Optimum Technology

Proposal Prepared for:

Washington Association
of Sheriffs & Police Chiefs (WASPC)

In Response to
RFP CJIS-2016-01
National Incident-Based Reporting System (NIBRS) State
Repository Replacement

Prepared by:

Optimum Technology, Inc.
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**Due On: April 22, 2016
4:00 pm local time**

Table of Contents

Table of Figures

Cover letter. A cover letter must accompany all proposals. A corporate officer or person who is authorized to represent Vendor must sign this letter. The cover letter must meet the following requirements:

1. Identify the submitting Vendor.
2. Identify the name and title of the person authorized by the Vendor to obligate the Vendor contractually.
3. Identify the name, title, and telephone number of the person authorized to negotiate the contract on behalf of the Vendor.
4. Bear the signature of the person authorized to obligate the Vendor contractually.
5. Identify the names, titles, and telephone numbers of persons to be contacted for clarification.
6. Explicitly indicate acceptance of the requirements in this RFP.
7. Acknowledge receipt of any and all amendments to this RFP.

Please see next page.

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Washington Association of Sheriffs & Police Chiefs

Cover Letter
RFP CJIS-2016-01

04-19-2016

Ms. Joan Smith
WASPC
3060 Williamette Drive, NE
Lacey, WA 98516

Dear Ms. Smith

Optimum Technology is pleased to provide this proposal for RFP CJIS-2016-01 National Incident Based Reporting System (NIBRS) State Repository Replacement. As the President and CEO of the company, I (Josh M. Davda, President & CEO), certify that all information provided in response to this RFP is true and accurate. I will be principal contact as well as the authorized signatory and negotiator for this contract.

Frank Xavier is also authorized to sign contracts and negotiate on behalf of Optimum Technology. His contact information is as below:

Frank Xavier
Director
Optimum Technology
100 E Campus View Blvd., Suite 380
Columbus, Ohio 43235
Tel: 614-785-1110 Ext 120
E-mail: Frank@otech.com

For additional clarification, our Law Enforcement Practice Director, Melissa Winesburg, may be contacted. Here is listed below:

Dr. Melissa Winesburg-Ankrom
Law Enforcement Practice Director
Optimum Technology
100 E Campus View Blvd., Suite 380
Columbus, Ohio 43235
Tel: 614-785-1110 Ext 127
E-mail: Melissa@otech.com

"Appendix A: Notice of Intent to Bid" was submitted to the WASPC , and the submission was acknowledged on March 18. One copy of the "Appendix B- Nondisclosure Agreement" has been inserted in a separate envelope as specified in the Response to Vendor questions.

I accept the requirements of this RFP and also acknowledge having read the responses to vendor questions provided by the WASPC.

My contact information is listed below:

Respectfully Yours,

Josh M. Davda
President and CEO
Optimum Technology
100 E Campus View Blvd., Suite 380
Columbus, Ohio 43235
Tel: 614-785-1110 Ext 112
E-mail: Josh@otech.com

Section 1 – Proposal Executive Summary

We are pleased to provide Optimum Technology's response to RFP CJIS-2016-01 for the Washington Association of Sheriff's & Police Chiefs (WASPC). We bring a proven team, proven methods and a history of successful law enforcement and state government NIBRS implementations to the table for this proposal. We recognize that WASPC is looking for a proven system to replace its current UCR Repository product.

Optimum Technology's **SWIFT**REPOSITORY product is **100 percent compliant** with the most recent version of the FBI Technical Specifications published in November, 2015. We recognize that WASPC seeks to take its NIBRS program to the next level by fully implementing NIBRS submissions. **SWIFT**REPOSITORY provides for complete management of NIBRS data including data uploads, direct entry, audit functions, FBI submission and sophisticated reporting. Finally, our advanced reporting and search capabilities make it easy for staff to generate reports and ad hoc queries. Our system is easy to use, intuitive and built on modern technologies.

Our proven team has worked with NIBRS since its inception at the FBI. Our Law Enforcement Director, Dr. Melissa Winesburg founded the NIBRS Program in the state of Ohio and served as President of the National Association of State Uniform Crime Reporting Programs. Her leadership has driven our company to develop a NIBRS solution that meets the needs of state users in the most efficient way possible. Three other members of our project team have over 8 years of experience working with NIBRS at either the state or local level.

As a company, Optimum Technology has over 20 years of experience with NIBRS Implementations. We were the first vendor to certify a NIBRS compliant Records Management System in the state of Ohio. Our NIBRS compliant RMS system is on its 3rd generation and we continually strive to make data entry and understanding of NIBRS validations easier for the user. Optimum also developed the repository and data collection center for the State of Oklahoma. As a result of early successes in Oklahoma, we were invited by the state of Ohio to redesign the requirements for their repository system.

Collectively, our team has over 40 years of experience working on NIBRS projects. They are fully immersed in NIBRS implementation from a state government perspective and the vendor delivery side. Our team also fully understands the complexity of data validations and the struggles law enforcement agencies confront to meet them. We have spent over 10 years perfecting our offerings to state and local governments to simplify data validations and data entry to make reporting simple, cost effective and intuitive.

As a company we know how to capture, collect and report crime statistics. We also understand the resource issues that state program managers confront daily and strive

to ensure that our product continues to evolve to meet these challenges. Our team is recognized by our clients for their excellent communication, quality assurance and customer relationship management. We are committed to and care deeply about our customers.

We look forward to the opportunity to work with the WASPC.

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Section 2 – Technical Solution and Description

Product Overview

Optimum's NIBRS Hub

The NIBRS Hub is a web-based solution that allows for creation of both state-level and regional NIBRS repositories. The NIBRS Hub is compliant with the most recent version of the FBI technical specifications published in November 2015. The Hub allows for the seamless collection of NIBRS data from local law enforcement and submission to the FBI. Our NIBRS repository workflow is depicted in the diagram below.

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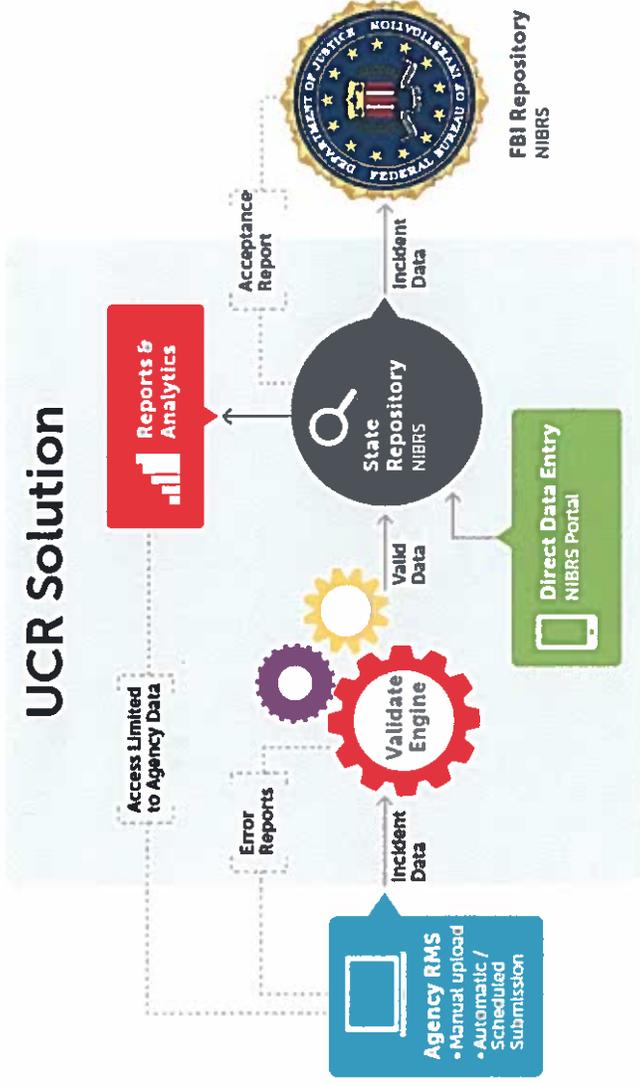
UCR Solution

Figure 1: UCR Solution Overview

The NIBRS Hub consists of the following components:

NIBRS Repository
1. Agency NIBRS Files Submissions

    a. Upload a File

    b. List File Uploads

2. Incidents

Optimum Technology Response to WASPC RFP CJIS-2016-01

    a. Find Incidents

    b. Group A incident Entry

    c. Group B Incident Entry

3. FBI Submissions and Extract

    a. Create Extract for FBI Submission

    b. List of FBI Extracts

NIBRS Repository contains the structures and functions required to create, store, update, access and delete the data that are contained in the repository database. The solution has been designed to be scalable and allows storage of multi-agency offense data for both small and large states for multiple years. Agency level data such as population, number of sworn officers and agency contact information is also maintained in this module for administrative and statistical purposes. Concurrent submissions are supported through this module. The module supports both incoming submissions from local law enforcement and FBI state level data submission.

The NIBRS Compliance component implements the validation rules necessary to support capture of incident reports in a manner consistent with NIBRS and state-specific requirements. Optimum Technology has over 20 years of NIBRS experience and has significantly enhanced error messages to make them easy for the user to understand and correct.

It includes the web-based user interface that will allow local law enforcement to enter NIBRS reports directly into the WASPC Repository or upload submission files from their local RMS system. As submission files are uploaded, they will be processed through the compliance tool to ensure that all data validations are met. Agencies will have the ability to review submission reports to ensure they have submitted data for all required months and have completely processed all data validation errors. Agencies using the NIBRS portal to enter their complete incident data will validate as each incident is entered. Validated incidents will automatically load to the repository database. If an incident does not validate, it will stay in a temporary holding file until the agency gathers the necessary information to complete the incident.

State Administrators will use this portal to create extract Files for FBI, and submit to FBI. A list of submissions will also be available for the administrators to review.

General and Administrative Functions

The data entry portal is multi-tenant and will allow each WASPC to provide this service to all the state agencies. It includes all the general and administrative functions mentioned above, for a web portal to operate smoothly.

1. Messages: Users will be able to send messages to other users, and group of users.
2. News: Administrators with appropriate rights will be able to create news items, and administer the times for these new items to run.
3. Agency Administration: The system administrator will define user roles to allow for uploading of data, viewing reports, and management of law enforcement agencies and application users. The system will allow the SSA to establish local law enforcement agency users and assign a local agency system administrator for those agencies who will enter data directly into the portal. This will alleviate the responsibility to the SSA to manage data entry rights to the portal for each submitting law enforcement agency.
4. My Agency: Agency Administrators with appropriate rights will be able to manage their agency details, and users belonging to their agencies. Agencies can have their own specific user profiles with customized rules, in addition to generic state user profiles.
5. My Account: All users will be able to manage their account, and their personal details. Administrators will be able to reset user passwords, and enable/disable user accounts.
6. Portal Administration: Administrators will be able to manage system codes, and error messages from the portal administration center.
7. Help: Administrators can add and edit help items. All users can access help for reference.

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NIBRS Analytics and Reports

This component provides facilities for formatting and delivering Web-based reporting and statistical analysis. The system is designed to allow for structured ad hoc queries that will not require a user to be familiar with Crystal reports or another reporting application. The reports are detailed below.

The standard reports included as part of the repository are:

1. Year to Date Comparison- These reports provides a year to date monthly comparison of the current and previous years for various types of crimes.
2. Crime trend Analysis: These reports provide a trend analysis of any offense/offense group for a chosen period of time.
3. Index Crimes: All offense groups can be viewed on a comparative graph comparing the trend of these crime group across two years.
4. Crime Distribution: These reports provide an ad-hoc distribution analysis of any offense/offense group for a chosen period of time using any NIBRS field e.g. distribution of aggravated assaults by race of victim.
5. Crime Density Maps: Crime Density map captures the density of any offense/offense group per county
6. Distribution Breakdown: These reports allow users to visualize offenses/offense group per two distribution criteria e.g. time of day/day of week, or sex and race.
7. Summary Reporting System Reports: These reports allow generation of standard summary reports using the FBI specified NIBRS to summary conversion specifications
8. Anomaly Reports: These reports allow submitters to generate a summary of all anomalies in their submission
9. Ad Hoc Search: Ad Hoc Search allows users to generate a report using data from across the repository, and filtering it using any NIBRS fields as criteria. For example, policymakers can easily use this to search on requests from special interest groups regarding elder abuse, domestic violence, child abuse, trafficking, etc. with ease. Results from all ad hoc queries can easily be downloaded into a csv format for further analysis. Report samples have been attached in Section 2.4 of this RFP response

In summary, the solution is designed to be user friendly, intuitive and compliant with all FBI NIBRS requirements. It is also designed to handle the workload expected from small and large states. For example, the Ohio IBR solution supports concurrent submission by almost 500 agencies. It has been lauded by agencies for exceptional performance, responsiveness and availability even during spikes of workload. The solution is designed and implemented to give maximum control to Administrative users without interference from Optimum Technology.

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#	WASPC Basic Requirements	Comply	Comply with clarification	Does not comply	Explanation
1	The system must provide the capability to capture and preserve all required NIBRS data elements as defined in the FBI NIBRS User Manual and as detailed in the FBI NIBRS Technical Specification (available https://www.fbi.gov/about-us/cjis/ucr/ucr-program-data-collections#National).	Comply			1. The **SWIFTREPOSITORY** database is built exactly as per the NIBRS Technical Specifications dated November 2015. The repository will be updated to the latest specification once published by the FBI. 2. Additionally, all submitted files are verified through our comprehensive validation engine to ensure all NIBRS data elements have been captured and meet FBI requirements. 3. The direct data entry module is designed to capture all NIBRS required elements. It highlights all conditional mandatory and mandatory items. The user is able to save incidents to an intermediate database without having all NIBRS required elements. Once all validations are met the information is moved to the repository. 4. The solution gives detailed and easy to understand error messages in case of incorrect data entry.

#	Requirement	Compliance	Response
2	The system must allow for the entry of the standard values for each data element in accordance with the values prescribed in the FBI NIBRS User Manual and as further addressed in the current version (as of the signed contract date) of the FBI NIBRS Technical Specification. (If the current Technical Specification on the FBI website is Version 2.1, refer to list of errors Appendix D of the RFP.)	Comply	1. The solution is designed to allow data entry of each element exactly as per the length, format and mandatory/conditional mandatory specifications of each element. 2. Additionally, wherever appropriate fields have drop-down values associated with them to ensure correct data entry.
3	The system must meet any additional Incident-Based Reporting (IBR) data collection requirements that are specific to the State of Washington. Appendix C of this RFP provides a detailed listing of all additional segments and/or data elements that the State of Washington requires.	Comply with clarification	The additional data elements/data values as specified in Appendix C, namely 1. Additional UCR Code 500 for Group A Offenses 2. Additional Bias Motivation "53=Anti-Sensory Disability" 3. Additional data element "53. Domestic Violence Indicator" 4. Additional Data Element 12 Type Criminal Activity/Gang Information Will be built into the solution. Additionally, the solution also has an intuitive interface which allows administrative users with appropriate rights to add additional values for data elements.
4	The proposed system must perform the editing and validation of data in accordance with the data quality rules prescribed in the FBI NIBRS Technical Specification, including all conditional validations as defined therein.	Comply	The solution performs validation of data coming in through all sources to ensure clean and accurate data submission to NIBRS. The efficient validation engine also has checks built in for mandatory, and conditional mandatory items. Flat Files, XML submissions and Direct uploads are validated at the time of submission. (XML Submissions will be available once the latest v2.2 of the NIBRS Technical Specifications is made available). Direct data entry is validated upon completion of

#	Requirement	Comply	Response
			data entry, and clicking of "Validate", i.e. before moving it from intermediate to state database.
5	The system must provide the capability for the submission of NIBRS reports in the form and format as prescribed in the current version (as of the signed contract date) of the FBI NIBRS Technical Specification and in accordance with any requirements specific to the State of Washington. (If the current Technical Specification on the FBI website is Version 2.1, refer to list of errors Appendix D of the RFP.)	Comply	The solution submits NIBRS data as per the FBI Technical Specifications. Optimum will also upgrade the **SWIFTREPOSITORY** solution to meet the v2.2 specifications when available (expected to be available before end of April 2016). If any errors as specified in Appendix D are not handled by the v2.2 specifications, Optimum will handle these errors as per the specifications of the state.
6	Prior to final acceptance, the system-generated NIBRS reports must achieve State and FBI certification in accordance with the definitions provided in the FBI NIBRS Technical Specification and the criteria provided in the FBI NIBRS User Manual.	Comply	Optimum is working with the FBI to achieve pre-certification soon after v2.2 specifications are released. Optimum will also incorporate the Washington specific changes as expected in Basic Requirement 3, and work with the state to achieve FBI certification in a timely manner.

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2.2 Preferences

WASPC Preferences	Comply / Comply with clarification / Does not comply	Explanation
A. Administrators and Users		
1. Local System Administrator and Users		
a. Levels of user privileges: administrator, power user, report generator.	Comply	The repository provides the State System Administrator the ability to define roles and access associated with each role. This provides maximum flexibility in defining system users and their responsibilities and access rights.
b. Local users should receive immediate notification when a file uploaded successfully or if there is a file upload error.	Comply	Local users, if logged into the solution and using the direct data upload will be able to view a real time log of their uploads, and see a detailed log of errors is any, or successful upload. For users, who upload via other methods e.g. uploading a file to an ftp link, the ftp site will be constantly monitored (or monitored as per the state's preference) and the verification and upload will begin immediately. In this case, the user will be able to see a real time status of the file if he/she log in immediately, or a final status if he/she logs in later. Users will receive notifications of their file statuses immediately upon successful upload or if there is an error.
c. A file upload error should indicate the reason for the error; i.e., naming convention, incorrect file format, incidents already on file, etc.	Comply	The file upload errors are indicated in the error log, real time when the file upload is aborted. Detailed errors are produced for user's quick and easy understanding.
d. If the file is a duplicate, the system should allow the user to cancel the upload.	Comply	The system allows users to manually cancel the upload from the real-time upload status screen. Users can stop a file and have the ability to resume the file should

Optimum Technology Response to WASPC RFP CJIS-2016-01

		they determine that the file can be resumed. Users may also completely cancel an upload.
2. State System Administrators		
a. A desired system feature includes a contacts database for State System Administrators (SSAs) to send messages, updates, and alerts (similar to a listserv); the contacts database should include such data elements as employee names, e-mail addresses, jurisdiction population, full-time employee counts, jail statistics (average daily population, average length of stay, bed rate), etc.	**Comply with clarification**	A contacts database is maintained which allows SSAs to send messages, updates and alerts to users via the internal messaging system of the solution. Additional information required to be maintained as part of the contacts database will be customized in the solution.
b. The SSAs should receive notifications when file uploads stop, fail, or the file is a duplicate upload; the unprocessed file notification sent to local administrator should be sent as a "cc" to SSAs.	**Comply**	The file uploader/local administrator receives notification when his file upload fails or stops due to any reason. The person uploading the file will receive notification as well as the state system administrator.
c. The SSAs must have the ability to produce standard, ad hoc, and crime mapping reports, charts, and graphs.	**Comply**	The following reports are available within the repository. 1. Year to Date Comparison 2. Crime trend Analysis 3. Crime Distribution 4. Crime Density Maps 5. Distribution Reports 6. Summary Reporting System Reports 7. Anomaly Reports 8. Ad Hoc Search
d. The SSAs must be able to monitor the system through a utilities function, including reviewing a system journal for incident activity, file uploads, file processing status (such as in queue, percentage completed, completed, and location in queue), and table updates, modifications, or deletions; it is desirable that SSAs have the ability to update data tables.	**Comply**	State administrators will be able to monitor the system including for functions such as : 1. File processing Status 2. File Uploads 3. List of agencies pending for submission The Repository maintains three levels of system journals: state, agency and individual. The journals capture all aspects of incident activity. SSAs will be able to update most data tables.

Requirement	Compliance	Response
e. The SSAs must be able to manage local user accounts, including the set-up or disabling of user profiles and re-setting passwords.	Comply	State System Administrators or agency administrators with appropriate rights are able to manage user accounts. These administrators can: 1. Enable/Disable accounts 2. Reset Passwords for the users 3. Create new users 4. Update user information 5. Delete users
B. Data Entry and File Upload		
1. Options for submission to state repository must include batch file upload and individual incident entry (IIE).	Comply	The solution provides for following options for data submission: 1. Manual Batch File Upload 2. Direct Individual Incident Entry 3. Auto-detection and upload of available files from an ftp site 4. A web-service which RMS can interact with to upload data
2. The individual incident entry (IIE) must have data validation on each data field.		
a. Data entry should be user friendly with drop-down tables relevant to either the incident or arrest data being entered.	Comply	Both incident entry and arrest data entry uses drop downs for efficient and accurate data entry Drop down tables and help is available for all data entry fields in the repository.
b. Missing mandatory fields or invalid data entry errors should highlight during IIE.	Comply	All missing mandatory fields and invalid data entry is highlighted during incident entry. A sample highlight is included below:
c. The mandatory fields should highlight according to the offense.	Comply	All mandatory/conditional mandatory highlights are designed into the system based on NIBRS edits, and conditional mandatory requirements as per the NIBRS Technical specifications v2.1. Any changes specified in v2.2 will also be implemented upon release by the FBI.
d. The user should not be able advance to next screen without completing mandatory fields.	Comply with clarification	User is able to move to next screen without having completed mandatory fields. However, the user is only able to save such data to an intermediate database.

Requirement	Response	Description
		The user may not submit it to the NIBRS database of the state until only errors and mandatory fields have been taken care of. This allows for completion of reports with readily available information, without having to redo a complete report, because complete information was not available at the time the report was started.
e. When the IIE is complete, the NIBRS check should list errors and return the user to screen and highlight the error(s).	Comply	The Incident entry screen lists out all errors on relevant screens for users to take care of the errors. Additionally, when user tries to submit an incident without having taken care of all errors, the errors are listed for the user to attend to.
f. Any field with a date entry should allow the option to type the date or use a calendar.	Comply	Date entry is allowed both via calendar, and by typing the date.
g. It is desirable that hot keys be available to facilitate data entry.	Comply	User is able to use most keyboard hot keys to facilitate data entry. E.g. Tab key, up and down arrows, and Enter key
3. The sequence of IIE screens should be:		
a. Administrative; time entry must have a pop-up explaining "00" rule.	Comply	The screens follows this exact sequence as captured below Admin Offense Property Victim Offender Arrestee The time entry also shows hover over information which explains the "00" rule.
b. Offense; with the ability to immediately enter Property associated with the offense.	Comply	The screens follows this exact sequence 1. Administrative 2. Offense 3. Victim 4. Offender 5. Property 6. Arrestee as captured above. Additionally, property may be entered immediately after entering offense, or any time

		else too.
c. Victim; the Domestic Violence indicator should be associated with the Victim.	**Comply with clarification**	The screens follows this exact sequence 1. Administrative 2. Offense 3. Victim 4. Offender 5. Property 6. Arrestee as captured above. Domestic Violence Indicator will be added into the solution.
d. Offender.	**Comply**	The screens follows this exact sequence 1. Administrative 2. Offense 3. Victim 4. Offender 5. Property 6. Arrestee as captured above.
e. Property.	**Comply**	The screens follows this exact sequence 1. Administrative 2. Offense 3. Victim 4. Offender 5. Property 6. Arrestee as captured above.
f. Arrestee.	**Comply**	The screens follows this exact sequence 1. Administrative 2. Offense 3. Victim 4. Offender 5. Property 6. Arrestee as captured above.

C. Data Reports		
1. The system must provide report writing capability; the repository must include standard reports and the functionality to allow the user to create ad-hoc reports. The Vendor should elaborate on types of reports to be expected. Report samples will be appreciated.	**Comply**	The standard reports included as part of the repository are: 1. Year to Date Comparison- These reports provides a year to date monthly comparison of the current and previous years for various types of crimes. 2. Crime trend Analysis: These reports provide a trend analysis of any offense/offense group for a chosen period of time. 3. Index Crimes: All offense groups can be viewed on a comparative graph comparing the trend of these crime group across two years. 4. Crime Distribution: These reports provide an ad-hoc distribution analysis of any offense/offense group for a chosen period of time using any NIBRS field e.g. distribution of aggravated assaults by race of victim. 5. Crime Density Maps: Crime Density map captures the density of any offense/offense group per county 6. Distribution Breakdown: These reports allow users to visualize offenses/offense group per two distribution criteria e.g. time of day/day of week, or sex and race. 7. Summary Reporting System Reports: These reports allow generation of standard summary reports using the FBI specified NIBRS to summary conversion specifications 8. Anomaly Reports: These reports allow submitters to generate a summary of all anomalies in their submission 9. Ad Hoc Search: Ad Hoc Search allows users to generate a report using data from across the repository, and filtering it using any NIBRS

Requirement	Response	Explanation
		fields as criteria. For example, policymakers can easily use this to search on requests from special interest groups regarding elder abuse, domestic violence, child abuse, trafficking, etc. with ease. Results from all ad hoc queries can easily be downloaded into a csv format for further analysis. Report samples have been attached in Section 2.4 of this RFP response
2. The system must output data to Microsoft Access, Excel, Word, and PDF in both report form and data form.	Comply	User is able to output data in the following useful formats: .xls, .xlsx, .doc, .docx, .png, .pdf, .csv
3. Law Enforcement Agencies must have the ability to access other law enforcement agency data for report extraction	Comply	Depending on privileges provided to law enforcement agencies by the state, they are able to access data for reports extraction for other law enforcement agencies.
4. The data reports should include but are not limited to:		
a. Ad hoc; a desirable feature would be user ability to design the report lay-out.	Comply	Ad-hoc query reporting is available as part of the solution
b. Crime Mapping.	Comply	The solution includes a crime density map.
c. Data Quality; these reports are for use by the SSAs and local agency contributors to audit data quality.	Comply	Anomaly Reports are available to users to audit data quality.
d. Standard Reports; including Summary of Offenses, Summary of Offenses - Domestic Violence, Offenses by Location, Arrests by Offense and Age Category, Hate Crime, Activity Log (ability to choose by month or year), Outstanding Errors and Incidents/Arrest Not Checked.	Comply	Standard Reports as specified are available as part of the solution.
e. Static report (snapshot) of the database for the *Crime in Washington* (annual crime report); including a "Save As" function with ability to change dates/ranges for the *CIW* or other specialty reports.	Comply	Optimum Technology's solution allows the state to save a copy of the reports and database as required for historical versioning purposes.

D. Data Validation and Error Notification

Requirement	Comply	Response
1. The system must meet all FBI and Washington State data validation edits, perform thorough error-checking, and automatically send electronic error reports back to the submitting agency.	Comply with clarification	The system complies with all FBI data validation edits, performs thorough error-checking and also generates and sends electronic reports back to the submitting agency. Additional Washington edits will be built in.
a. The State System must perform data validations and locate errors before the file goes to the FBI.	Comply	The solution performs all validations before storing the data to the state NIBRS repository. Hence, eliminating any chance of erroneous file submissions to FBI. Individual Incident Entries are verified before committing them to the NIBRS repository. The submission files are processed such that all correct incidents are processed to the NIBRS repository. Erroneous incidents are also stored in an intermediate database. These incidents may be corrected using the working incident individual incident entry page, or a fresh file might be submitted to correct these errors.
b. In addition to the batch error upload report being sent automatically to the submitting agency, it should be available for retrieval by a Local or State System Administrator.	Comply	Error Reports are available for download to Local and State Administrators. The report is emailed to the local administrator in the event that the file is being sent via FTP.
2. Incidents with errors should be included in Ad Hoc and Summary Reports (do not exclude or omit incidents with errors from the data reports).	Comply	Incidents with erroneous information are included as part of ad hoc querying and reports. These incident however, are not submitted to the FBI.
3. There should be an ability to easily edit the FBI error messages to make them more user-friendly and understandable; error messages must be clearly stated.	Comply	Detailed and easy to understand error messages are available. The error messages will be configured as per the requirements of the state Administrators will also be able to configure these error messages.
4. There should not be a Time Windows error.	Comply	The system does not generate time windows errors.
5. The Error Report list:		
a. Should not include "outside of base date" comment (unable to correct, so don't display).	Comply	Optimum does not include this error.

Requirement	Status	Response
b. Should not include errors without case number (unable to access, so don't display).	Comply	All errors include the original incident number or arrest transaction number in the event of Group B offense. The incident number can be used to access the original record submission.
E. State System		
1. The system must authenticate access with differing levels of users as defined by WASPC; access must be based on user profiles (user names and passwords).	Comply	This repository gives users the ability to establish the roles within the repository. Once a role or user group is established, WASPC can decide which permissions to allow that particular group. All users must establish a password. Passwords that meet the CJIS security requirements are recommended, however the system administrator does have the ability to configure passwords.
2. The system must provide the State System Administrators (SSAs) the ability to designate roles and responsibilities for other administrators and users.	Comply	The solution allows State System Administrator to create new users, and add new user/security profiles. Administrators can also create new agencies, and assign administrators for these agencies who can then create users for their agency.
3. The system must allow the SSAs the ability to enter and update system data directly through the application.	Comply	State System Administrators are able to enter and update the system data directly through the application.
4. There must be at least two (2) databases available:		
a. Training database; a duplicate of the Production database with data field descriptions available when hovering.	Comply	Optimum's standard practice is to maintain development, test, training and production databases. A training database is standard for all of our products. The training database will mirror the production system The solution includes data field descriptions when hovering.
b. When files, incidents, or arrests are uploaded or entered to the Training database for certification or test purposes, the SSAs should have the ability to transfer the files, incidents, or arrests to the Production database.	Comply with clarification	The SSA will be provided the ability to transfer data from training to production database.
c. Production database; with permanent statistical archive ability.	Comply	The Production database has permanent statistical archive ability.

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F. System Features		
1. The system must automatically discover NIBRS batch submissions; the schedule is State user-defined.	Comply	The solution is able to auto-discover batch files uploaded to an ftp. The repository can be configured to search the FTP folder as often as the Washington State Police designates.
2. The system must provide batch submissions or individual incident entry to state repository via a web browser.	Comply	The solution provides individual incident entry and batch submissions via direct upload to the portal, or via FTP based upon a push to the database from a local RMS.
3. The data must be available for data reports after State Repository acceptance of the file.	Comply	All submitted data becomes available for data reports after State Repository Acceptance of the file.
a. Once data are entered, uploaded, modified, or deleted, it should be immediately available for reports (regardless of whether the FBI Error Data Set [EDS] has been received and processed).	Comply	Any data entry, upload, modification or deletion reflects immediately for reports generation.
4. The Domestic Violence (DV) indicator is mandatory, relevant to all offenses, and should be associated with the Victim.	Comply with clarification	Domestic Violence Indicator will be added to the solution for compliance with the state requirements, and will be associated with the Victim as per the specifications of the Appendix C: WA State Specifications of the RFP. _The sample record layout included in Section 2.5.2 is based on optimum's understanding of the WASPC's requirement explained in Appendix C, and the responses to Vendor Questions. However, Optimum will discuss this requirement in detail with state to ensure implementation as per the state's expectation._
a. It is desirable that the DV indicator default based on certain victim relationships to offender, for example, "Spouse".	Comply with clarification	Domestic Violence Indicator will be added to the solution for compliance with the state requirements, and will be defaulted based on victim relationship to offender after specific discussions with the state.

Optimum Technology Response to WASPC RFP CJIS-2016-01

Requirement	Compliance	Optimum Technology Response
b. If a default is triggered, a desirable feature for users would be a pop-up window asking, "Are you sure …?"	Comply with clarification	Domestic Violence Indicator will be added to the solution for compliance with the state requirements, and triggering of default entry will be followed by a verification pop-up window, after specific discussions with the state.
5. The Gang Involvement indicator is mandatory.	Comply with clarification	Gang Involvement indicator will be added to the solution for compliance with the state requirements, and will be associated with the Victim as per the specifications of the Appendix C: WA State Specifications of the RFP.
6. All related cases should be displayed for the Multiple Clearance indicator; the user should have the ability to delete a case number if necessary.	Comply with clarification	Optimum Technology will add the ability to display related case numbers on a multiple clearance indicator.
7. It is desirable that any data value that is not applicable to Washington State or utilized by the FBI be "greyed-out" or eliminated; for example, "Common Law Spouse" is not applicable in Washington State and Property Type "99" is not used by the FBI. These data values to be determined during system implementation.	Comply	Optimum will pre-configure any not applicable values for the state as per discussions, and final list of data values provided. Additionally, state administrators will also be able to add/remove values for various drop downs using a simple interface. Any new value added by the state can be mapped to a NIBRS value, which should be used for submission.
8. For data entered via the IIE, a system journal should be available for State System Administrators (SSAs) in order to track when and who entered, updated, or deleted an incident.	Comply	State System Administrators are able to track the time and user who entered updated or deleted an incident.
9. A desirable feature for users would be a pop-up window asking, "Are you sure …?"	Comply	Where appropriate and desired by the state of Washington, pop-up windows will be provided.
10. The system must store and provide a journal of agency information, error rates, and agency submission status; these data must be available to the SSAs via a Utilities or Maintenance menu.	Comply	The solution provides an interface where the SSAs can see agency information including Error Rate, and Agency Submission Status for the current and previous month. The system is designed to provide state level, Agency, and User journals.
11. The Zero Report function:		

a. Should allow an agency to enter a Zero Report even if the file contains a correction or update from a previous month's case.	Comply	The agency is allowed to submit a zero report for the specific month irrespective of submission of correction/update for a previous month.
b. Should allow an agency to override a Zero Report month if an incident is now available for that month.	Comply	An agency will be able to override a previously submitted zero report, based on new report submitted for the previous month.
12. A desirable system feature is the ability to convert NIBRS data to Summary data for comparison during the NIBRS certification process; the system should produce Summary data from the submitted NIBRS data by agency, month, and year.	Comply	The solution provides a module to convert NIBRS data to Summary data. It allows users to generate Summary reports by selecting agency, month and year. The reports includes: • Return A- Monthly Return of Offenses Known to the Police • Supplement to Return A • Monthly Return of Arson Offenses Known to Law Enforcement • Age, Sex, Race, and Ethnicity of Persons Arrested • Supplementary Homicide Report • Law Enforcement Officers Killed or Assaulted • Human Trafficking-Monthly Return of Human Trafficking Offenses
G. Vendor Responsibilities		
1. The Vendor must have a state repository system that is FBI certified in at least one state at time of Vendor's RFP response.	Comply	Optimum's NIBRS repository is FBI certified in the State of Oklahoma.
2. The Vendor's system must be FBI submission-capable.	Comply	The system is capable of submitting to the FBI.
3. The Vendor must have minimum of two years' experience with NIBRS repository development.	Comply	Optimum has more than 10 years of experience with NIBRS repository development.
4. The Vendor is encouraged to present logical solutions and proposed record layouts for additional Washington State data values.	Comply	The additional data elements/data values as specified in Appendix C, will be added to the solution as follows: 1. Additional UCR Code 500 for Group A Offenses will be configured as an additional value in the

Offense Code Drop Down in the offense segment.

2. Additional Bias Motivation "53=Anti-Sensory Disability" will be configured as an additional value in the Additional Bias Motivation Drop Down in the offense segment

3. Additional data element "53. Domestic Violence Indicator" will be configured as an additional data element to be entered as a Yes/No Drop down in the victim segment.

