



October 6, 2015

**STATE OF ALABAMA
COUNTY OF SHELBY**

Sealed Bids for Records/Jail Management System

Sealed bids for **Jail Management System** Bid will be received in the office of the County Manager, Shelby County Administration Building, 200 West College Street in Columbiana, Alabama 35051 (mailing address: P. O. Box 467), until **2:00 p.m. December 4, 2015** at which time bids will be publicly opened and read. The Shelby County Commission reserves the right to reject any or all bids and to waive informalities in awarding this bid to the lowest bidder. Bidders are to state that bids submitted are firm and that no claims for errors will be made after bids are opened and subsequent thereof. If you have any questions concerning this bid, please contact Loren Russell or Phil Burns at RMSBid@shelbyal.com.

GENERAL INFORMATION

All bids must be sealed and marked in the lower left corner "**BID – RECORDS/JAIL MANAGEMENT SYSTEM**" with opening date and time. Late bids will not be opened. If shipping, please be sure outside packaging is marked.

Records showing successful bidder(s) and prices quoted will be placed on file and may be examined upon request. If contract is awarded to someone other than lowest bidder, a note of explanation will appear in the file and Commission Minutes.

Prices must be valid for a period of one year from date of bid award. This contract may be renewed for up to three (3) years from the initial award date upon the agreement of both parties

Any entity of Shelby County Commission may purchase from this bid.

Shelby County requires a purchase order for all purchases. Copies of purchase orders shall be required by vendor for orders to be processed and invoices paid.

DISQUALIFICATION OF BIDS

Bids may be disqualified before awarding of the contract for any of the following:

- A. Failure to mark envelope/package as required;
- B. Failure to sign or notarize the bid document or signature page;

C. Failure to include requested information or other details of the bid

METHOD OF AWARD

The award will be made to the lowest responsive bidder meeting specifications. It is not the policy of The Shelby County Commission to purchase on the basis of low bid only. Quality, conformity with specifications, purpose for which required, terms of delivery, and past service and experience are among the factors that may be considered in determining the responsive bidder.

The Shelby County Commission reserves the right to award separate contracts for each item, each product, or any combination of products if in the best interest of the Shelby County Commission.

All awarded vendors must provide Immigration Law Compliance Documents found on the Shelby County website at www.shelbyal.com.

Please provide your bid response in triplicate, one original and two copies.



Alex Dudchuck
County Manager

The undersigned offers these prices, terms and delivery as per stated specifications.

Name of Company: _____
Signature: _____
Print Name: _____
Address: _____
Email Address: _____
Phone: (Include area code) _____

Sworn to and subscribed before me this

The _____ day of _____, 2015

Notary Public

My Commission Expires: _____.



2015

Records/Jail Management System (Public Safety)

Prepared by:

IT Services

Shelby County

102 Depot Street

P.O. Box 467

Columbiana, AL 35051

10/06/2015

Shelby County

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1. Introduction

1.1 Overview

Shelby County, Alabama desires to solicit competitive bids from responsible vendors to provide a Records Management System (RMS), Jail Management System (JMS), and a Field Based Reporting System (FBS) for the Shelby County Sheriff's Office.

This bid is the first step in an initiative to upgrade the existing RMS and JMS systems currently in use by the Sheriff's Office.

The County will schedule pre-submission meetings to respond to all initial inquiries to this bid. Meetings will be scheduled on a first come first served basis at the availability of the County. To schedule a pre-submission meeting contact Loren Russell or Phil Burns at RMSBid@shelbyal.com.

1.2 Background

Shelby County is one of the fastest growing counties in the State of Alabama, encompassing approximately 808 square miles in Central Alabama. Shelby County presently has an estimated 206,655 residents and projections are that by 2020 there will be 235,482 people living in Shelby County. Shelby County currently employs almost 600 employees.

This project was formulated to deliver a Microsoft Windows Server, Microsoft SQL Server, web based, on premise solution with the ability to be incorporated into the County's VMWare virtual environment. This project fits into the County's technology strategy of migrating business applications from disparate systems to a defined architecture that enables web based delivery to connect information, people, systems and devices through software.

