting function with an extensive catalog of pre-defined reports. In addition, the proposed PWFMS Solution shall provide the ability to enable self-sufficient/self-service, end user reporting and querying. All querying and reporting shall be performed in real-time without negatively impacting system performance.

The County anticipates using the proposed PWFMS Solution query and reporting capabilities to perform tasks which include, but are not limited to:

- Statistical reporting on aggregated data from the PWFMS Solution-based sources, as well as certain external systems providing data to the PWFMS Solution such as the Automated Arrest Form Solution.
- Investigative/Analytical querying and reporting to locate specific information.
- Management/supervisory reporting and/or querying to assist MDPD staff in understanding their team's workloads and activities.
- Data visualization such as graphs, charts, geographic mapping or other formats.
- Extract data contained within the Solution for further, more detailed analysis using other toolsets.

Currently, MDPD uses IBM Cognos Analytics to meet its data reporting needs for reporting on data from the Crime Analysis System. This dataset enables a large number of pre-defined reports in use across MDPD, along with the ability for users to create ad-hoc reports, when needed.

## 2.8 RECORD RETENTION AND DISPOSITION

The County desires a Solution with the ability to retain and dispose of data in accordance with the Florida General Records Schedule GS2 for law enforcement, correctional facilities, and district medical examiners.

The County expects that disposition shall be administrator configurable by multiple parameters, (e.g., date, type of record, case or record status, field value, user identification (ID) and location), and that all dispositions shall be subject to strict audit tracking and reporting in accordance with FBI CJIS Security Policy. The County also expects that disposition shall occur while the proposed PWFMS Solution is fully operational without degradation of performance.



## 2.9 SOLUTION ARCHITECTURE AND TECHNICAL ENVIRONMENT

The County is open to a cloud or vendor hosted Solution, as well as an on premises/self-hosted Solution. Accordingly, Proposers may propose either methodology in their Proposals thereby allowing the County flexibility in selecting a deployment strategy that best suits operational needs.

**Commented [NB(1)]:** Based on this statement it seems like we are asking that they pick one or the other, but not both. If this is the case we need to specify.

Any cloud or vendor hosted Solution must be deployed in a CJIS compliant environment. See Appendix K of the FBI CJIS Security Policy (CSP) which identifies specific areas of compliance for criminal justice agencies. This policy can be found on the FBI website (<https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>).

For on-premise hosted Solutions, Proposers shall adhere to the County Technology Model and Hosting requirements as defined in Exhibit 1, ITD Technology Model. Proposers should note any exceptions to the technology model in the ~~Proposer Information Section Attachment B, Exceptions Table~~. Proposers must provide an overview of the hardware, performance, bandwidth, and encryption requirements needed to run the proposed PWFMS in a County run environment. For a self-hosted deployment, the sSelected Proposer must agree to install the proposed PWFMS at the County's facility.

The Solution and supporting infrastructure, if proposed as an on premise Solution, will reside and be maintained at the following facilities:

- Miami-Dade County's Data Processing and Communication Center located at 5680 SW 87<sup>th</sup> Avenue, Miami, FL.
- Miami-Dade County's (Hurricane CAT 5 rated) Integrated Command Facility Building located at 11500 NW 25<sup>th</sup> Street, Doral, FL.

The County expects to operate separate environments to support the proposed PWFMS Solution:

- Development
- Test
- Staging/training
- Production / primary Site
- Disaster Recovery / secondary site

Production, disaster recovery, and test environments should be architected in a highly available manner; however, this approach is not required in the development and training environments.

The ability, supported by appropriate toolsets or methodology, to push updates and replicate data across environments is desired to aid in maintaining environments suitable for error reproduction, as well as testing of configuration changes, product updates and hot fixes, data migrations, and other activities.

### 2.9.1 System Availability and Access

The County requires a fault tolerant, highly available Solution to support the law enforcement operations of MDPD and to minimize the opportunity of unplanned downtime. The County also desires that routine maintenance or administrative procedures should not require proposed PWFMS Solution downtime or impact end users.

For cloud or vendor hosted Solutions, the proposed PWFMS Solution shall maintain an availability of 99.982% uptime annually. For on premise Solutions, the system architecture design should support the same level of availability.

The County will consider the Solution unavailable when users are unable to access functionality and information contained within the system due to:

- System outage
- Excessively slow system performance

The proposed architecture must account for failure at each tier of the Solution, including redundant hardware and software components, and to make use of underlying infrastructure and application capabilities such as those provided by virtualization, database mirroring, or other technologies to further this end.

### 2.9.2 Hardware Specifications

For on-premises Solutions, it is the County's preference to deploy as many components as possible of the Solution to a shared virtualized infrastructure configured in a manner to meet the Selected Proposers system specifications.