4. Gang Information Indicator will be added as a drop Down value. If answered as yes, the validation engine will allow J,G or N to be accepted only is the offense types are:

- 09A = Murder and Non-negligent Manslaughter
- 09B = Negligent Manslaughter
- 100 = Kidnapping/Abduction
- 11A = Rape
- 11B = Sodomy
- 11C = Sexual Assault With An Object
- 11D = Fondling
- 120 = Robbery
- 13A = Aggravated Assault
- 13B = Simple Assault
- 13C = Intimidation

Sample Record Layout for modified IIE as per WASPC is attached in Section 2.5.2. However, direct upload, ftp links or push from RMS are all valid methods of adding incidents to the repository. Optimum Technology will work with WASPC to modify submission record layouts for the additional fields during system requirements definition.

Requirement	Comply	Response
5. The Vendor must include their Record Layout and Report Samples in the technical section.	Comply	Record Layout for direct incident entry or IIE and Sample Reports have been added in the technical sections 2.4 and 2.5 respectively. Additional methods of incident upload: 1. Manual Batch File Upload 2. Direct Individual Incident Entry 3. Auto-detection and upload of available files from an ftp site 4. A web-service which RMS can interact with to upload data are also available as a standard part of the solution. Optimum Technology's staff is readily available to demonstrate these other aspects of the solution.
6. The Vendor must have Customer Service availability: Monday through Friday, 8am–4pm, Pacific Time.	Comply	A Customer Support desk will be available from 8am - 4pm Pacific Time, Monday-Friday.
a. Customer Service includes a process for Work Order Number assignment.	Comply	The users interacting with the Customer Service desk will be provided a Work Order Number for reference and tracking of their request.
b. It is desirable that the State System Administrators have the ability to check the status of a work order via an on-line tracking system.	Comply	State System Administrators and user who raised the request will be able to check the status of a work order via an online tracking system.
7. The Vendor must be able to edit the system as the national UCR Program requires without additional cost to the State of Washington.	Comply	The system will be upgraded as per the national UCR program without additional cost to the State of Washington. FBI upgrades are included in our maintenance agreement.
a. The Vendor should establish a desired protocol for notification to the Vendor when there is an update of the FBI and/or State technical specifications.	Comply	Optimum will update the state about any changes to the FBI Technical Specifications changes being implemented for the solution in a well-documented timely manner. During project kick off Optimum will work with the WASPC to establish an agreed upon protocol for making FBI and/or WASPC modifications. All FBI mandated modifications are included as part of support.
8. The Vendor must update the repository software or tables in timely manner or allow State System	Comply	Software and repository tables will be updated in a timely manner.

Administrators to update tables.		
9. The Vendor must provide user-friendly electronic manuals, error messages, and pop-up windows.	Comply	Optimum provides intuitive and user friendly help, error messages and pop-up windows. The help is comprehensive and provides the user instruction on both FBI reporting policy and system use. The system also includes a comprehensive frequently asked questions section.
10. The Vendor must provide comprehensive user and technical personnel training.	Comply	Optimum will provide detailed user and technical personnel training through various methods including face-to-face training, online training, and train-the-trainer sessions. Training has been described in detail in Section 3.7 of the RFP.
11. Vendors are responsible for specifying each hardware component necessary to satisfy the requirements of this RFP; however, all required hardware and system software will be procured by WASPC. Specifications are to be detailed enough to allow WASPC to provide the necessary equipment.	Comply	Optimum has provided detailed specifications for all hardware requirements. The detailed specifications will make it very simple for WASPC to purchase and provide the necessary equipment. The specifications can be found in section 2.6
a. Server storage capacity should be estimated for five years of use.	Comply	Server storage capacity has been estimated for five years of use. See hardware specifications in Section 2.6
b. The server operating system must be compatible with Windows Server 2008 or higher.	Comply	The suggested Server operating System is Windows Server 2012 R2 Enterprise
c. The server database software must be compatible with Windows SQL Server 2010 or higher.	Comply	The suggested server database software is Windows Server 2012 R2 Enterprise

2.3 Add-On Components

#	WASPC Add-On Components	Comply / Comply with clarification / Does not comply	Explanation
1	Web-browser: Although this is an add-on component, it is a mandatory feature. Submitting agencies must be able to submit and query their data and generate and print data reports.	Comply	The solution is web browser based. It allows users to submit and query their data and generate and print data reports. It is built on a responsive UI, which adapts to any screen size.
2	Crime Mapping: This is not a mandatory feature. The crime mapping component should be part of the web-browser with the submitting agencies able to query their own crime maps. This needs to function on address or latitude/longitude geocodes; it may require an additional element be added to the NIBRS system. This must be priced separately from the web-browser.	Comply with clarification	Optimum has a comprehensive crime mapping solution in addition to the in-built crime density maps. It allows users to perform advanced queries on the maps. It is web-browser based for easy access and functions on address or latitude/longitude geocodes
3	Data Migration – This is a mandatory feature. The system must accept the data values from the current state repository; this includes data validation and access to historical data for report compilation.	Comply	Optimum will be able to provide an extract-transform-load engine to migrate data from the current state repository. It will validate data and add it to the SWIFTPROTECT database for a seamless reporting experience.

2.4 SWIFTREPOSITORY Reporting and Sample Reports

The solution's web-based platform handles large volumes of different data types and will exceed all of the reporting requirements, to enable users to visualize and interact with NIBRS data. An analyst can create analytics and ad hoc query in easily without writing code.

2.4.1 Year to Date Comparison

These reports provides a year to date monthly comparison of the current and previous years for various types of crimes.

Analysis of Clearances for March 2016

Printed On: 4/20/2016

Page 1 of 3

State Totals		This Year to Date				Last Year to Date			
Classification Of Offense		Reported	Cleared	Rate	< 18	Reported	Cleared	Rate	< 18
Sexual Offense	Total	24	-	2.1%	-	89	-	0.0%	1
	• Rape	24	-	0.0%	-	89	-	0.0%	1
Assault - Aggravated	Total	103	6	2.1%	16	1,244	45	3.6%	154
	• FireArm	19	-	0.0%	-	298	8	2.7%	4
	• Knife	35	-	0.0%	9	315	17	5.4%	67
	• Other Weapons	43	6	14.0%	9	487	19	3.9%	62
	• Personal Weapons	6	-	0.0%	-	144	1	0.7%	21
Burglary	Total	611	8	2.1%	43	4,766	38	0.8%	103
	• Force	330	8	2.4%	23	2,327	19	0.8%	54
	• No Force	281	-	0.0%	20	2,439	19	0.8%	49
Homicide	Total	5	-	2.1%	-	29	2	6.9%	-
	• Justifiable Homicide	-	-	0.0%	-	1	1	100.0%	-
	• Murder and Nonnegligent Manslaughter	5	-	0.0%	-	28	1	3.6%	-
Human Trafficking	Total	-	-	0.0%	-	2	-	0.0%	-
	• Human Trafficking, Commercial Sec Acts	-	-	0.0%	-	1	-	0.0%	-
	• Human Trafficking, Involuntary Servitude	-	-	0.0%	-	1	-	0.0%	-

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Figure 2: Analysis of Clearances- YTD

2.4.2 Crime Trend Analysis

These reports provide a trend analysis of any offense/offense group for a chosen period of time. Captured below is a crime trends analysis

Crime Trends - Summary Chart

Crime Trends - Table

Period	All Other Larceny	Simple Assault	Destruction/ Damage/ Vandalism of Property	Intimidation	Burglary/ Breaking and Entering
1/2015	2993	1714	2038	1304	1788
2/2015	3951	3267	2783	2782	1873
3/2015	1829	1408	2104	1632	1079
4/2015	69	4	16	2	40
5/2015	160	8	24	3	59
6/2015	145	70	120	137	135
7/2015	277	153	232	125	189
8/2015	250	121	149	78	140

Figure 3: Crime Trend Analysis

2.4.3 Crime Distribution

These reports provide an ad-hoc distribution analysis of any offense/offense group for a chosen period of time using any NIBRS field e.g. distribution of aggravated assaults by race of victim.

Crime Distribution By All Offenses

Printed On: 4/19/2016

Page 1 of 3

	Hispanic or Latino	Not Hispanic or Latino	Unknown	Total
09A - Murder and Nonnegligent Manslaughter		17	48	65
100 - Kidnapping/Abduction		56	41	97
11A - Rape		74	74	148
11B - Sodomy		10	1	11
11C - Sexual Assault with an Object			1	1
11D - Fondling		55	17	72
120 - Robbery	5	190	222	417
13A - Aggravated Assault	2	478	470	950
13B - Simple Assault	48	2,107	3,132	5,287
13C - Intimidation	29	1,448	2,345	3,822
200 - Arson		4	28	32
210 - Extortion/Blackmail			1	1
220 - Burglary/Breaking and Entering	10	604	577	1,191
23A - Pocket-picking		2	7	9
23B - Purse-snatching		11	10	21
23C - Shoplifting	39	2,466	3,020	5,545
23D - Theft From Building	12	261	438	711
23E - Theft From Coin-Operated Machine or Device			8	8
23F - Theft From Motor Vehicle	3	163	194	360

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Figure 4: Distribution of All Crimes by Ethnicity -Page 1

Crime Distribution By All Offenses

	Hispanic or Latino	Not Hispanic or Latino	Unknown	Total
23G - Theft From Motor Vehicle Parts/Accessories		36	32	68
23H - All Other Larceny	23	1,750	1,278	3,051
240 - Motor Vehicle Theft	1	151	75	227
250 - Counterfeiting/Forgery		176	139	315
26A - False Pretense/Swindle/Confidence Game	2	190	245	437
26B - Credit Card/Automatic Teller Machine Fraud	5	83	54	142
26C - Impersonation	19	207	156	382
26D - Welfare Fraud			8	8
26E - Wire Fraud		8		8
280 - Stolen Property Offenses	2	242	257	501
290 - Destruction/Damage/Vandalism of Property	27	863	963	1,853
35A - Drug/Narcotic Violations	63	2,258	2,198	4,519
35B - Drug Equipment Violations	7	1,486	2,300	3,793
36B - Statutory Rape		1	8	9
370 - Pornography/Obscene Material		8	29	37
39C - Gambling Equipment Violations		8		8
40A - Prostitution		8		8

Figure 5: Distribution of All Crimes by Ethnicity- Page 2

OptimumTechnology

Crime Distribution By All Offenses

	Hispanic or Latino	Not Hispanic or Latino	Unknown	Total
40B - Assisting or Promoting Prostitution	21	129	25	175
520 - Weapons Law Violations		339	428	767
Total	318	15,909	18,829	35,056

Arrestee Ethnicity Distribution for All

53.71 %

0.94%

46.38 %

Hispanic or Latino

Not Hispanic or Latino

Unknown

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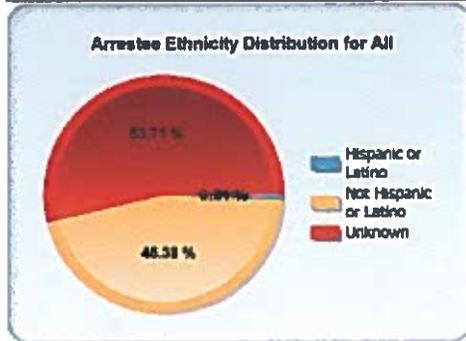
Figure 6: Distribution of All Crimes by Ethnicity - Page 3

2.4.4 Crime Density Map:

Crime Density map captures the density of any offense/offense group per county
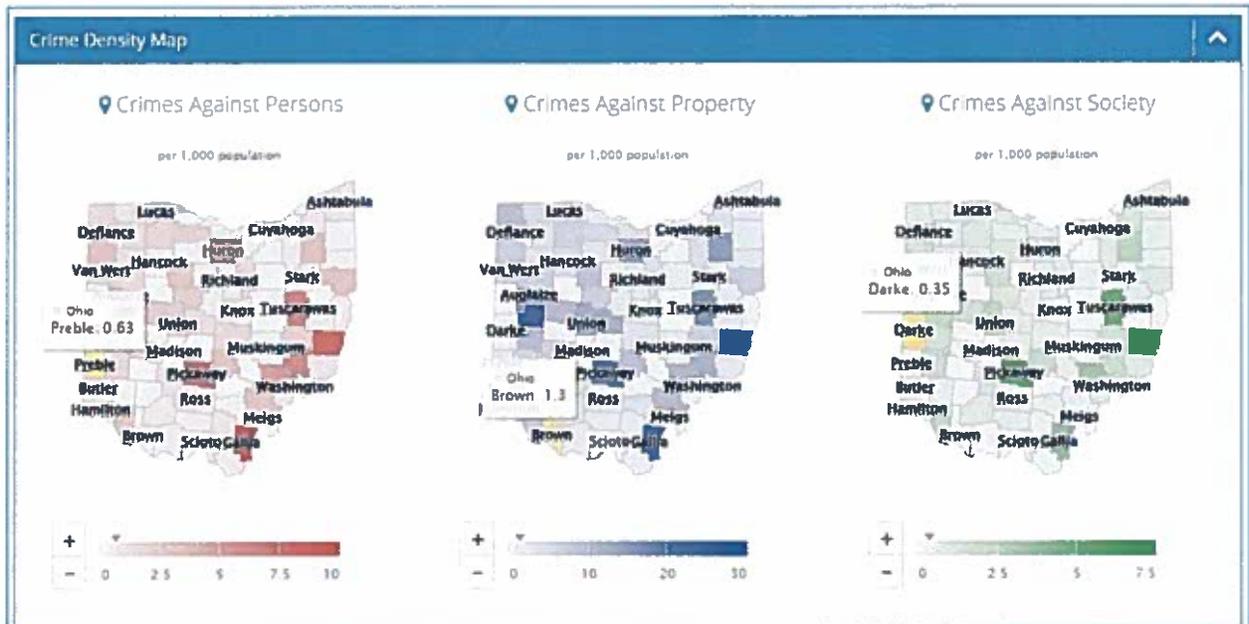
Figure 7: Crime Density Maps

2.4.5 Distribution Breakdown:

These reports allow users to visualize offenses/offense group per two distribution criteria e.g. time of day/day of week, or sex and race. Snapshots of the time of day/Day of week report are captured below. In the analytics module, clicking on the pie of any day in the image below, will provide an overview of the distribution of selected crimes by time of the day.
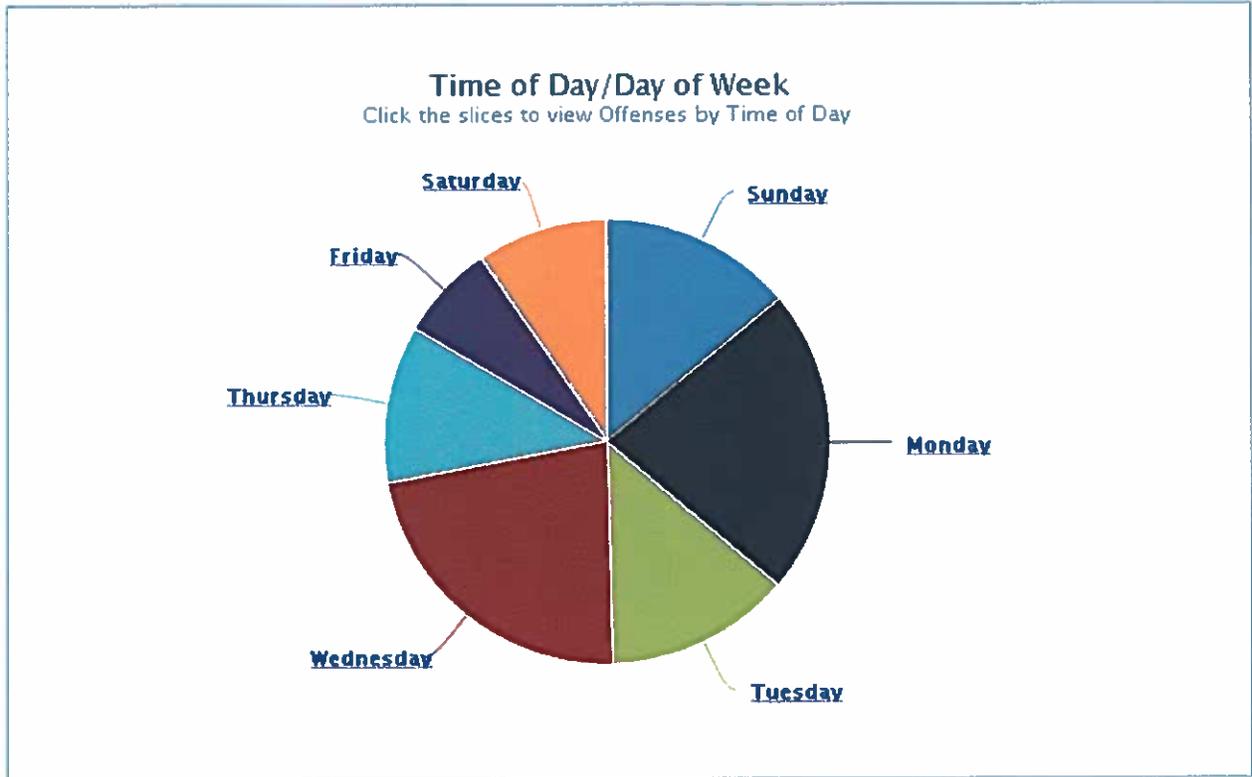
Figure 8: Time of Day/Day of Week
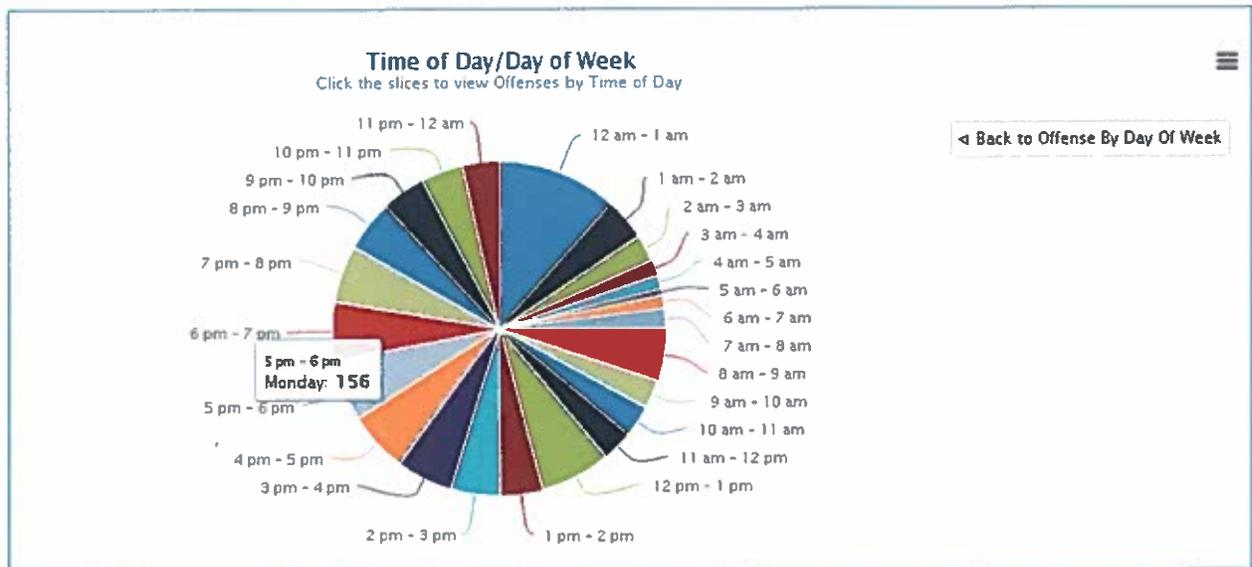
Figure 9: Time of Day/Day of Week Report drilled down to Monday

2.4.6 Summary Reporting System Reports

These reports allow generation of standard summary reports using the FBI specified NIBRS to summary conversion specifications

RETURN A - MONTHLY RETURN OF OFFENSES KNOWN TO THE POLICE

This report is authorized by law Title 28, Section 534, U.S. Code. Your cooperation in completing this form will assist the FBI, in compiling timely, comprehensive, and accurate data. Please submit this form monthly, by the seventh day after the close of the month, and any questions to the FBI, Criminal Justice Information Services Division, Attention: Uniform Crime Reports/Module E-3, 1000 Custer Hollow Road, Clarksburg, West Virginia 26306; telephone 304-625-4830, facsimile 304-625-3566. Under the Paperwork Reduction Act, you are not required to complete this form unless it contains a valid OMB control number. The form takes approximately 10 minutes to complete. Instructions for preparing the form appear on the reverse side.

I-279 (rev 02-22-13)
OMB No. 1110-0001
Expires 07-31-16

| CLASSIFICATION OF OFFENSES	DATA ENTRY	2 OFFENSES REPORTED OR KNOWN TO POLICE (INCLUDE "UNFOUNDED" AND ATTEMPTS)	3 UNFOUNDED, I.E., FALSE OR BASELESS COMPLAINTS	4 NUMBER OF ACTUAL OFFENSES (COLUMN 2 MINUS COLUMN 3) (INCLUDE ATTEMPTS)	5 TOTAL OFFENSES CLEARED BY ARREST OR EXCEPTIONAL MEANS (INCLUDES COL. 6)	6 NUMBER OF CLEARANCES INVOLVING ONLY PERSONS UNDER 18 YEARS OF AGE
1. CRIMINAL HOMICIDE						
a. MURDER AND NONNEGLIGENT HOMICIDE (Score attempts as aggravated assault) If homicide reported, submit Supplementary Homicide Report	11	14	0	14	8	
b. MANSLAUGHTER BY NEGLIGENCE	12					
2. RAPE TOTAL	20	136	0	136	36	2
a. Rape	21	128	0	128	36	2
b. Attempts to Commit Rape	22	8	0	8		
Historical Rape (See Instruction #15 below)						
3. ROBBERY TOTAL	30	202	0	202	55	8
a. Firearm	31	106	0	106	21	6
b. Knife or Cutting Instrument	32	9	0	9	2	
c. Other Dangerous Weapon	33	41	0	41	15	2
d. Strong-Arm (Hands, Fists, Feet, Etc.)	34	46	0	46	17	
4. ASSAULT TOTAL	40	483	0	483	166	28
b. Knife or Cutting Instrument	42	113	0	113	66	6
c. Other Dangerous Weapon	43	144	0	144	54	12
a. Firearm	41	134	0	134	38	6
d. Hands, Fists, Feet, Etc. - Aggravated Injury	44	12	0	12	8	4
e. Other Assaults - Simple, Not Aggravated	45	1,981	0	1,981	797	116
5. BURGLARY TOTAL	50	1,808	0	1,808	98	23
a. Forcible Entry	51	498	0	498	50	14
b. Unlawful Entry - No Force	52	470	0	470	45	9
c. Attempted Forcible Entry	53	40	0	40	3	
6. LARCENY - THEFT TOTAL (Except Motor Vehicle Theft)	60	3,479	0	3,479	645	61
7. MOTOR VEHICLE THEFT TOTAL	70	299	0	299	23	7
a. Autos	71	270	0	270	18	4
b. Trucks and Buses	72	14	0	14	2	
c. Other Vehicles	73	15	0	15	3	3
GRAND TOTAL	77	7,522	0	7,522	1,828	245

CHECKING ANY OF THE APPROPRIATE BLOCKS BELOW WILL ELIMINATE YOUR NEED TO SUBMIT REPORTS WHEN THE VALUES ARE ZERO. THIS WILL ALSO AID THE NATIONAL PROGRAM IN ITS QUALITY CONTROL EFFORTS.

☐ NO SUPPLEMENTARY HOMICIDE REPORT SUBMITTED SINCE NO MURDERS, JUSTIFIABLE HOMICIDES, OR MANSLAUGHTERS BY NEGLIGENCE OCCURRED IN THIS JURISDICTION DURING THE MONTH

☐ NO SUPPLEMENT TO RETURN A REPORT SINCE NO CRIME OFFENSES OR RECOVERY OF PROPERTY REPORTED DURING THE MONTH

☐ NO LAW ENFORCEMENT OFFICERS KILLED OR ASSAULTED REPORT SINCE NONE OF THE OFFICERS WERE ASSAULTED OR KILLED DURING THE MONTH

☐ NO AGE, SEX, AND RACE OF PERSONS ARRESTED UNDER 18 YEARS OF AGE REPORT SINCE NO ARRESTS OF PERSONS WITHIN THIS AGE GROUP

☐ NO AGE, SEX, AND RACE OF PERSONS ARRESTED 18 YEARS OF AGE AND OVER REPORT SINCE NO ARREST OF PERSONS WITHIN THIS AGE GROUP

☐ NO MONTHLY RETURN OF ARSON OFFENSES KNOWN TO LAW ENFORCEMENT REPORT SINCE NO ARSONS OCCURRED

DO NOT USE THIS SPACE

	INITIALS
RECORDED	
EDITED	
ENTERED	
ADJUSTED	
CORRES	

Month and Year of Report _____ Agency Identifier _____ Population _____

Prepared by _____ Title _____

Telephone Number _____ Date _____

Agency and State _____ Chief, Sheriff, Superintendent, or Commanding Officer _____

Figure 10: Sample Return A

2.4.7 Anomaly Reports
These reports allow submitters to generate a summary of all anomalies in their submission.

Victim Anomaly Report

Printed On: 4/19/2016

Agency: Columbus Police Department

Page 1 of 1

Name : A shoplifting incident (23C) reported an individual as one of the victims.

Action : Shoplifting is defined as "the theft, by someone other than an employee of the victim, of goods or merchandise exposed for sale." In most 23C cases, a business should be reported as the victim. Please review these incidents and resubmit with the appropriate victim(s) and/or re-define the type of offense to meet FBI definitions. Please call the State IBR office with any questions about specific scenarios.

Incident Number	Sequence Number
14028267	3

Name : Robbery (120) incidents are reported without an individual (type 'I') victim.

Action : Robbery is defined as "the taking, or attempting to take, anything of value under confrontational circumstances from the control, custody, or care of another person by force or threat of force or violence and/or by putting the victim in fear of immediate harm....The victims of a robbery include not only those persons and other entities (businesses, financial institutions, etc.) from whom property was taken, but also those persons toward whom the offender(s) directed force or threat of force in perpetrating the offense. Therefore, although the primary victim in a bank robbery would be the bank, the teller toward whom the robber pointed a gun and made a demand should also be reported as a victim, as well as any other person upon whom an assault was committed during the course of the robbery." Because the threat or force is being directed by the offender toward 'another person,' robberies should include at least one individual (type 'I') victim.

Incident Number	Sequence Number
00115000070	1

Figure 11: Victim Anomaly Report

2.4.8 Ad Hoc Search

Ad Hoc Search allows users to generate a report using data from across the repository, and filtering it using any NIBRS fields as criteria. For example, policymakers can easily use this to search on requests from special interest groups regarding elder abuse, domestic violence, child abuse, trafficking, etc. with ease. Results from all ad hoc queries can easily be downloaded into a csv format for further analysis.

Figure 12: Ad Hoc Search Criteria and Results

Figure 13: Result downloaded as csv

2.5 Record Layout

Record Layout for direct incident entry or IIE have been captured below. Additional methods of incident upload:

1. Manual Batch File Upload
2. Direct Individual Incident Entry
3. Auto-detection and upload of available files from an ftp site
4. A web-service which RMS can interact with to upload data

   are also available as a standard part of the solution. Optimum Technology's staff is readily available to demonstrate these other aspects of the solution.

2.5.1 Standard Record Layout

Figure 14: Administrative Segment

Figure 15: Offense Segment

Property Segment

Type Property Loss:	2 = Burned (Incl.damage caused in fighting the fire)	
Number Of Stolen Vehicles:		Number Of Recovered Vehicles:

Drug Group

Drug Type(1):	Measurement(1):	Quantity(1): Quantity(1)
Drug Type(2):	Measurement(2):	Quantity(2): Quantity(2)
Drug Type(3):	Measurement(3):	Quantity(3): Quantity(3)

Property Group

Description(1):	02 = Alcohl	Value(1): Value(1)	Date Recovered(1): mm/dd/y
		This field is required	
Description(2):		Value(2): Value(2)	Date Recovered(2): mm/dd/y
Description(3):		Value(3): Value(3)	Date Recovered(3): mm/dd/y
Description(4):		Value(4): Value(4)	Date Recovered(4): mm/dd/y
Description(5):		Value(5): Value(2)	Date Recovered(5): mm/dd/y
Description(6):		Value(6): Value(6)	Date Recovered(6): mm/dd/y
Description(7):		Value(7): Value(7)	Date Recovered(7): mm/dd/y
Description(8):		Value(8): Value(2)	Date Recovered(8): mm/dd/y
Description(9):		Value(9): Value(9)	Date Recovered(9): mm/dd/y
Description(10):		Value(10): Value(2)	Date Recovered(10): mm/dd/y

Figure 16: Property Segment

Victim Segment

Victim Sequence Number:	1	Type Of Victim:	Individual
Min Age:	22 Years Old	Max Age:	24 Years Old
Sex:	M = Male	Race:	W = White
Ethnicity:	N = Not Hispanic or Latino	Resident Status:	R = Resident
Additional Justifiable Homicide Circumstances:		Type of Officer Activity/Circumstance:	
Officer Assignment Type:		Officer-ORI Other Jurisdiction:	Officer ORI Other Jurisdiction

Aggravated Assault/Homicide Circumstances

Aggravated Assault/Homicide Circumstances(1):

Aggravated Assault/Homicide Circumstances(2):

Type Injury

Type Injury(1):		Type Injury(2):	
Type Injury(3):		Type Injury(4):	
Type Injury(5):			

Relationship Of Victim To Offenders

Offender(1):	1 = 1	Relationship(1):	FR = Victim Was Friend
Offender(2):		Relationship(2):	
Offender(3):		Relationship(3):	
Offender(4):		Relationship(4):	
Offender(5):		Relationship(5):	
Offender(6):		Relationship(6):	
Offender(7):		Relationship(7):	
Offender(8):		Relationship(8):	
Offender(9):		Relationship(9):	
Offender(10):		Relationship(20):	

Relationship of Victim to Offense

UCR(1):	*UCR(1) is required*	UCR(2):	
UCR(3):		UCR(4):	
UCR(5):		UCR(6):	
UCR(7):		UCR(8):	
UCR(9):		UCR(10):	

◀◀ Return   Save Victim Segment

Figure 17: Victim Segment

Figure 18: Offender Segment
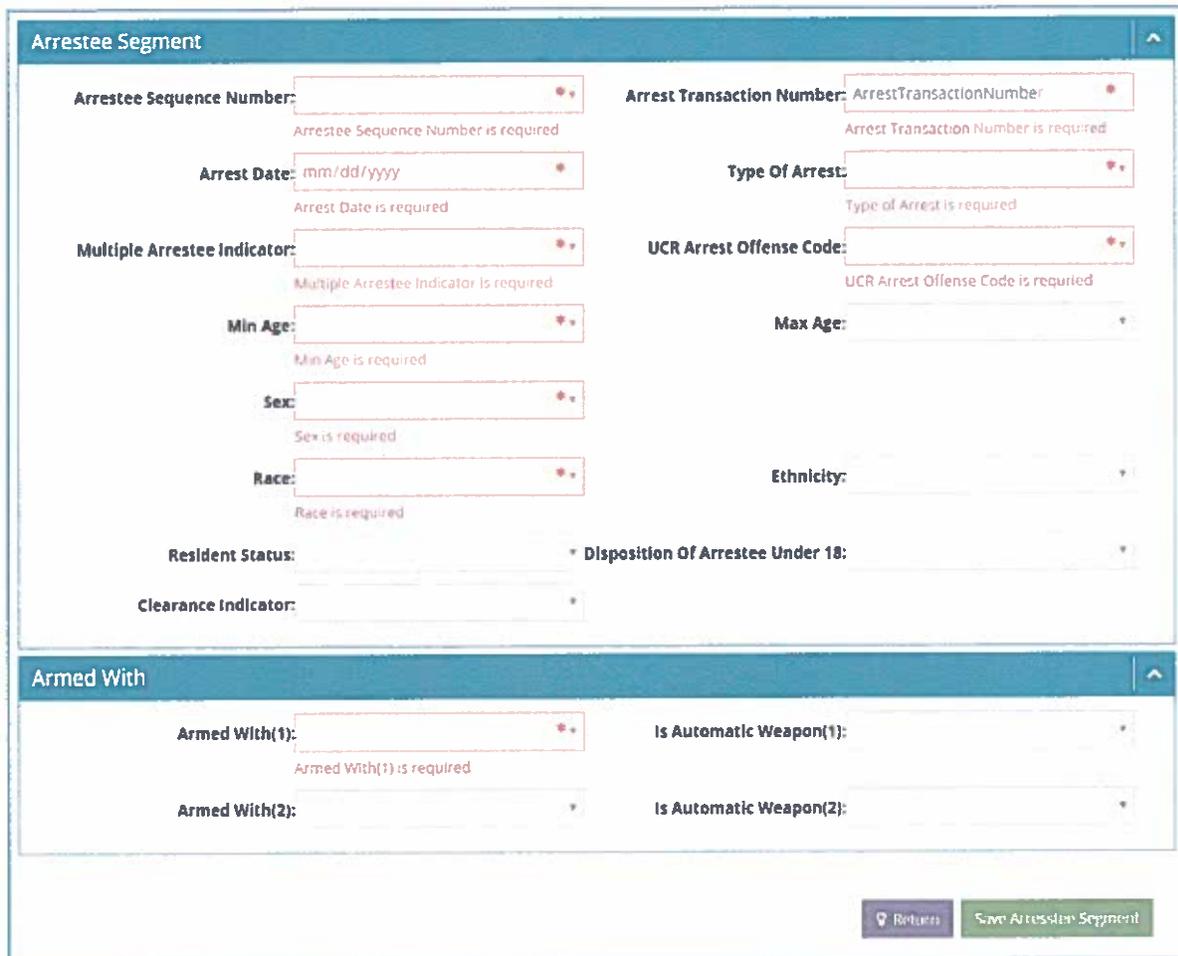
Figure 19: Arrestee Segment

2.5.2 Suggested Record Layout for additional WASPC Elements

Sample Record Layout for modified IIE as per WASPC is attached below. However, direct upload, ftp links or push from RMS are all valid methods of adding incidents to the repository. The modifications for these submissions to accommodate WASPC specifications will be discussed during analysis and design phase of the project

OptimumTechnology

Victim Segment

Victim Sequence Number:	1	Type Of Victim:	Individual
Min Age:	22 Years Old	Max Age:	24 Years Old
Sex:	M = Male	Race:	W = White
Ethnicity:	N = Not Hispanic or Latino	Resident Status:	R = Resident
Additional Justifiable Homicide Circumstances:		Type of Officer Activity/Circumstance:	
Officer Assignment Type:		Officer-ORI Other Jurisdiction:	Officer ORI Other Jurisdiction

Aggravated Assault/Homicide Circumstances

Aggravated Assault/Homicide Circumstances(1):

Aggravated Assault/Homicide Circumstances(2):

Type Injury

Type Injury(1):		Type Injury(2):	
Type Injury(3):		Type Injury(4):	
Type Injury(5):			

Relationship Of Victim To Offenders

Offender(1):	1 = 1	Relationship(1):	FR = Victim Was Friend	Domestic Violence Indicator	NO
Offender(2):		Relationship(2):		Domestic Violence Indicator	NO
Offender(3):		Relationship(3):		Domestic Violence Indicator	NO
Offender(4):		Relationship(4):		Domestic Violence Indicator	NO
Offender(5):		Relationship(5):		Domestic Violence Indicator	NO
Offender(6):		Relationship(6):		Domestic Violence Indicator	NO
Offender(7):		Relationship(7):		Domestic Violence Indicator	NO
Offender(8):		Relationship(8):		Domestic Violence Indicator	NO
Offender(9):		Relationship(9):		Domestic Violence Indicator	NO
Offender(10):		Relationship(20):		Domestic Violence Indicator	NO

Relationship of Victim to Offense

UCR(1):		UCR(2):	
	UCR(1) is required		
UCR(3):		UCR(4):	
UCR(5):		UCR(6):	
UCR(7):		UCR(8):	
UCR(9):		UCR(10):	

Return   Save Victim Segment

Figure 20: Victim Segment with Domestic Violence Indicator

Figure 21: Offense Segment With Gang Information Indicator

2.6 Recommended Hardware/Software Configuration

Optimum recommends the following configuration for the servers as shown below. If Washington would like to reuse existing virtualized environment, Optimum is willing to work with Washington on configuring servers.