1.3 General Goals and Objectives

This project is designed to improve the overall effectiveness of the Sheriff's Office's information systems and position the County for future growth. The primary reason for this project and making the change is that the current systems configuration and architecture do not support the current business requirements and the County's vision. This project will enable re-engineering of the business units and provide flexibility, additional monitoring tools and enhanced performance. Thus, Shelby County has developed the following objectives:

Integrate people, processes, and technology to provide a balanced service level.

- Create a collaborative environment where access to data and information, even from remote locations, is based on a common system interface. This will enhance flexibility, data definition, data stewardship, reporting and monitoring and increased security.

Leverage resources, institutional knowledge, developing skill sets, and technology in an effort to continuously improve service and productivity throughout Shelby County.

- Increase the ability to be more responsive to business demands

- Promote the creation of a faster, more accurate, and more proactive technological environment.

Mitigate risk to Shelby County by focusing on compliance requirements and understanding the impact these requirements have on productivity and customer service.

- Develop an integrated structure that will promote the consistent enforcement of policies, procedures, local, state, and Federal laws and regulations throughout Shelby County.
- Design an environment that eliminates redundant technological solutions and encourages solutions that maximize the goals and objectives of Shelby County. This may be accomplished through the use of creative design, timely issue resolution, thoughtful decision making, and consistent project management.

1.4 Partnering Principles

Shelby County believes the general partnering principles below are essential to successful technology relationships. These principles are incorporated into all contractual relationships regarding strategic applications.

Partnering Principle #1 – Commitment to state-of-the-art products

Shelby County will be making a significant intellectual capital and resource investment in Vendor's products. Vendor historically has made and, within reasonable fiscal constraints expects to continue to make, investments in the ongoing development of its products, including software.

Partnering Principle #2 – Predictability of on-going cost and expenses

Costs and expenses must be clearly articulated and understood by the parties prior to executing contractual agreements or change orders.

Partnering Principle #3 – Decision-making authority

Each party will commit knowledgeable and empowered managers and other key decision-makers to cultivate and support the relationship created through the agreement.

Partnering Principle #4 – Time-to-market solutions and regulatory updates

In a long-term technology relationship, time-to-market for products is critical to Shelby County. Vendor will work with Shelby County to facilitate timely deployment of Vendor's products.

Partnering Principle #5 – Realizing expected and future benefits

Vendor will work with Shelby County to identify and set forth in contractual agreements quantifiable, measurable benefits associated with deploying and using Vendor's products.

Partnering Principle #6 – Protection of Investment

Vendor will work with Shelby County to ensure investments in Vendor's products are protected economically against shifts in platforms and product migrations.

Partnering Principle #7 – Management participation

Vendor will make appropriate opportunities available to Shelby County to become involved in Vendor's technology strategic planning process. On-going representation and/or observation on appropriate customers councils and committees related to Vendor products

also will be made available to Shelby County.

Partnering Principle #8 – Quality resources to support the relationship

Vendor will commit quality and support resources and systems to support their relationship. You manage what you measure.

Partnering Principle #9 – Growth opportunities

Vendor must be flexible in addressing Shelby County's future growth.

Partnering Principle #10 – Commitment to open architecture environment

Vendor has adopted and intends to continue to promote open architecture solutions. Vendor will make available to Shelby County all application programming interfaces and other interfaces related to documentation to promote interoperability among Vendor's system and Shelby County's other systems to the same extent that like items are made available by Vendor to its other customers.

Partnering Principle #11 – Alignment of accountability/responsibility

Accountability and responsibility will be aligned to facilitate decision making, accountability and a results-focused orientation.