The County desires all hardware and workstations to be purchased directly by the County. As such, no hardware or peripheral purchases are included within the Scope of Services of this Solicitation. All equipment shall be installed according to manufacturer's requirements and configured to meet MDPD and County security policies.

The County, in conjunction with the Selected Proposer, will conduct a hardware/infrastructure analysis based on the selected Proposer's recommendations.

### 2.9.3 Network Specifications

The County, in conjunction with the selected Proposer, will conduct a network analysis based on the selected Proposer's recommendations, to determine if the current network infrastructure meets or exceeds the selected Proposer's requirements, or if upgrades may be required to meet the selected Proposer's stated network connectivity requirements. The Solution should minimize the number of ports required for accessing the Solution external to the County's firewall.

### 2.9.4 Solution Performance Specifications

The proposed PWFMS Solution shall conform to the following performance specifications as measured by requested response time. Response time is measured as the time between a user-initiated command via any mode and the return of the requested data or action from the proposed PWFMS Solution.

- Ability to execute routine system transactions, including all user system activities/functions involved in adding, deleting or updating a record in less than one (1) second.
- Ability to return search results in less than three (3) seconds for records based on criteria that does not include a unique search argument.

Ability to support 50% of the total MDPD user count (as defined in Section 2.12 LICENSED SOFTWARE) without degrading performance, to account for Alpha/Bravo operations in times of emergency.

For on premise hosting, the proposed PWFMS Solution should be compatible with the County's current infrastructure and application performance monitoring toolset, including SolarWinds Orion.

### 2.9.5 Business Continuity and Disaster Recovery

The County requires that the proposed PWFMS Solution have disaster recovery capability to provide business continuity in the event of a disaster, critical equipment failure, or other events which may impact the primary production site. The County maintains a second data center within 15 miles of the primary location and has broadband connectivity.

Due to the importance of records created in the Solution, the County requests that the proposed PWFMS Solution include a disaster recovery approach to meet the following criteria:

- Recovery Time Objective (RTO) of no more than 4 hours. The RTO refers to the amount of time required to restore the PWFMS proposed WFMS Solution service at the secondary site after the disaster.
- The proposed PWFMS Solution must be capable of meeting a Recovery Point Objective (RPO) of 'no significant data losses', through data replication for each transaction or at short intervals. The RPO refers to the point in time, prior to the disaster, to which the system will be restored to in the Disaster Recovery site.

Proposer's responses should include a description of the means necessary at each level of the infrastructure and application stack to meet these targets using the Proposer's disaster recovery approach.

#### 2.9.6 Data Backup

The County requires the proposed PWFMS Solution to have ~~appropriate~~ fully automated backup capabilities, compatible with the County's backup approach as detailed in Exhibit 1, ITD Technology Model. This should include all database and application data. Backup media shall be in a format suitable for convenient off-site storage. The proposed PWFMS Solution shall provide differential backup schedules for various Solution components configurable by the system administrator. Incremental and full back-up capabilities shall be provided. All backup and recovery processes shall be subject to auditing and reporting. Solution backups shall be accomplished without taking the application out of service and without degradation of performance or disruption to operations.

#### 2.9.7 Data Integrity

The proposed PWFMS Solution should ensure the integrity of the data. Interruptions in processing due to incidents such as, but not limited to: aborted transactions, hardware failures, or network unavailability should not result in inaccurate or inconsistent data residing in the proposed PWFMS Solution. If data transfers occur, the proposed PWFMS Solution should provide a method of audit validation to ensure all data sent was received in the target application.

#### 2.10 IMPLEMENTATION

The selected Proposer shall be responsible for providing Implementation Services to include: planning, design, configuration, customizations, data conversion and migration, training, testing, and installation for the proposed PWFMS Solution.

The selected Proposer shall perform the following tasks:

- ~~a.~~ Perform all tasks and services for the design, development, data conversion and migration, delivery and integration of the system to ensure that a complete Solution is implemented. The proposed PWFMS Solution must provide all general components of law enforcement records management from incident reporting through case management, UCR management, submission to the SAO, compliance with retention policies, and key components of value to running MDPD's operations.
- ~~a.~~
- ~~b.~~ Provide all components necessary for the proper operation of the proposed PWFMS Solution in a production environment, including any and all items not identified in these specifications which are necessary to effect the desired operation as described.
- ~~b.~~
- ~~c.~~ Install and perform configuration of proposed PWFMS Solution with County staff on site to allow County personnel to observe, assist with, and document the installation and configuration process.
- ~~c.~~
- ~~d.~~ Provide support personnel on site, as required, to assist the County in the transition and implementation to the proposed PWFMS Solution. The areas of support, at a minimum, are as follows:
  - o operating system and environmental software
  - o application software, including patches and upgrades prior to Final Acceptance
  - o data communications hardware and software
  - o database software
  - o data migration
  - o operations staff
  - o data update scripts/processes
  - o data integration with existing systems
- ~~d.~~

County staff will perform infrastructure configuration in compliance with MDPD and County standards to support the selected Proposer's Solution. The County prefers an implementation schedule that provides Final Acceptance within 18 months of the notice to proceed.