2.6.1 Web / FTP server:

Hardware Specifications	Recommended Configuration
Processor	Intel® Xeon® Processor 2.6GHz or higher
# CPUs	1
# Cores	4
System Type	64-bit
RAM	16 GB or higher
Disk Size	500 GB
Operating System	Windows Server® 2012R2,Standard Edition

2.6.2 Database Server

Hardware Specifications	Recommended Configuration
Processor	Intel® Xeon® Processor 2.6GHz or higher
# CPUs	2
# Cores	8
System Type	64-bit
RAM	32 GB or higher
Disk Size	1 TB
Operating System	Windows Server® 2012R2,Standard Edition
Database	SQL Server 2012 R2 Standard Edition

Section 3 – Project Management Description

3.1 Project Plan

> Vendors must include a plan for implementing the project described in this RFP. The plan must be comprehensive in scope and detail to convey the Vendor's ability to manage this project. The plan shall include project tasks, approximate dates, and time in hours required to complete each task. The ability of the Vendor to manage all aspects of this project is a critical factor.

Optimum has drafted a sample Project Plan as a tool to assist in the preparation of this proposal and will use this draft to drive out further details and gain buy-in from all project stakeholders. Optimum will conduct this process as a facilitated planning session very early in the project, led by the Team Project Manager, and covering the following subject areas:

- Clarification of project scope
- End-to-end review of the Project Plan activities, timelines, and effort
- Review of resource assignments for both the Optimum and State staff
- Focused discussion on deliverables, content, and acceptance criteria
- Activity dependencies (internal and external) and critical path analysis
- Communication Plan
- Issue Management Plan
- Risk Management Plan
- Quality Management Plan

Optimum will drive this discussion using the Project Plan developed during the creation of this proposal as a baseline. Upon completion of the planning exercise, the Optimum Project Manager will incorporate the group's feedback, revise and finalize the Project Plan and submit it for formal review and acceptance to the WASPC Project Representative.

Upon acceptance of the Project Plan by the State Project Manager, the Optimum Project Manager will leverage the Project Plan in day-to-day oversight of the project, as a tool to track progress and identify schedule and resource issues, and as input to the weekly status reporting.

Over time, we have developed proven practices and guiding principles that drive the Optimum Project Development Methodology (OPDM):

- Project objectives must be clearly defined.
- Clear definition of terms and detailed estimation of effort must be carried out during the work planning stage.
- The project manager must be competent and dedicated to the project.
- The project teams must include members with the appropriate skills. Key members must remain on a project team throughout the project.

- Project resources must be sufficient to ensure its smooth conduct.
- Adequate communication channels and escalation processes must exist and must be followed.
- Control mechanisms must be established and effectively utilized—steering committees, scope control, change control, issue resolution, code reviews, walk-through, etc.
- Feedback systems must be used—project monitoring, status reports, audits and informal contacts.
- Microsoft Project for Project Planning

Our Project Director, Frank Xavier is a certified Project Management Professional (PMP) and certified Scrum Master.

Optimum's Technical Project Manager will work with the WASPC's Project Manager to coordinate the following activities:

- Project plan development and implementation, and project status reporting
- System changes and modifications requested to the project plan.
- All technical, educational, documentation and support services.

Optimum's Project Manager will always be available to address any questions or concerns the WASPC's Project Manager may have and our project manager will:

- Attend weekly and monthly status meetings.
- Submit weekly and monthly status reports, covering such items as:
    - Progress of work being performed.
    - Milestones attained.
    - Resources expended.
    - Problems encountered.
    - Corrective action taken.
    - Participate in weekly project status conference calls.

The project will be divided into 4 phases:

Project Intitation → Project Planning → Project Execution → Project Closure

1. **Project Initiation Phase**
    a. **Kick-Off**

2. **Project Planning**
    a. **Initial Analysis and Requirements Review**
    b. **Design of Additional Items**

3. Project Execution
a. Additional Items Development
The following components are identified to be added in the existing application:

- Additional Washington Edit as identified in Appendix 3 of the RFP
- WASPC fields (Domestic Violence Indicator and Gang Involvement indicator) UI items and validations
- Automating Domestic Violence Indicator Entry and pop-up
- Changes in screen navigation if required
- Creation of production and training databases
- Ability to transfer cases between production and training databases
- Additional requirements if any identified

b. Data Migration
The following approach will be taken by Optimum to perform the data migration from legacy systems to

- Migrate flat files from existing solutions to **SWIFT**REPOSITORY
- Testing of migrated flat files

c. Quality Assurance and Quality Control
QA tasks will involve Preparation of QA Test Plan/Scripts

- Functional and feature testing on Dev Server
- Integration Testing
- Testing on Test Server
- User Acceptance Testing on Test Server
- High-level Acceptance Testing on Production Server
- FBI Recertification Testing

4. Project Closure
a. User Documentation and Online Help
b. User Training
c. Deployments and Release Cycle
d. Project Artifacts Review
The following project documents will be produced as part of the UCR project:

Project Artifact	Description
Project Plan	Detailed plan listing all steps and milestones required to complete the effort.
Software Requirements	Detailed list of requirements with descriptions

Specifications	included within the scope of this project.
System Design Document	Document describing design goals and considerations, providing a high-level overview of the system architecture.
Data Migration Plan	Document describing the data migration plan
QA Test Plan	Document describing the test strategy for testing the system.
User Acceptance Test Cases	Test cases used for user acceptance testing.
Test Results	Test results after executing the test cases.
Project Issues	Issues recorded during the course of the project and the current status.
Pre-Production Release Notes	Release Notes document for Pre-production environment that includes release deliverables description and deployment instructions to the pre-production servers including database scripts.
Production Release Notes	Release Notes document for Production environment that includes release deliverables description and deployment instructions to the production servers including database scripts.
Source Code	The project solution with the entire source code of all modules developed as a part of this project.
Administrator Manual	A step by step guide for agency administrators.
User Manual	A step by step guide for users on how to use the different sections of the solution.

All of the above project artifacts must be reviewed by the WASPC staff. Once WASPC approves the deliverables, the documents will be baselined and added to the Project Repository. The documents will be updated as the project progresses to reflect the most current status.

3.1.1 Communication Plan

A Communications Management Plan will be created to set the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. It includes a communications matrix which maps the communication requirements of this project.

Progress / Status Reporting

Progress reports and management meetings will provide the formal mechanisms for reporting status, updating the overall project plan (including the project schedule), and communicating key issues and risks within the project team. Status will be reported through all organizational tiers of the project.

The Project Manager will report overall status to the WASPC Project Manager in the form of a written status report, which will be prepared and delivered on a regular schedule that is agreed upon by WASPC and Optimum. Optimum typically prepares weekly status reports for projects of this size and scope. Optimum will work with WASPC during the project start-up phase to agree on the format and content of the weekly and monthly status reports, using the requirements provided in the RFP as a baseline.

The weekly project status report will include:
- Key accomplishments during the reporting period
- Key accomplishments planned for the upcoming period
- Key project and program milestones including details from the updated Project Plan (Gantt chart)
- Status "stoplight" ratings for tasks and deliverables, along with explanations and action items for Red and Yellow statuses
- Items requiring escalation to the project leadership
- Staffing review – work assignment changes, planned absences, etc.

Project Status Meeting

The Project Manager will facilitate regularly scheduled project team and stakeholder status meetings. The purpose of these meetings will be to assess performance against plan and discuss issues and risks. The meeting agenda items include:
- Schedule review
- Status of outstanding issues
- Discussion of actionable items.
- Issue identification
- Risk identification and review
- Review of outstanding change requests
- Key decisions

Where appropriate, the Optimum Project Manager may implement and facilitate daily team standup meetings that address the following questions on critical, high-visibility releases:
- What was accomplished yesterday
- What will be accomplished today
- What obstacles are preventing work from being accomplished

Optimum will participate in regular management meetings with the State Project Manager in order to discuss and resolve issues that may have an impact to work plans as well as make decisions regarding project priorities.

3.1.2 Deliverable and Issue Resolution Process

This section presents the approach that Optimum Technology uses to identify and manage project issues.

Issue Management Methodology

Optimum will utilize the following methodology for managing issues:

Step 1: **Identify Issue**
Step 2: **Analyze Issue**
Step 3: **Prioritize Issue**
Step 4: **Develop Issue Resolution Steps**
Step 5: **Execute Issue Resolution Steps**
Step 6: **Track Resolution Activities**
Step 7: **Report Status**

Issue Escalation

The Project Manager will be responsible for escalating issues to an appropriate person or organization based on the nature of the issue, and the ability of the individual or organization to resolve it. Since the subject matter, urgency, and complexity of issues will vary widely, a specific and detailed escalation path for all issues cannot be identified in this plan. However, a general and high level depiction of the typical escalation path will be provided.

Types of Issues

The following are types of issues that may require escalation to the Steering Committee:
- o Policy issues
- o Significant schedule issues
- o Adverse Program Impacts
- o Go/No-Go recommendations
- o Vendor Disputes
- o Stakeholder disagreements
- o Impacts to project funding

Types of Escalation
- o Escalation will occur if project activities are not getting done or it appears that it is likely they will not get done in a timely manner, thus risking go-live dates.
- o Escalation will occur if it appears that requirements are not being met or that they cannot be met or that meeting them violates customer and external user expectations regarding product quality or resulting impacts.
- o Escalation will occur if an issue is raised and a decision is needed to continue working on project activities.

o Escalation will occur if the project governance is not able to reach agreement on the issue and agreement is needed to continue project activities.

The Project, Project Sponsors and Advisory Committee may provide assistance in engaging outside organizations when necessary.

3.1.3 Risk Management
Optimum's risk assessment process includes analysis of the following attributes:

o Risk Assessment:
  - Probability that the risk will occur
  - Impact if the risk event actually happened measured in time, cost, quality and/or safety
  - Manageability of strategies to handle the risk event including analysis for cost, ease and effectiveness
  - Proximity of the risk event occurring (how soon in time might it occur)
  - Importance to WASPC or to this specific project
  - Urgency/Immediacy of risk response
  - Relatedness to other risks or project dependencies

o Preliminary Risk Assessment:
  Product customization – Risk that customization will introduce unforeseen issues and delays. Optimum's approach to risk in this case is to mitigate the risk through planning, observation and control.

  Staff loss – Risk that critical members of Optimum's staff will become unavailable (through loss or reduction in work hours). Optimum's approach to risk in this case is to mitigate the risk through cross-training, staffing contingency plans and documentation of critical knowledge areas.

  Risk Management Plan Input – Optimum will update the Risk Management Plan on an ongoing monthly basis and will provide the county with the opportunity to provide input into the plan.

o During planning stage, risks shall be identified based on the risk repository which consists of risks and proven mitigation mechanisms. All these will be **logged** in the Optimum Project Risk Database (shown below) and appropriate mitigation and contingency plans shall be drawn.

ID	Description	Impact	Probability	Mitigation	Contingency Steps
1					
2					

Optimum's Risk Response Plan Process – Optimum will continually identify and assess risks in the project, prioritizing those risks, and implementing strategies to deal with those risks proactively throughout the project life cycle.

The fundamental risk management actions taken to effectively manage risk are as follows:
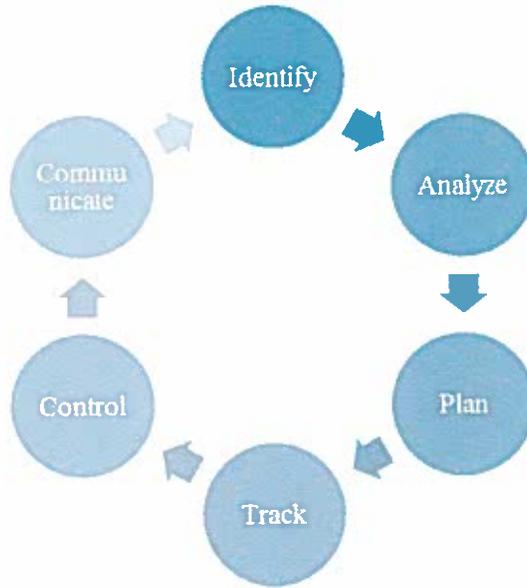
Figure 22: Risk Management

3.2 Project Schedule

The approximate start date for the replacement project is June 1, 2016. The Vendor must provide an estimated schedule for complete implementation of project (required components) and re-certification with the FBI. The estimate should assume the FBI's response to data submissions is prompt.

Task Name	Duration	Start	Finish	Business Hours (Not Man Hours
WASPC/NIBRS	**218 days**	Wed 6/1/16	Wed 3/31/17	
Tasks in Blue indicate client's participation and feedback				
1. Project Initiation	**10 days**	**Wed 6/1/16**	**Tue 6/14/16**	**80**
1.1 Resource Assignment	**2 days**	**Wed 6/1/16**	**Thu 6/2/16**	**16**
Assign Project: Implementation/Development Team	0.5 day	Wed 6/1/16	Wed 6/1/16	4
Assign Testing/Quality Assurance Team	0.5 day	Wed 6/1/16	Wed 6/1/16	4
Setup system resources for the project	1 day	Thu 6/2/16	Thu 6/2/16	8
Resource allocation, meetings with the team	1 day	Thu 6/2/16	Thu 6/2/16	8

1.2 Project Planning	8 days	Fri 6/3/16	Tue 6/14/16	64
Project Planning and discussions	0.5 days	Fri 6/3/16	Fri 6/3/16	4
Create work breakdown structure	0.5 days	Fri 6/3/16	Fri 6/3/16	4
Plan Project Timeline/Milestones	0.5 days	Mon 6/6/16	Mon 6/6/16	4
Develop Project Schedule	0.5 days	Mon 6/6/16	Mon 6/6/16	4
Internal Review of Project Schedule	0.5 days	Tue 6/7/16	Tue 6/7/16	4
Update Project Schedule	0.5 days	Tue 6/7/16	Tue 6/7/16	4
Deliver Project Schedule to the client	1 day	Wed 6/8/16	Wed 6/8/16	8
Develop Project Management Plan	1 day	Thu 6/9/16	Thu 6/9/16	8
Internal Review of Project Management Plan	1 day	Fri 6/10/16	Fri 6/10/16	8
Update Project Management Plan	1 day	Mon 6/13/16	Mon 6/13/16	8
Deliver Project Management Plan to the client.	1 day	Tue 6/14/16	Tue 6/14/16	8
2. Analysis, Study and Requirements Definition	8 days	Fri 6/3/16	Tue 6/14/16	64
Analyze Requirements for WASPC requested customizations	1 day	Fri 6/3/16	Fri 6/3/16	8
Study of Requirements and overall approach	1 day	Mon 6/6/16	Mon 6/6/16	8
Draft Requirements Document	2 days	Tue 6/7/16	Wed 6/8/16	16
Internal Review and Updates	2 days	Thu 6/9/16	Fri 6/10/16	16
Meeting with WASPC officials to discuss requirements	1 day	Mon 6/13/16	Mon 6/13/16	8
Update and baseline Requirements document	1 day	Tue 6/14/16	Tue 6/14/16	8
3. System Design	15 days	Fri 6/3/16	Thu 6/23/16	120
Discuss overall design approach for customizations	1 day	Fri 6/3/16	Fri 6/3/16	8
Design new database framework for additional customizations	2 days	Mon 6/6/16	Tue 6/7/16	16

Map legacy database to new one	2 days	Wed 6/8/16	Thu 6/9/16	16
Draft System Design document	2 days	Fri 6/10/16	Mon 6/13/16	16
Internal review of system design and updates	2 days	Tue 6/14/16	Wed 6/15/16	16
WASPC to review design document	5 days	Thu 6/16/16	Wed 6/22/16	40
Submit system description to FBI for review	1 day	Thu 6/23/16	Thu 6/23/16	8
4. Quality Planning	**15 days**	**Mon 6/27/16**	**Mon 7/18/16**	**120**
Discuss testing strategy with internal team	1 day	Mon 6/27/16	Mon 6/27/16	8
Create unit test plan	2 days	Tue 6/28/16	Wed 6/29/16	16
Create system test plan	2 days	Thu 6/30/16	Fri 7/1/16	16
Create user acceptance test plan	2 days	Tue 7/5/16	Wed 7/6/16	16
Internal Review of QA Test Plan documents	2 days	Thu 7/7/16	Fri 7/8/16	16
Client review and provide feedback for QA Test Plan documents	5 days	Mon 7/11/16	Fri 7/15/16	40
Update and baseline QA test plan	1 day	Mon 7/18/16	Mon 7/18/16	8
5 Pilot Environment Setup	**5 days**	**Tue 7/19/16**	**Mon 7/25/16**	**40**
Development Environment Setup	3 days	Tue 7/19/16	Wed 7/20/16	24
Test/QA Environment Setup	2 days	Thu 7/21/16	Mon 7/25/16	16
6. Software Development	**42 days**	**Tue 7/26/16**	**Wed 9/21/16**	**336**
6.1 Customizations & Integrations	**10 days**	**Tue 7/26/16**	**Mon 8/8/16**	**80**
Additional data fields customization	2 days	Tue 7/26/16	Wed 7/27/16	16
Report development and ad hoc reporting	5 days	Thu 7/28/16	Wed 8/3/16	40
UI customization	1 day	Thu 8/4/16	Thu 8/4/16	8
Other Customizations	2 days	Fri 8/5/16	Mon 8/8/16	16

6.2 Data Migration Execution	**15 days**	**Tue 8/9/16**	**Mon 8/29/16**	**120**
Discuss overall data migration approach	1 day	Tue 8/9/16	Tue 8/9/16	8
Review and Finalize Data Migration Process	1 day	Wed 8/10/16	Wed 8/10/16	8
Execute Data Migration	13 days	Thu 8/11/16	Mon 8/29/16	104
6.3 Data Migration Testing	**17 days**	**Tue 8/30/16**	**Wed 9/21/16**	**136**
Test Data Migration	15 days	Tue 8/30/16	Mon 9/19/16	120
Prepare Data Migration Test Results document	2 days	Tue 9/20/16	Wed 9/21/16	16
7. Quality Control	**27 days**	**Tue 9/20/16**	**Wed 10/26/16**	**216**
7.1 QA Test cases	**14 days**	**Tue 9/20/16**	**Fri 10/7/16**	**112**
Design Test Scenarios	3 days	Tue 9/20/16	Thu 9/22/16	24
Discuss Test Scenarios with internal team	1 day	Fri 9/23/16	Fri 9/23/16	8
Prepare QA Test Cases	10 days	Mon 9/26/16	Fri 10/7/16	80
7.2 Testing on Dev Server	**5 days**	**Mon 10/10/16**	**Fri 10/14/16**	**40**
Execute Test Cases	2 days	Mon 10/10/16	Tue 10/11/16	16
Report defects to the Dev team	1 day	Wed 10/12/16	Wed 10/12/16	8
Fix defects reported by QA	1 day	Thu 10/13/16	Thu 10/13/16	8
Retest fixes and verify	1 day	Fri 10/14/16	Fri 10/14/16	8
7.3 Testing on Test Server	**8 days**	**Mon 10/17/16**	**Wed 10/26/16**	**64**
Execute Test Cases	2 days	Mon 10/17/16	Tue 10/18/16	16
Report defects to the Dev team	2 days	Wed 10/19/16	Thu 10/20/16	16
Fix defects reported by QA	2 days	Fri 10/21/16	Mon 10/24/16	16
Retest fixes and verify	2 days	Tue 10/25/16	Wed 10/26/16	16

8. User Acceptance Testing	**32 days**	**Thu 11/3/16**	**Fri 12/16/16**	**256**
Prepare UA testing cases document	3 days	Thu 11/3/16	Mon 11/7/16	24
UAT by the WASPC	17 days	Tue 11/8/16	Wed 11/30/16	136
Report UAT test results/issues to OTECH (Ongoing)	18 day	Tue 11/8/16	Thu 12/1/16	144
Review/fix UAT issues if any (Ongoing)	16 days	Mon 11/14/16	Mon 12/5/16	128
Deploy UAT Fixes if any over and above ongoing	1 day	Tue 12/6/16	Tue 12/6/16	8
Final verification and validation by the WASPC/OTECH	6 days	Wed 12/7/16	Wed 12/14/16	48
Review and Update UAT Test Cases document	1 day	Thu 12/15/16	Thu 12/15/16	8
Deliver User Acceptance Test Cases document	1 day	Fri 12/16/16	Fri 12/16/16	8
9. Deployment	**1 day**	**Mon 12/19/16**	**Mon 12/19/16**	**8**
Deployment to Pre-Production	1 day	Mon 12/19/16	Mon 12/19/16	8
10. Training	**5 day**	**Mon 1/2/17**	**Mon 1/9/17**	**40**
Onsite Training Sessions	5 days	Mon 1/2/17	Mon 1/9/17	40
11. Re-certify NIBRS data with the FBI	**65 days**	**Mon 1/2/17**	**Wed 3/29/17**	**520**
Submit test data to FBI & Recertify	65 day	Mon 1/2/17	Wed 3/29/17	520
12. Deployment to Production & Fi	**2 days**	**Thu 3/30/16**	**Fri 3/31/16**	**16**
Deployment to Production	2 days	Thu 3/30/16	Fri 3/31/16	16
Post Production & Warranty	**90 days**	**Mon 4/3/17**	**Fri 06/30/17**	**720**
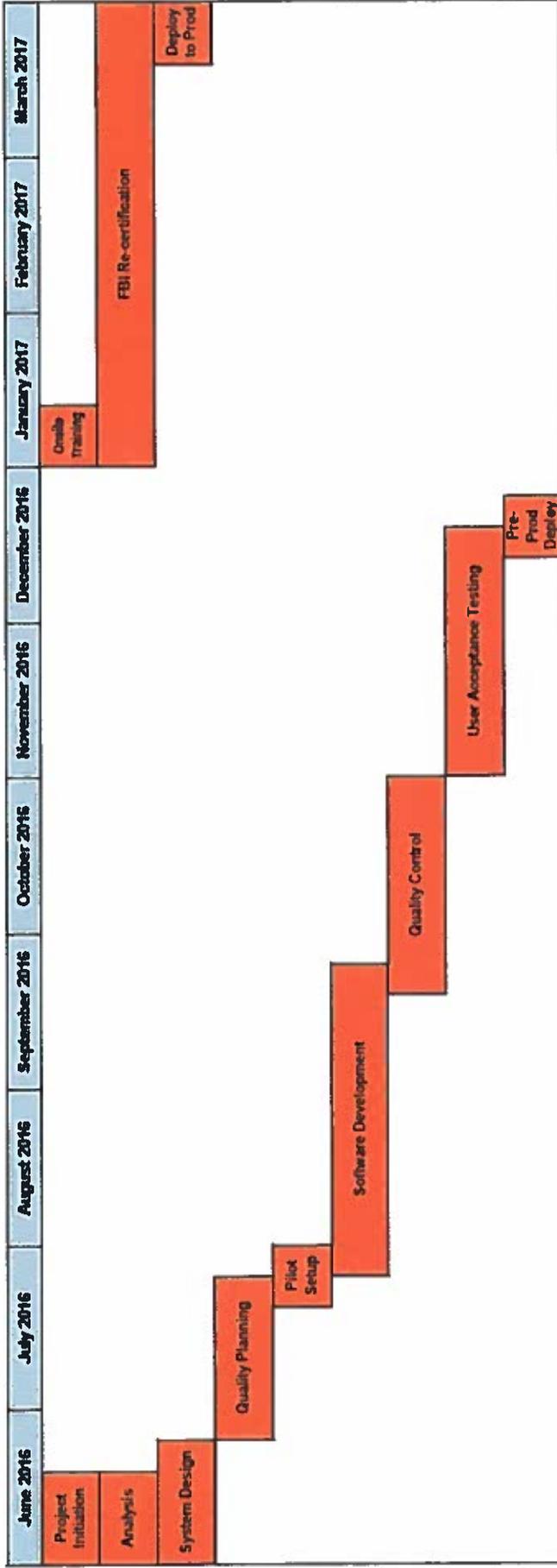
Figure 23 - Project Schedule Gantt Chart

3.3 Roles and Responsibilities

Vendors shall define the roles and responsibilities of the WASPC project team as well as those of the Vendor's project team. WASPC's project manager will work closely with the Vendor's project manager.

Project Phase	Position Description/Responsibilities	Total Number Of Employees	Recommended Training/Background
Kickoff Requirement Gathering & Analysis	WASPC Project Manager	1	Project Management Experience
	WASPC Business Users	2-3	• Experience using existing NIBRS Repository • Vision for new Repository
	Optimum Project Manager	1	Project Management Experience
	Optimum Business Analyst	1	Experience in gathering requirements for NIBRS repository
	Optimum Quality Assurance Analyst	1	Experience in writing test cases for the NIBRS repository solution
	WASPC System / Network Administrator	1	Experience in coordinating with an external solution vendor to provide access and assist in a system administration as required.
Customization, Development & Data Conversion	Optimum Business Analyst	1	Experience in gathering, collating and explaining requirements For NIBRS Repository
	Optimum Developers	2	Experience in

			customizing and unit testing NIBRS Solutions
	WASPC User/Business Analyst (Minimal Involvement- 5 hours per week)	1	Experience in clarifying vendor understanding during development
Application Testing	Optimum Quality Assurance Analyst	2	Experience in testing NIBRS Solution
	Optimum Developer	2	Development and issue resolution experience
UAT Phase	WASPC Business Users	2	Experience with NIBRS
	Optimum Developer	2	Development and issue resolution experience
Deployment & Go-Live	WASPC Network Administrator	1	Experience in deploying new solution
	WASPC Infrastructure Support	1	Experience in deploying new solution
	Optimum Quality Assurance Analyst	1	Experience in doing high level black box testing in production
	WASPC Business User	1	Experience with NIBRS solution (Only to execute high level test cases)
Training	Optimum Trainer	1	Experience in training users on Optimum's NIBRS solution
	WASPC Business Users	Up to 20	N.A.

Optimum has a team of technical and management resources who are 100% dedicated to law enforcement product development and deployment. For the successful fulfillment of the Scope of this Contract, one manager, one architect, one business & test lead analyst, two technical resources and one quality assurance resource will be dedicated to this project as per the phase of the project. Other staff will be assigned to assist our core team. Optimum's team details are detailed in Appendix A-1: Optimum's Project Team

3.4 Project Change Control

> Vendors must describe how they handle "bug" reporting and product enhancement requests during the implementation phases of the project. This includes a Work Order Number process and whether on-line work order tracking is available.

Bug Reporting and Enhancement Requests:

The following steps will be undertaken to handle all "Bug" Reporting and Resolution and Change Requests:

1. Receive bug report/ change request from WASPC via email or telephone helpdesk
2. Generate a Work Order Number
3. Assign a priority to the issue based on the following matrix

Issue Level	Issue Type	Response Time	Resolution Time
1	**Critical Impact/System Down**: Level 1 issues are ones which deem the system unusable. Any down time caused by a level 1 or critical issue will amount towards unexpected downtime once reported to Optimum.	within 1 Hour (24*7)	1 Calendar Day
2	**Significant impact**: Level 2 issues are those which cause a significant module or component of the licensed software to be unusable or severely limited in its functionality, resulting in significant impact to business.	within 4 hours (in Support hours)	2 Business Days
3	**Moderate impact**: Level 3 issues are ones where a non-critical module or component of the licensed software is unusable or limited in its functionality. This results in the program being usable but somewhat restricted in its functionality with moderate impact on business.	within 24 Hours (in Support Hours)	5 Business Days
4	**Minimal impact**: Level 4 issues are ones where there is a visible issue or error in the system but there is minimal or negligible impact on business.	within 24 Hours (in Support Hours)	5-7 Business Days

4. Communicate the Work Order Number and Priority to WASPC stake holders
5. Reprioritize based on discussion with WASPC stake holder if necessary.
6. Communicate cost associated with Enhancement Request if any.
7. Discuss and finalize cost.
8. Resolve Bug/Implement Enhancement Request & Perform internal testing. (The time duration for this step will be highly variable depending on the complexity and priority of issue or change request as captured in the above priority table).
9. Deploy change/bug fix

10. User Acceptance testing of bug fix/change request

11. Close of Work Order Number.

Additionally, Change Management during the course of Optimum Technology's NIBRS implementation for the WASPC will be two fold.

1. Optimum Technology will work with the WASPC's Office to ensure a smooth transition for their NIBRS solution. Optimum's approach to help the WASPC office handle change in their environment is summarized below.

Planning & Preparedness
- Conduct Readiness Assessment
- Pre-plan all activities
- Prepare for application transition
- Deliver Change management Workshops

Stakeholder Communication
- Meet the stakeholders and maintain communication
- Address stakeholders' concerns
- Distribute Information

Training
- Develop Training Material for Law Enforcement users in advance
- Conduct workshops for introduction to NIBRS software
- Evaluate and Improve Training tools and methods constantly

Figure 24 - Project Change Control

2. It is important to plan for minor requirements changes that occur throughout the course of the project. Given the scope of the project being undertaken by the WASPC, this is expected. Optimum Technology will work closely with the WASPC Project Manager to accommodate minor requirement changes as requested during project implementation. These changes will be handled in a manner that ensures smooth delivery of the NIBRS solution. Optimum will also maintain its standard of delivering a high quality product on schedule. Optimum Technology will use the Change Management guidelines as detailed below:

- With Optimum's vast past experience in managing and executing Law Enforcement projects, during each project phase where changes are expected to crop up requirements will be realigned with the WASPC.

- Contingency Buffers are factored into the project timelines, especially for project phases, which usually are known to be points of, change e.g. UAT.
- The end-user often remains ignored in the process of Project development and is suddenly exposed to the new application, causing anxiety for the user and the project managers. This can result in the need for major changes in applications during UAT. We at Optimum believe that the end-user should be involved in a project early-on. To ensure involvement of the end-user, Optimum will conduct Product Introduction sessions for users early on in the Project Life Cycle. Optimum will also work with the WASPC on agency wide communication plans throughout the project to educate staff on upcoming changes over time.

The below figure summarizes Optimum's approach handle such changes:
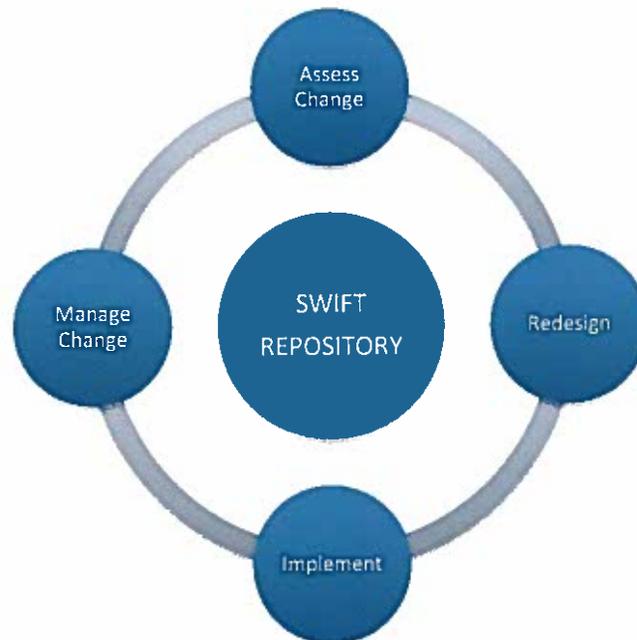
Figure 25: Change Management

3.5 Testing

Vendors must describe how the products will be tested. This should include:
1. Application testing – acceptance testing of the basic functionality and operation of the application.
   a. It is desirable that WASPC project team members have access to the software for comprehensive testing of data elements and validations during RFP evaluation.
2. Acceptance testing – Upon completion of application testing, WASPC will run system for a minimum of 60-days to ensure the system meets the functional and performance requirements stated in the RFP.
3. FBI re-certification.

A detailed Quality Management plan will be provided to the WASPC to ensure that the project will satisfy the required standards of WASPC. The plan will include a detailed test plan, test cases, expected test results, exit criteria etc. Additionally, Optimum will also deliver System documentation, business process documentation and all other documentation the WASPC requires as finalized in the deliverables.

3.5.1 Application & Acceptance Testing

**Optimum will coordinate with the WASPC to provide a demonstration along with access details required to the access the SWIFTREPOSITORY solution during the RFP evaluation period for a comprehensive evaluation.**

As a sample, Optimum's methodology to develop an Acceptance Test Plan that will include System Acceptance Test and a sixty(60) day Operational Test is provided below.

No.	Item
1	Project Background/Overview
2	Purpose of Testing
3	List of Referenced Documents e.g. Requirement Document
4	Details about External Interfaces of the System
5	Testing Strategy
6	Types of Acceptance Testing
7	Test Team Details
8	Description of all tasks to be performed
9	Tools required for testing
10	Test Schedule
11	Error Reporting and Resolution procedure
12	Acceptance Criteria/Benchmark
13	Test Environment Details

Optimum's quality assurance team will provide comprehensive test cases. Optimum will also schedule and coordinate all testing activities to ensure each of the tests are prepared for, and performed in accordance with, the test plans that are created. Optimum will provide all tools, testing materials, and resources necessary to effectively perform the required tests.

A sample summary of Optimum Technology's testing methodology is included below. Our standard testing methodology includes unit testing, functional testing, regression testing, system integration testing, end to end testing and acceptance testing. Optimum will develop test scenarios and test cases specific to the WASPC. Optimum will submit an Acceptance

Test Plan which includes the development of test scripts, approval of test scripts by the WASPC, set-up of documenting results, along with a plan for corrective action.

Below is a description of our approach to testing. This approach covers cover unit testing, functional testing, system integration testing, end to end testing and acceptance testing.

Purpose: The purpose of this section of the document is to further define and document the testing that will be completed to ensure that all software created for the project functions and performs in production as required/designed at the system level.

PROJECT IDENTIFICATION		
Project Name	**Project Number**	**Date Created**
WASPC State NIBRS Repository Replacement		
WASPC Project Manager	**Optimum Project Lead**	
Ms. Joan Smith	Savitha Narayan	
Test Manager	**Optimum Project Manager**	
Nick Kitchen	Frank Xavier	

OVERVIEW		
Objective and Background		
The primary purpose of the test plan is to validate that the user requirements as defined in the Project Requirements Document are being met. Testing will verify the operability of the system and verify all functional areas as indicated in the test cases specified at the end of this section. Testing will include a full set of regression tests, performance testing, and database testing of the database conversion.		