Project Scope

1.5 Specific Requirements

- Must be able to interface with Intergraph CAD.
- Provide a browser based graphical user interface that is visually appealing and encourages intuitive use.
- Accessed with traditional desktop, laptop, tablet or iPad and with minimal differences in functionality and user interface.
- Must have record level audit tracking.
- Differentiates levels of users who are granted access to the system based on defined roles.
- Must contain robust functionality to accommodate multiple agencies.
- All report writing capabilities should be able to be done through an interface that allows the end-user to build the report without support from the vendor whenever and wherever possible.
- Provide easy-to-understand error reporting, messaging, and logs to help identify software problems quickly and efficiently.
- All current interfaces with third-party vendors must be recreated in addition to new two-way interfaces with third-party vendors by the selected Vendor.
- System should have the capability to print reminders, letters, notices, reports based on defined parameters.
- Vendor must provide system notifications via email for alerts that are customizable that include but are not limited to, warrants, 72 hour hearings, activity, gang members, etc.
- Ability to generate individual case number based on agency.
- Ability to produce IBR reporting.
- Must have complete database segregation among instances for standalone usage/security.

- System must include but not be limited to the following modules:
 - Accidents
 - Arrest
 - Calls for Services
 - Case Management
 - Citations
 - Civil Process
 - Field Contacts
 - Gang Tracking
 - Incidents
 - Offenders
 - Warrants
 - Pistol Permits
 - Inventory Supply
 - Evidence Tracking/Bar Coding/RFID
 - Chain of Custody
 - Jail Booking
 - Inmate Billing
 - Inmate Medical
 - Reporting

1.6 Technology Scope

The hardware and technical infrastructure requirements to support enterprise systems include hardware, software, technical and networking infrastructure, and desktop requirements. Proposed solutions will be evaluated for their support and use the following technology components:

- VMWare Support/Usage
- Document Imaging
- User Access/Security Infrastructure
- Integration and Interface Architecture
- Reporting and Data Warehousing
- User Interfaces; importing & exporting
- Data Conversions
- Web, application, and database server architecture
- Software Development Tools
- Performance Monitoring Tools
- Technology Standards
- Hardware Architecture

1.7 Current Technical Environment

There are a wide variety of information technology systems, architectures, and infrastructures currently in use at Shelby County. This is the result of several influences including the available technology at the time the applications were developed, the varied needs resulting from Shelby County's broad mission and focus. This section briefly describes

those existing architectures.

Application Architecture

Today, there are several standalone systems that perform Shelby County's day to day business functions. Newer applications are for the most part SQL, Oracle and .Net applications. The Current RMS/JMS system utilizes the following desktop and server products:

- Intergraph CAD 9.4
- Watch Systems – Offender Watch
- Appriss – VINELink (Victim Information and Notification Everyday)
- Swanson Services Corporation – Cobra Banker
- Guardian RFID (Inmate Tracking)
- NCIC Inmate Telephone Services
- AFIX Technologies – Tracker and Verifier
- L-1 Identex –MorphoTrust Live Scan
- Internally Developed Shelby County Applications

Data Architecture

As a direct result of Shelby County's diverse application portfolio, data is stored on multiple platforms using multiple formats, and application-specific designs and conventions. Most data structures were implemented around the application architecture resulting in a data architecture that has emerged rather than evolved. Rather than utilizing one or two database products, Oracle, SQL Server and Access are all represented in the enterprise.

1.8 Key Architectural Principles

Although the existing technological environment may continue to exist for some time, Shelby County will be building the bulk of its technical architecture on the VMWare platform foundation. As a result it is essential that any solution set adhere to the following key architectural principles:

Reusability

The architecture should support the mixing and matching of generic and specific elements without undermining the overall design, accelerate the spread of reusable and extendible code, and provide object-oriented software, design tools and execution environments.

Manageability

The architecture should include facilities and support for control, tracking, and monitoring. For example, the tool set should include the ability to capture runtime events and observe a single unit of work or thread.

Openness

The architecture should support software, platforms, and networks with open standards for

process, user interface, data, and information exchange. Examples include Web Services or, UBL, WSDL, UDDI, XSD, as well as open languages such as Java, and common dynamic scripting languages. Further, preferences will be given to solutions that support multiple standards, such as Microsoft's .Net Web Services.

Scalability and Portability

In addition to the capacity for future growth, the architecture should provide for rapid capacity adjustment, seamless device connection or disconnection, and operation without impeding other platforms, applications, or databases. Further, the architecture should not be locked into a single platform and should be able to run on various platforms with little or no effort.