The Selected Proposer must perform all implementation/installation services in accordance with applicable laws, ordinances, rules, and regulations. The selected Proposer is expected to perform any implementation services requiring County staff's participation during the

course of normal business hours (i.e., Monday through Friday: 8:00 a.m. to 5:00 p.m.), with the understanding that production deployment or Go-Live transitions may be conducted at an off peak date and time if required to minimize operational impact to public safety services. Any exception to the performance of implementation tasks outside normal business hours must be approved beforehand by the County Project Manager.

Implementation tasks to be performed jointly with the County, such as design meetings or configuration workshops, are expected to be largely based on-site. Activities performed solely by the selected Proposer, such as custom code development, may be performed remotely.

### 2.10.1 Project Management and Deliverables

The selected Proposer will work jointly with the County for project organization and management, throughout the implementation of the Solution, to include the various project stages and milestones, scope management, and implementation services. The selected Proposer and County Project Manager will develop a comprehensive joint project plan, and each actively manage the responsibilities of their internal teams to complete the Work.

During the Project, the selected Proposer will develop comprehensive documentation throughout the life of the Work. It is imperative that these documents, in particular the project management plan, provide a comprehensive roadmap for how an organization of this size implements a successful PWFMS. The County expects the selected Proposer to guide this process based on their expertise in deploying the proposed PWFMS Solution to other clients of similar complexity and size to MDPD.

Deliverables will be expected during the project, and include, but are not limited to:

- a. Project Management Plan
- b. Organizational Chart
- c. System Design
- d. Organizational Change Management Plan
  - o Assessment
  - o Reengineering
- e. Business Process Re-engineering Plan
  - o Validation
  - o Reengineering
- f. Requirements Traceability Matrix
- g. Gap Analysis Document
- h. Risk Assessment and Management Plan
- i. Knowledge Transfer/Training Plan
- j. QA Plan/Approach
  - o High level QA approach
  - o Testing and promotion
  - o System Testing (i.e., integration, conversion, regression, usability)
  - o Test Plans/Case Development
  - o User Acceptance Testing
- k. Data Conversion / Migration Plan
- l. Application Configuration / Customizations Specifications (as built)
- m. Interface Specifications for both internal MDPD/County systems and external partners
- n. Best Practices and Industry Standards documentation
- o. Workflow design and specifications
- p. Hardware/Software specifications
- q. Help Desk Management Plan (with error messages and knowledge center)
- r. Maintenance and Support Plan

In addition, as part of the planning process the selected Proposer shall provide a change management plan to assist with organizational transformation, change management and business process re-engineering. An effective implementation incorporates an organizational change management effort to address the various changes taking place with not only the technology, but also business process and people-focused changes.

The selected Proposer shall designate a project manager who shall be assigned to this project for the duration of the Contract. The Project Manager must have good communication and interpersonal skills, be technically qualified, have project leadership experience, and be familiar with and committed to the project's objectives and requirements. The Project Manager shall be responsible for communicating all Work related affairs to the project team and management of the County, as well as controlling the activities of the selected Proposer's personnel and its Subcontractors.

The scope and magnitude of the Work mandates that change management administration must incorporate a mutually accessible mechanism to document and track all changes to the Project, scope and their resulting outcome.

#### 2.10.2 Progress Tracking

The selected Proposer will submit written weekly or monthly status reports to the County, which may include work accomplished, updated Gantt charts, production goals, accepted deliverables, meetings and minutes, status of risks, issues or problems, summaries of approved project changes, and invoicing and payment.

All project Work product will be stored within the County's SharePoint document management system.

#### 2.10.3 Implementation Approach

The selected Proposer shall provide a structured, well organized Implementation Plan for transitioning to the proposed PWFMS Solution (the "Implementation Plan"). The Implementation Plan should include activities to conduct a detailed business process analysis of MDPD's operations and required interfaces.

The Project should include a gap analysis document deliverable identifying where the current business processes and needs of MDPD may not align with the functionality of the proposed PWFMS Solution and include recommendations for feasible alternatives for the County's review, acceptance and approval.

#### 2.10.4 Data Conversion and Migration

MDPD will migrate existing data stored within a range of systems into the proposed PWFMS Solution. This is in order to provide a useful repository of data for investigative and analytical needs from day one, and in order to allow decommissioning of legacy systems while retaining data in compliance with Florida General Records Schedule (G2) data retention requirements.