REFERENCES		
Document	**Location**	**Date**
Requirements Document (This is an example document name only)		Mm/dd/yyyy

Optimum Technology

TESTING STRATEGY – DESCRIBE THE OVERALL TESTING STRATEGY

RISK ANALYSIS

Identify Components/Assess the severity

Components:

SWIFTREPOSITORY

External Interfaces:

1. List of Interfaces

Risks:

1. Faulty database design
2. Improper database mapping
3. Errors in database conversion
4. Security risks
5. New features not implemented correctly
6. Code not functioning as expected
7. Performance or scalability issues
8. Errors in interaction with system interfaces

TESTING TYPES			
Type of Test	**Will Test Be Performed**	**Comments/Explanations**	**Software Component**
Development Testing			
Unit Test	Yes ☒ No ☐	Unit Test Plan will be delivered as a separate document.	**SWIFT**REPOSITORY
Application/System Testing			
Smoke Test	Yes ☐ No ☒		**SWIFT**REPOSITORY
Functional Requirements	Yes ☒ No ☐	Functionality will be tested according to the requirements document.	**SWIFT**REPOSITORY
Error Handling (Negative Functional testing)	Yes ☒ No ☐	Components will be tested with invalid data to test the ability of the interface to handle invalid data properly.	**SWIFT**REPOSITORY
Control (Full Cycle and	Yes ☒ No ☐		**SWIFT**REPOSITORY

Data Validation testing)			
Security (Part of Functional Requirements/and Regression testing)	Yes ☒ No ☐		**SWIFT**REPOSITORY
Parallel (Regression Testing and Defect Management)	Yes ☐ No ☒		**SWIFT**REPOSITORY
Inter-systems (Full Cycle and Data Validation Testing)	Yes ☒ No ☐	System interfaces will be tested for correct functionality.	**SWIFT**REPOSITORY
Regression	Yes ☒ No ☐		**SWIFT**REPOSITORY
Database testing	Yes ☒ No ☐	Data map will be verified. Test records will be converted to test correct conversion.	**SWIFT**REPOSITORY
Performance Testing (General)			**SWIFT**REPOSITORY
Stress (Both Client and Server)	Yes ☐ No ☒		**SWIFT**REPOSITORY
Performance (Both Client and Server)	Yes ☒ No ☐	Application will be load tested locally. SQL Profiler will be used to check commonly used stored procedures for bottlenecks.	**SWIFT**REPOSITORY
Reliability Testing			**SWIFT**REPOSITORY

90-day Reliability Testing (Functional) (To be performed after deployment Only)	Yes ☒ No ☐	Application will be tested for functionality in the actual user scenario for 90 days	**SWIFT**REPOSITORY
90-day Reliability Testing (Performance) (To be performed after deployment only).	Yes ☒ No ☐	Application will be load tested in the actual user scenarios for 90 days	**SWIFT**REPOSITORY
Deployment & User Acceptance Testing			**SWIFT**REPOSITORY
Operations (Training, Documentation)	Yes ☐ No ☒		**SWIFT**REPOSITORY
User Acceptance	Yes ☒ No ☐	Test scripts will be provided to the WASPC	**SWIFT**REPOSITORY
User Interface- Online	Yes ☒ No ☐	User interface testing will be conducted on all new pages/screens.	**SWIFT**REPOSITORY
Alpha/Beta Pre- General Release	Yes ☐ No ☒		**SWIFT**REPOSITORY
Verification Testing			**SWIFT**REPOSITORY
Error Recovery	Yes ☒ No ☐		**SWIFT**REPOSITORY
Compliance (Audit, Script Review)	Yes ☐ No ☒		**SWIFT**REPOSITORY
Manual Support	Yes ☐ No ☒		**SWIFT**REPOSITORY

System Documentation

Optimum Technology will provide the following system technical documentation as part of the SWIFTREPOSITORY delivery and acceptance. It is understood that documentation will be provided prior to initiation of the Final User Acceptance Test. All items will be provided in hardcopy and softcopy (where available).

- System Requirements Document
- Technical Architecture (System Design) Document
- Database Dictionary Document
- Entity Relationship Diagram and Associated Entity Narrative
- Interface Configurations Document
- System Administrator Manual
- Hardware and Software Manufacturer's Technical Manuals.

Entrance Criteria

The following are the requirements, which must be satisfied prior to acceptance of project by the Quality Assurance team, and the commencement of formal system testing:

- Testing will be based on available detailed requirements broken down by functionality.
- All requirements and design documentation should be frozen and subjected to management and peer review, accepted and in final form, and placed under configuration management control.
- All test plans and test cases are complete, subjected to management and peer review, accepted and in final form, and placed under configuration management control.
- Before build is moved to the testing environment for the testing team, code must be Unit and Integration tested by the development team.
- All Unit and Integration test cases must be properly documented.
- All content to be included in the test build is frozen, under configuration management control, and released to QA with accompanying release documentation and according to an appropriate build/release schedule. Delivery and downtime delays will cause adjustments to the test schedule and will become a risk for on time product delivery.
- All defects identified during unit testing should have been fixed prior to integration and system testing or should be detailed in release notes.
- All necessary test environment hardware, software and test tools will be complete and the staging environment will be configured to appropriately mirror the production environment
- Changes to requirements and other documents will follow the Change Control Process.

Exit Criteria

The following are the requirements, which must be satisfied prior to formal exit from system testing:

- All test cases are to be successfully completed
- Regression testing should be complete and successful

- All critical or major-priority defects are resolved and closed and all remaining open defects are reviewed by project team for potential impact and formally waived or deferred as deemed appropriate.
- All test deliverables completed
- QA management sign-off complete

Suspension Criteria

QA will immediately suspend testing for the following conditions:

- Server is down and is not responding
- QA site is inaccessible
- Major component of the product does not execute
- Any critical defect is identified that will impede the execution of test cases
- Non-functional build
- Adding new requirements or enhancements without any notifications to the QA team
- Change control procedures are not followed

Test Staffing

Test staffing and schedule will be maintained and tracked by the Project Management Team.

Deliverables

The following are the formal deliverables to be generated as part of the system test effort:

- System Test Plan - The System Test Plan will define the test effort for this project, including test methodology and approach, test preparation tasks, test environment, schedules and staffing, test tools, and test coverage necessary to verify all functional requirements for the project.

- Test Cases – The test cases will consist of a set of actions, associated test procedures, and expected results based on requirements for the system. The purpose is to test whether a particular requirement is functioning correctly and as designed. Each test case will have associated scripts, which will detail the steps the test will perform in order to reach the expected results. Test Status/Progress Reports – Within the test schedule, regular progress reports will be compiled and distributed, including the following information at the indicated intervals:
  - Test cases attempted (passed/failed) and not attempted (blocked, unblocked)
  - New problem reports by severity
  - Status changes to existing problem reports
  - List of problem reports with changes in status
  - List of open issues (other than problem reports) and current status of each issues.
  - Open problem reports

- Final System Test Summary Report - At the conclusion of the test, a complete report of test results will be compiled, which will include the following:
  - Summary of test process and listing of any deviations from original plan
  - Tabular summary of test cases run, broken down by functional area, showing final status
  - Tabular summary of problem reports, showing final status
  - Summary of outstanding and/or deferred problems
  - Quality Assurance management and project management signoff sheet

Acceptance Test Plan and System Functional Test

Optimum will submit an Acceptance Test Plan, which includes the development of test scripts, approval of test scripts by the WASPC, set-up of documenting results, along with a plan for corrective action. It is understood that Optimum personnel will be on-site during the Acceptance Test.

System Go-Live and Final User Acceptance Testing

Optimum Technology will ensure that all software meets standards of acceptance and performance. Prior to acceptance, the WASPC will receive all software, "User" manuals, technical documentation, and system administrator documentation.

Optimum Technology will have a representative on-site for the duration of acceptance test procedures. All test plans and test scripts will be provided to the WASPC for approval prior to acceptance testing. Optimum Technology's staff prides itself on delivering high quality error free applications. Our quality assurance team sets a very high standard and does not approve releases until they have thoroughly tested and confirmed that all noted corrective actions have been addressed and retested for accuracy.

3.5.2 FBI Recertification

Optimum Technology will work with the FBI to pre-certify its most recent version of the repository prior to beginning formal WASPC re-certification with the FBI. This should help to reduce the amount of time necessary for re-certification. A complete system description will be provided to the FBI for review upon requesting WASPC FBI certification. Optimum will work with WASPC to ensure that sufficient and representative test data are used during the certification process. WASPC will formally request that the FBI initiate certification testing. WASPC will provide data to the FBI, in coordination with Optimum Technology. Optimum Technology will review and correct any data validation errors returned by the FBI. This iteration will continue until FBI certification is complete.

The FBI will evaluate the test data for consistency with UCR Program standards and that it meets the NIBRS Certification criteria. Submissions will continue until the FBI has sufficient data to ensure that incidents can be updated and errors corrected. The FBI will also check the data submissions to ensure consistency with national trends.

Once conformance is verified, the FBI will issue NIBRS certification to Washington.

3.6 System Maintenance and Support

Vendors must outline a system maintenance and support plan. Support should be covered during the hours of 8am - 4pm Pacific Time, Monday through Friday.

The standard system maintenance & support plan is attached below. It may be modified during contract negotiations

Optimum Support Help Desk.

Optimum's help desk (the "Help Desk") services are available to Licensee during regular business hours (8:00 AM to 4:00PM PST). The Help Desk is an email/Optimum Support ticketing tool portal based support service and is provided through Optimum's centralized service desk. Through the Help Desk, Licensee can obtain:

- A single point of contact for users
- Information relating to previous and forthcoming releases and updates
- Information related to the general operation of Licensed Software
- Information on status and progress of requests/tickets raised through the Optimum Support Portal
- Support relating to the impact caused by environment changes or updates to base platforms
- Information on support relating to implementation updates.

Optimum Support Help Desk services will not be provided after the expiration or termination of support services under this Agreement.

Optimum will use the following methodology and schedule to respond to all support emails and telephone calls received from the Agency according to their severity level as shown below:

Issue Level	Issue Type	Response Time	Resolution Time
1	**Critical Impact/System Down**: Level 1 issues are ones which deem the system unusable. Any down time caused by a level 1 or critical issue will amount towards unexpected downtime once reported to Optimum.	within 1 Hour (24*7)	1 Calendar Day
2	**Significant impact**: Level 2 issues are those which cause a significant module or component of the licensed software to be unusable or severely limited in its functionality, resulting in significant impact to business.	within 4 hours (in Support hours)	2 Business Days
3	**Moderate impact**: Level 3 issues are ones where a non-critical module or component of the licensed software is unusable or limited in its functionality. This results in the program being usable but somewhat restricted in its	within 24 Hours (in Support Hours)	5 Business Days

		within 24	
	functionality with moderate impact on business.		
4	**Minimal impact:** Level 4 issues are ones where there is a visible issue or error in the system but there is minimal or negligible impact on business.	within 24 Hours (in Support Hours)	5-7 Business Days
5	**Request for Information:** Level 5 issues are ones where the customer has made a request for more information about the behavior of the product. These issues do not require any error to be corrected.	within 24 Hours (in Support Hours)	7-10 Business Days

a. The severity & level of a request for support (notified to Optimum by a call or email) will be decided by the mutual agreement of the Client and Optimum's support staff.

b. The SPD representative will be provided a ticket number for each support request raised by authorized representatives of the SPD. The user will also be advised on the time line that would take to arrive at a resolution and fix the software bug.

c. The acceptance of a resolution and clearing of the request will require the client's approval. Any request can be re-prioritized at any time upon mutual agreement of both Optimum's staff and the client. The response time & resolution time clock will be reset if the issue is reprioritized to a higher priority (where Level 1 is highest priority and Level 4 is lowest priority).

d. Optimum may provide a temporary fix to a request for support such that the impact of the issue on business is reduced or mitigated. Such a resolution will lead to reprioritization of the call to a lower priority level as per discussion between Optimum & the Client.

e. The SPD will be informed on the status of the support issue on a daily/weekly basis if it exceeds the effort that was estimated, depending on the severity of the issue.

f. The resolved code patch will be deployed and the necessary database scripts will be run on the Test Server.

g. Once a permanent mutually agreed upon resolution has been implemented and tested by the client, or an issue has been abandoned by mutual agreement, the issue will be considered closed.

h. More than 30 calendar days of delay from the client in providing additional information as requested by Optimum or validation of the fix will lead to the issue status being changed to Closed

3.7 Training

WASPC requires Vendor provide comprehensive training for all state user and technical personnel. All training shall include step-by-step detail that will enable personnel unfamiliar with system to use all components and functions. Training will be performed at the WASPC site.

Optimum Technology will provide the WASPC with comprehensive training of the solution. Optimum's approach to this training is described below.

All training will begin and be completed within a five (5) day period prior to system Go-Live. Optimum's approach to this training is described below including the optimum number of students and trainers per session, length of session, topic areas etc.

Optimum Technology will provide an on-site training plan and curricula to ensure the WASPC is prepared to use this system.

The training plan will be prepared in consultation with WASPC to conduct the training at your preferred time.

Optimum will also provide the following support and training for **end users**:

1	Support Desk – Accessible via email, speak to a live person via a toll-free number, or a fax communication.
2	Related Link/FAQ – All useful links in a FAQ section are posted on the website for user access.
3	News & Announcements - Any news or any announcement can be posted on the website Home Page.
4	On-line help – On-line help is available. The help content can be accessed either through features on the current page or the help can be keyword searched.
5	Tutorial & Guides – Various "show me how" video tutorials and guides are posted on the website.
6	User Suggestions– On-line support for user suggestions or for reporting an issue.

Optimum will also offer the following standard training method for **administrative users**:

1	Interactive, web-based trainings using Microsoft Live Meeting, which examines:
	    1. Common user concerns and errors
	    2. Common administrative tasks
	    3. General troubleshooting and best practices

2	On-site training during the implementation process including "Train-the-Trainer" instruction
3	Training environment with training scenarios and files, populated with fictitious but believable data.
4	On-line Help, Quick References and Frequently Asked Questions
5	Administrator User Manual, Visual Aids, Handouts
6	Support from our user help desk, via e-mail or phone
7	Post implementation training for on-going end users training and for future versions
8	Additional optional training including refresher training as needed

At the end of the training,

- The core team will be able to understand the overall system architecture, interface configurations, data import/export capabilities, workflow configuration options, etc.
- Through our "Train the Trainer" session, the trainers will be equipped at expert level to train all agency users
- The WASPC application administrators will be able to configure, tailor, monitor, and administer the technical and functional aspects of system

Additionally, Optimum will also provide a technical training of the solution to developers.

Some of the documentation that will be provided, as part of the training will include:

- **SWIFT**REPOSITORY End User Manual
- **SWIFT**REPOSITORY System Administrator Training Manual
- End User **SWIFT**REPOSITORY Training Manual
- Training Videos as a Refresher

Authorized WASPC users will be able to work with Optimum to alter training programs to suit specific requirements of the WASPC. Some samples screens of the **SWIFT**REPOSITORY help are inserted below:

≡ 🌐 SWIFTREPOSITORY"

LIST WORKING INCIDENTS

This page enables you to continue working with the incomplete incidents and validate them successfully after all required data is available.

Follow the steps below to continue working with your incomplete incidents:

1. From the left panel, click on 'Incidents' main menu.
2. Click on 'List Working Incidents' menu.
3. Locate your incident and click on the blue arrow icon at the extreme right end of the row (refer screenshot below).
4. Administrative page will be displayed where you can continue working on the desired segment.

Note:

You can sort the 'Incident Number' column on the data grid in both ascending and descending ways to find your incident.

You can sort the 'Create Date/Time' column on the data grid in both ascending and descending ways to find your incidents with the create date and time.

You can sort the 'Update Date/Time' column on the data grid in both ascending and descending ways to find your incident with the update date and time.

This page also enables you to create a new Group A or Group B incident by clicking on the respective buttons as shown below:

My Working Incidents

Incident Number	Create Date/Time	Last Up Date/Time		
SWIFT-NIBRS2	4/11/2016 9:53 AM	4/11/2016 9:56 AM	🗑	⊙
SWIFT-NIBRS1	4/11/2016 9:16 AM	4/11/2016 9:57 AM	🗑	⊙
ADV-SEARCH	4/8/2016 2:07 PM	4/8/2016 4:37 PM	🗑	⊙
GRP B INCI	4/8/2016 11:41 AM	4/8/2016 11:41 AM	🗑	⊙
QA-HELP-TEST	4/7/2016 4:16 PM	4/7/2016 4:34 PM	🗑	⊙
TESTinci	4/7/2016 1:28 PM	4/7/2016 1:36 PM	🗑	⊙
11-2233445-6	4/7/2016 11:45 AM	4/7/2016 11:45 AM	🗑	⊙
HELP-ONLINE	4/7/2016 10:28 AM	4/7/2016 3:57 PM	🗑	⊙
QA-TEST-001	4/6/2016 1:54 PM	4/6/2016 3:05 PM	🗑	⊙
20141030	4/4/2016 4:52 PM	4/6/2016 3:06 PM	🗑	⊙

Go to page: 1 ▼ Row count: 10 ▼   Showing 1-10 of 10

⬅ 🔻 New Group A Incident

Figure 26: Help Screen-1
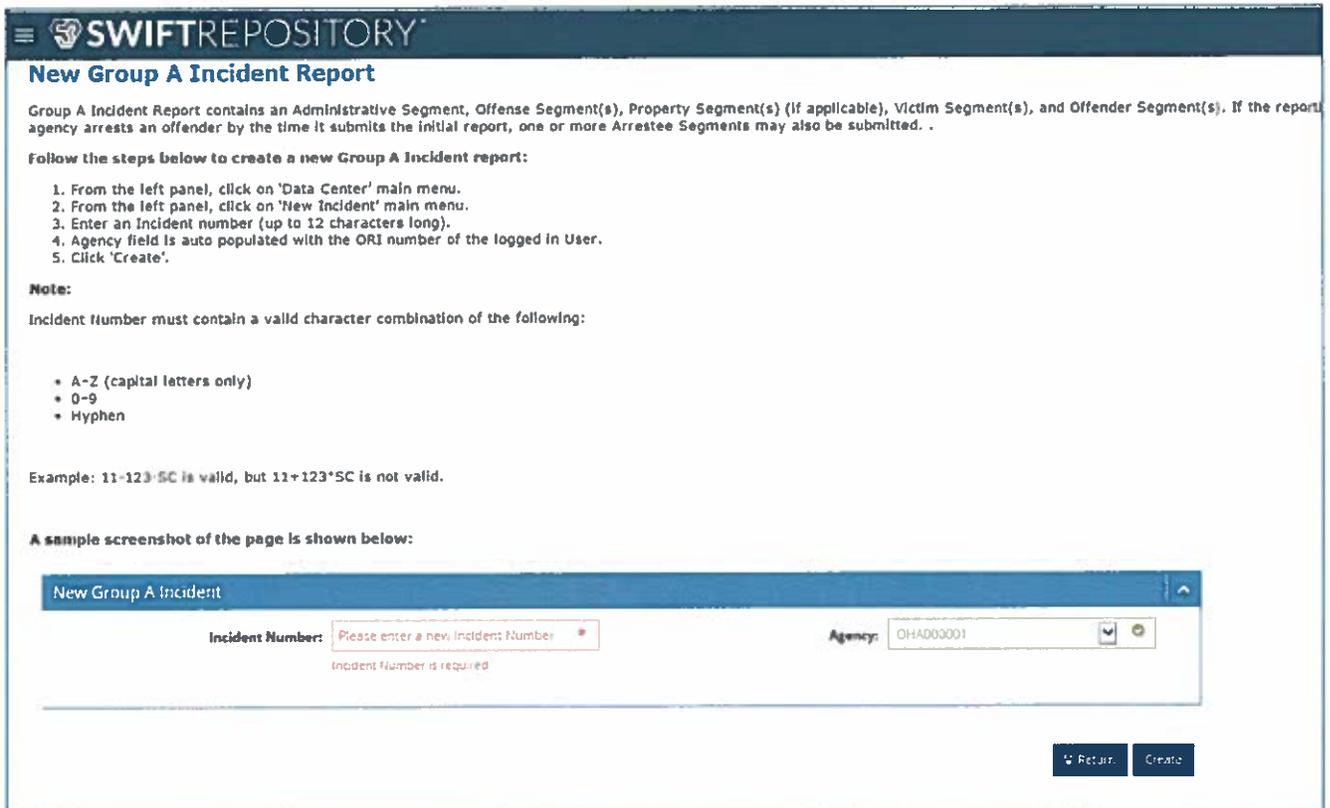
≡ **SWIFT**REPOSITORY

New Group A Incident Report

Group A Incident Report contains an Administrative Segment, Offense Segment(s), Property Segment(s) (if applicable), Victim Segment(s), and Offender Segment(s). If the report agency arrests an offender by the time it submits the initial report, one or more Arrestee Segments may also be submitted. .

Follow the steps below to create a new Group A Incident report:

1. From the left panel, click on 'Data Center' main menu.
2. From the left panel, click on 'New Incident' main menu.
3. Enter an Incident number (up to 12 characters long).
4. Agency field is auto populated with the ORI number of the logged in User.
5. Click 'Create'.

Note:

Incident Number must contain a valid character combination of the following:

- A-Z (capital letters only)
- 0-9
- Hyphen

Example: 11-123-SC is valid, but 11+123*SC is not valid.

A sample screenshot of the page is shown below:

New Group A Incident	
Incident Number: Please enter a new Incident Number *	**Agency:** OHAD00001
Incident Number is required	

Return   Create

Figure 27: Help Screen Sample-2
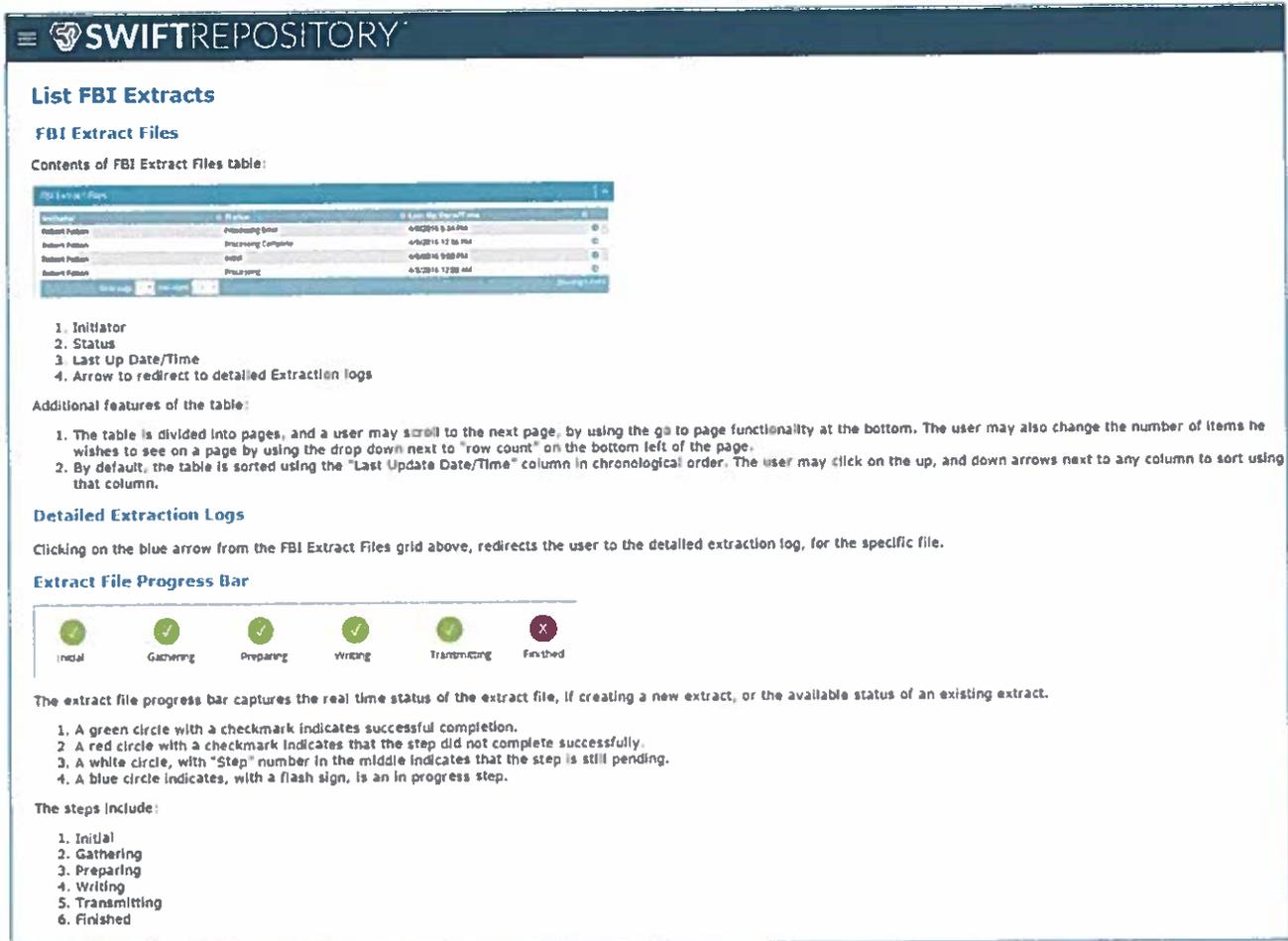
Figure 28: Sample Help Screen-3

3.8 Documentation

Comprehensive user documentation is essential. WASPC requires that documentation is provided that covers all components and functions of the application.

Optimum Technology will provide the following system technical documentation as part of the SWIFTREPOSITORY delivery and acceptance. It is understood that documentation will be provided prior to initiation of the Final User Acceptance Test. All items will be provided in hardcopy and softcopy (where available).

- System Requirements Document
- Technical Architecture (System Design) Document
- Database Dictionary Document
- Entity Relationship Diagram and Associated Entity Narrative
- Interface Configurations Document

OptimumTechnology

- System Administrator Manual

3.9 Vendor Issues and Concerns

Vendors are encouraged to comment on potential issues within the RFP. These comments may include concerns about project requirements or project requirements that were not made but should be considered.

The WASPC has provided sufficient detail for Optimum Technology to respond to the RFP requirements. There are several areas of clarification that will be required upon contract award. These include:

- Clarification of domestic violence flag. Optimum Technology will ensure that the occurrence of this flag should coincide with each offender related to an offense
- Clarification of multiple clearance indicator and whether the requirement is to automatically update other incidents as cleared

Optimum Technology also recommends that WASPC consider adding additional data elements such as minimally a Geocode field to facilitate mapping. Ideally, address information would be available for each incident.

Section 4– Vendor Section for Additional Information/ Qualifications and References

4.1 Qualifications and Experience

> To warrant consideration for this contract Vendors must submit financial information including an annual report or audited balance sheets and income statements. For purposes of this section "audited" shall mean that a certified public accountant has reviewed the financial reports and has expressed an opinion regarding the fairness of the information reviewed.

As per the RFP specifications, the financials are added in "Appendix B: Vendor Financial Qualifications and Annual Reports".

4.2 Vendor Information

1. Full legal name.

2. Year started.

3. State and location of headquarters.

4. Tax identification number.

5. Brief history.

6. Current number of employees.

7. Type of entity.

8. Disclose if your company is aware of any potential claims, investigation, or is involved in any disputes or litigation where an adverse decision may result in a material change to Vendor's financial position or future viability.

9. Disclose if your company has ever filed for bankruptcy protection, reorganization, or had a receiver appointed for it.

10. Audited Vendor financial data for the last three years (use appendices).

11. Most recent annual report, if public (use appendices).

1. **Full legal name: Optimum Technology, Inc.**

2. **Year started: 1984**

3. **State and location of headquarters**: 100 E. Campus Blvd, Suite 380 Columbus, OH 43235

4. **Tax identification number**: 31-1231081

5. **Brief History:**

Optimum Technology was founded in 1984 by Josh M. Davda and became a privately owned corporation on February 10, 1988 subsequent to beginning Public Sector Information Systems Projects with the State of Ohio during 1986. Our rich history includes successful delivery of many multimillion dollar projects. Optimum Technology employs 30 full-time staff. The company's product development focus is specific to law enforcement applications. This allows Optimum to dedicate all of its resources to new development and ensure that the staff is 100 percent focused on developing relevant applications for law enforcement.

6. **Current number of employees:** 40

7. **Type of entity:** S-Corp

8. **Legal disclosure:** Optimum Technology is not involved with any claims, investigation, disputes, or litigation.

9. **Financial disclosure:** Optimum Technology has never filed for bankruptcy protection, reorganization, or had a receiver appointed to it.

10. **Legal Audited Vendor financial data for the last three years (use appendices):**
    Appendix B: Vendor Financial Qualifications and Annual Reports

11. **Most recent annual report, if public (use appendices):** N.A.

4.3 Current Customer Base and References

1. Total number of customers using the products being proposed for this RFP.

2. Vendors shall provide at least two reference agencies where the Vendor's NIBRS repositories are installed. WASPC will contact these agencies regarding Vendor's technical capabilities, project management skills, and ongoing support after installation. A reference may be chosen for a site visit by our evaluation team. To warrant consideration for this Washington Association of Sheriffs & Police Chiefs

State NIBRS Repository Replacement RFP CJIS-2016-01 Page 23 of 32

A. Agency name.

B. Street address/city/zip code.

C. Contact name.

D. Contact telephone number.

E. Contact e-mail address.

F. Summary of project.

G. Number of users.

H. Date system implementation started.

1. **Total number of customers using Optimum's NIBRS software**: Three

2. **References**:

Reference 1	
Agency name:	Oklahoma State Bureau of Investigation
Agency address:	6600 N. Harvey, Oklahoma City, Oklahoma 73116
Contact name:	Edwin Copeland, OSBI Administrator
Contact phone #:	405.879.2533,
Contact e-mail:	edwin.copeland@osbi.ok.gov
Summary of project:	This initiative called for the creation of a statewide repository database that met Oklahoma reporting requirements, and was also fully compatible with the FBI's National Incident Based Reporting System (NIBRS). The system consisted of a web-based data capture model that is fully compatible with the FBI's National Incident Based Reporting System (NIBRS) as well as OSBI's unique requirements. It includes, the capability to generate pre-programmed monthly reports to the FBI and links to a web-based police Record Management System (RMS). All software was operated on OSBI servers.

	This project demonstrates Optimum's ability to implement a state level NIBRS repository and manage the FBI testing process.
Number of users:	Over 300
Date system implementation started:	04/2003
Date system was certified by FBI:	2003
Approximate cost:	▆▆▆▆▆

Reference 2	
Agency name:	Ohio Attorney General's Office
Agency address:	150 East Gay Street. 20th Floor, Columbus, Ohio 43215
Contact name:	Jack Browning
Contact phone #:	614.387.7623
Contact e-mail:	Jackbrowning@ohioattorneygeneral.gov
Summary of project:	The Ohio Law Enforcement Gateway RMS was created for the Ohio Attorney General's Office. This was a 3rd generation RMS effort that originated with the Ohio Office of Criminal Justice Services in 1997. Over 500 agencies use this RMS reporting HUB for NIBRS. Agencies are able to submit valid incident reports to the Ohio Office of Criminal Justice Services via this software application. Optimum Technology has worked closely with both the Ohio Attorney General and Office of Criminal Justice Services on NIBRS implementation and validation at both the RMS and repository level. The system is written in ASP.NET 4 and is in use by over 500 law enforcement agencies. This project was a rewrite of a web-based RMS that was provided to the AG in 2011. Optimum continues to provide support and enhancements for this application.
Number of users:	Over 24,000
Date system implementation started:	03/2012
Date system was certified by FBI:	N/A
Approximate cost:	▆▆▆▆▆

Reference 3	
Agency name:	Office of Ohio Attorney General Mike DeWine
Agency address:	150 East Gay Street. 20th Floor, Columbus, Ohio 43215
Contact name:	Justin Williams
Contact phone #:	740.845.2645
Contact e-mail:	Justinwilliams@ohioattorneygeneral.gov
Summary of project:	Optimum Technology developed the second generation (Ohio Law Enforcement Gateway) OHLEG Search Engine for the Office of the Attorney General. The search engine provides law enforcement the ability to quickly search multiple data sources in a web based environment. The new application features ASP.NET 4 technology, simple search functionality, recursive searching, comprehensive search auditing and bookmarking and photo line-up wizard. Implemented in 2003, Optimum continues to provide support and enhancements for this application.
Number of users:	Over 24,000
Date system implementation started:	03/2003
Date system was certified by FBI:	N/A
Approximate cost:	▮▮▮▮▮

Section 5- Pricing Section

As Specified in responses to vendor questions, "Section 5- Pricing Section"- 5.1 to 5.8 are placed in a separate envelope in the binder.

5.9 Contracts and Licenses

The Vendor's proposal must be for a fixed-price contract. Vendor must provide a copy of their purchase contract, software license agreement, and maintenance agreement in the appropriate Appendix (see Section 1.13).

As specified in Proposal Format, these are provided in Appendices C & D.

5.10 General Liability Insurance

ACORD®	CERTIFICATE OF LIABILITY INSURANCE	DATE (MM/DD/YYYY) 04/20/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Justin Reinmuth
techrug Technology Risk Underwriting Group PO Box 660 Worthington, OH 43085	PHONE (A/C, No, Ext): 614-888-6683 FAX (A/C, No): 614-888-2739
	E-MAIL ADDRESS: justinr@techrug.com

	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Travelers Insurance	
INSURED Optimum Technology Inc 100 E Campus View Blvd #380 Columbus OH 43235	INSURER B: RLI Insurance Company	25569
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☑ OCCUR			680-4514X837	02/28/2016	02/28/2017	EACH OCCURRENCE	$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: ☑ POLICY ☐ PRO-JECT ☐ LOC OTHER						GENERAL AGGREGATE	$ 4,000,000
							PRODUCTS - COMP/OP AGG	$ 4,000,000
								$
A	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS ☑ HIRED AUTOS ☑ NON-OWNED AUTOS			680-4514X837	02/28/2016	02/28/2017	COMBINED SINGLE LIMIT (Ea accident)	$ 2,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	☑ UMBRELLA LIAB ☑ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE			CUP-4520X547	02/28/2016	02/28/2017	EACH OCCURRENCE	$ 2,000,000
							AGGREGATE	$ 2,000,000
	☐ DED ☐ RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			680-4514X837	02/28/2016	02/28/2017	☐ PER STATUTE ☑ OTHER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
B	Errors and Omissions Insurance			TEC0001962	02/28/2016	02/28/2017	Each Claim Aggregate	2,000,000 3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
Washington Association of Sheriffs & Police Chiefs	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE *[signature]*

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Appendix A: Supplemental and Collateral Material

Optimum Technology offers the following distinguishing characteristics for the WASPC to consider when selecting a vendor to implement its Records Management System.

Our Company

Optimum Technology has over 20 years of experience in the law enforcement field developing RMS and Search Engine products. The functionalities and sophistications available in the software now are results of efforts worth tens of millions of dollars of investments.

Optimum is privately owned, debt free and has made plans to continue to make significant product enhancements to develop and market its products for a national audience.

The corporation recently sold its Prescription Monitoring (PMP) product line successfully based on a careful, strategic consideration for our assets, expertise and market need. Proceeds from this sale are primarily being invested into software products and services for the law enforcement industry.

Optimum has an established presence in the state of Ohio law enforcement industry. More than 300 Ohio law enforcement agencies have used our products since the mid-1990s with this number recently increasing to over 500 agencies.

Optimum Technology has a long history working with criminal justice applications in the state of Ohio and has an expert level understanding of both state and local government. Optimum Technology staff have been immersed in Ohio state and local government.

Optimum Technology was one of the first registered OIBRS vendors and has been registered as a vendor since 1997. Optimum Technology is also CJIS compliant. Optimum staff continually monitor for new federal and state standards to ensure that its products are compliant. Optimum staff members are also well versed in NIEM, N-DEX and GJXDM standards.

There are no outside investors that will impact the direction of Optimum Technology. The company is owned by a single individual with plans to migrate the company to an employee owned corporation (ESOP). This gives the corporation complete freedom to set the direction to ensure that it works in partnership with its customers.

Our Staff

Optimum Technology's staff are well respected for the responsiveness and quality of services that are delivered to clients. Our key staff is 100 percent focused on developing law enforcement applications.

Our staff are deep in law enforcement experience with more than 20 years of real, on-the-ground client projects. Our Law Enforcement Practice Director is a NIBRS expert and has

20+ years of law enforcement domain experience with all staff having over 10 years of law enforcement domain experience.