Flexibility and Adaptability

Support for device-independent interactions, user-specific customization, smart profiles and device detection, configuration, and operation are expected. The architecture should have the ability to support Microsoft SQL Server in addition to multiple browsers such as Microsoft Internet Explorer, Chrome, Safari, and Mozilla.

Compartmentalized Components

Separation of data structures, application logic and user interfaces, and support for Web Services should be anticipated. Other essentials include exposing functionality as services, separating and modularizing the business logic, loosely coupling services, and designing appropriate granularity of services.

Robust Security Implementation

The architecture shall support standard security architectures to ensure integrity and confidentiality. Information must be protected from tampering, or accidental changes and should be available to only authorized users. Access to applications, information, and resources should be parameter-based and provide authentication, authorization, and non-repudiation.

2. Vendor Qualifications

2.1 General Information

Each Vendor shall give a brief background and history of its company, including the following:

- Corporate vision
- Software vision and applicability to county government
- Service and support vision
- Customer base specifically in government and, more specifically, in county law enforcement.

2.2 Financial Data

Each vendor shall provide the following financial data:

- A copy of a credit rating report from any of the major credit rating agencies, Dun & Bradstreet, Moody's, Standard & Poor's, etc.
- Last 3 years of audited Key Financial Reports (Income Statements, Balance Sheet, etc.)

2.3 Market Experience

Each vendor shall provide information that demonstrates its commitment to the government market, including the following:

- List the dollar value and the percentage of total sales in the government market for each of the past three (3) years.
- List all government based entities that have implemented your software within the last three (3) years, the versions used by each, and the associated modules they implemented.

2.4 References

Provide three (3) references in the following format:

- Institution name
- Date contract was signed
- Date implementation was completed
- Background of the project
- Modules Implemented
- Scale (budget and people assigned to the project)
- Brief explanation of why this reference is relevant to Shelby County
- Reference Contact Name
- Reference Contact Title and Role in Implementation
- Contact Information, preferable address, telephone, and email

2.5 Pricing

Each vendor shall provide a detailed pricing proposal for the proposed software solution.

The proposal should also include pricing information for licensing, implementation, support and maintenance services for at least three (3) years post implementation.

2.6 Software Support Services by Vendor

Each vendor shall provide the following minimum information regarding support services:

- Describe your method to collect and manage assistance request or error reports from customer. Describe any proposed Service Level Agreement (SLA) commitments and processes
- Describe the documentation provided with the product and the frequency and method of documentation updates.
- Describe your customer training program including on-site and off-site classes, class schedules, curriculum, materials and any on-line or computer based training.

- Describe the tools you provide to test the software for configuration consistency, accuracy of function and system performance.

3. Instructions, Requirements

This bid is only available in electronic PDF format. The County will review all responses and supporting documentation to this bid and, if necessary, gather or solicit additional information that may be required to fulfill the purpose and expected outcomes contained in this document. Responding to this bid is not mandatory.

3.1 Handling of Vendor Inquiries

Vendors must respond to this bid by close of business on **December 4th, 2015**.

We may request respondents to present oral and/or provide demonstrations of the information contained in their response to this bid.

3.2 Timeframes for Process

The timeframes for the bid process will be as follows:

- Distribute bid on: **10/8/2015**
- Q&A on bid: **10/8/2015 – 12/4/2015**
- Receive Bid Proposals from Vendors by COB **12/4/2015**

3.3 Incorporation of Vendor Proposal

THE BID PROPOSAL SUBMITTED BY THE SUCCESSFUL VENDOR, TOGETHER WITH THE REPRESENTATIONS MADE BY THE SUCCESSFUL VENDOR, SHALL BE INCORPORATED INTO A MASTER TECHNOLOGY AGREEMENT BETWEEN SHELBY COUNTY AND THE SUCCESSFUL VENDOR.

In the event of a conflict between the terms of the successful vendor's bid or the master agreement terms relating to this bid, the order of precedence set forth in the master agreement shall apply.