The County expects the selected Proposer to work with ITD staff to develop a migration approach including identifying data mappings, data cleansing process, and assist in performing migration activities where needed.

The following is an estimated approximate amount of data which MDPD desires to migrate, based on counts current at time of writing plus two years growth:

Record Type	Estimated Count at time of implementation	Approx. Annual Growth
Case Records (in Crime Analysis System)	11.4 million	250,000
Offense/Incident and Supplemental Reports	7.5 million	200,000
Arrest Forms	2 million	30,000
Citations	300,000	15,000
Crash Reports	700,000	50,000
Field Interviews	1.75 million	20,000

### 2.10.5 System Testing and Acceptance

The selected Proposer, in conjunction with County staff, shall be responsible for testing the proposed PWFMS Solution and ensuring proper functionality, prior to Go-Live. The final Contract will include a payment milestone schedule with a Final Acceptance milestone dependent in part on the completion of the Testing phase, as defined below, and addressing all defects identified during Testing. A decision to approve Final Acceptance without meeting the criteria for addressing defects identified below will be at the sole discretion of the County Project Manager.

Testing activities include but are not limited to:

- Test plan development by the selected Proposer, for approval by County staff
- Creating test scripts
- User Acceptance Testing, by County staff with assistance from the selected Proposer
- System testing, created by the selected Proposer
- Selected Proposer to perform:
  - a. System testing
  - b. Integration testing, with assistance from County staff as needed
  - c. Data conversion/migration testing
- Infrastructure validation and Solution load testing carried out by the selected Proposer with assistance from County staff, including:
  - a. Performance testing
  - b. Hardware and network capacity testing
  - c. Application load testing
  - d. Infrastructure redundancy and failover processes testing
  - e. Disaster Recovery environment and processes
  - f. Security testing, completed by ITD Security team, with assistance from the selected Proposer
  - g. User Acceptance Testing, to be completed by County staff

It is the expectation and requirement of the County that the selected Proposer shall complete system testing prior to County User Acceptance Testing ("UAT"). The selected Proposer shall provide all documentation related to system testing for County verification, validation and approval prior to UAT. All test results by the selected Proposer shall be documented and shared with the County, both at individual test case and test summary levels.

The selected Proposer shall provision tools to simulate or generate real application transaction load as part of the application load testing. All associated costs for load testing shall be factored into the proposed Implementation Timeline and price proposal.

The County expects assistance as necessary throughout the testing process from the selected Proposer in the form of advice, product information, and guidance in relation to the proposed PWFMS Solution in order to ensure that it is able to effectively and efficiently document and perform its required testing activities.

Defects identified during testing will be categorized as per the criteria described in Section 2.13.3 Support Services.

It is the County's intent for the selected Proposer to correct all issues identified during the testing phase of the project, prior to moving to the production milestone.

### 2.11 TRAINING SERVICES

A primary factor to the success of this Project is ensuring personnel are trained to an appropriate level of proficiency as the proposed PWFMS Solution is implemented and rolled out across MDPD. As such, the County seeks a proposed comprehensive training plan that strives to ensure that MDPD operational and technical staff are adequately trained to utilize and support the proposed PWFMS Solution. The approach and methodology to delivering the required training shall be included in the proposal response.

Training shall include, but not be limited to the following roles: end-users, configurators, and application/system administrators. Classes are to be conducted on-site at MDPD Headquarters and Miami-Dade Public Safety Training Institute and specific locations such as, Personnel Management Bureau, Police Legal Bureau, Office of Departmental Affairs and Internal Affairs Bureau. The specific training scheduled based on the selected Proposer's timeline and approach.

Any proposed training course must be reviewed and approved by the County Project Manager prior to commencement of that course.

#### 2.11.1 Operational Training Staff Requirements

##### A. Training

The training for the MDPD staff to deliver training to large numbers of MDPD users at their districts, bureaus, sections, or units.

Users	Approx. Count
Miami-Dade Public Safety Training Institute	70
Personnel Management Bureau	60
Police Legal Bureau	12
Office of Departmental Affairs	2
Internal Affairs Bureau	110
System Administrators	15

##### B. Technical Staff Training

The County desires the selected Proposer provide a classroom based training program for staff identified as technical problem solvers, configuration specialists, and ITD administrators of the Solution and supporting infrastructure. This should also include training to County ITD development staff who will be responsible for building integrations between the proposed PWFMS Solution and other MDPD and County applications.