Optimum Technology's quality assurance team is known for ensuring the delivery of high performing applications that are thoroughly tested prior to the client's acceptance testing. This ensures on time delivery with minimal modification required as a result of client acceptance testing.

Optimum continually invests in staff training to ensure they are experts in modern relevant technologies, project management principles and management practices. We only recruit staffs who are experts in their field whether it be a positon of management, policy, or technology. Our Law Enforcement Practice Director is a NIBRS expert, has 20+ years Law Enforcement domain experience, and all of our key staff has over 10 years of Law Enforcement domain experience.

Appendix A: 1. Optimum's Project Team

<u>Optimum Technology Project Team</u>

- Optimum Technology's staff is well respected for the responsiveness and quality of services that are delivered to clients. Our key staff is 100 percent focused on developing law enforcement applications.

- Our staff is deep in law enforcement experience with more than 20 years of real, on-the-ground client projects. Our Law Enforcement Practice Director is a NIBRS expert and has 20+ years of law enforcement domain experience with all staff having over 10 years of law enforcement domain experience.

- Optimum Technology's quality assurance team is known for ensuring the delivery of high performing applications that are thoroughly tested prior to the client's acceptance testing. This ensures on time delivery with minimal modification required as a result of client acceptance testing.

- Optimum continually invests in staff training to ensure they are experts in modern relevant technologies, project management principles and management practices. We only recruit staff who are experts in their field whether it be a position of management, policy, or technology.

Below is as an organizational illustration of our key staff members:
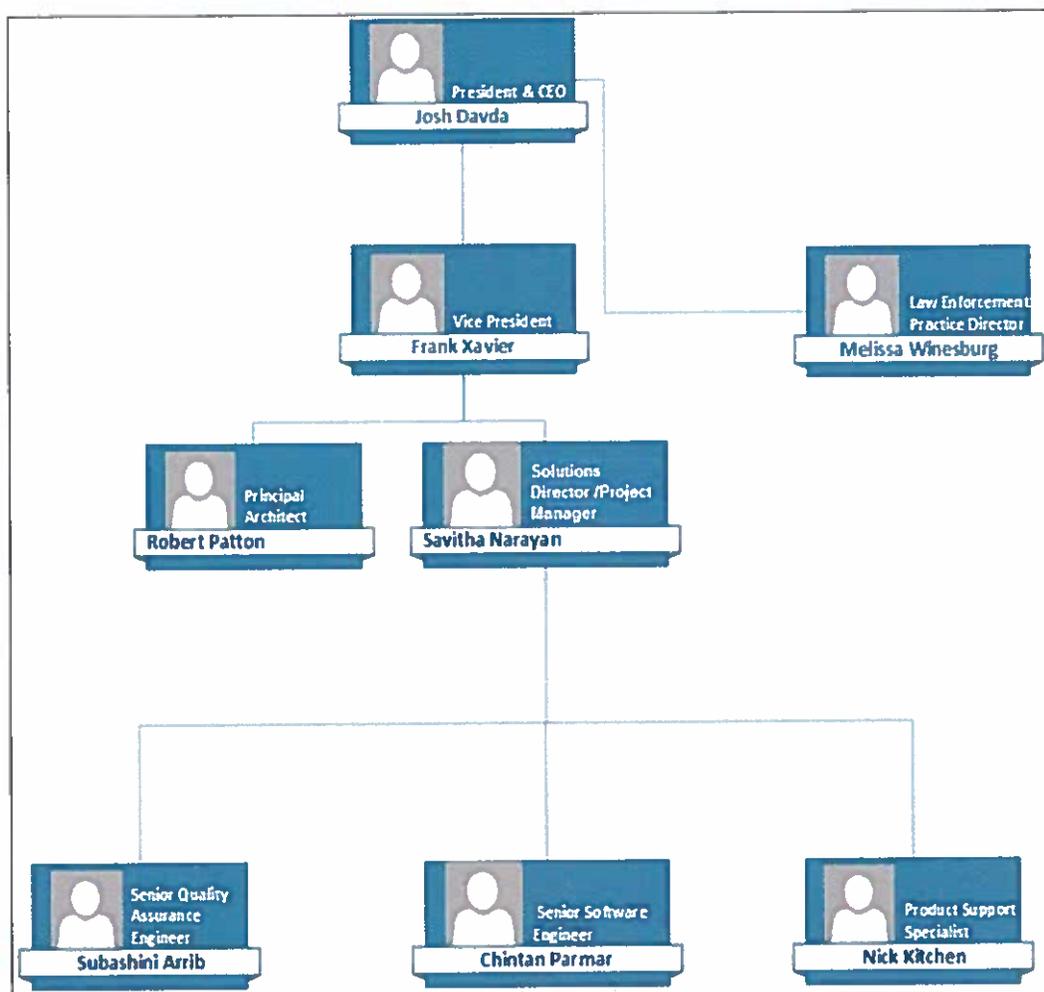
Figure 29: Optimum's key staff members

Dr. Melissa Winesburg is our Law Enforcement Practice Director. She will be responsible for executive level communication and overall project implementation strategy. Melissa has over 20 years of experience in the field of criminal justice with an emphasis on law enforcement technology. Melissa joined Optimum Technology in 2014 after spending 20 years in state government as both a state employee and consultant. Melissa has a thorough understanding of law enforcement records management systems including implementation of CJIS security policy requirements, NIBRS, NIEM and N-Dex. She developed and implemented the NIBRS Program in Ohio.

Melissa has over 20 years of UCR experience. The percentage of time she will be dedicating to this project is 20%.

Frank Xavier Frank Xavier will be managing this project effort. Frank has managed Optimum's law enforcement and prescription monitoring program projects for the last

eleven years. He is a PMI certified Project Management Professional and has over eleven years of experience working on law enforcement projects. He will be responsible for overseeing project initiation, scope, deliverables, assigned tasks, and overall project completion. Frank has the authority to sign and approve any project stage completion or potential project enhancements/alterations. Frank Xavier has over 26 years of experience in the software development business. Frank has managed the development of multiple projects, from project initiation to project completion, including software enhancements and alterations to our existing software. He has conducted periodic team reviews and coordinated quality assurance and testing activities for all of our clients.

Frank is a certified Project Management Professional and has 8 years of UCR experience. The percentage of time he will be dedicating to this project is 80%.

Robert A Patton is our Principal Architect. He has over 15 years of software product development experience in developing and designing high performance, scalable solutions for retail, insurance, business to business ecommerce and public sector systems. He is responsible for the creation of the nationally recognized OHLEG-SE system for the Office of the Ohio Attorney General, and has been a regular speaker at SQL to the Max and SQL Live conferences over the last decade. In addition, he has served as editor or contributor for several SQL Server and Windows books.
Robert has over five years of UCR experience. The percentage of time he will be dedicating to this project is 100%.

Savitha Narayan is the Director of Solutions for Optimum Technology managing the product team and overseeing the product development process from concept to completion. Savitha has worked closely with law enforcement personnel for the past 8 years and is deeply passionate about creating best-class applications for public safety clients. Savitha has an expert level understanding of UCR/NIBRS requirements and is a strong advocate of building integrated solutions that ease the process of record keeping, validation and reporting, as well as automate the submission process for agencies. Savitha's technical background has helped Optimum proceed in the right direction with respect to latest technology adaptations and keeping our solutions up to date. Savitha has more than 10 years of rapidly expanding duties and responsibilities, significant achievements in both small and large environments, and proven successful leadership. She is greatly proficient in database design and scripting, stored procedures and performance tuning in both SQL and Oracle databases. She has strong competency in object oriented architectures and patterns, software design and software development. She is a motivated self-starter requiring little or no supervision; disciplined and well organized in work habits; capable of performing well under pressure.

Savitha Narayan has over eight years of UCR experience. The percentage of time she will be dedicating to this project is 80%.

Chintan Parmar will be the lead staff person responsible for customizations and enhancements. He has a very strong background in both ASP.NET framework and development strategy with new tools and concepts provided in ASP.NET. He has a strong

understanding and proficiency in Object Oriented fundamentals with experience in design patterns for software architecture. Mr. Parmar is proficient in services-based architecture, security management with WCF foundation and Microsoft Application Block. He has dedicated all his years in Optimum to designing and developing law enforcement solutions, which have made him an expert in the law enforcement domain too. With this experience, he is able to bring an end-user perspective in all his design and developments. He also has extensive experience in gathering functional requirements, analysis, design, development, quality assurance and implementation. Above all, Mr. Parmar is an incredibly quick learner with a high interest and capability to grasp new technologies and information.

Chintan Parmar has over eight years of UCR experience. The percentage of time will he be dedicating to this project is 100%.

Nick Kitchen is assurance and product support. He has been with Optimum Technology for 10 years and has a thorough understanding of the software development lifecycle and testing lifecycles. Nick prides himself on being thorough and insists on quality changes that may not even be apparent to the client. He has tested and provided support for law enforcement applications since 2006. Being immersed in law enforcement software, Nick has researched and studied many business requirement specifications related to law enforcement to ensure software compliance. Through his contact with our law enforcement clients and subject matter experts, Nick has acquired a high level of knowledge about many aspects of law enforcement to help lead the Quality Assurance team in the effective design and execution of test plans and test scripts. Nick is proficient in using tools such as Rational Functional Tester and Microsoft Visual Studio Tester Edition to perform testing and he provides a level of thoroughness and quality in testing and support that result in our clients specifically requesting his participation in projects.

Nick has almost ten years of UCR experience. The percentage of time he will be dedicating to this project is 100%.

Subashini Arrib is our Senior Quality Assurance Analyst. She has over 7 years of experience in all phases of software development with the last two of those being at Optimum Technology. Subashini has been our lead in developing and defining test cases based upon the scenarios provided by the client. Subashini has been instrumental in reviewing requirements and validating their full implementation during testing. Subashini has two years of NIBRS experience and will dedicate 75 percent of her time to this project.

Melissa Winesburg, PhD
Project Title: Project Advisor
Optimum Technology Title: Director of Law Enforcement Practice

Relevant Experience and Skills:
Dr. Winesburg has over 20 years of experience in law enforcement and criminal justice information systems. She started her career as Director of the NIBRS Program for the state of Ohio. She served as President of the National Association of State Uniform Crime Programs and as a Search Board of Director. Ms. Winesburg also has significant experience with AFIS, Facial Recognition Systems, and Computerized Criminal History.

Employment:
Optimum Technology, Inc., Law Enforcement Practice Director, 2014 - present
Responsibilities include:
- Develop law enforcement practice strategy
- Client engagement
- Ensure staff are following local, state and national best practices
- Advise on product development direction and explore new technologies
- Establish partnerships with state and local criminal justice agencies
- Establish partnerships with other vendors to facilitate product development

Other Experience (1996-2014):
Ms. Winesburg has spent her entire career focusing on the improvement of criminal justice information systems. She has served as the Director of a NIBRS Program, statewide CJIS Project Manager, and Project Manager over major implementations such as Facial Recognition, state level implementation of the FBI's RISC System, NFF implementation and AFIS and Computerized Criminal History enhancements and modifications. Ms. Winesburg directed the implementation of a state level records management application that resulted in an increase of 300 Ohio agencies being computerized and reporting to the state NIBRS Program. She also implemented and trained law enforcement on a standardized statewide report form that has been in use for the past 15 years in some law enforcement agencies. Ms. Winesburg completed her PhD work at the University of Cincinnati with a concentration in criminal justice policy and policing.

Education:
PhD in Criminal Justice, University of Cincinnati (2011)

Training and Certifications:
JIEM Certified (2006)

OptimumTechnology

Frank Xavier, PMP
Project Title: Project Director
Optimum Technology Title: Director of Solutions Delivery

Relevant Experience and Skills:

Frank Xavier has over 26 years of experience in the software development industry. His experience ranges from overseeing the attainment of Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Level V certification to managing the development of Optimum's law enforcement and healthcare solutions for over eleven (11) years. He has managed software development from project initiation to project completion, including software enhancements and alterations for a variety of states. Mr. Xavier is an experienced Program Manager who has developed and executed numerous project plans, including the management of resources, setting task priorities, overseeing software implementations and responding to clients' needs.

Employment:

Optimum Technology, Inc., Director of Solutions Delivery (2005 – present)
Responsibilities include:

- Lead projects for the Ohio Law Enforcement Gateway, Franklin County Justice Portal and 15 statewide implementations of Optimum's Prescription Monitoring Program (recently acquired by Appriss, Inc.). All Optimum technical staff report to Mr. Xavier.
- Serving as Program Manager for all project tasks.
- Guiding all Law Enforcement Project teams in adhering to the established practices and procedures for software development, project reporting and client deliverables.
- Monitoring project costs by ensuring optimum usage of resources and conducting periodic reviews while coordinating quality assurance & testing activities for client states.
- Managing the support functions related to recruitment, training and resource management of internal Optimum Technology technical teams.
- Overall Profit & Loss responsibility for company project delivery and delivery teams.

Other Experience (1996-2005):

Mr. Xavier has considerable experience as a manager in domestic and international settings for both public and private sectors. He reviewed and validated project metrics data and coordinated quality assurance and testing activities. He identified areas for improvement and set priorities for software development which resulted in streamlined procedures. He also oversaw the implementation of the CMMI level 5 certification at the enterprise level in a tight execution timeline. Mr. Xavier has managed a team of 20 technical staff and banking domain specialists, and has also overseen large projects and balanced budgets with both corporate needs as well as the objectives of the project. He has also been responsible for the timely delivery of goods and services.

Education:
B.S. Statistics; Loyola College, University of Madras (1974)

Training and Certifications:
Certified Scrum Master (2008)

Project Management Professional (PMP) (2001)
Bullet Proof Manager (1998)
Advanced Course on Computer Information Systems Analysis and Design (1985)
Certified Associate of the Indian Institute of Bankers (CAIIB) (1980)

Robert Patton
Project Title: Principal Architect
Optimum Technology Title: Principal Architect

Relevant Experience and Skills:
Robert A. Patton is a highly skilled Database Administrator. He has over 15 years of software product development experience in developing and designing high performance, scalable solutions for retail, insurance, business to business ecommerce and public sector systems. He is responsible for the creation of the nationally recognized OHLEG-SE system for the Office of the Ohio Attorney General, and has been a regular speaker at SQL to the Max and SQL Live conferences over the last decade. In addition, he has served as editor or contributor for several SQL Server and Windows books.

Employment:
Optimum Technology, Inc., Senior System Architect (2002 – present)
Mr. Patton was responsible for designing and implementing a variety of solutions including:

- OHLEG-SE (Ohio Law Enforcement Gateway Search Engine)
- OLLEISN (Ohio Law Enforcement Information Sharing System)
- OJIN (Ohio Justice Information Network) Distributed Search
- Rules Based Validation System
- Ohio Emergency Management Alert Publication System
- OHLEG-SE Mobile (Ohio Law Enforcement Gateway Search Engine)

Other Experience (1996-2002):
Prior to joining Optimum Technology, Mr. Patton worked as a Senior Applications Developer/Team Lead, where he was responsible for data modeling, designing ER Diagrams, developing procedures for data conversion, and developing Orders Modules. He was responsible for design, development, and unit testing on the Requirements Billing System, Project Status System, Work Measurement System, Agent Tracking System, Policy Requirements Interface and Lifenet System. As a consultant, Mr. Patton was part of the team that developed FIRST tool for the Corporate Real Estate Division and assimilated Signet Bank, Wheat First Bank & Core States Bank data into the First Union systems. He also Architected & Developed Info Systems' 3rd Generation of Computer Assisted Ordering Engine, was the head of FS Pro Offline Chain store development and optimized performance of symbol hand-held applications

Education:

The Ohio State University: Computer and Information Science, Bachelor of Science (1996)
The University of Chicago: Public Policy and Physics

Training and Certifications:
Microsoft Titles: Microsoft Certified Systems Engineer + Internet, Microsoft Certified Systems Engineer, Microsoft Certified Professional + Internet, Microsoft Certified Professional
Databases: Oracle 10G/9i/8i/7x, MS SQL Server 2005, 2000, 7.0 6.

Languages: ASP.NET (1.0, 2.0, 3.5), ASP, VB (4.0, 5.0, 6.0 & .NET 1.0, .NET 2.0. .Net 3.5), C#, SQL Server (6.5,7.0, 2000, 2005, 2008), Atlas, Visual InterDev, VBScript, Jscript, JavaScript, HTML, DHTML, XML and ASP; SQL: Microsoft, Oracle.

Savitha Narayan
Project Title: Senior Project Lead
Optimum Technology Title: Associate Director of Solutions Delivery

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Relevant Experience and Skills:
Savitha Narayan has over 15 years of experience in the software industry and has been with Optimum since 2004. Savitha has a strong technical background with software development experience and has taken a managerial role leading the law enforcement team for the past 7 years. As the Associate Director of Solutions Delivery, Savitha is responsible for project execution and delivery of law enforcement solutions as well as overseeing support and maintenance of deployed solutions. Savitha has built a strong relationship with all our law enforcement clients and is often consulted by them for her domain expertise and technical knowhow for future plans on implementing new solutions.

Employment:
Optimum Technology, Inc., Director of Solutions Delivery (2004 – present)
Responsibilities include:
- Lead technical team with requirement collection, time estimation; phase planning, software design and development to deliver solutions on time and under budget.
- Managing and directing the implementation and roll-out of Optimum's web-based Records Management System – OAG's OHLEG-RMS & IBR (Incident Based Reporting) that is based on award-winning IJIS framework.
- Creating business and functional requirements documents and translating these into software designs.
- Managing the day-to-day operational aspects of each project.
- Creating and executing project work plans and implementing necessary revisions to meet changing needs and requirements.
- Overseeing the overall system architecture and design and ensuring industry standards, methodologies and best practices are followed.
- Ensuring project documents are complete, current and stored appropriately.
- Preparing and delivering project reviews and presentations.
- Continuously interact with clients to discuss requirements, resolve issues and conduct training sessions.

Other Experience (1999-2004):

Ms. Narayan is a highly accomplished and experienced Project Manager with rapidly expanding duties and responsibilities, significant achievements in both small and large environments, and proven successful leadership. Her extensive Project Management and Team Lead experience has given her expertise in all phases of the software development life cycle spanning from requirements gathering, effort estimation, planning, software design and development, to the successful delivery of solutions. She is greatly proficient in database design and scripting, stored procedures and performance tuning in both SQL and Oracle databases. She has strong competency in object oriented architectures and patterns, software design and software development. She is a motivated self-starter requiring little or no supervision; disciplined and well organized in work habits; capable of performing well under pressure.

Education:

B.S. Engineering – Computer Science and Engineering; University of Madras (1999)

Training and Certifications:

Bullet Proof Manager
Microsoft Certified Solutions Developer
Microsoft Certified Professional
Professional Programmer in Solutions Development

Chintan Parmar
Project Title: Software Engineer
Optimum Technology Title: Senior Software Engineer

Relevant Experience and Skills:

Chintan Parmar is a highly skilled Senior Software Engineer with over 10 years of systems development experience with a sole focus on Law Enforcement Solution. He has architected and designed entirely new frameworks of multiple applications for the Ohio Attorney General that includes Web based Record Management System (RMS) & Incident Based Reporting (IBR), windows based smart client - RMS application, WCF Web Services, Oracle to SQL data migration projects. This consists of user interfaces implemented in ASP.NET 4.0 and jQuery, design and developed frameworks in C# .Net, User interfaces for windows application implemented in WPF, Smart client web services implemented in WCF. He also has extensive experience in gathering functional requirements, analysis, design, development, quality assurance and implementation. Above all, Mr. Parmar is an incredibly quick learner with a high interest and capability to grasp new technologies and information.

Employment:
Optimum Technology, Inc., Senior Software Engineer   **(2008 – present)**
Responsibilities include:

- Designing, developing, maintaining and enhancing Optimum's law enforcement solution software.
- Provides an in-depth understanding to junior programming staff of all functional requirements and documentation related to Optimum's web-based Records Management System & Incident Based Reporting System.
- Designs and develops reliable and scalable software systems capable of working with millions of records with and thousands of users simultaneously.
- Designs caching framework for performance improvement.
- Writes complex stored procedure, triggers, and functions in SQL server 2012.
- Worked on a team to design and develop a windows based desktop application which is an offline version of Record Management System (RMS) of the Ohio Attorney General.
- Responsible for planning and implementing the entire migration technique to migrate more than one TB of data from Oracle to SQL Server 2012 as part of the Ohio Attorney General's RMS & IBR 2013 rebuilds.

Other Experience (2005-2008):
Mr. Parmar was a Senior C# .Net developer / Tech lead working on multiple projects and responsible for the design and development of Windows services and ASP.Net web applications. He led a team of developers creating a web application written in C# .Net and Asp.net web forms with databases including Oracle, SQL Server. The web application utilized SOAP Web Services to provide interoperability between the various database systems. Mr. Parmar provided technical leadership and support for a full development lifecycle: Requirements analysis, feature design, development, quality assurance testing, and deployment. He developed WCF web services for client-server communication, Windows Based Desktop application using WPF, Web applications using ASP.net 2.0, and he also developed a logging and error handling strategy for distributed, client-server solution.

Education:
B.S. Engineering – Computer Science and Engineering; Gujarat University (2005)

Training and Certifications:
Microsoft Certified Application Developer
Microsoft Certified Technology Specialist- .NET Web Application
Microsoft Certified Professional Developer

Subashini Arrib
Project Title: Senior Quality Assurance Analyst
Optimum Technology Title: Senior Quality Assurance Analyst

Relevant Experience and Skills:
Subashini Arrib is an experienced Quality Assurance Analyst with over 7 years of experience in all phases of Software development life cycle including; requirements gathering, risk analysis, project planning, scheduling, testing, defect tracking, defect management, and reporting with expertise in Manual and Functional testing. She is experienced in defining testing methodologies, designing test cases, verifying and validating web based applications and in writing End to End test cases based on the scenarios given by the client involving functional testing, web services, batch testing and interface testing. Ms. Arrib's project experience at Optimum has primarily been working on the Ohio Law Enforcement Gateway project.

Employment:
Optimum Technology, Inc., Senior Quality Assurance Analyst   (2012 – present)
Responsibilities include:

- Develops Test Strategies and Test Plans.
- Coordinates with other modules for the execution of testing across modules.
- Works closely with the Project Manager and Technical Lead on test plan tasks.
- Compiles test summaries.
- Reviews all Quality Assurance deliverables
- Creates regression test plans.
- Analyzes Quality Risks.

Other Experience (2009-2012):
Ms. Arrib has significant Quality Analyst experience using testing tools such as Quality Center to perform System Testing, Integration Testing, Functional Testing, Regression Testing, Adhoc Testing and End to End Testing. Ms. Arrib acts as a liaison between developers, business analysts, and user representatives in application design and document reviews. She is proficient in all stages of Testing Life Cycle from testing, planning, defect tracking, logging defects and managing defect lifecycle. She has excellent analytical, troubleshooting, communication and presentation skills and effective QA implementation in all phases of Software Development Life Cycle (SDLC). She has experience with web based applications, client-server applications and windows based applications. She has tested web applications with JAVA and XML, and has worked in Agile, V&V, and Waterfall models. Finally, Ms. Arrib has extensive experience in coordinating testing effort, responsible for test deliverables & status reporting to management.

Education:
Bachelor Degree in Business Administration, Madras Presidency College (1988)

Post Graduate Diploma in Personnel Management & Industrial Relations, Annamalai University
Post Graduate Diploma in Computer Applications
Diploma in Internet Information Technology from Sun Microsystems

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Nick Kitchen
Project Title: Senior Quality Assurance Analyst
Optimum Technology Title: Senior Quality Assurance Analyst

Relevant Experience and Skills:
Nick Kitchen is a highly proficient Quality Assurance Analyst with over 9 years of hands-on experience in providing testing solutions to web and client/server applications. He has a thorough understanding of the Software Development Life Cycle and Testing Life Cycles, with a strong ability to provide comprehensive evaluations of design information, existing system documentation, software requirements, and software specifications. Throughout his tenure at Optimum Technology, he has acquired a deep knowledge of all the nuances associated with the analysis, design, testing, implementation, and customization involved in working with Optimum's proprietary software. Mr. Kitchen's most significant project experience has been working with the Ohio Law enforcement Gateway project since 2007. Nick was responsible for all priority testing engagements for the roll out of OHLEG additional functionality.

Employment:
Optimum Technology, Inc., Senior Quality Assurance Analyst   (2006 – present)
Responsibilities include:

- Develops Test Strategies and Test Plans.
- Coordinates with other modules for the execution of testing across modules.
- Works closely with the Project Manager and Technical Lead on test plan tasks.
- Compiles test summaries.
- Reviews all Quality Assurance deliverables
- Creates regression test plans.
- Analyzes Quality Risks.

Other Experience (2002-2005):
Mr. Kitchen was a Quality Assurance Analyst, and was responsible the analysis, testing, and creation of test plans and test cases. He used MS SQL Server 8 to verify data, tracked defects with Mercury Test Director and reviewed both client and internal requirements. Mr. Kitchen worked with the development team to provide solutions for discovered defects. He also performed detailed reporting, retesting, and the closing of quality issues.

Education:
Bachelor Degree in Computer Science, Wright State University (2003)

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Appendix B: Vendor Financial Qualifications and Annual Reports

Optimum Technology is a well-established 30 year old firm that specializes in working with State and Local government agencies and an expert in Law Enforcement Technology. Below are some financial facts which displays Optimum's strong financial standing.

- Optimum Technology had maintained a ▮▮▮▮▮▮ line of credit with Huntington National Bank that remained unused for many years.
- Optimum is profitable and has ZERO corporate debt and has never required outside funding.
- Optimum is owned and operated by its single shareholder, myself, Mr. Jagdish M. Davda, with a mature and seasoned executive team that are each experts in the law enforcement industry.
- We normally do not generate audited financial statements as we are not a publically traded company. Our internal statements have been acceptable to over 20 state governments during the last 15 years. Our successful business track record with public sector clients for over 30 years to date is a proof of our sound business practices and financial strength.
- We carry Errors and Omission insurance to further protect our clients' interest.
- Optimum has an excellent credit rating with Dunn and Bradstreet. As such, our net worth is multifold higher as seen in our 2015 Balance Sheet.