The identified roles to receive this training are:

- Application System support specific training (Applications Support Staff)
- Technical System Support & Administrators training (Staff identified as technical, infrastructure support staff including hardware, application, database support, etc.)
- GIS/Geospatial support staff

Users	Approx. Count
Application System Administrators	5
Technical System Support Administrators	10
GIS/Geospatial support staff	10

#### 2.11.2 Training Documentation and Materials

To meet the needs of the County, end-user training documentation will require customization. The County expects to receive final versions of training materials reflecting any customizations or configuration specific to the County, in editable, electronic formats, using the Microsoft Office Suite of applications. The County shall have full authority to edit/customize all end user and system administrator training

documentation and use that material. The selected Proposer shall be responsible for providing sufficient training materials and documents such as:

- Instructor Manual(s)
- Student Training Manual(s)

### 2.11.3 Training Schedule

Given the shift assignments of MDPD personnel, training courses will often need to be scheduled outside of normal working hours, including weekends.

In the event unforeseen circumstances (e.g., public emergency) necessitate a disruption or delay of training, the selected Proposer will work with the County to reschedule training in a mutually agreeable manner without additional cost to the County.

### 2.11.4 Documentation and Knowledge Transfer

The County seeks a comprehensive transfer of knowledge to County staff including how the components are integrated. This transfer must be built into the project schedule and time allocated to this activity throughout the Project and a recap of knowledge transfer built into the postproduction period.

In addition to any knowledge transfer sessions, the County seeks thorough documentation for the installation and configuration of the proposed PWFMS Solution. System documentation should be provided in a MS Office format for the County to distribute as needed.

The selected Proposer should, at no additional charge to the County, provide updated Technical Documentation when system changes or updates occur such as new versions or releases. All new versions and releases should be accompanied by a document clearly explaining the new functionality, features, corrections, etc., addressed by the version or release. This documentation should be consistent in content and appearance with the original documentation. Further, the selected Proposer's online help files should also be updated to reflect system changes and updates.

Technical Documentation should include all components of the proposed PWFMS Solution installed environment, such as:

- Network schematics
- Server/Infrastructure layout
- Solution diagram
- Process flow diagram
- Database: Data dictionary, table layouts and Entity Relationship Diagrams (ERD)
- Interface specifications
- Interface methodologies / APIs
- Extensible Markup Language (XML) schema
- Stored queries and procedures
- Reports
- Configuration Management

## 2.12 LICENSED SOFTWARE

Proposer's proposal submission and associated pricing shall include software license(s) to accommodate the estimated number of users as listed below. All licenses that may be required by the proposed PWFMS Solution for third party software are to be included with the proposed PWFMS Solution and maintained throughout the term of the resultant Contract. Licensing must include all licenses required to operate and maintain the testing/staging and training environments. All costs are to be included within the proposal response.

If the proposed PWFMS Solution requires third party software licenses not embedded into the Solution in order to meet the technical and functional specifications of this Solicitation, the County reserves the right to leverage software license agreements that may be in place between any proposed third party software copyright holders. This entitles all parties included as "Users" for this Solicitation with the advantage of reducing software acquisition or maintenance costs. ("Users" includes other entities in addition to the County).



The proposed PWFMS Solution is not required to use a "Per User" license model; however, the proposed PWFMS Solution must accommodate, at a minimum, the number of users listed below. The County prefers an Enterprise License Model that does not require user counts.

- Overall approximate MDPD Staffing:
  - 2,500 sworn officers
  - 1,100 civilian staff
- Estimated up to 1,170 concurrent users

## **2.13 MAINTENANCE AND SUPPORT SERVICES**

The County requires maintenance and support services as described below:

### **2.13.1 Maintenance Services**

The selected Proposer shall provide maintenance services to the County throughout the term of the resultant Contract, including any optional renewal periods (the "Maintenance Agreement").

At a minimum, maintenance services should include updates and upgrades to the proposed PWFMS Solution. Such updates and upgrades shall include correction of substantial defects, fixes of minor bugs, fixes due to conflicts with mandatory operating system security patches, enhancements to the proposed PWFMS Solution functionality, and upgrades to new versions or releases. Updates and upgrades must maintain compatibility with all customizations and interfaces. The maintenance services may include the option of installation of new versions or releases by the selected Proposer. Additionally, updates to the proposed PWFMS Solution must be provided as determined by legally mandated requirements, such as amendments to local, state or federal laws.

Upgrades and updates to the proposed PWFMS Solution may be provided utilizing remote access methods approved by MDPD and the ITD security group. Access will require prior approval from the County.

Maintenance of other non-production County environments, such as testing/staging and training shall be included as part of the maintenance services provided.

All maintenance services as outlined above shall be provided for the proposed PWFMS Solution in its entirety, including any modifications or customizations to the proposed PWFMS Solution.

### **2.13.2 Minimum Maintenance Services Requirements**

#### **A. Maintenance Agreement**

The maintenance agreement shall take effect after the one-year Warranty Period, commencing on the 1st day of the 13th month after the date of the Final Acceptance.