Please see the following pages for financial qualifications.
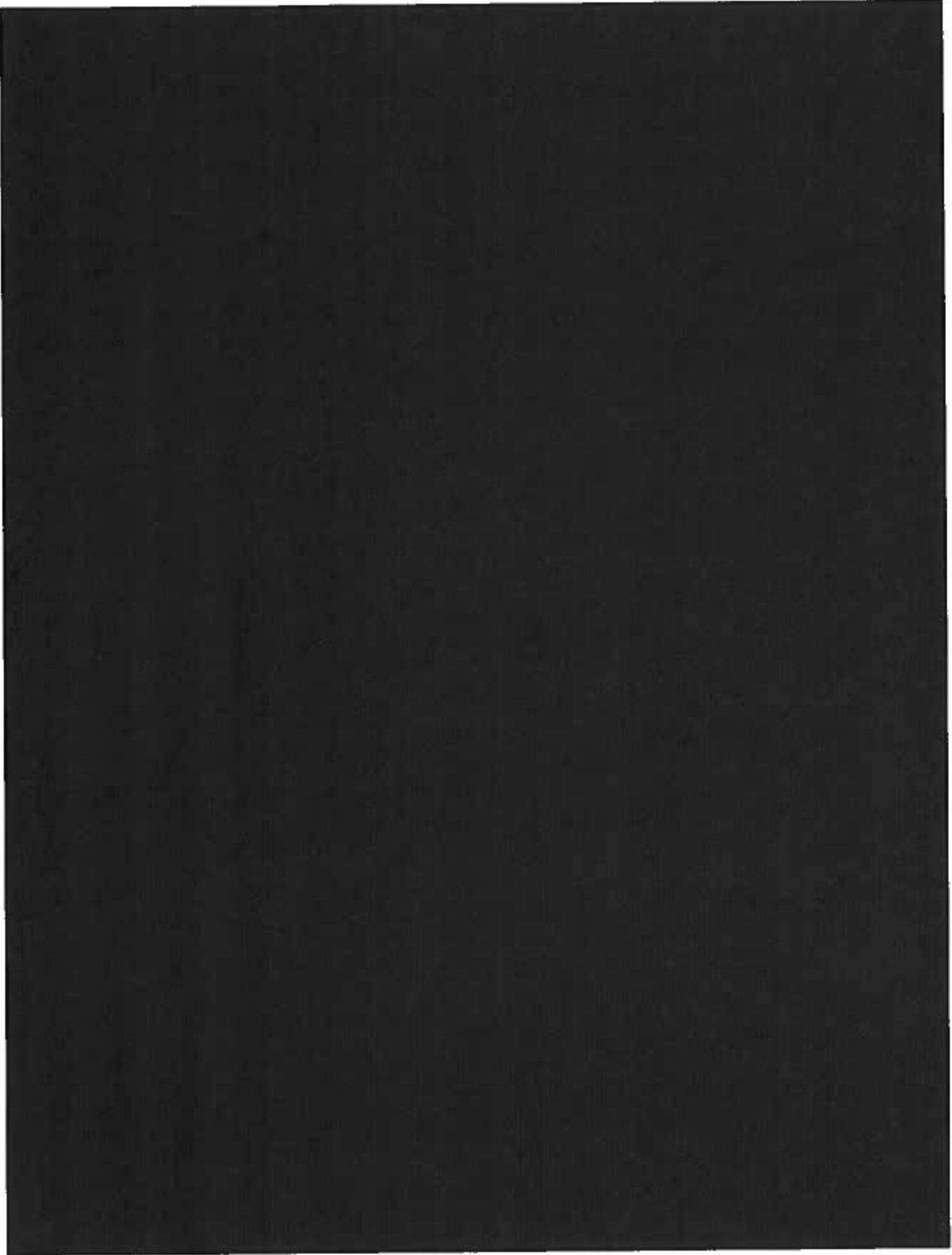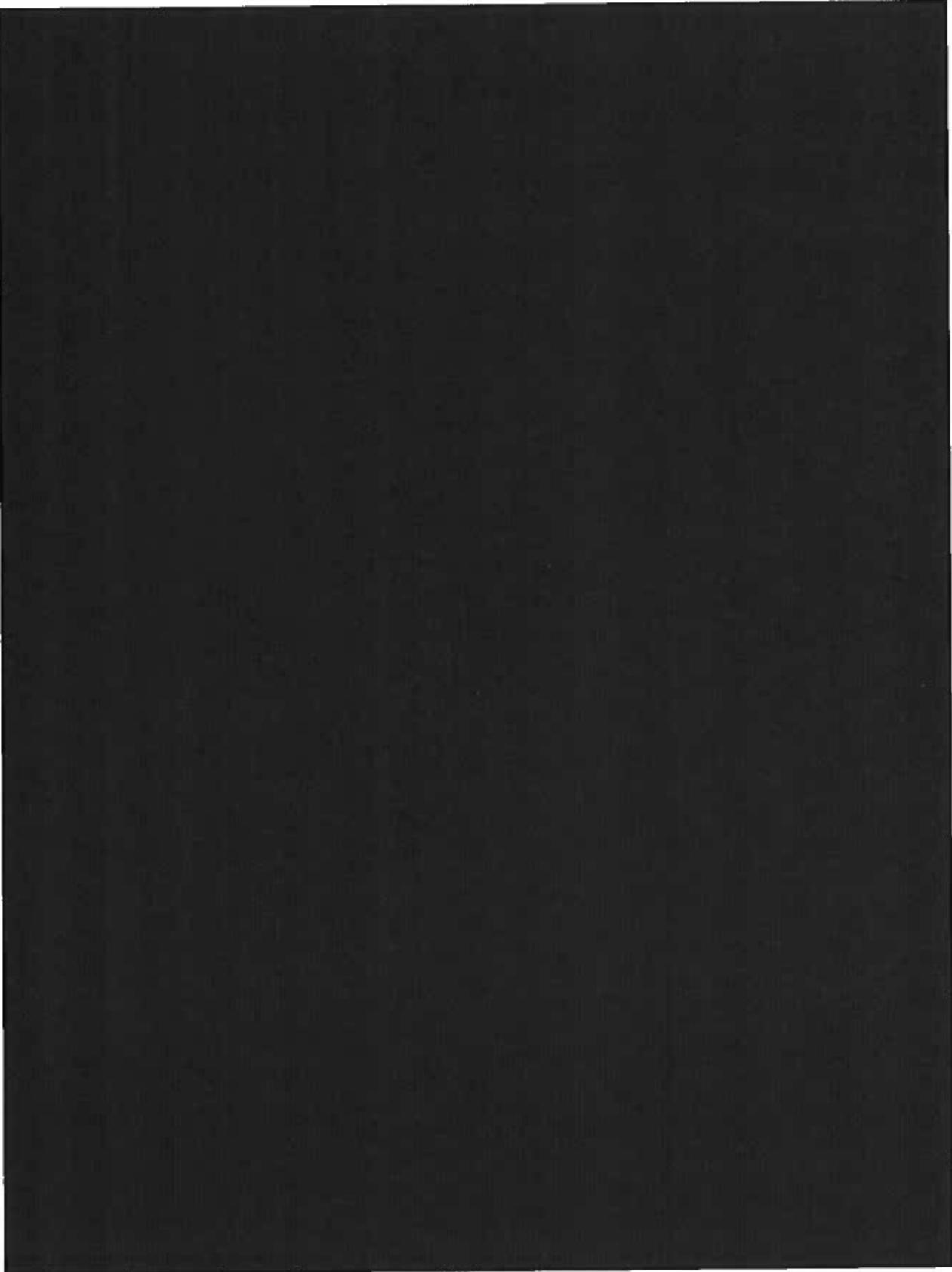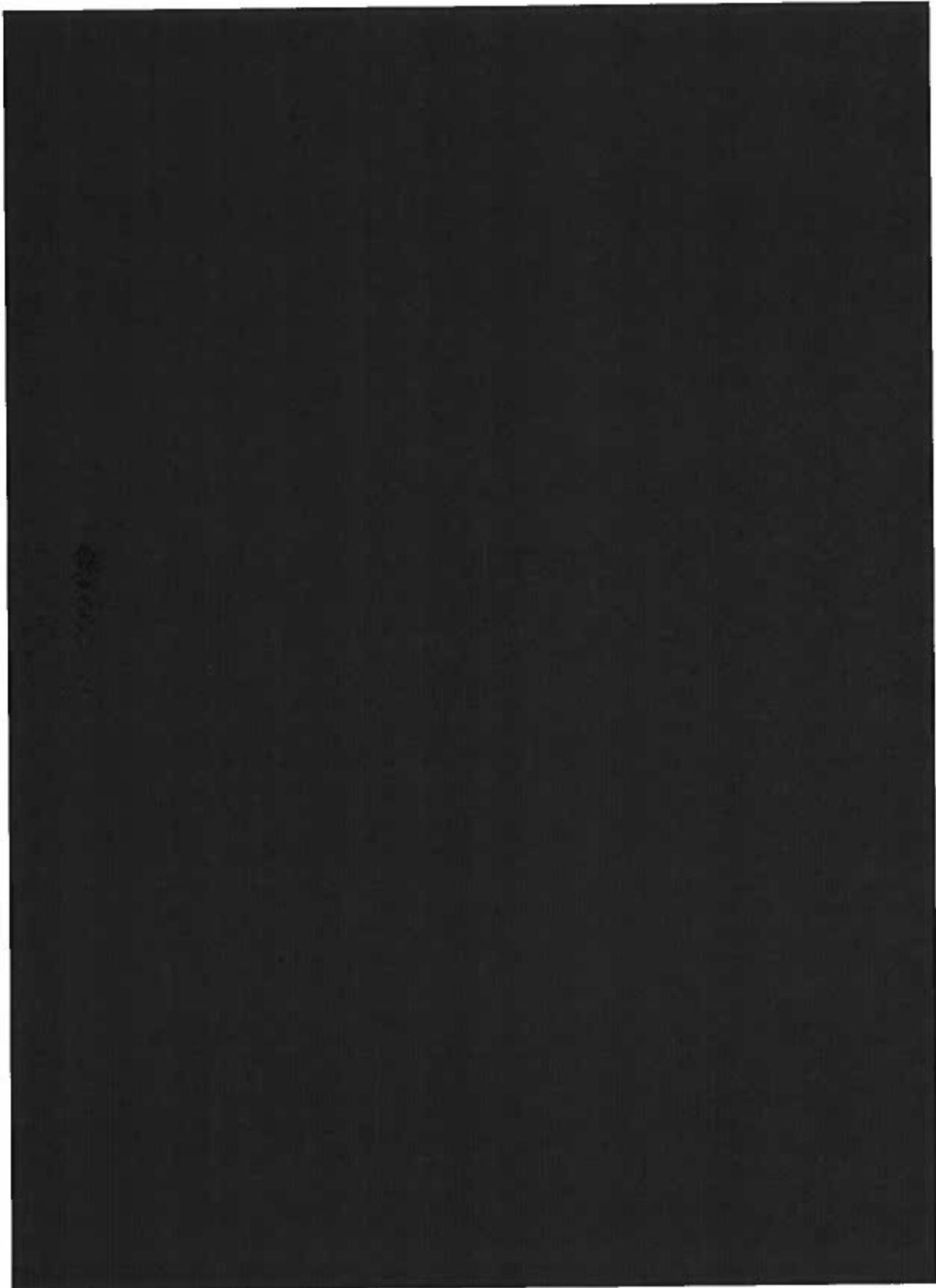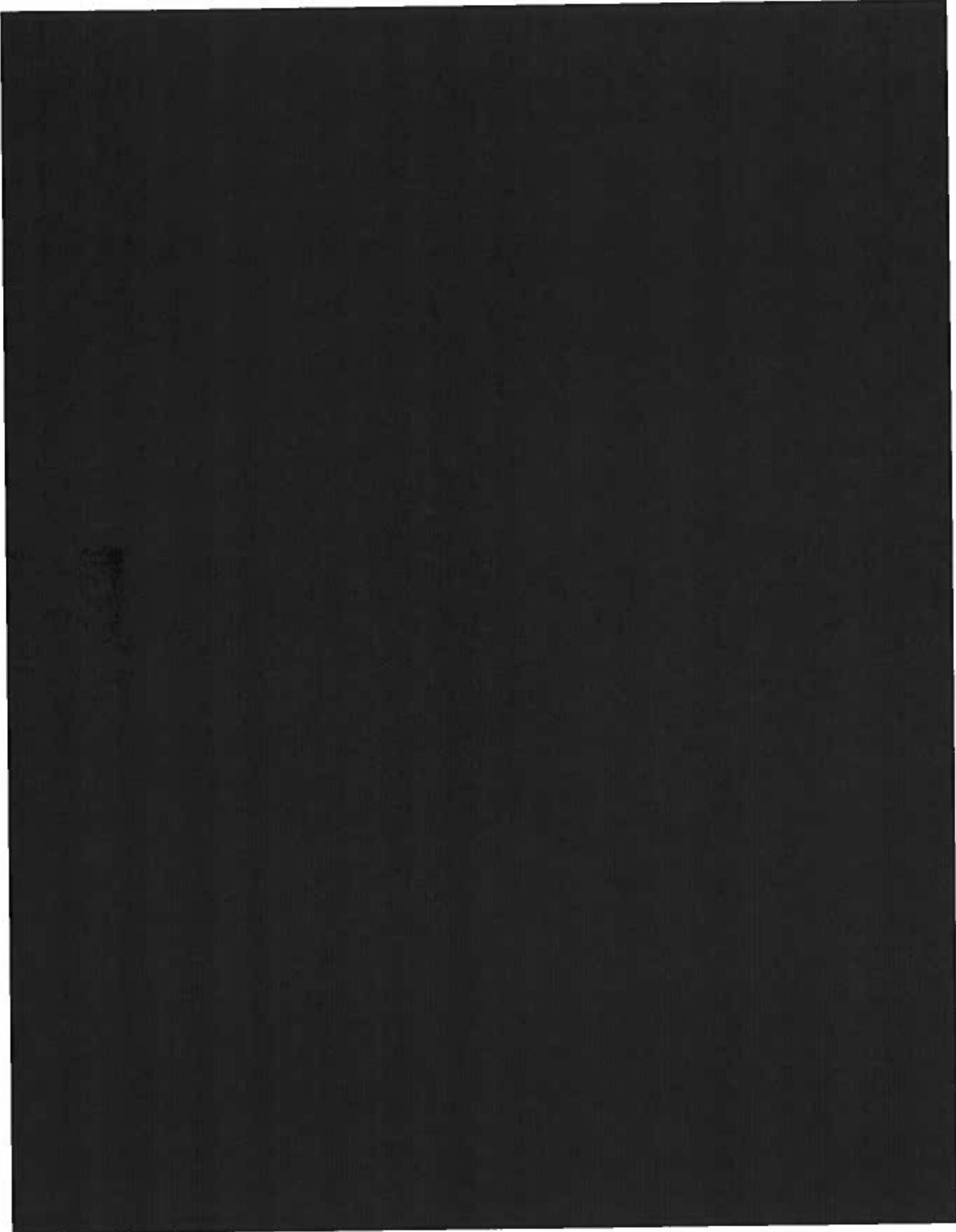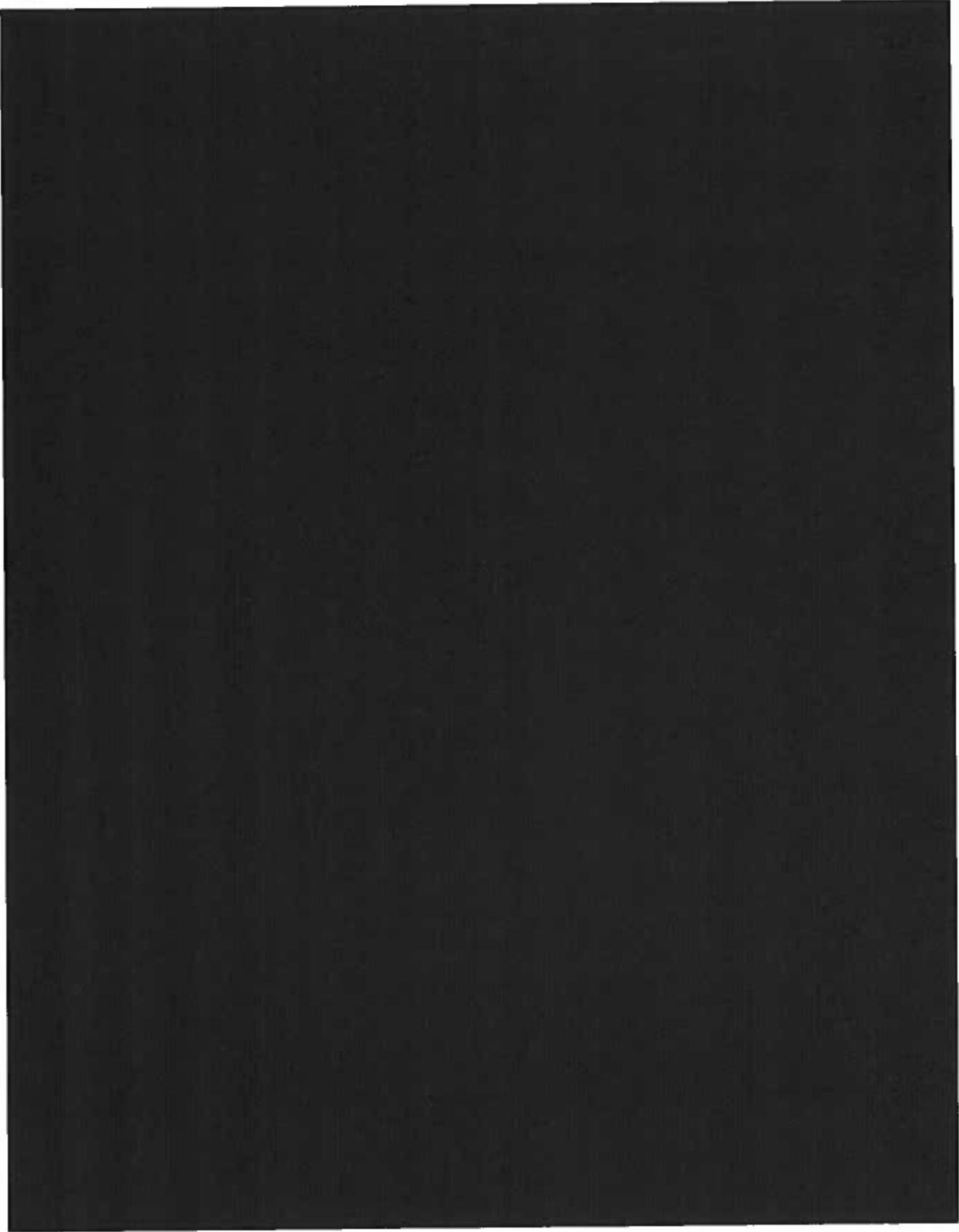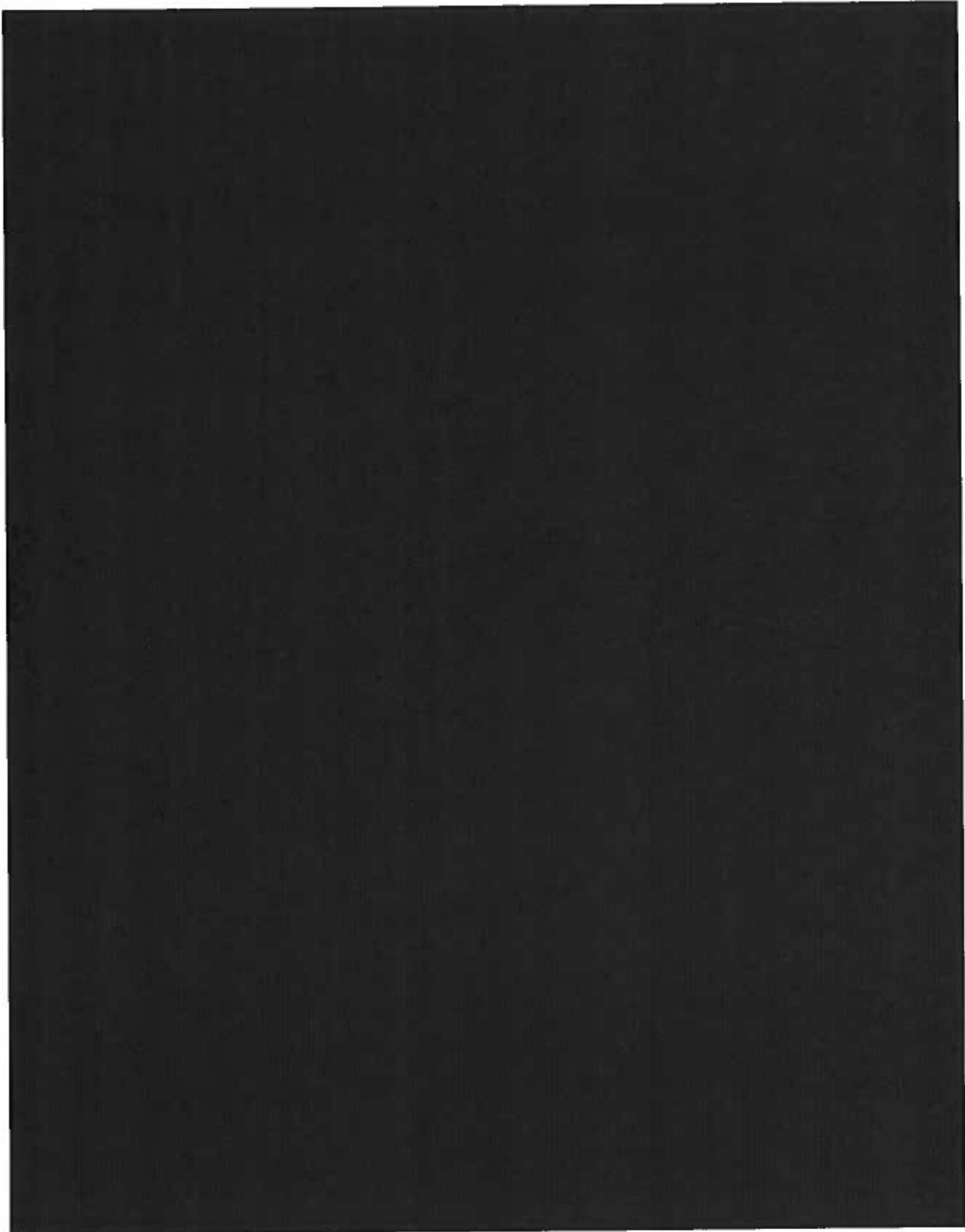
Appendix C: Vendor Purchase Contract

MASTER PURCHASE LICENSE AGREEMENT

Client:	WASPC	Effective Date:	4.22.2016
Phone:	360.486.2380	Fax:	360.486.2381
Address	3060 Williamette Drive NE, Lacey, WA 98516		

This Master Purchase and License Agreement ("Agreement") is dated as of the Effective Date and is made between the WASPC and Optimum Technology. This Agreement shall apply to Client's purchase of one or more Systems from Optimum Technology which consist of Software licenses, Equipment and/or Services ("Optimum Technology Offerings") as described on the applicable Order Form and/or Statement of Work executed by the parties. Client may from time to time purchase additional Optimum Technology Offerings by executing an Order Form or Statement of Work with Optimum Technology. Client Affiliates may also order Systems and additional Optimum Technology Offerings hereunder by means of a properly executed Order Form and/or Statement of Work referencing this Agreement; provided that in such a case, the Affiliate shall be bound by all of the rights and obligations of the Client under this Agreement.

1. Definitions

"**AFFILIATE**" shall mean an entity which controls, is controlled by or is under common control with the Client, where "control" means ownership of more than 50% of the voting equity securities of a company.

"**CAL**" OR "**CLIENT ACCESS LICENSE**" shall mean a Software license which enables an unlimited number of individual user IDs (as set forth in the applicable Order) to have access to such Software.

"**DOCUMENTATION**" shall mean the reference, installation, administrative and programmer manuals relating to the use of the Software delivered by Optimum Technology to Client with the Software. Documentation shall not include marketing materials.

"**EQUIPMENT**" shall mean the hardware components described in an Order Form, and as supplied by Optimum Technology hereunder.

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"ORDER FORMS" shall mean the Optimum Technology ordering schedules which are signed by both parties to place orders for Optimum Technology's standard Software products, Third Party Software, Equipment and/or services under this Agreement

"PROJECT DELIVERABLES" has the meaning set forth in Section 10(a) below.

"SERVICES" has the meaning set forth in Section 10(a) below.

"SITE" shall mean a specific, physical location of Client's business where the System may be deployed as set forth in the applicable Order Form.

"SOFTWARE" shall mean all or any portion of the binary computer software programs and Documentation provided by Optimum Technology, whether in machine-readable or printed form and including all software products listed in the applicable Order and all corrections, updates, enhancements thereto.

"STATEMENTS OF WORK" or **"SOWs"** shall mean Statements of Work which are signed by both parties to place orders for professional services to be performed by Optimum Technology under this Agreement.

"SUPPORTED LICENSE" shall mean any Software license acquired hereunder for which Client is entitled to telephone support and updates from Optimum Technology under Optimum Technology's Software Maintenance Guide (attached hereto as Exhibit A) by paying the appropriate annual Software Maintenance Fees.

"SUPPORTED EQUIPMENT" shall mean any Equipment acquired hereunder for which Client is entitled to Maintenance from Optimum Technology under Optimum Technology's Hardware Maintenance Guide (attached hereto as Exhibit B) by paying the appropriate annual Equipment Maintenance Fees.

"SYSTEM" shall mean the Equipment, Software, Third Party Software and Services described in the applicable Order Form and Statement of Work.

"SYSTEM CHARGE" shall mean collectively, as specified in each Order Form and/or Statement of Work (as applicable), the Equipment cost, fees for Software and Third Party Software licenses, and fees for installation, training, and other services.

"THIRD PARTY SOFTWARE" shall mean Software that is owned by or licensed from a party other than Optimum Technology and sublicensed to the Client hereunder.

2. **Software License and Restrictions.** Optimum Technology grants to Client a non-exclusive and non-transferable license during the Term set forth in the Order Form to install or otherwise access and permit its employees and consultants

("Users") to use the binary executable version of the Software at the Site specified in the Order Form only in accordance with the applicable use restrictions specified in the Order Form. Client may use the Software for its internal business purposes only, and will not sublicense, redistribute, or otherwise allow third parties to use them directly or indirectly, whether on a time sharing, remote job entry or service bureau arrangement. Client will not copy, modify, or prepare derivative works of the Software. Client will not reverse compile or reverse assemble the Software or otherwise attempt to derive or obtain all or any portion of the Software source code. Client may create a limited number of copies of the Software solely for archival or back-up purposes. Any use of the Software beyond these limitations will be subject to Optimum Technology's prior written consent and payment of the applicable fees.

3. Sale of Equipment

Optimum Technology will sell to Client the Equipment specified in the Order Form. Each Order Form incorporates by reference the terms and conditions of this Agreement and constitutes a separate sale agreement ("Sale Agreement") for the Equipment described therein. All Equipment purchased by Client is provided from manufacturer's facility. Optimum Technology shall deliver and Client shall accept delivery of the Equipment at the location and on the date set forth in the Sale Agreement. Optimum Technology shall use reasonable efforts to meet the specified delivery dates. Optimum Technology will pack and seal the Equipment, or will cause the manufacturer to do so, in accordance with any procedures required by the manufacturer to remain eligible for the manufacturer's maintenance agreement. Optimum Technology reserves and Client grants to Optimum Technology a purchase money security interest in the Equipment to secure payment in full of the System Charge. A copy of this Agreement and any Sale Agreement hereto may be filed as a financing statement in the appropriate filing offices to perfect such security interest.

4. Installation and Training

Optimum Technology will provide the installation services and training services as specified in the applicable Order Form or Statement of Work. All training services provided by Optimum Technology hereunder will be performed at Optimum Technology's training facility, with Client solely liable and responsible to pay all travel and related expenses associated with Client's attendance at such training. Client will provide prompt and reasonable access to Client's information, documentation, facilities, equipment, hardware, and personnel as requested by Optimum Technology to facilitate Optimum Technology's performance of the installation services and training services.

5. Maintenance

a. Software Maintenance. Optimum Technology will provide maintenance and support services for the Software ("Software Maintenance") to Client for the period(s) set forth in the Order Form (each a "Maintenance Period"), subject to Client's payment of the applicable maintenance fees ("Software Maintenance Fees") to Optimum Technology. Software Maintenance will be provided in accordance with and consist solely of the products and services described in the Optimum Technology Software Maintenance Guide in effect at the start of then-current Maintenance Period, provided herewith and hereby incorporated by reference. A copy of the Software Maintenance Guide is attached hereto as Exhibit A.

b. Equipment Maintenance. Optimum Technology will provide maintenance and support services for the Equipment ("Equipment Maintenance") to Client for the period(s) set forth in the Order Form (each a "Maintenance Period"), subject to Client's payment of the applicable maintenance fees ("Equipment Maintenance Fees") to Optimum Technology. Equipment Maintenance will be provided in accordance with and consist solely of the products and services described in the Optimum Technology Equipment Maintenance Guide in effect at the start of then-current Maintenance Period, provided herewith and hereby incorporated by reference. A copy of the Equipment Maintenance Guide is attached hereto as Exhibit B.

c. Additional Maintenance. Any additional maintenance (if any) for the System and/or any of Software or Equipment components shall be specified in the applicable Statement of Work.

6. Fees

a. Payment Terms. Client will pay without deduction or set-off: (i) the fees summarized on the Order Form for each Optimum Technology Offering purchased by Client and services ordered under any Statement of Work; and (ii) all out-of-pocket expenses incurred in performing any services for Client in accordance with Optimum Technology's then-applicable expense policies. All payments are due within 30 days of the invoice date, unless otherwise provided in the applicable Order Form or Statement of Work. Late payments will incur a charge of 1.0% per month, not to exceed the maximum amount allowed by law. Client shall pay any and all applicable federal, state and local sales, use, value added, excise, duty and any other taxes of any nature (except any taxes based on Optimum Technology's net income) assessed on the Optimum Technology Offerings.

b. Exclusions. The System Charge does not include, and Client agrees to pay, any additional sums for:

(i) Equipment, Software, Third Party Software, and services not included as part of the System Charge and requested by Client (including software changes or reconfiguration).

(ii) Services required by or incurred due to: (1) incomplete site preparation, in accordance with an agreed-upon schedule; or (2) any Third Party Software not furnished with the System that either fails to interface or integrate with the System or materially impairs the System's operation.

(iii) All of Optimum Technology's direct, out-of-pocket travel and associated living expenses which are approved in advance by the Client.

(iv) Charges for shipping, freight, insurance, loading, unloading and storage associated with the delivery, installation, and repair of the System.

7. Confidentiality

Any nonpublic information disclosed by a party or its Affiliates, its related entities and/or agents ("Disclosing Party") designated confidential or that, under the circumstances surrounding receipt, the receiving party ("Receiving Party") should know is treated as confidential by Disclosing Party ("Confidential Information") will be kept strictly confidential by Receiving Party and will not, without the Disclosing Party's authorization, be disclosed to any third party or used by the Receiving Party for its own benefit except as contemplated by this Agreement. Any Optimum Technology Offering provided hereunder constitutes Confidential Information, and Client will not disclose, de-compile, disassemble nor otherwise reverse engineer such Optimum Technology Offering. Confidential Information does not include information: (i) known to Receiving Party before receipt hereunder or later independently developed without reference to the Confidential Information; (ii) lawfully obtained from a third party without restriction and without breach of an obligation to keep it confidential; or (iii) that becomes publicly available other than as a result of an act or omission of Receiving Party. Nothing herein will prevent Optimum Technology or its employees performing hereunder from providing services or developing materials that are similar or identical to or competitive with those developed or provided under this Agreement. Subject to this Section, Optimum Technology may use any ideas, concepts, know-how and techniques used, discovered, or reduced to practice while furnishing the Optimum Technology Offerings for the benefit of other Optimum Technology clients.

8. Ownership

All trademarks, service marks, patents, copyrights, trade secrets and other proprietary rights in or related to the Optimum Technology Offerings are and will remain the exclusive property of Optimum Technology or its licensors, whether or not specifically recognized or perfected under applicable law. Client will not take any action that jeopardizes Optimum Technology's or its licensors' proprietary

rights. Client acknowledges and agrees that it acquires no right in the Software, except the limited use license specified in Section 1 above. Optimum Technology and its licensors, as applicable, will own all rights in any copy of the Software or any derivative work, including any improvement or development of the Software. Client agrees to take, at Optimum Technology's sole expense, any actions reasonably requested by Optimum Technology to perfect such rights in Optimum Technology's or an applicable licensor's name.

9. **Warranty, Indemnity, Remedies**

   a.   Software Warranty. For each Supported License, Optimum Technology warrants for a period of one year from the date such license is acquired that the Software, unless modified by Client, will perform in accordance with the Documentation. Optimum Technology will undertake to correct any reported error in accordance with its Client Support Guide.

   b.   Services Warranty. Optimum Technology warrants that: (i) it will perform the services ordered hereunder in a professional and workmanlike manner; and (ii) the Project Deliverables delivered in the context of any professional services ordered hereunder will perform substantially in accordance with the specifications set forth in the applicable Statement of Work and/or the applicable user documentation delivered therewith for a period of 30 days after delivery of same to Client.

   c.   Equipment Warranty. Client acknowledges that all Equipment supplied by Optimum Technology hereunder is manufactured by third parties and agrees that use and possession of the Equipment by Client shall be subject to and controlled by the terms of any manufacturer's warranty. For Supported Equipment, Optimum Technology shall during the applicable Maintenance Period repair manufacturing defects which prevent such Equipment from normal operation as described in the manufacturer's user manuals or replace such Equipment when necessary, all in accordance with the terms and conditions of the Equipment Maintenance Guide. For Equipment which is not Supported Equipment, Client agrees to look solely to the manufacturer with respect to all mechanical, service and other claims, and the right to enforce all warranties made by said manufacturer are hereby, to the extent Optimum Technology has the right, assigned to Client.

   d.   Indemnity. If an action is brought against Client claiming that the Software infringes a U.S. patent or copyright, or misappropriates a third party trade secret, Optimum Technology will defend Client at Optimum Technology's expense, and pay the damages and costs finally awarded against Client in such action, but only if: (i) Client notifies Optimum Technology promptly upon learning that the claim might be asserted; (ii) Optimum Technology has sole

control over the defense and any negotiation for its settlement or compromise; and (iii) Client provides such assistance as Optimum Technology reasonably requests.

e. <u>Limited Remedy</u>. In the event of a claim under Paragraph 9(d) above, Optimum Technology shall separate from and in addition to its obligations under Paragraph 9(d): (i) use commercially reasonable efforts to replace the deficient or infringing portion of the Software with a relevant product that fulfills substantially the same function; or (ii) procure for Client the right to continue using the affected portion of the affected Software. If Optimum Technology determines that it cannot provide compliant Software within a reasonable time, then it may, at its option, terminate the relevant Order Form for the relevant Software, and: (i) refund to Client a pro-rata portion of the license fees paid for such Software subject to a 5 year straight-line depreciation schedule. Paragraph 9(d) and this Paragraph 9(e) states Client's exclusive remedy, and Optimum Technology's exclusive liability, for any claim of infringement.

f. <u>Limitations</u>. Optimum Technology will have no obligation to Client under this Section 9 if any breach, infringement, or misappropriation is based upon: (i) a modification of the Software not performed or provided by Optimum Technology; (ii) the failure to promptly install an upgrade, update, or other fix or error correction provided by Optimum Technology if prompt installation of such would have avoided the breach, infringement, or misappropriation; (iii) the combination of the Software, with any non-Optimum Technology product(s), software, or equipment if the Software would have avoided the breach, infringement or misappropriation but for such combination; (iv) Client's breach of Paragraph 9(g), below. Client acknowledges that the products and services ordered hereunder may not satisfy all of Client's requirements and the use of the Software may not be uninterrupted or error-free.

g. <u>Third Party Software</u>. As part of Software and/or the deliverables provided in connection with services ordered hereunder, Optimum Technology may supply to Client or incorporate an object code version of software owned and/or licensed by a party other than Optimum Technology ("Third Party Software"). Third Party Software, as defined within this Agreement, shall not consist of any software or code imbedded or incorporated within Optimum Technology's own Software. Third Party Software provided to Client by Optimum Technology will be provided to Client pursuant to the terms of the licensor's applicable license and Client agrees to be bound thereby. Client will acquire only those rights in the Third Party Software granted by applicable license and accorded by applicable law. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN AN APPLICABLE

ORDER FORM OR STATEMENT OF WORK, Optimum Technology PROVIDES THE THIRD PARTY SOFTWARE "AS IS" AND THE WARRANTIES, INDEMNITIES, AND REMEDIES SET FORTH IN PARAGRAPHS 9(A), (D), (E) and (F) DO NOT APPLY TO THIRD PARTY SOFTWARE OR ANY BREACH, INFRINGEMENT, OR MISAPPROPRIATION TO THE EXTENT IT IS CAUSED BY SUCH THIRD PARTY SOFTWARE. Client acknowledges it must look exclusively to the manufacturer of the Third Party Software for any warranty, maintenance, support, or other service or remedy. Except as otherwise provided, Maintenance and Support does not apply to Third Party Software.

h. High Risk Activities. The Optimum Technology Offerings and/or Project Deliverables may contain technology that is not fault-tolerant and is not designed or intended for use in hazardous environments requiring fail-safe performance, including without limitation, in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, weapons systems, direct life-support machines, or any other application in which the failure of the Optimum Technology Offerings and/or Project Deliverables could lead directly to death, personal injury, or severe physical or property damage (collectively, "High Risk Activities"). Optimum Technology expressly disclaims any express or implied warranty of fitness for High Risk Activities.

i. WARRANTY DISCLAIMER. EXCEPT AS EXPRESSLY PROVIDED HEREUNDER, TO THE FULL EXTENT PERMITTED BY APPLICABLE LAW, OPTIMUM TECHNOLOGY MAKES NO WARRANTIES OR REPRESENTATIONS CONCERNING THE PRODUCTS, SERVICES, ANY OTHER OPTIMUM TECHNOLOGY OFFERING(S) OR ANY THIRD PARTY SOFTWARE OR OTHER MATERIALS, SERVICES, INFORMATION, OR TECHNOLOGY, AND OPTIMUM TECHNOLOGY EXPRESSLY DISCLAIMS ALL SUCH WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE.

10. Additional Professional Services

a. Services. Optimum Technology will provide the professional services described in each Statement of Work signed by the parties, each of which will form an integral part of this Agreement (collectively, "Services"). Any change in the scope of Services must be agreed upon in writing by Optimum Technology and Client, and may result in additional fees and scheduling changes, as determined by Optimum Technology. If specified in a Statement of Work, Optimum Technology will provide to Client deliverable(s) created specifically for Client ("Project Deliverable").

b. Ownership of Project Deliverables. Client will own rights in: (i) its proprietary client materials; and (ii) all original components of the Project Deliverables created by Optimum Technology and delivered to Client pursuant to this Agreement upon payment of all fees due for the Services. Notwithstanding the foregoing, Optimum Technology and its licensors will retain exclusive ownership of the following (collectively "Optimum Technology Materials"): (i) all pre-existing works, inventions, technology, data and materials incorporated or used in association with the design and development of the Project Deliverable; (ii) any works created by Optimum Technology pursuant to its performance of the Services, including, but not limited to, any proposed, draft, or preparatory materials, that are not incorporated into the Project Deliverables; (iii) all derivatives, improvements, enhancements or extensions of the Optimum Technology Materials, and (iv) all ideas, concepts, know-how, and techniques, that Optimum Technology may use, conceive of or first reduce to practice in connection with the Services that are not uniquely applicable to Client or that have general applicability in the art. Upon payment of all fees due for the Services, Optimum Technology will grant to Client a non-exclusive, non-transferable, indefinite, worldwide, royalty-free and paid-up license to use the Optimum Technology Materials as incorporated in the Project Deliverable for Client's internal business purposes, provided that Client will have no right to use such Optimum Technology Materials apart from the Project Deliverable or in any other manner, and Client's ownership under (ii) above shall be subject to such license of the Optimum Technology Materials. For purposes of this Section 10(b) neither the term "Project Deliverable" nor the term "Optimum Technology Materials" shall under any circumstances be deemed to include Software.

11. Acceptance Testing

a. Acceptance Testing Procedure. In the event that an Order specifies that Client's acceptance of all or part of the Order specified therein is subject to successful completion of acceptance testing, the following procedures and time periods shall apply: Client will be entitled to test the Equipment, Software and/or Project Deliverable as applicable to determine if it operates in accordance with, and otherwise conforms to the Acceptance Criteria. If acceptance testing is a required term in an Order but the period or procedures for such acceptance testing are not specified on the Order, then (i) Client will have thirty (30) days from the date the Equipment/Software/Project Deliverable was delivered to conduct the test, and (ii) Client may use its own internal test procedures and any sample input. Acceptance of the Equipment/Software/Project Deliverable shall not be deemed to constitute a

waiver by Client of any rights it may have based on Optimum Technology's warranties.

b. <u>Acceptance or Rejection</u>. If Client determines that the Equipment/Project Deliverable/Software (as applicable) successfully operates in accordance with, and otherwise conforms to, the Acceptance Criteria, Client will notify Optimum Technology that Client accepts the Equipment/Software/Project Deliverable within ten (10) days of the completion of the applicable testing period. If Client determines that the Equipment/Software/Project Deliverable does not operate in accordance with, or otherwise conform to, the applicable Acceptance Criteria, then Client will provide Optimum Technology with a notice describing the nonconformance to the Acceptance Criteria within ten (10) days of the completion of the applicable testing period. Optimum Technology will have thirty (30) days from the date it receives Client's notice of the nonconformance to correct (at no additional cost to Client) the Equipment/Software/Project Deliverable. When Optimum Technology redelivers the Equipment/Software/Project Deliverable, Client will be entitled to repeat the testing process. The Equipment/Software/Project Deliverable ordered on any Order will be deemed to have been accepted by Client if (i) Client does not provide Optimum Technology with a written notice of nonconformance to the Acceptance Criteria within twenty (20) days after expiration of the applicable testing period, or (ii) the Equipment/Project Deliverable/Software (as applicable) is put into production use by the Client.

12. LIABILITY LIMITATION

UNDER NO CIRCUMSTANCES WILL EITHER PARTY BE LIABLE FOR CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES OR LOST PROFITS, WHETHER FORESEEABLE OR UNFORESEEABLE, BASED ON CLAIMS OF CLIENT OR ANY OTHER PARTY ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT, FAILURE OF ANY REMEDY TO ACHIEVE ITS ESSENTIAL PURPOSE, OR OTHERWISE. NOTWITHSTANDING THE FORM (e.g., CONTRACT, TORT, OR OTHERWISE) IN WHICH ANY LEGAL OR EQUITABLE ACTION MAY BE BROUGHT, IN NO EVENT WILL OPTIMUM TECHNOLOGY OR ITS SUPPLIERS BE LIABLE FOR DAMAGES OR LOSSES THAT EXCEED, IN THE AGGREGATE, THE FOLLOWING FOR EACH RESPECTIVE BREACH OR SERIES OF RELATED BREACHES: (i) WITH RESPECT TO EQUIPMENT, THE PURCHASE PRICE PAID BY CLIENT FOR THE EQUIPMENT THAT GAVE RISE TO SUCH DAMAGES OR LOSSES (ii) WITH RESPECT TO SOFTWARE, THE AMOUNT OF LICENSE FEES PAID BY CLIENT FOR THE SOFTWARE THAT GAVE

RISE TO SUCH DAMAGES OR LOSSES; AND (iii) WITH RESPECT TO ANY SERVICES PROVIDED HEREUNDER, THE AMOUNT OF FEES PAID FOR THE SERVICES THAT GAVE RISE TO SUCH DAMAGES OR LOSSES. Except with regard to payments due Optimum Technology, neither party will be liable for any delays or failures in performance due to circumstances beyond its reasonable control that could not be avoided by its exercise of due care.

13. Term and Termination

The Term of this Agreement will commence upon the Effective Date and continue through the latest date that any Order Form or addendum hereto is in effect. In addition to any termination or expiration provision set forth in any Order Form or addendum hereto, Optimum Technology may suspend performance and/or terminate this Agreement immediately if: (i) Client breaches any material term of this Agreement and fails to cure after a reasonable period not to exceed 30 days (10 days in the case of non-payment); (ii) Client becomes insolvent or otherwise fails to pay its debts to Optimum Technology or to any third party when they become due in the ordinary course of business; or (iii) bankruptcy or receivership proceedings are initiated by or against Client. If this Agreement expires or terminates for any reason: (i) all amounts due or to become due hereunder will immediately be due and payable to Optimum Technology; and (ii) Client will delete, destroy, or return to Optimum Technology at its option all copies and partial copies of any Confidential Information, and certify that it has done so by an officer's affidavit. Sections 7, 8, 11 and 15 of this Agreement will survive any expiration or termination hereof.