During the term(s) of the Maintenance Agreement, selected Proposer shall agree to provide the County with standard software maintenance services and technical support covering, at a minimum, the requirements set forth below.

#### **B. Standard Software Maintenance Services**

1. All licensed software must be of the most recent version or release and all software upgrades issued by the selected Proposer must be available to the County at no additional charge. The software maintenance plan shall include the option of installation of new versions or releases by the selected Proposer.
2. Corrections of substantial defects in the proposed PWFMS Solution so that it will operate according to specifications to be resolved as Severity Level 1 as defined below.
3. Periodic updates of the Solution may incorporate:
  - a) corrections of any substantial defects

- b) fixes of any minor bugs
- c) fixes due to any conflicts with mandatory operating Solution security patches, to be resolved as Severity Level 1
- d) enhancements made to any Solution components that the County has licensed

### 2.13.3 Support Services

The selected Proposer shall be responsible for providing technical support services to ensure optimal performance of the proposed PWFMS Solution, including all components, throughout the term of the resultant Contract and any optional renewal periods.

The selected Proposer must have technical support services available to authorized County staff in the form of unlimited email and telephone support 24 hours per day, seven days per week, including holidays. In conjunction with live telephone support, the County prefers the selected Proposer to provide an electronic helpdesk ticketing system to allow authorized County staff to submit incidents and service requests electronically.

The selected Proposer shall demonstrate the ability to do the following:

- Log all calls received.
- Track all calls throughout the process until the solution or information is relayed back to the customer.
- Give every call a unique number for tracking purposes, preferably a "ticket #".
- Produce a report of all outstanding County tickets in a given time period.
- Produce a report of all closed tickets in a given time period.
- Search by any field.
- Track all work requests, complaints, and informative calls.
- Support copy and paste with other Windows applications.
- Allow authorized County staff to access the issue tracking system.
- Track resolution time by severity level.

The County desires severity definitions and response times as listed below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A critical component of the System, whether hardware or software, is in a non-responsive state and affects Users' productivity or operations. A high impact problem which affects the Users.	15 minutes	One (1) Hour	15 minutes
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time (exceeds maximum defined response times); functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	One (1) Hour	Four (4) Hours	One (1) Hour
3=Important	Lesser issues, questions, or items that minimally impact the workflow or require a work around.	Four (4) hours	Twenty-Four (24) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don't impact the workflow. Issues that can easily be scheduled such as an upgrade or patch.	Eight (8) hours	Seventy-two (72) hours for an acceptable work around until final resolution	Weekly

### 2.13.4 Post-Implementation Support

In order to ensure a smooth transition and minimize complications, the County seeks heightened post implementation support after Go-Live to assist during transition for a period, at minimum, of thirty (30) calendar days. Post-implementation support shall be available for affected users throughout a phased roll-out approach to ensure that each function or organizational entity is successfully transitioned to the proposed PWFMS Solution.

Proposers should take into consideration that during this post implementation period support will be required at multiple MDPD sites.

The Contract will include a payment milestone, mutually agreed upon, that will require that the proposed PWFMS Solution run in the County's production environment for a "Reliability Period" of ninety (90) consecutive calendar days without a severity 1 or 2 issue. The occurrence of a Severity 1 or Severity 2 defect within the 90 calendar day period shall cause the Reliability Period to restart. The Warranty Period will only commence upon the County's Final Acceptance, including the solution successfully completing the full 90 consecutive day Reliability Period without a Severity 1 or 2 defect.

#### 2.14 Software Escrow

The County is seeking that the selected Proposer enter into a software escrow agreement with a licensed third party agent to house the source code associated with the proposed PWFMS Solution, inclusive of any custom development and interfaces included within the Solution. Documentation on the proposed PWFMS Solution architecture and installation must be submitted to the escrow agent. Major releases, patches, and updates of the proposed PWFMS Solution must be submitted to the escrow agent with updated documentation within thirty (30) days of release. Such source codes and associated documentation should be released to the County based on various triggering events, including: Proposer bankruptcy, Contract default, discontinuation of Solution support and/or development. The escrow agreement must include provisions for the validation of the proposed PWFMS Solution by the escrow agent based on the documentation submitted by the selected Proposer. The County may request and/or perform further validation on any customized development and/or interfaces deposited into escrow. Fees for software escrow shall be paid directly to the selected Proposer. No third party invoicing shall be permitted.

### 3.0 RESPONSE REQUIREMENTS

#### 3.1 Submittal Requirements

In response to this Solicitation, Proposer should **complete and return the entire Proposal Submission Package**. Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required and submitted in the manner described.

The proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate proposals are not requested or desired.

### 4.0 EVALUATION PROCESS

#### 4.1 Review of Proposals for Responsiveness

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this Solicitation. A responsive proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the proposal being deemed non-responsive.

#### 4.2 Evaluation Criteria

Proposals will be evaluated by a Competitive Selection Committee which will evaluate and rank proposals on criteria listed below. The Competitive Selection Committee will be comprised of appropriate County personnel and members of the community, as deemed necessary, with the appropriate experience and/or knowledge, striving to ensure that the Competitive Selection Committee is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of one thousand (1,000) points per Competitive Selection Committee member.

**Technical Criteria****Points**

- |  |     |
|--|-----|
| 1. Proposer's relevant experience and qualifications including proficiency with delivering Police Workforce Management Systems, key personnel of the Proposer and any key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors. | 250 |
| 2. Proposer's approach and methodology to providing the services requested in this Solicitation including project management, timeline, configuration, customization, implementation, escrow, training, maintenance and technical support services.  | 250 |
| 3. Solution Functionality: Proposer's capability to meet the Functional, Technical and Interface specifications, including the ability for the Proposer to complete development of interfaces, as described in this Solicitation.  | 450 |

**Price Criteria****Points**

- |                              |    |
|------------------------------|----|
| 4. Proposer's proposed price | 50 |
|------------------------------|----|

**4.3 Oral Presentations**

Upon evaluation of the criteria indicated above (Technical and Price), rating and ranking, the Competitive Selection Committee may choose to conduct an oral presentation with the Proposer(s) which the Competitive Selection Committee deems to warrant further consideration based on, among other considerations, scores in clusters and/or maintaining competition. (See Affidavit – "Lobbyist Registration for Oral Presentation" regarding registering speakers in the proposal for oral presentations.) Upon completion of the oral presentation(s), the Competitive Selection Committee will re-evaluate, re-rate and re-rank the proposals remaining in consideration based upon the written documents combined with the oral presentation.

**4.4 Selection Factor**

This Solicitation includes a selection factor for Miami-Dade County Certified Small Business Enterprises (SBE's) as follows. A SBE/Micro Business Enterprise is entitled to receive an additional ten percent (10%) of the total technical evaluation points on the technical portion of such Proposer's proposal. An SBE/Micro Business Enterprise must be certified by Small Business Development Division for the type of goods and/or services the Proposer provides in accordance with the applicable Commodity Code(s) for this Solicitation. For certification information contact Small Business Development Division at (305) 375-2378 or <http://www.miamidade.gov/smallbusiness/>.

The SBE/Micro Business Enterprise must be certified by proposal submission deadline, at Contract award, and for the duration of the Contract to remain eligible for the preference. Firms that graduate from the SBE Program during the Contract term may remain on the Contract.

**4.5 Local Certified Veteran Business Enterprise Preference**

This Solicitation includes a preference for Miami-Dade County Local Certified Veteran Business Enterprises in accordance with Section 2-8.5.1 of the Code of Miami-Dade County. "Local Certified Veteran Business Enterprise" or "VBE" is a firm that is (a) a local business pursuant to Section 2-8.5 of the Code of Miami-Dade County and (b) prior to proposal or bid submittal is certified by the State of Florida Department of Management Services as a veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. A VBE that submits a proposal in response to this solicitation is entitled to receive an additional five percent of the evaluation points scored on the technical portion of such vendor's proposal. If a Miami-Dade County Certified Small Business Enterprise (SBE) measure is being applied to this Solicitation, a VBE which also qualifies for the SBE measure shall not receive the veteran's preference provided in this section and shall be limited to the applicable SBE preference. At the time of proposal submission, the firm must affirm in writing its compliance

with the certification requirements of Section 295.187 of the Florida Statutes and submit this affirmation and a copy of the actual certification along with the Submittal Form.

#### **4.6 Price Evaluation**

The price proposal will be evaluated subjectively in combination with the technical proposal, including an evaluation of how well it matches Proposer's understanding of the County's needs described in this Solicitation, the Proposer's assumptions, and the value of the proposed services. The pricing evaluation is used as part of the evaluation process to determine the highest ranked Proposer. The County reserves the right to negotiate the final terms, conditions and pricing of the Contract as may be in the best interest of the County.

#### **4.7 Local Preference**

The evaluation of competitive solicitations is subject to Section 2-8.5 of the Code of Miami-Dade County, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses. If, following the completion of final rankings by the Competitive Selection Committee a non-local Proposer is the highest ranked responsive and responsible Proposer, and the ranking of a responsive and responsible local Proposer is within 5% of the ranking obtained by said non-local Proposer, then the highest ranked local Proposer shall have the opportunity to proceed to negotiations and the Competitive Selection Committee will recommend that a Contract be negotiated with said local Proposer.