14. Restricted Rights

U.S. Government users will receive no greater than Restricted Rights as defined in FAR 52.227- 14, FAR 52.227-19(c)(1-2) (Jun 1987) or DFAR 252.227-7013(c)(1)(ii) (Oct 1988), DFAR 252.221-7015(c) (May 1991), DFAR 252.227-7014, or DFAR 252.227-7018 as applicable in any Software. Government users will secure no greater than limited rights as defined in FAR 52.227-14, DFAR 252.227-7015, DFAR 252.227-7018, or DFAR 252.227-7013 as applicable in any technical data in or related to the Software.

15. Assignment

Client may assign this Agreement only pursuant to a merger, acquisition, sale of all or substantially all assets, corporate reorganization or other similar transaction, provided that the scope of use of any Software or services, provided hereunder will not be expanded beyond the business of Client and assignee assumes, and is capable of assuming, all obligations (including financial) of Client hereunder. Optimum Technology may assign this Agreement to any successor to Optimum Technology's interests in the subject matter.

Optimum Technology may assign its right to payment hereunder or grant a security interest in this Agreement or such payment right to any third party. Optimum Technology may perform any obligation pursuant to this Agreement using agents and subcontractors.

16. General

Each party will comply with all applicable laws, including U.S. Export Administration Regulations and Executive Orders. All notices will be deemed given as of the day received either by receipted, nationwide overnight delivery service, or in the U.S. mails, postage prepaid, certified or registered, return receipt requested, to the addresses and attention of the representatives specified below with copy to each party's General Counsel. Client grants to Optimum Technology the right to use Client's name and trademarks solely as a client reference in promotional and marketing materials in accordance with generally accepted industry standards and practices for such references. Optimum Technology and Client are independent parties. Nothing in this Agreement will be construed to make either party an agent, employee, franchisee, joint venturer, or legal representative of the other party. This Agreement will be governed by and interpreted in accordance with the laws of the State of Washington, excluding its conflict of law principles, and both parties consent to the jurisdiction of the federal and state courts of Ohio respectively, waiving any objection to forum non conveniens. Optimum Technology will be entitled to its reasonable attorneys' fees in addition to any other damages and amounts awarded to it in any action to collect unpaid fees owed pursuant to this Agreement. No waiver, amendment, or other modification of this Agreement will be effective unless in writing and signed by the party against whom enforcement is sought. If any provision of this Agreement is held unenforceable, in whole or in part, such holding will not affect the validity of the other provisions of this Agreement. This Agreement and its schedules constitute the complete and entire statement of all terms, conditions, and representations of the agreement between Optimum Technology and Client with respect to its subject matter and supersede all prior writings or understandings.

Optimum Technology	WASPC
Print Name: Josh M. Davda	**Print Name:**
Date: 4/20/2016	**Date:**
Title: President and CEO	**Title:**

OptimumTechnology

Signature: _[signature]_

Signature:

Appendix D: Vendor Software License Agreements

OPTIMUM TECHNOLOGY SOFTWARE LICENSE AND SUPPORT AGREEMENT

This License Agreement ("Agreement") made this 20thday of April, 2016 ("Effective Date") by and between, on the one hand, Optimum Technology, Inc., an Ohio Corporation, having a place of business at 100 E. Campus View Blvd., Suite 380, Columbus, OH 43235, USA ("Licensor"), and the WASPC, having a place of business at 3060 Williamette Drive NE, Lacy, WA 98516 (collectively "Licensee"), on the other hand. Licensor and Licensee are collectively referred to herein as the "Parties."

WITNESSED THAT

WHEREAS, Licensor owns and has the right to provide a license for the use of certain software products as defined below;

WHEREAS, Licensee desires to obtain, and Licensor is willing to grant Licensee, a non-exclusive license as hereinafter defined and under the terms and conditions herein specified;

NOW, THEREFORE, in consideration of the premises and mutual agreements herein contained Licensor and Licensee agree as follows:

TERMS

1. DEFINITIONS

The following terms used in this Agreement, whether in singular or plural form, shall have the meanings as set forth below for purposes of this Agreement only:

1.1 **"Affiliate"** shall mean any corporation, company, partnership, joint venture, firm or other entity that now or at any time during the term of this Agreement, directly or indirectly, controls, is controlled by or is under common control with Licensee. For the purpose of this definition, **"control"** shall mean the direct or indirect ownership or possession of (i) at least fifty percent (50%) of the shares of the subject entity entitled to vote in the election of directors (or, in the case of an entity that is not a corporation, for the election of the corresponding managing authority), at least fifty percent (50%) interest in the income of such entity, or, if the maximum percentage of such shares or interest that a foreign investor may own is less fifty percent (50%), the maximum percentage that may, under local law, be owned by a foreign investor, or (ii) the power to direct or cause the direction of management, business affairs or policies of the subject entity.

1.2 **"Licensed Software"** shall mean i) those software components owned or developed by Licensor identified in **Exhibit A**, and ii) any revisions, modifications and updates that Optimum Technology elects to make pursuant to **Exhibit C**.

1.3 **"Software Update"** means all software modifications, improvements and corrections offered, from time-to-time, by Optimum Technology to all users of its Licensed Software modules.

2. SOFTWARE COMPONENTS LICENSE AND TERMS

2.1 Subject to the terms and conditions of this Agreement, Licensor hereby grants to Licensee and its Affiliates a personal, non-exclusive, non-transferable (except as provided in the Assignment section below), perpetual license to use and operate the Licensed Software consistent with the terms of this Agreement.

2.2 All of the software components provided by Licensor are the proprietary intellectual property of Licensor and Licensee may not make copies of the Licensed Software except as necessary for use by Licensee.

2.3 Licensee agrees to use the Licensed Software in compliance with all applicable laws and in accordance with the terms and conditions set forth in this Agreement.

2.4 All terms and conditions required by _____ for _____, and by for their cloud offerings apply to this License, if such software and services are used by the Licensee in connection herewith.

2.5 Licensor makes no other grant to Licensee other than those provided for under this Agreement.

2.6 Licensee understands and agrees that product extensions provided by Licensor will only support English language applications and all project documentation will only be in English.

3. INSTALLATION AND SUPPORT– OPTIMUM SUPPORT

3.1 *Optimum Support - Overview*. Optimum Support will be as defined in Exhibit C.

3.2 *Optimum Support Help Desk*. Optimum's help desk (the "Help Desk") services are available to Licensee during regular business hours (8:00 AM to 8:00 PM EST). The Help Desk is an email/Optimum Support ticketing tool portal based support service and is provided through Optimum's centralized service desk. Through the Help Desk, Licensee can obtain:

- A single point of contact for users
- Information relating to previous and forthcoming releases and updates
- Information related to the general operation of Licensed Software
- Information on status and progress of requests/tickets raised through the Optimum Support Portal
- Support relating to the impact caused by environment changes or updates to base platforms
- Information on support relating to implementation updates.

Optimum Support Help Desk services will not be provided after the expiration or termination of support services under this Agreement.

3.3 Additional Work. Additional services , if any, that Licensor has agreed to perform for Licensee are identified in Exhibit C (Statement of Work) and are subject to the terms and conditions of this Agreement except as specifically provided for in that exhibit.

3.4 Exclusions Services other than those described Exhibit C are excluded including, for example, environment changes or an upgrade of base platforms which may adversely impact the Licensed Software, and are not included within the scope of this Agreement. It is strongly recommended that the Licensee make a decision about upgrading platforms after an impact assessment to the Licensed Software. Upon request, Optimum Technology can assist and inform Licensee if such platform and/or software upgrade will adversely impact the Licensed Software. Although those services are excluded from this Agreement, they may be purchased separately upon Licensee's request.

4. PAYMENT

4.1 In consideration for the license and other rights granted by Licensor to Licensee under this Agreement, Licensee agrees to pay Licensor in accordance with the payment schedule set forth in Exhibit B to this Agreement.

4.2 Hardware or software upgrade recommendations by Licensor might involve additional costs and such costs would be borne by the Licensee.

4.3 All payments called for under this Agreement shall be in United States currency, due thirty days after invoice ("the payment period"), and payable to Licensor at Optimum Technology, Inc., 100 E. Campus View Blvd., Suite 380, Columbus, OH, 43235 by check or wire transfer.

4.4 Licensee will pay the full amount of each invoice so that such payment is deposited into Licensor's account within the agreed upon payment period. Late payments shall be subject to a charge consisting of the maximum non-usurious rate permitted by applicable law, compounded daily, on the unpaid balance, which will accrue beginning from the due date and continue to accrue until the entire balance and accrued interest are paid in full. If Licensee fails to comply with any of the stated payment terms, then (1) access to the Licensed Software is immediately suspended until all payments are made in full, without waiving any right or remedy Licensor may otherwise have; and (2) Licensor shall recover all costs of collection, including reasonable attorney's fees, from the Licensee.

5. TERM AND TERMINATION

5.1 The Software License shall become effective as of the Effective Date and shall continue in full force and effect for the life of the software components licensed as identified in Exhibit A, subject to Licensee complying with the terms and conditions of this Agreement.

5.2 The Optimum Installation Support, Software Support and Help Desk services will be provided for an initial term of three years and will then automatically renew for successive one year terms unless terminated by either party through written notice to the other sixty days prior to the end of the initial term or any successive term. The

renewal price for Optimum services will be as specified in Exhibit B but, if no specific price for Optimum services during a renewal term is specified in that exhibit, the price charged will be set at Licensors then prevailing rate.

5.3 Licensor may terminate this Agreement, including all Optimum services, for cause if Licensee violates any of the terms or conditions of this Agreement. In the event of a breach of the terms and conditions of this Agreement, including without limitation the failure to pay amounts owed, all license grants to, and support of, the software components identified in Exhibit A will be deemed to be terminated and revoked and Licensee shall not make use of, sell, transfer or otherwise convey the licensed software to any other party. Notice of termination will be provided to Licensee in writing at its last known address. Licensee agrees that the failure to comply with this section will result in irreparable harm to Licensor, entitling Licensor to seek injunctive relief and appropriate compensation with the Court.

5.4 Either party may terminate support for this Agreement without cause at the end of the initial term, or at any time thereafter, upon ninety days written notice.

6. ASSIGNMENTS - This Agreement (including all grants, obligations and provisions herein) shall inure to the benefit of, and be binding upon, the successors and assigns of all Parties, but no purported assignment or transfer by Licensee of this Agreement or any part thereof shall have any force or validity whatsoever, except, unless and until approved in writing by Licensor, which approval shall not be unreasonably be withheld or delayed. Notwithstanding the foregoing, Licensee may assign this Agreement (together with all grants, obligations and provisions herein) without such approval (i) to any Affiliate of Licensee or (ii) to any third party that acquires a majority of all of the assets or business of Licensee to which this Agreement relates (whether by merger, stock sale, asset sale or otherwise).

7. COVENANTS, REPRESENTATIONS AND WARRANTIES

7.1 Licensor warrants and covenants that: (i) it has the entire right, title and interest in and to the Licensed Software; (ii) it has the right to enter into this Agreement; and (iii) there are no liens, conveyances, mortgages, assignments, encumbrances or other agreements to which Licensor is a party or by which it is bound, which would prevent or impair the full exercise of all substantive rights granted to Licensee by Licensor pursuant to the terms and conditions of this Agreement.

7.2 licensor licenses and licensee accepts the licensed software "as is." Licensor provides no warranties as to the function or use of the licensed software, whether express, implied, or statutory, including, without limitation, any implied warranties of merchantability or fitness for a particular purpose. Licensor does not warrant that the functions provided pursuant to the licensed software will meet licensee's requirements or that the operation of the licensed programs will be uninterrupted or error free. Licensee acknowledges that licensor does not control subscriber's use or operation of the licensed software, and further acknowledges that licensor does not control the quality or accuracy of the data provided by subscriber that is processed by the licensed software.

7.3 Except for either party's indemnity obligations under section 8.1 of this agreement, the total liability of the licensor or licensee for all damages pursuant to the agreement or

otherwise arising in connection with the agreement, shall be limited to the amounts actually paid or owed by licensee to licensor. Except for either party's indemnity obligations under this agreement, in no event shall licensor or licensee be liable for indirect, incidental, special, or consequential damages, including loss of use, loss of profits or interruption of business, however caused or on any theory of liability

7.4 Licensee understands that Licensor may be subject to regulation by agencies of the U.S. Government, including the U.S. Departments of commerce and State, which prohibit export or diversion of certain technical products to certain countries. Licensee warrants that it will comply in all respects with the export and re-export restrictions set forth in any applicable export license for the Licensed Software and all other applicable export regulations. Licensee agrees to indemnify and hold Licensor harmless from any loss, damages, liability or expenses incurred by Licensor as a result of Licensee's failure to comply with any export regulations or restrictions.

7.5 Every party further represents and warrants that in executing this Agreement, it does not rely on any promises, inducements, or representations made by any party or third party with respect to this Agreement or any other business dealings with any party or third party, now or in the future. Licensee understands that implementation of the recommendations given by Licensor is up to the Licensee. Licensor assumes no liability for failure to follow recommendations.

7.6 Every party represents and warrants that it is not presently the subject of a voluntary or involuntary petition in bankruptcy or the equivalent thereof, does not presently contemplate filing any such voluntary petition, and does not presently have reason to believe that such an involuntary petition will be filed against it.

7.7 Licensee agrees that nothing in this Agreement grants it the right to use any of Licensor's trade names, trademarks, service marks, and logos.

8. INDEMNIFICATION

8.1 Licensor agrees to defend, indemnify and hold harmless Licensee from and against any direct damages that arise directly from any third party claim asserted against Licensee which asserts that the Licensed Software infringes upon or violates the intellectual property rights of such third party, so long as the third party claim does not assert that the infringement or violation has arisen at least in part because of the Licensee's provided data or Licensee's use of that data.

8.2 If any Person shall claim indemnification hereunder arising from any claim or demand of a third party, the party seeking indemnification (the "Indemnified Party") shall promptly notify the party from whom indemnification is sought (the "Indemnifying Party") in writing of the basis for such claim or demand setting forth the nature of the claim or demand in reasonable detail. The failure of the Indemnified Party to so notify the Indemnifying Party shall not relieve the Indemnifying Party of any obligation hereunder except to the extent the Indemnifying Party demonstrates that the defense of such claim or demand is prejudiced by the failure to give such notice.

8.3 Except as specifically provided herein, if any proceeding is brought by a third party against an Indemnified Party and the Indemnified Party gives notice to the Indemnifying Party pursuant this Agreement, the Indemnifying Party shall be entitled to participate in

such Proceeding and, to the extent that it wishes, to assume the defense of such Proceeding, if (i) the Indemnifying Party provides written notice to the Indemnified Party that the Indemnifying Party intends to undertake such defense, and by such notice it shall be established that the Indemnifying Party shall indemnify the Indemnified Party against all Damages resulting from or relating to such third-party claim as provided in this Article. The Indemnified Party shall, in its discretion, have the right to employ separate counsel (selected by it) in any such action and to participate in the defense thereof, and the fees and expenses of such counsel shall be paid by such Indemnified Party. The Indemnified Party shall cooperate with the Indemnifying Party and its counsel in the defense or compromise of such claim or demand.

8.4 With respect to any third-party claim subject to indemnification under this Article, (i) both the Indemnified Party and the Indemnifying Party, as the case may be, shall keep the other Person informed of the status of such third-party claim and any related Proceedings at all stages thereof if such Person is not represented by its own counsel, and (ii) the parties agree to render (each at its own expense) to each other such assistance as they may reasonably require of each other and to cooperate in good faith with each other in order to ensure the proper and adequate defense of any third-party claim.

8.5 With respect to any third-party claim subject to indemnification under this Article, the parties agree to cooperate in such a manner as to preserve in full (to the extent possible) the confidentiality of all confidential information and the attorney-client and work-product privileges. In connection therewith, each party agrees that: (i) it will use commercially reasonable efforts, in respect of any third-party claim in which it has assumed or participated in the defense, to avoid production of confidential information (consistent with applicable Legal Requirements), and (ii) all communications between any party hereto and counsel responsible for or participating in the defense of any third-party claim shall, to the extent possible, be made so as to preserve any applicable attorney-client or work-product privilege.

9. GENERAL PROVISIONS

9.1 All notices to, demands, consents, and communications that any Party may desire to give to the other, and/or may be required under this Agreement, must be in writing. The notice shall be effective upon receipt in the United States after having been sent by registered or certified mail or sent by facsimile transmission; and shall be effective upon receipt outside the United States after having been delivered prepaid to a reputable international delivery service or courier or sent by facsimile transmission; and addressed to the address designated below:

For notice to Licensor:
Josh M. Davda, President, CEO
Optimum Technology, Inc.
100 East Campus View Blvd, Suite 380
Columbus, OH 43235
Josh@Otech.com
614-785-1114(Facsimile)

For notice to Licensee:

Washington Association of Sheriffs & Police Chiefs
3060 Williamette Drive NE, Lacey, WA 98516
or to such address that the Party to whom notices are to be sent may from time to time designate in writing.

9.2 No failure or delay to act upon any default or to exercise any right, power or remedy hereunder will operate as a waiver of any such default, right, power or remedy.

9.3 All disputes, controversies and claims arising out of or in connection with this Agreement, or the breach, termination or invalidity hereof, will be settled through friendly consultation among the parties. If the dispute cannot be settled through friendly consultation within thirty (30) days after written notice is first given of the dispute, then it will be settled by arbitration in accordance with the rules and procedures as established by the American Arbitration Association. The arbitrations will take place in Columbus, Ohio. There will be one arbiter to be mutually agreed upon by the parties. If no arbiter can be mutually agreed upon, the American Arbitration Association will appoint one at the request of the parties. The arbitration fee and both parties' attorney's fees will be borne by the losing party. In the course of arbitration, the parties will continue to execute the Agreement insofar as is reasonably practical except the part of the Agreement which is under arbitration. If, for any reason, an arbiter or court of competent jurisdiction finds any provision of this Agreement to be unenforceable, that provision of the Agreement will be enforced to the maximum extent permissible so as to affect the intent of the parties, and the remainder of this Agreement will continue in full force and effect. All arbitration claims must be brought within one year of the date the Party knew or should have known of the claim, and in no event will a claim be permitted beyond the time period provided for by the statute of limitations that would apply if the claim were brought in a court of law or equity. This article will survive the term or termination of this Agreement.

9.4 This Agreement, and its attached exhibits, constitutes the entire understanding of the parties with respect to its subject matter and supersedes all prior oral or written negotiations, agreements and understandings. This Agreement may not be modified or amended except in writing duly signed by authorized persons on behalf of the parties hereto.

9.5 If any provision of this Agreement is or becomes or is deemed invalid, illegal or unenforceable under the applicable laws or regulations of the United States, or any other jurisdiction, such provision will be deemed amended to the extent necessary to conform to applicable laws or regulations or, if it cannot be so amended without materially altering the intention of the parties, it will be stricken, and the remainder of this Agreement will remain in full force and effect.

9.6 The validity, construction, interpretation and performance of this Agreement, and any disputes or legal actions arising under or from this Agreement, shall be governed by the laws and regulations of the United States of America and the State of Ohio, as applied to contracts made and to be performed entirely within the State of Ohio.

9.7 Each Party agrees to take or cause to be taken such further actions, and to execute, deliver and file or cause to be executed, delivered and filed such further documents and

instruments, and to obtain such consents, as may be reasonably required or requested in order to effectuate fully the purposes, terms and conditions of this Agreement.

9.8 The Parties hereto acknowledge and agree that the rights granted by Licensor hereunder are rights with respect to intellectual property (including, without limitation, "intellectual property" within the meaning of Section 101 of the Bankruptcy Code of the United States). Licensee and its Affiliates (and its and their direct and indirect suppliers, distributors, resellers, customers and users) shall have all the rights contemplated by Section 365(n) of such Bankruptcy Code with respect to the license, covenants, immunities, releases and other rights described in this Agreement. On or after the Effective Date, Licensor shall take all steps reasonably requested by Licensee to perfect, and provide constructive notice of, the license, covenants, immunities, releases and other rights granted hereunder, including, without limitation, filings in the U.S. Patent and Trademark Office and under the Uniform Commercial Code.

9.9 Licensor will enter into a source and configuration code escrow agreement, with a Licensee approved escrow agent. The proposed escrow agreement shall be submitted with the Licensor's Proposal for review by the Licensee. The escrow agreement requires the Licensor to put the Licensor Software source and configuration code in escrow. The source code shall be released to the Licensee if one of the following events has occurred:
9.9.1 the Licensor has made an assignment for the benefit of creditors;
9.9.2 the Licensor institutes or becomes subject to a liquidation or bankruptcy proceeding of any kind;
9.9.3 a receiver or similar officer has been appointed to take charge or all or part of the Licensor's assets; or
9.9.4 the Licensor terminates its maintenance and operations support Services for the Licensee for the Software or has ceased supporting and maintaining the Software for the Licensee, whether due to its ceasing to conduct business generally or otherwise, except in cases where the termination or cessation is a result of the non-payment or other fault of the Licensee;
9.9.5 Licensor ceases its on-going business operations or that portion of its business operations relating to the licensing and maintenance of the Software.

9.10 The captions and headings used in this Agreement are inserted for convenience only, do not form a part of this Agreement, and shall not be used in any way to construe or interpret this Agreement.

9.11 This Agreement may be executed (including, without limitation, by facsimile signature) in one or more counterparts, with the same effect as if the Parties had signed the same document. Each counterpart so executed shall be deemed to be an original, and all such counterparts shall be construed together and shall constitute one Agreement.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their respective duly authorized officers as of the Effective Date.

OPTIMUM TECHNOLOGY, INC.

Date: April 20, 2016 By: _____

OptimumTechnology

Name: Josh M. Davda

Title: President and CEO

LICENSEE

Date: _____, 2016 By: _____

Name: _____

Title: _____

Proposal Prepared for:

Washington Association of Sheriffs & Police Chiefs (WASPC)

In Response to

RFP CJIS-2016-01
National Incident-Based Reporting System (NIBRS) State Repository Replacement

<u>SECTION 5: PRICING SECTION</u>

Prepared by:

OptimumTechnology

Optimum Technology, Inc.
Josh M. Davda: 614.785.1110 ext. 112
100 E. Campus View Blvd, Suite 380
Columbus, Ohio 43235
Fax: 614.785.1114

Due On: April 22, 2016
4:00 pm local time

5.1 Introduction

Vendors shall provide purchase prices and installation costs for each equipment item, software product, and service proposed. All elements of recurring and nonrecurring costs to be borne by WASPC must be clearly identified.

Please see sections 5.2 – 5.8.

5.2 Technical Section

Application software:
1. Price of the application product. All add-on components of the system must have an individual price breakdown.
2. Price to customize per requirement(s) in RFP.
3. Any licensing fees. Please note whether fees are one-time or recurring.
4. All costs associated with product application must be included.

All required hardware and system software will be procured by WASPC; however, Vendors are responsible for specifying each hardware component necessary to satisfy the requirements of this RFP. Specifications must be detailed enough for WASPC to provide the necessary equipment. Server storage capacity should be estimated for five years of use.

	5.2 Technical Section	One Time Cost
	Comprehensive Training	
1	License Fee: Optimum Technology's **SWIFTREPOSITORY** COTS Product National Incident Based Reporting System repository (compliant with the most recent version of the FBI Technical Specifications published in November, 2015). Includes: **SWIFT**REPOSITORY FBI Submission module **SWIFT**REPOSITORY Data Submission **SWIFT**REPOSITORY Incident Entry **SWIFT**REPOSITORY Administration and Standard Functions	$140,000

2	**License Fee:** Optimum Technology's "NIBRS Analytics and Reports" module	$35,000
	Customization: (i) F4: The Domestic Violence (DV) indicator is mandatory, relevant to all offenses and should be associated with the Victim.	$4,800
3	Customization: (ii) F5: The Gang involvement indicator is mandatory.	$3,600
	Customization: (iii) F6: All related cases should be displayed for the Multiple Clearance indicator; the user should have the ability to delete a case number if necessary.	$4,000
2	**Total Software One Time Cost**	**$187,400**

5.3 Project Implementation and Management Services

Costs associated with the overall project management, development of software and hardware, and the integration of these components into a working solution must be presented in this section. A Vendor's pricing must include the following:

1. The cost of the overall project plan.
2. Anticipated incidental expenses.
3. Estimated travel and expenses.

	5.3 Project Implementation and Management Services	One Time Cost
	Project Management	
1	Project Planning and Kickoff (including Travel)	$6,000
2	Business Process, Requirements, Development, Test	$12,000
3	User Acceptance Testing - Support	$6,000
4	Migration Tasks	$3,000
4	Onsite Deployment (including Travel Costs)	$8,000
	Total One Time Cost	**$35,000**

5.4 Maintenance and Support

Vendors must include the price of annual maintenance and support. Please designate when this cost is incurred. Be specific on the length of the warranty period and when the warranty period begins.

	5.4 Maintenance and Support	Recurring (annual) Cost
	Annual Maintenance and Support	
1	Software Maintenance and Support for NIBRS Hub	$30,000
2	Software Maintenance and Support for Analytics Module	$6,000
3	Section 2.2 G6: Help Desk / Customer Service availability: Monday through Friday, 8am-4pm, Pacific Time.	$12,000
	Annual Recurring Cost	**$48,000**
	Note: (i) The annual maintenance and support will begin from the first day after completion of one year from the date of the contract. (ii) The Help Desk / Customer Service payments will be effective from the date of Go Live.	

5.5 Training

WASPC requires the Vendor provide comprehensive training for all state user and technical personnel. Vendor must show costs, if any, for both types of training. Training for both user and technical personnel will be performed at the WASPC site. Training should reflect costs for up to five user and five technical personnel. If there are no costs pertaining to the mandatory training, please specify.

	5.5 Training	One Time Cost
	Comprehensive Training	
1	Technical Personnel Training - 2 days	$3,000
2	User Training - 2 days	$3,000
3	Travel, Boarding and Lodging Costs - Both Days	$4,000
	Total One Time Cost	**$10,000**

5.8 Cost Summary

Vendors must include in the pricing section a grand total of costs for all required components and services. Vendors must provide their payment terms and schedule.

	5.8 Cost Summary	One Time Cost	Recurring (annual) Cost
	Cost Summary		
1	5.2: Technical Section	$187,400	
2	5.3: Project Implementation and Management Services	$35,000	
3	5.4: Maintenance and Support		$48,000
4	5.5: Training	$10,000	
5	5.7: Mapping (Optional)	$40,000	
	Total Cost of all Services	**$272,400**	**$48,000**
	Payment Schedule	One Time Cost	Recurring (annual) Cost
1	On Signing of Contract (License Fee Costs)	$175,000	
2	On completion of UAT (Customization Costs)	$47,400	
3	On completion of mapping module (If required)	$40,000	
4	On Project completion and Go Live (Training Costs)	$10,000	
5	Help Desk Payments: Monthly Payment in arrears to begin after Go Live. $1,000 per month.		$12,000
6	Maintenance and Support: Monthly Payment in arrears to begin after completion of 1 year of signing of Contract $3,000 per month.		$36,000
	Total Payments	**$272,400**	**$48,000**

5.6 Documentation

Any costs associated with documentation must be given.

	5.6 Documentation	One Time Cost
	Documentation	
1	Included in 5.3	$0
	Total One Time Cost	**Nil**

5.7 Other Costs Not Specifically Requested

Vendors must list and price any item that is part of their solution including hardware, software, or management-related that has not been specified in the requirements but is needed in order to complete the Vendor's product list.

	5.7 Other Costs Not Specifically Requested	One Time Cost
1	Crime Mapping: Crime mapping component will be a part of the web-browser with the submitting agencies able to query their own crime maps. Crime density maps are available as part of the standard product.	$40,000
	Total One Time Cost	**$40,000**

Evaluation Instructions

Phase 1 Evaluation Instructions (Four Evaluators)

1. Review each proposal based on the requirements and desirables in the WASPC Request for Proposals and score each element using the Evaluation Worksheet.

2. The total scores will be considered when the Project Team discusses the vendor products; however, a score will not be the determining factor.

3. Regardless of the total score in Phase 1, each vendor will be invited to provide a presentation, remote access to their software, or both.

4. Pricing is not the determining factor in choosing a vendor; however, the cost of the software must be within the NCS-X grant allocation. A vendor's proposal that requires any changes to the WASPC information technology infrastructure will be added as a cost to that vendor's proposal; for example: additional server hardware or software.

Phase 2 Evaluation Instructions (Two Evaluators)

1. Review vendor software based on the requirements and desirables in the WASPC Request for Proposals and score each element using the Evaluation Worksheet.

2. In addition to the requirements and desirables, the evaluators will consider ease of use, the user interface lay-out, report functions, and software flexibility. The Phase 2 evaluations will determine which vendors are the two finalists.

3. The two finalists may be asked additional clarifying questions regarding their proposals and software functionality.

Final Analysis

1. Based on the recommendations of the two Phase 2 evaluators, the Project Team will decide which vendor software best meets the needs of the new Washington State NIBRS Repository.

2. The final recommendation for vendor choice will be forwarded to the WASPC Chief of Staff for review and approval with the Executive Director.

Phase 1
Evaluation

NIBRS RFP Evaluation Total Score *Score 700*

Vendor Name: **Optimum Technology**	Point Value	Points Given	Comments (Use additional page if necessary)
I Preliminary Evaluation	300	260	
II Technical Solution	100	100	
III Project Management	100	100	
IV Proposal Format	100	100	
V Technical Specifications - Basic Requirements	100	100	
VI Technical Specifications - Preferences	100	100	
VII Add-On Components	100	100	
VIII Management Requirements	100	100	
Sub-Total I - VIII	1,000	960	
References:			
Reference 1	100		
Reference 2	100		
Oral Presentation	200		
Price / Value	500	300	

Total Points Possible 1,900

Vendor: **Optimum Technology**

A. Technical Solution		
1. Fulfillment of the requirements as stated in this RFP	20	2c
2. Understanding of the work to be performed	20	20
3. Technical approach and methodology to accomplish the work	20	20
4. Completeness and competence in addressing the scope of work	20	20
5. Demonstrated and reliable technology with previous use and success	20	2c
	100	100

B. Project Management		
1. Completeness and responsiveness of project management plans	15	15
2. Project Team assigned	15	15
3. Experience in development and implementing similar systems	15	15
4. Familiarity with NIBRS terminology and requirements	20	20
5. Ability to meet deadlines	15	15
6. Special consideration for detailed project plan	20	20
	100	100

C. Proposal Format		
Cover letter	10	10
Section 1 Proposal executive summary	10	10
Section 2 Technical solution and description	10	10
Section 3 Project management description	10	10
Section 4 Vendor section for additional information	10	10
Section 5 Pricing section - to include product and maintenance/support pricing	10	10
Appendix A Supplemental and Collateral Material	10	10
Appendix B Vendor financial qualifications and annual reports	10	10
Appendix C Vendor purchase contract	10	10
Appendix D Vendor software license agreements	10	10
	100	100

D. Technical Specifications - Basic Requirements		
1. Ability to capture and preserve NIBRS data pursuant to current FBI Tech Spec	20	20
2. System allows entry of standard values for each data element	20	20
3. System meets additional WA State IBR data collection requirements	20	20
4. System performs editing and validation of data	20	20
5. System provides capability for submission of NIBRS data	20	20
	100	100

E. Technical Specifications - Preferences		
A. Administrators and Users		
1. Levels of user privileges: administrator, power user, report generator	2	2
2. User receives immediate notification when upload successful or failed	2	2
3. User receives reason in message if a file upload error occurs	2	2
4. System allows user to cancel duplicate file upload	1	1
5. State system administrators (SSAs) have access to a contact database	1	1
6. SSAs receive notifications when file uploads stop, fail, or duplicate	2	2
7. SSAs have access to standard, ad hoc, crime mapping reports	2	2
8. SSAs are able to monitor system through utilities function	2	2
9. SSAs are able to manage local user accounts	1	1
Sub-Total	15	15
B. Data Entry and File Upload		
1. Submission options include both batch file upload and individual incident entry	2	2
2. Individual incident entry (IIE) has data validation on each field	2	2
3. IIE is user friendly	1	1

4. IIE has drop down menus	2	2
5. IIE mandatory or invalid fields are highlighted	1	1
6. IIE cannot advance without completing mandatory fields	1	1
7. IIE mandatory fields highlight per offense	1	1
8. When IIE complete, NIBRS check lists errors and returns user to screen	1	1
9. IIE entry of date or calendar option	1	1
10. IIE hot key options are available	1	1
11. IIE entry sequence: Admin, Offense, Victim, Offender, Property, Arrestee	1	1
12. IIE of domestic violence: DV is associated with the Victim	2	2
13. IIE entry of property: ability to enter immediately with the offense	1	1
14. IIE entry of time: pop-up explaining "00" rule	1	1
Sub-Total	18	18
C. Data Reports		
1. System provides report writing capability; includes standard and ad hoc reports	2	2
2. System allows data output in MS Access, Excel, Word, PDF in report & data form	2	2
3. LEAs have access to other LEA data for report extraction	1	1
4. Data report extraction includes ad hoc, crime mapping, and data quality	2	2
5. Standard reports include:		
a. Summary of offenses	1	1
b. Summary of offenses - Domestic Violence	1	1
c. Offenses by location	1	1
d. Arrests by Offense and Age Category	1	1
e. Hate Crime	1	1
f. Activity Log (by month or year)	1	1
g. Outstanding Errors and Incidents/Arrests Not Checked	1	1
h. Static report (snapshot) of database	1	1
Sub-Total	15	15
D. Data Validation and Error Notification		
1. System meets all FBI and WA State data validation edits and error checks	2	2
2. System sends electronic error reports back to submitting agency	2	2
3. System performs data validations/error checks before FBI file submission	2	2
4. Local and State SA are able to access batch error upload report	2	2
5. Incidents with errors are included in the ad hoc and summary reports	2	2
6. The FBI error messages can be easily edited to make them user friendly	1	1
7. There is no Time-Window Base Date Calculation	2	2
8. The error list does not include errors without a case number	1	1
Sub-Total	14	14
E. State System		
1. The system authenticates access with levels of users	2	2
2. The state system administrators (SSAs) designate roles for local users	2	2
3. The SSAs are able to enter and update data directly through the application	2	2
4. There are two databases: training and production	2	2
a. The training database displays data field descriptions when hovering	1	1
b. SSAs can transfer files from training to production	1	1
c. Production database has permanent archive ability	2	2
Sub-Total	12	12
F. System Features		
1. System discovers NIBRS batch submissions automatically	2	2
2. System provides batch submissions and IIE to repository via web browser	2	2
3. Data are immediately available for reports after State system acceptance	2	2
4. Domestic Violence (DV) indicator is associated with Victim	1	1
a. DV default is set for based on certain relationships, i.e. Spouse		
b. If default is triggered, a pop-up question asks, "Are you sure?"		
5. Gang Involvement indicator is set as mandatory	1	1

6. All related cases for Multiple Clearance indicator are displayed	1	I
a. User is able to delete a case number on the list		
7. Data values not relevant to WA State or utilized by FBI can be "greyed out"	1	I
8. System journal is available for SSAs to track IIE data entry and updates	1	I
9. Pop-up windows asking "Are you sure?" are available		
10. Journal is available in Utilities for SSAs to track agency information, error rates, and agency	1	I
11. Zero Report can be entered even if the file contains a correction from previous month	1	I
12. Agency can override Zero Report month if an incident is now available for the month	1	I
13. NIBRS data can be converted to Summary format for certification purposes		
Sub-Total	**14**	I4
G. Vendor Responsibilities		
1. Vendor has FBI certified state repository in at least one other state	1	I
2. Vendor has system that is FBI submission-capable	2	2
3. Vendor has a minimum of two years' experience with NIBRS repository development	1	I
4. Vendor presents logical solutions and proposed record layouts	1	I
5. Vendor included record layouts and report samples in the technical section	1	I
6. Vendor has customer service available Monday through Friday, 8am-4pm, Pacific Time	1	I
a. Vendor has process for Work Order Number assignment		
b. SSAs are able to check status of work order via on-line tracking system		
7. Vendor will update system per FBI requirements at no additional cost	1	I
8. Vendor will update tables or allow SSAs to update tables in timely manner	1	I
9. Vendor provides user-friendly electronic manuals, error messages, pop-up windows	1	I
10. Vendor provides comprehensive user and technical personnel training	1	I
11. Vendor specified hardware components necessary for proposed repository	1	I
Sub-Total	**12**	I2
Total for Section E. Technical Specifications - Preferences	**100**	I00

Add-On Components		
1. Mandatory Web-Browser is available	40	40
2. Crime Mapping (not mandatory) is available	20	20
3. Mandatory Data Migration	40	40
	100	100

Management Requirements		
1. Project Plan:		
a. Comprehensive in scope and detail	10	10
b. Plan includes project tasks, approximate dates, and time in hours	10	10
2. Project Schedule: required components and recertification with FBI	10	10
3. Roles and Responsibilities Defined	10	10
4. Project Change Control:		
a. Bug reporting	10	10
b. Product enhancement	10	10
c. Work order number process	10	10
5. Testing:		
a. WASPC project team has access to software for application testing	10	0
b. Minimum 60-day acceptance testing	10	0
c. FBI recertification plan	10	0
	100	100

NIBRS RFP Evaluation Total Score Score 695

Vendor Name: **Optimum Technology**	Point Value	Points Given	Comments (Use additional page if necessary)
I Preliminary Evaluation	300		
II Technical Solution	100	100	
III Project Management	100	100	
IV Proposal Format	100	100	
V Technical Specifications - Basic Requirements	100	100	
VI Technical Specifications - Preferences	100	95	
VII Add-On Components	100	100	
VIII Management Requirements	100	100	
Sub-Total I - VIII	1,000		
References:			
Reference 1	100		
Reference 2	100		
Oral Presentation	200		
Price / Value	500		

Total Points Possible   1,900

Vendor: **Optimum Technology**

A. Technical Solution		
1. Fulfillment of the requirements as stated in this RFP	20	20
2. Understanding of the work to be performed	20	20
3. Technical approach and methodology to accomplish the work	20	20
4. Completeness and competence in addressing the scope of work	20	20
5. Demonstrated and reliable technology with previous use and success	20	20
	100	100

B. Project Management		
1. Completeness and responsiveness of project management plans	15	15
2. Project Team assigned	15	15
3. Experience in development and implementing similar systems	15	15
4. Familiarity with NIBRS terminology and requirements	20	20
5. Ability to meet deadlines	15	15
6. Special consideration for detailed project plan	20	20
	100	100

C. Proposal Format		
Cover letter	10	10
Section 1 Proposal executive summary	10	10
Section 2 Technical solution and description	10	10
Section 3 Project management description	10	10
Section 4 Vendor section for additional information	10	10
Section 5 Pricing section - to include product and maintenance/support pricing	10	10
Appendix A Supplemental and Collateral Material	10	10
Appendix B Vendor financial qualifications and annual reports	10	10
Appendix C Vendor purchase contract	10	10
Appendix D Vendor software license agreements	10	10
	100	100

D. Technical Specifications - Basic Requirements		
1. Ability to capture and preserve NIBRS data pursuant to current FBI Tech Spec	20	20
2. System allows entry of standard values for each data element	20	20
3. System meets additional WA State IBR data collection requirements	20	20
4. System performs editing and validation of data	20	20
5. System provides capability for submission of NIBRS data	20	20
	100	100

E. Technical Specifications - Preferences		
A. Administrators and Users		
1. Levels of user privileges: administrator, power user, report generator	2	2
2. User receives immediate notification when upload successful or failed	2	2
3. User receives reason in message if a file upload error occurs	2	2
4. System allows user to cancel duplicate file upload	1	1
5. State system administrators (SSAs) have access to a contact database	1	1
6. SSAs receive notifications when file uploads stop, fail, or duplicate	2	2
7. SSAs have access to standard, ad hoc, crime mapping reports	2	2
8. SSAs are able to monitor system through utilities function	2	2
9. SSAs are able to manage local user accounts	1	1
Sub-Total	15	15
B. Data Entry and File Upload		
1. Submission options include both batch file upload and individual incident entry	2	2
2. Individual incident entry (IIE) has data validation on each field	2	1
3. IIE is user friendly	1	1

4. IIE has drop down menus	2	2
5. IIE mandatory or invalid fields are highlighted	1	1
6. IIE cannot advance without completing mandatory fields	1	0
7. IIE mandatory fields highlight per offense	1	1
8. When IIE complete, NIBRS check lists errors and returns user to screen	1	1
9. IIE entry of date or calendar option	1	1
10. IIE hot key options are available	1	1
11. IIE entry sequence: Admin, Offense, Victim, Offender, Property, Arrestee	1	0
12. IIE of domestic violence: DV is associated with the Victim	2	2
13. IIE entry of property: ability to enter immediately with the offense	1	1
14. IIE entry of time: pop-up explaining "00" rule	1	1
Sub-Total	**18**	15
C. Data Reports		
1. System provides report writing capability; includes standard and ad hoc reports	2	2
2. System allows data output in MS Access, Excel, Word, PDF in report & data form	2	2
3. LEAs have access to other LEA data for report extraction	1	1
4. Data report extraction includes ad hoc, crime mapping, and data quality	2	2
5. Standard reports include:		
a. Summary of offenses	1	1
b. Summary of offenses - Domestic Violence	1	1
c. Offenses by location	1	1
d. Arrests by Offense and Age Category	1	1
e. Hate Crime	1	1
f. Activity Log (by month or year)	1	1
g. Outstanding Errors and Incidents/Arrests Not Checked	1	1
h. Static report (snapshot) of database	1	1
Sub-Total	**15**	15
D. Data Validation and Error Notification		
1. System meets all FBI and WA State data validation edits and error checks	2	2
2. System sends electronic error reports back to submitting agency	2	2
3. System performs data validations/error checks before FBI file submission	2	2
4. Local and State SA are able to access batch error upload report	2	2
5. Incidents with errors are included in the ad hoc and summary reports	2	2
6. The FBI error messages can be easily edited to make them user friendly	1	1
7. There is no Time-Window Base Date Calculation	2	2
8. The error list does not include errors without a case number	1	0
Sub-Total	**14**	13
E. State System		
1. The system authenticates access with levels of users	2	2
2. The state system administrators (SSAs) designate roles for local users	2	2
3. The SSAs are able to enter and update data directly through the application	2	2
4. There are two databases: training and production	2	2
a. The training database displays data field descriptions when hovering	1	1
b. SSAs can transfer files from training to production	1	1
c. Production database has permanent archive ability	2	2
Sub-Total	**12**	12
F. System Features		
1. System discovers NIBRS batch submissions automatically	2	2
2. System provides batch submissions and IIE to repository via web browser	2	2
3. Data are immediately available for reports after State system acceptance	2	2
4. Domestic Violence (DV) indicator is associated with Victim	1	1
a. DV default is set for based on certain relationships, i.e. Spouse		
b. If default is triggered, a pop-up question asks, "Are you sure?"		
5. Gang Involvement indicator is set as mandatory	1	1

6. All related cases for Multiple Clearance indicator are displayed	1	0
a. User is able to delete a case number on the list		
7. Data values not relevant to WA State or utilized by FBI can be "greyed out"	1	1
8. System journal is available for SSAs to track IIE data entry and updates	1	1
9. Pop-up windows asking "Are you sure?" are available		
10. Journal is available in Utilities for SSAs to track agency information, error rates, and agency	1	1
11. Zero Report can be entered even if the file contains a correction from previous month	1	1
12. Agency can override Zero Report month if an incident is now available for the month	1	1
13. NIBRS data can be converted to Summary format for certification purposes		
Sub-Total	**14**	13
G. Vendor Responsibilities		
1. Vendor has FBI certified state repository in at least one other state	1	1
2. Vendor has system that is FBI submission-capable	2	2
3. Vendor has a minimum of two years' experience with NIBRS repository development	1	1
4. Vendor presents logical solutions and proposed record layouts	1	1
5. Vendor included record layouts and report samples in the technical section	1	1
6. Vendor has customer service available Monday through Friday, 8am-4pm, Pacific Time	1	1
a. Vendor has process for Work Order Number assignment		
b. SSAs are able to check status of work order via on-line tracking system		
7. Vendor will update system per FBI requirements at no additional cost	1	1
8. Vendor will update tables or allow SSAs to update tables in timely manner	1	1
9. Vendor provides user-friendly electronic manuals, error messages, pop-up windows	1	1
10. Vendor provides comprehensive user and technical personnel training	1	1
11. Vendor specified hardware components necessary for proposed repository	1	1
Sub-Total	**12**	12
Total for Section E. Technical Specifications - Preferences	**100**	95

Add-On Components		
1. Mandatory Web-Browser is available	40	40
2. Crime Mapping (not mandatory) is available	20	20
3. Mandatory Data Migration	40	40
	100	100

Management Requirements		
1. Project Plan:		
a. Comprehensive in scope and detail	10	10
b. Plan includes project tasks, approximate dates, and time in hours	10	10
2. Project Schedule: required components and recertification with FBI	10	10
3. Roles and Responsibilities Defined	10	10
4. Project Change Control:		
a. Bug reporting	10	10
b. Product enhancement	10	10
c. Work order number process	10	10
5. Testing:		
a. WASPC project team has access to software for application testing	10	10
b. Minimum 60-day acceptance testing	10	10
c. FBI recertification plan	10	10
	100	100

NIBRS RFP Evaluation Total Score   Score 685

Vendor Name: **Optimum Technology**	Point Value	Points Given	Comments (Use additional page if necessary)
I Preliminary Evaluation	300	—	
II Technical Solution	100	90	
III Project Management	100	~~100~~	
IV Proposal Format	100	100	
V Technical Specifications - Basic Requirements	100	97	
VI Technical Specifications - Preferences	100	98	
VII Add-On Components	100	100	
VIII Management Requirements	100	100	
Sub-Total I - VIII	1,000		
References:			
Reference 1	100		
Reference 2	100		
Oral Presentation	200		
Price / Value	500		

Total Points Possible   1,900

Vendor: **Optimum Technology**

A. Technical Solution		
1. Fulfillment of the requirements as stated in this RFP	20	20
2. Understanding of the work to be performed	20	20
3. Technical approach and methodology to accomplish the work	20	20
4. Completeness and competence in addressing the scope of work	20	20
5. Demonstrated and reliable technology with previous use and success	20	20
	100	100

B. Project Management		
1. Completeness and responsiveness of project management plans	15	15
2. Project Team assigned	15	15
3. Experience in development and implementing similar systems	15	15
4. Familiarity with NIBRS terminology and requirements	20	15
5. Ability to meet deadlines	15	15
6. Special consideration for detailed project plan	20	15
	100	100 95

C. Proposal Format		
Cover letter	10	10
Section 1 Proposal executive summary	10	10
Section 2 Technical solution and description	10	10
Section 3 Project management description	10	10
Section 4 Vendor section for additional information	10	10
Section 5 Pricing section - to include product and maintenance/support pricing	10	10
Appendix A Supplemental and Collateral Material	10	10
Appendix B Vendor financial qualifications and annual reports	10	10
Appendix C Vendor purchase contract	10	10
Appendix D Vendor software license agreements	10	10
	100	100

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D. Technical Specifications - Basic Requirements		
1. Ability to capture and preserve NIBRS data pursuant to current FBI Tech Spec	20	20
2. System allows entry of standard values for each data element	20	20
3. System meets additional WA State IBR data collection requirements	20	17
4. System performs editing and validation of data	20	20
5. System provides capability for submission of NIBRS data	20	20
	100	97

E. Technical Specifications - Preferences		
A. Administrators and Users		
1. Levels of user privileges: administrator, power user, report generator	2	2
2. User receives immediate notification when upload successful or failed	2	2
3. User receives reason in message if a file upload error occurs	2	2
4. System allows user to cancel duplicate file upload Does it overwrite?	1	1
5. State system administrators (SSAs) have access to a contact database	1	1
6. SSAs receive notifications when file uploads stop, fail, or duplicate	2	2
7. SSAs have access to standard, ad hoc, crime mapping reports	2	2
8. SSAs are able to monitor system through utilities function	2	2
9. SSAs are able to manage local user accounts	1	1
Sub-Total	15	15
B. Data Entry and File Upload		
1. Submission options include both batch file upload and individual incident entry	2	2
2. Individual incident entry (IIE) has data validation on each field	2	2
3. IIE is user friendly	1	1

4. IIE has drop down menus	2	2
5. IIE mandatory or invalid fields are highlighted	1	.5
6. IIE cannot advance without completing mandatory fields After edit check	1	.5
7. IIE mandatory fields highlight per offense	1	.5
8. When IIE complete, NIBRS check lists errors and returns user to screen	1	1
9. IIE entry of date or calendar option	1	1
10. IIE hot key options are available	1	1
11. IIE entry sequence: Admin, Offense, Victim, Offender, Property, Arrestee	1	1
12. IIE of domestic violence: DV is associated with the Victim	2	2
13. IIE entry of property: ability to enter immediately with the offense	1	1
14. IIE entry of time: pop-up explaining "00" rule	1	1
Sub-Total	18	16.5
C. Data Reports		
1. System provides report writing capability; includes standard and ad hoc reports	2	2
2. System allows data output in MS Access, Excel, Word, PDF in report & data form	2	2
3. LEAs have access to other LEA data for report extraction	1	1
4. Data report extraction includes ad hoc, crime mapping, and data quality	2	2
5. Standard reports include:		
a. Summary of offenses	1	1
b. Summary of offenses - Domestic Violence	1	1
c. Offenses by location	1	1
d. Arrests by Offense and Age Category	1	1
e. Hate Crime	1	1
f. Activity Log (by month or year)	1	1
g. Outstanding Errors and Incidents/Arrests Not Checked	1	1
h. Static report (snapshot) of database	1	1
Sub-Total	15	15
D. Data Validation and Error Notification		
1. System meets all FBI and WA State data validation edits and error checks	2	1.5 extra
2. System sends electronic error reports back to submitting agency	2	2
3. System performs data validations/error checks before FBI file submission	2	2
4. Local and State SA are able to access batch error upload report	2	2
5. Incidents with errors are included in the ad hoc and summary reports	2	2
6. The FBI error messages can be easily edited to make them user friendly	1	1
7. There is no Time-Window Base Date Calculation	2	2
8. The error list does not include errors without a case number	1	1
Sub-Total	14	13.5
E. State System		
1. The system authenticates access with levels of users	2	2
2. The state system administrators (SSAs) designate roles for local users	2	2
3. The SSAs are able to enter and update data directly through the application	2	2
4. There are two databases: training and production	2	2
a. The training database displays data field descriptions when hovering	1	1
b. SSAs can transfer files from training to production	1	1
c. Production database has permanent archive ability	2	2
Sub-Total	12	12
F. System Features		
1. System discovers NIBRS batch submissions automatically FTP?	2	2
2. System provides batch submissions and IIE to repository via web browser	2	2
3. Data are immediately available for reports after State system acceptance	2	2
4. Domestic Violence (DV) indicator is associated with Victim	1	1
a. DV default is set for based on certain relationships, i.e. Spouse		
b. If default is triggered, a pop-up question asks, "Are you sure?"		
5. Gang Involvement indicator is set as mandatory	1	1

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6. All related cases for Multiple Clearance indicator are displayed	1	1
a. User is able to delete a case number on the list		
7. Data values not relevant to WA State or utilized by FBI can be "greyed out"	1	1
8. System journal is available for SSAs to track IIE data entry and updates	1	1
9. Pop-up windows asking "Are you sure?" are available		
10. Journal is available in Utilities for SSAs to track agency information, error rates, and agency	1	1
11. Zero Report can be entered even if the file contains a correction from previous month	1	1
12. Agency can override Zero Report month if an incident is now available for the month	1	1
13. NIBRS data can be converted to Summary format for certification purposes		
Sub-Total	**14**	14
G. Vendor Responsibilities		
1. Vendor has FBI certified state repository in at least one other state	1	1
2. Vendor has system that is FBI submission-capable	2	2
3. Vendor has a minimum of two years' experience with NIBRS repository development	1	1
4. Vendor presents logical solutions and proposed record layouts	1	1
5. Vendor included record layouts and report samples in the technical section	1	1
6. Vendor has customer service available Monday through Friday, 8am-4pm, Pacific Time	1	1
a. Vendor has process for Work Order Number assignment		
b. SSAs are able to check status of work order via on-line tracking system		
7. Vendor will update system per FBI requirements at no additional cost	1	1
8. Vendor will update tables or allow SSAs to update tables in timely manner	1	1
9. Vendor provides user-friendly electronic manuals, error messages, pop-up windows	1	1
10. Vendor provides comprehensive user and technical personnel training	1	1
11. Vendor specified hardware components necessary for proposed repository	1	1
Sub-Total	**12**	12
Total for Section E. Technical Specifications - Preferences	**100**	98

Add-On Components		
1. Mandatory Web-Browser is available	40	40
2. Crime Mapping (not mandatory) is available	20	20
3. Mandatory Data Migration	40	40
	100	100

Management Requirements		
1. Project Plan:		
a. Comprehensive in scope and detail	10	10
b. Plan includes project tasks, approximate dates, and time in hours	10	10
2. Project Schedule: required components and recertification with FBI	10	10
3. Roles and Responsibilities Defined	10	10
4. Project Change Control:		
a. Bug reporting	10	10
b. Product enhancement	10	10
c. Work order number process	10	10
5. Testing:		
a. WASPC project team has access to software for application testing	10	10
b. Minimum 60-day acceptance testing	10	10
c. FBI recertification plan	10	10
	100	100

NIBRS RFP Evaluation Total Score   Score 683.5

Vendor Name: **Optimum Technology**	Point Value	Points Given	Comments (Use additional page if necessary)
I Preliminary Evaluation	300		
II Technical Solution	100	100	
III Project Management	100	100	
IV Proposal Format	100	100	
V Technical Specifications - Basic Requirements	100	95	
VI Technical Specifications - Preferences	100	93.5	
VII Add-On Components	100	100	
VIII Management Requirements	100	95	
Sub-Total I - VIII	1,000		
References:			
Reference 1	100		
Reference 2	100		
Oral Presentation	200		
Price / Value	500		

Total Points Possible   1,900

Vendor: **Optimum Technology**

A. Technical Solution		
1. Fulfillment of the requirements as stated in this RFP	20	20
2. Understanding of the work to be performed	20	20
3. Technical approach and methodology to accomplish the work	20	20
4. Completeness and competence in addressing the scope of work	20	20
5. Demonstrated and reliable technology with previous use and success	20	20
	100	100

B. Project Management		
1. Completeness and responsiveness of project management plans	15	15
2. Project Team assigned	15	15
3. Experience in development and implementing similar systems	15	15
4. Familiarity with NIBRS terminology and requirements	20	20
5. Ability to meet deadlines	15	15
6. Special consideration for detailed project plan	20	20
	100	100

C. Proposal Format		
Cover letter	10	10
Section 1 Proposal executive summary	10	10
Section 2 Technical solution and description	10	10
Section 3 Project management description	10	10
Section 4 Vendor section for additional information	10	10
Section 5 Pricing section - to include product and maintenance/support pricing	10	10
Appendix A Supplemental and Collateral Material	10	10
Appendix B Vendor financial qualifications and annual reports	10	10
Appendix C Vendor purchase contract	10	10
Appendix D Vendor software license agreements	10	10
	100	100

D. Technical Specifications - Basic Requirements		
1. Ability to capture and preserve NIBRS data pursuant to current FBI Tech Spec	20	20
2. System allows entry of standard values for each data element	20	20
3. System meets additional WA State IBR data collection requirements	20	15
4. System performs editing and validation of data	20	20
5. System provides capability for submission of NIBRS data	20	20
	100	95

E. Technical Specifications - Preferences		
A. Administrators and Users		
1. Levels of user privileges: administrator, power user, report generator	2	2
2. User receives immediate notification when upload successful or failed	2	2
3. User receives reason in message if a file upload error occurs	2	2
4. System allows user to cancel duplicate file upload	1	1
5. State system administrators (SSAs) have access to a contact database	1	~5
6. SSAs receive notifications when file uploads stop, fail, or duplicate	2	2
7. SSAs have access to standard, ad hoc, crime mapping reports	2	1
8. SSAs are able to monitor system through utilities function	2	2
9. SSAs are able to manage local user accounts	1	1
Sub-Total	15	13,5
B. Data Entry and File Upload		
1. Submission options include both batch file upload and individual incident entry	2	2
2. Individual incident entry (IIE) has data validation on each field	2	2
3. IIE is user friendly	1	—

4. IIE has drop down menus	2	2
5. IIE mandatory or invalid fields are highlighted	1	1
6. IIE cannot advance without completing mandatory fields	1	.5
7. IIE mandatory fields highlight per offense	1	1
8. When IIE complete, NIBRS check lists errors and returns user to screen	1	1
9. IIE entry of date or calendar option	1	1
10. IIE hot key options are available	1	1
11. IIE entry sequence: Admin, Offense, Victim, Offender, Property, Arrestee	1	1
12. IIE of domestic violence: DV is associated with the Victim	2	1
13. IIE entry of property: ability to enter immediately with the offense	1	1
14. IIE entry of time: pop-up explaining "00" rule	1	1
Sub-Total	**18**	15.5
C. Data Reports		
1. System provides report writing capability; includes standard and ad hoc reports	2	1
2. System allows data output in MS Access, Excel, Word, PDF in report & data form	2	1.5
3. LEAs have access to other LEA data for report extraction	1	1
4. Data report extraction includes ad hoc, crime mapping, and data quality	2	2
5. Standard reports include:		
a. Summary of offenses	1	1
b. Summary of offenses - Domestic Violence	1	1
c. Offenses by location	1	1
d. Arrests by Offense and Age Category	1	1
e. Hate Crime	1	1
f. Activity Log (by month or year)	1	1
g. Outstanding Errors and Incidents/Arrests Not Checked	1	1
h. Static report (snapshot) of database	1	1
Sub-Total	**15**	13.5
D. Data Validation and Error Notification		
1. System meets all FBI and WA State data validation edits and error checks	2	1.5
2. System sends electronic error reports back to submitting agency	2	2
3. System performs data validations/error checks before FBI file submission	2	2
4. Local and State SA are able to access batch error upload report	2	2
5. Incidents with errors are included in the ad hoc and summary reports	2	2
6. The FBI error messages can be easily edited to make them user friendly	1	1
7. There is no Time-Window Base Date Calculation	2	2
8. The error list does not include errors without a case number	1	1
Sub-Total	**14**	13.5
E. State System		
1. The system authenticates access with levels of users	2	2
2. The state system administrators (SSAs) designate roles for local users	2	2
3. The SSAs are able to enter and update data directly through the application	2	2
4. There are two databases: training and production	2	2
a. The training database displays data field descriptions when hovering	1	1
b. SSAs can transfer files from training to production	1	1
c. Production database has permanent archive ability	2	2
Sub-Total	**12**	12
F. System Features		
1. System discovers NIBRS batch submissions automatically	2	2
2. System provides batch submissions and IIE to repository via web browser	2	2
3. Data are immediately available for reports after State system acceptance	2	2
4. Domestic Violence (DV) indicator is associated with Victim	1	1
a. DV default is set for based on certain relationships, i.e. Spouse		
b. If default is triggered, a pop-up question asks, "Are you sure?"		
5. Gang Involvement indicator is set as mandatory	1	1

6. All related cases for Multiple Clearance indicator are displayed	1	.5
a. User is able to delete a case number on the list		
7. Data values not relevant to WA State or utilized by FBI can be "greyed out"	1	1.
8. System journal is available for SSAs to track IIE data entry and updates	1	1
9. Pop-up windows asking "Are you sure?" are available		✓
10. Journal is available in Utilities for SSAs to track agency information, error rates, and agency	1	1
11. Zero Report can be entered even if the file contains a correction from previous month	1	1
12. Agency can override Zero Report month if an incident is now available for the month	1	1
13. NIBRS data can be converted to Summary format for certification purposes		
Sub-Total	**14**	13.5
G. Vendor Responsibilities		
1. Vendor has FBI certified state repository in at least one other state	1	1
2. Vendor has system that is FBI submission-capable	2	2
3. Vendor has a minimum of two years' experience with NIBRS repository development	1	1
4. Vendor presents logical solutions and proposed record layouts	1	1
5. Vendor included record layouts and report samples in the technical section	1	1
6. Vendor has customer service available Monday through Friday, 8am-4pm, Pacific Time	1	1
a. Vendor has process for Work Order Number assignment		✓
b. SSAs are able to check status of work order via on-line tracking system		✓
7. Vendor will update system per FBI requirements at no additional cost	1	1
8. Vendor will update tables or allow SSAs to update tables in timely manner	1	1
9. Vendor provides user-friendly electronic manuals, error messages, pop-up windows	1	1
10. Vendor provides comprehensive user and technical personnel training	1	1
11. Vendor specified hardware components necessary for proposed repository	1	1
Sub-Total	**12**	12
Total for Section E. Technical Specifications - Preferences	**100**	93.5

Add-On Components		
1. Mandatory Web-Browser is available	40	40
2. Crime Mapping (not mandatory) is available	20	20
3. Mandatory Data Migration	40	40
	100	100

Management Requirements		
1. Project Plan:		
a. Comprehensive in scope and detail	10	10
b. Plan includes project tasks, approximate dates, and time in hours	10	10
2. Project Schedule: required components and recertification with FBI	10	10
3. Roles and Responsibilities Defined	10	10
4. Project Change Control:		
a. Bug reporting	10	10
b. Product enhancement	10	10
c. Work order number process	10	10
5. Testing:		
a. WASPC project team has access to software for application testing	10	10
b. Minimum 60-day acceptance testing	10	5
c. FBI recertification plan	10	10
	100	95

Phase 2 Evaluation

Vendor: __Optimum__

A. Technical Specifications - Basic Requirements	Yes	No	Unknown
1. System appears to capture NIBRS data pursuant to current FBI Tech Spec	X		
Comments:			
2. System allows entry of standard values for each data element	X		
Comments:			
3. System meets additional WA State IBR data collection requirements (Not expected in demo)		X	
Comments: Can be added			
4. System performs editing and validation of data	X		
Comments:			
5. System provides capability for submission of NIBRS data	X		
Comments: Although, still Reflects the Summary terminology in Reports			

B. Technical Specifications - Preferences			
A. Administrators and Users			
1. Levels of user privileges: administrator, power user, report generator only two	X		
2. User receives immediate notification when upload successful or failed	X		
3. User receives reason in message if a file upload error occurs	V		
4. System allows user to cancel duplicate file upload	X		
5. State system administrators (SSAs) have access to a contact database	X		
6. SSAs receive notifications when file uploads stop, fail, or duplicate	Y		
7. SSAs have access to standard, ad hoc, crime mapping reports	X		
8. SSAs are able to monitor system through utilities function	X		
9. SSAs are able to manage local user accounts	X		
Comments: Minor issues with navigation and other defaults but could be fixed			
B. Data Entry and File Upload			
1. Submission options include both batch file upload and individual incident entry	X		
2. Individual incident entry (IIE) has data validation on each field	X		
3. IIE is user friendly - OK	X		
4. IIE has drop down menus	X		
5. IIE mandatory or invalid fields are highlighted - Not functioning all time	X	X	
6. IIE cannot advance without completing mandatory fields		X	
7. IIE mandatory fields highlight per offense		X	
8. When IIE complete, NIBRS check lists errors and returns user to screen	X		
9. IIE entry of date or calendar option	X		
10. IIE hot key options are available - can be	X	X	
11. IIE entry sequence: Admin, Offense, Victim, Offender, Property, Arrestee	V		
12. IIE of domestic violence: DV is associated with the Victim - Will Add		X	
13. IIE entry of property: ability to enter immediately with the offense	V		
14. IIE entry of time: pop-up explaining "00" rule	X		

Comments:			
C. Data Reports			
1. System provides report writing capability; includes standard and ad hoc reports	V		
2. System allows data output in MS Access, Excel, Word, PDF in report & data form	X	X	
3. LEAs have access to other LEA data for report extraction	X		
4. Data report extraction includes ad hoc, crime mapping, and data quality		X	
5. Standard reports include:			
a. Summary of offenses		X	
b. Summary of offenses - Domestic Violence			X
c. Offenses by location		X	
d. Arrests by Offense and Age Categoy		X	
e. Hate Crime		X	
f. Activity Log (by month or year)	X		
g. Outstanding Errors and Incidents/Arrests Not Checked	X		
Comments:			
– Reference Part I crimes – this is Summary, not NIBRS			
– No true crime mapping			
– Reports look very nice, but need to Reflect NIBRS			
D. Data Validation and Error Notification			
1. System meets all FBI (and WA State) data validation edits and error checks	X		
2. System sends electronic error reports back to submitting agency	X		
3. System performs data validations/error checks before FBI file submission	X		
4. Local and State SA are able to access batch error upload report	X		
5. Incidents with errors are included in the ad hoc and summary reports		X	
6. The FBI error messages can be easily edited to make them user friendly	X		
7. There is no Time-Window Base Date Calculation	X		
8. The error list does not include errors without a case number		X	/
Comments:			

– Nice system and team willing to work with end user.

– Additional features not included in offer, worrisome as to what else would be added on

<u>Optimum</u>

- Reports reflect Summary based reporting, not NIBRS
- Minor issues in navigation and other defaults, but these could be fixed
- Mandatory fields not highlighted all the time, can be fixed
- No crime mapping just hotspots – can be added at extra cost
- Reports are nice, but need to reflect the NIBRS offenses and data more.
- Nice system and team is willing to work with end user.
- Additional features were not included in the total cost, should have included then able to take off if needed.

Vendor: Optimum

A. Technical Specifications - Basic Requirements	Yes	No	Unknown
1. System appears to capture NIBRS data pursuant to current FBI Tech Spec	✓		
Comments:			
2. System allows entry of standard values for each data element	✓		
Comments:			
3. System meets additional WA State IBR data collection requirements (Not expected in demo)	·		
Comments:			
4. System performs editing and validation of data	✓		
Comments:			
5. System provides capability for submission of NIBRS data	✓		
Comments:			

B. Technical Specifications - Preferences			
A. Administrators and Users			
1. Levels of user privileges: administrator, power user, report generator	✓		
2. User receives immediate notification when upload successful or failed	✓		
3. User receives reason in message if a file upload error occurs	✓		
4. System allows user to cancel duplicate file upload	✓		
5. State system administrators (SSAs) have access to a contact database	✓		
6. SSAs receive notifications when file uploads stop, fail, or duplicate	✓		
7. SSAs have access to standard, ad hoc, crime mapping reports	✓		
8. SSAs are able to monitor system through utilities function	·		✓
9. SSAs are able to manage local user accounts	✓		
Comments: - Standard reports are not currently what we are looking for. Would need to build them			
B. Data Entry and File Upload	✓		
1. Submission options include both batch file upload and individual incident entry	✓		
2. Individual incident entry (IIE) has data validation on each field	✓		
3. IIE is user friendly	~✓		
4. IIE has drop down menus	✓		
5. IIE mandatory or invalid fields are highlighted	✓		
6. IIE cannot advance without completing mandatory fields		✓	
7. IIE mandatory fields highlight per offense	·	✓	
8. When IIE complete, NIBRS check lists errors and returns user to screen		✓	
9. IIE entry of date or calendar option	✓·		
10. IIE hot key options are available	✓		
11. IIE entry sequence: Admin, Offense, Victim, Offender, Property, Arrestee	✓		✓
12. IIE of domestic violence: DV is associated with the Victim	✓		✓
13. IIE entry of property: ability to enter immediately with the offense	✓		
14. IIE entry of time: pop-up explaining "00" rule			✓

Comments:			
Ad hoc reports are able to be pulled - But need to be able to export them to something other than CSV			
C. Data Reports			
1. System provides report writing capability; includes standard and ad hoc reports	✓		
2. System allows data output in MS Access, Excel, Word, PDF in report & data form	.		✓
3. LEAs have access to other LEA data for report extraction	✓		
4. Data report extraction includes ad hoc, crime mapping, and data quality	✓		
5. Standard reports include:			
a. Summary of offenses		✓	
b. Summary of offenses - Domestic Violence		✓	
c. Offenses by location		✓	
d. Arrests by Offense and Age Categoy		✓	
e. Hate Crime		✓	
f. Activity Log (by month or year)		✓	
g. Outstanding Errors and Incidents/Arrests Not Checked		✓	
Comments: Reports currently available do not meet our needs			
D. Data Validation and Error Notification			
1. System meets all FBI (and WA State) data validation edits and error checks	✓		
2. System sends electronic error reports back to submitting agency	✓		
3. System performs data validations/error checks before FBI file submission	✓		
4. Local and State SA are able to access batch error upload report	✓		
5. Incidents with errors are included in the ad hoc and summary reports	.	✓	
6. The FBI error messages can be easily edited to make them user friendly	✓		
7. There is no Time-Window Base Date Calculation	.		✓
8. The error list does not include errors without a case number	.		✓
Comments:			

Notes on Optimum System

Clery Compliant

Support is available during our business hours

80 Hours of customization each year at no charge

Standard reports currently available do not meet our needs. Would need to ensure that certain reports will be made, such as, Summary of Offenses. This is used frequently by our contributors.

Ad Hoc reports are good. Able to pull good data sets. Need to be able to export out to Excel, rather than CSV. Exporting to CSV causes the incident numbers to be converted to date.

Overall, Data Entry is fairly user friendly. System does have a few things that would need to be streamlined/adjusted to make entry easier. Currently is does allow for fields to be completed when they are not allowed by offenses, such as, "injury" or "relationship to victim"

In the relationship dropdown, the code for "BE" should say "Babysittee", not "Babysitter"

In the Hate Bias dropdown the codes for "43", "71", and "72" are not correct, they should be as shown below:

> 43 = Anti-Lesbian, Gay, Bisexual or Transgender (Mixed Group)
>
> 71 = Anti-Transgender
>
> 72 = Anti-Gender Non-Conforming

Offense Codes are all in system – They do need to be in either alphabetical order or offense code order. Need to be able to type alphabetical to obtain the offenses, rather than the NIBRS Code.

Auto Save – This needs to stay as selected, should not have to choose it every time entering a new incident.

Recovering property- the error indicator should be placed where the error happens. When I put the value of recovered property as higher than shown as stolen, the error should be at the recovery. It marks that the recovered entry is correct, but then shows as an error on the "stolen" section.

When the offender is "Unknown", it is confusing the system. The system is defaults the offender sequence number as "01" with "Unknown" in both age boxes. You then have manually change the offender sequence number to "00" and change the age boxes to "blank"

Tab functionality works well in some sections and not in others. In the victim section had to hit tab multiple times to move to next box.

How long before system forces users to login again due to inactivity?

Offender data does not transfer to arrestee segment. This would be a "desirable" function to avoid duplication in adding arrestee data.

Age: Have to use dropdown menu. Would like to just type in age

Group B arrests – I could not show an "exact age" in this section and it also shows a "valid" when no age provided (this is a required field).