#### **4.8 Negotiations**

The Competitive Selection Committee will evaluate, score and rank proposals, and submit the results of the evaluation to the County Mayor or designee with its recommendation. The County Mayor or designee will determine with which Proposer(s) the County shall negotiate, if any, taking into consideration the Local Preference Section above. The County Mayor or designee, at their sole discretion, may direct negotiations with the highest ranked Proposer, negotiations with multiple Proposers, and/or may request best offers. In any event the County engages in negotiations with a single or multiple Proposers and/or requests best offers, the discussions may include price and conditions attendant to price.

Notwithstanding the foregoing, if the County and said Proposer(s) cannot reach agreement on a Contract, the County reserves the right to terminate negotiations and may, at the County Mayor's or designee's discretion, begin negotiations with the next highest ranked Proposer(s). This process may continue until a Contract acceptable to the County has been executed or all proposals are rejected. No Proposer shall have any rights against the County arising from such negotiations or termination thereof.

Any Proposer recommended for negotiations shall complete a Collusion Affidavit, in accordance with Section 2-8.1.1 of the Code of Miami-Dade County. (If a Proposer fails to submit the required Collusion Affidavit, said Proposer shall be ineligible for award.)

Any Proposer recommended for negotiations may be required to provide to the County:

- a) Its most recent certified business financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition. A copy of the most recent business income tax return will be accepted if certified financial statements are unavailable.
- b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.
- c) Disclosure of any lawsuits which include allegations of discrimination in the last ten years prior to date of solicitation, the disposition of such lawsuits, or statement that there are NO such lawsuits, in accord with Resolution No. R-828-19.

#### **4.9 Contract Award**

Any proposed Contract, resulting from this Solicitation, will be submitted to the County Mayor or designee. All Proposers will be notified in writing of the decision of the County Mayor or designee with respect to Contract award. The Contract award, if any, shall be made to the Proposer whose proposal shall be deemed by the County to be in the best interest of the County. Notwithstanding the rights of protest listed below, the County's decision of whether to make the award and to which Proposer shall be final.

#### 4.10 **Rights of Protest**

A recommendation for Contract award or rejection of all proposals may be protested by a Proposer in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the Code of Miami-Dade County, as amended, and as established in Implementing Order No. 3-21.

### 5.0 TERMS AND CONDITIONS

The County's anticipated form of agreement is attached. The terms and conditions summarized below are of special note and can be found in their entirety in the agreement:

#### a) **Vendor Registration**

Prior to being recommended for award, the Proposer shall complete a Miami-Dade County Vendor Registration Package. For online vendor registration, visit the Vendor Portal: <http://www.miamidade.gov/procurement/vendor-registration.asp>.

#### b) **Insurance Requirements**

The Contractor shall furnish to the County, Internal Services Department, Strategic Procurement Division, prior to the commencement of any work under any agreement, Certificates of Insurance which indicate insurance coverage has been obtained that meets the stated requirements.

#### c) **Inspector General Reviews**

In accordance with Section 2-1076 of the Code of Miami-Dade County, the Office of the Inspector General may, on a random basis, perform audits on all County Contracts, throughout the duration of said Contracts, except as otherwise indicated. The cost of the audit, if applicable, shall be one quarter (1/4) of one (1) percent of the total Contract amount and the cost shall be included in any proposed price. The audit cost will be deducted by the County from progress payments to the Contractor, if applicable.

#### d) **User Access Program**

Pursuant to Section 2-8.10 of the Code of Miami-Dade County, any agreement issued as a result of this Solicitation is subject to a user access fee under the County User Access Program (UAP) in the amount of two percent (2%). All sales resulting from this Solicitation and the utilization of the County Contract price and the terms and conditions identified therein, are subject to the two percent (2%) UAP.

### 6.0 ATTACHMENTS

Annex A – FBI CJIS Security Addendum  
Annex B – FBI CJIS Security Addendum Certification  
Exhibit 1 – ITD Technology Model  
Exhibit 2 – Personnel Management Bureau Reports  
Exhibit 3 – Police Legal Bureau Reports  
Exhibit 4 – Internal Affairs Reports  
Exhibit 5 – Training Management Reports  
Exhibit 6 – HRS Datafeed Summary  
Exhibit 7 – FDLE FIBRS IEPD  
Exhibit 8 – CJIS Information Services Agency User Agreement

Proposal Submission Package, including the following components:

- Web Forms provided in BidSync – Proposal Submittal Form, Subcontracting Form, Lobbyist Registration Form, and Contractor Due Diligence Affidavit
- Proposer Information Section
  - Appendix A (Client Reference Template)
  - Appendix B (Agency Resource Staffing)
  - Appendix C (Exceptions Table)\*
- Form 1 – Price Proposal Schedule\*

\*Note – These documents have been posted to BidSync in the form of fillable Microsoft Word or Excel documents

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