

**SERIAL 07009 RFP SHERIFF'S OFFICE PROPERTY & EVIDENCE SECTION
BAR-CODING SYSTEM**

DATE OF LAST REVISION: August 02, 2007

CONTRACT END DATE: August 31, 2012

CONTRACT PERIOD THROUGH August 31, 2007

TO: All Departments

FROM: Department of Materials Management

SUBJECT: Contract for **SHERIFF'S OFFICE PROPERTY & EVIDENCE SECTION BAR-CODING SYSTEM (NIGP 20855)**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **August 02, 2007 (Eff. 08/15/07)**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Director
Materials Management

LC/mm
Attach

Copy to: Clerk of the Board
Barbara Hardge, SHERIFF'S
Materials Management



CONTRACT PURSUANT TO RFP

SERIAL 07009-RFP

This Contract is entered into this 2nd day of August , 2007 by and between Maricopa County (“County”), a political subdivision of the State of Arizona, and QueTel Corporation, an Virginia corporation (“Contractor”) for the purchase of Property and Evidence Tracking and Bar Coding System Software and applicable implementation services.

1.0 TERM

- 1.1 This Contract is for a term of Five (5) years, beginning on the 15th day of August, 2007 and ending the 31st day of August, 2012.

2.0 PAYMENT

- 2.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit “A.”

2.1.1 APPLICATION SOFTWARE AND IMPLEMENTATION COSTS – PAYMENT SCHEDULE

Total Application Software and Implementation Costs shall be paid per the following payment schedule and as applicable to the Project Plan included herein as Exhibit A-1

20% COMPLETION OF MILESTONES 1-3

- Post Award Meeting
- Design Development
- Presentation and Acceptance of Design by MCSO

20% COMPLETION OF MILESTONES 4-6

- MCSO Approval of Database Fields
- MCSO review and approve Field Data and Home Screens
- Order Hardware

20% COMPLETION OF MILESTONES 7-10

- Configure Database – Customize Field Data Entry
- MCSO review Application remotely. Notation and correction of variances
- QueTel Changes to meet Design Specifications
- Install and Test configured and customized modules.

- 20% Upon “Go Live” date as determined by mutually agreed upon Acceptance Plan as designated in Exhibit B (Section 2.8) – Scope of Work.

“Go Live” will be no later than (30) Thirty days from completion of train the trainers (Step 14 of Project Plan), unless MCSO provides Quetel with a written list of deficiencies between the design document and the delivered document,

which need to be met prior to acceptance. QueTel will correct disparities between the design document and the delivered product and the "Go Live" date will be determined to be (30) Thirty days thereafter, unless the deficiencies were not corrected.

20% (60) Days after "Go Live" to include completion of all applicable training and Full Acceptance by MCSO.

The Maricopa County Sheriff's Office will be the sole judge of whether or not the Property and Evidence Bar-Coding System meets the requirements for successful installation, implementation, and/or completion. If the Sheriff's Office determines that the system does not meet a requirement, the vendor may request a written description of the way in which the system's performance is unsatisfactory, in order that the vendor may correct the system's deficient performance.

2.1.2 **HARDWARE – PAYMENT SCHEDULE**

All Hardware delivered as part of this contract will be payable upon receipt per normal payment terms set forth in the contract.

2.1.3 **TRAINING**

All training delivered as part of this contract will be payable upon completion, subject to normal payment terms set forth in the contract.

2.1.4 **SUPPORT & MAINTENANCE**

All support and maintenance will be billed annually, subject to normal payment terms set forth in the contract.

2.2 Payment shall be made upon the County's receipt of a properly completed invoice. Invoices shall contain the following information: Contract number, purchase order number, item numbers, description of supplies and/or services, sizes, quantities, unit prices, extended totals and any applicable sales/use tax.

2.3 **INVOICES AND PAYMENTS:**

2.3.1 **The Contractor shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:**

- 2.3.1.1 Company name, address and contact
- 2.3.1.2 County bill-to name and contact information
- 2.3.1.3 Contract Serial Number
- 2.3.1.4 County purchase order number
- 2.3.1.5 Invoice number and date
- 2.3.1.6 Payment terms
- 2.3.1.7 Date of service or delivery
- 2.3.1.8 Quantity (number of days or weeks)
- 2.3.1.9 Contract Item number(s)
- 2.3.1.10 Description of Purchase (product or services)
- 2.3.1.11 Pricing per unit of purchase
- 2.3.1.12 Freight (if applicable)
- 2.3.1.13 Extended price
- 2.3.1.14 Mileage w/rate (if applicable)
- 2.3.1.15 Arrival and completion time (if applicable)
- 2.3.1.16 Total Amount Due

Problems regarding billing or invoicing shall be directed to the using agency as listed on the Purchase Order.

2.3.2 Payment will be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Contractor shall fill out an EFT Enrollment form (to be provided by the Procurement Officer) or as located on the County Department of Finance Website as a fillable PDF document (www.maricopa.gov/finance/).

2.3.3 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

3.0 DUTIES

3.1 The Contractor shall perform all duties stated in Exhibit "B."

3.2 The Contractor shall perform services at the location(s) and time(s) stated in Exhibit "B," or as otherwise directed in writing.

3.3 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

4.0 TERMS & CONDITIONS

4.1 INDEMNIFICATION:

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions or mistakes relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting there from, caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract including any person for whose acts, errors, omissions or mistakes Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of County.

4.2 INSURANCE REQUIREMENTS:

Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.

Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.

The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. County shall not be obligated, however, to review such policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

Contractor is required to procure and maintain the following coverages indicated by a checkmark:

4.2.1 Commercial General Liability.

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

4.2.2 Automobile Liability.

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

4.2.3 Workers' Compensation.

Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

4.2.4 Certificates of Insurance.

4.2.4.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

4.2.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

4.3 PROCUREMENT CARD ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize a MasterCard Procurement Card, to place and make payment for orders under the Contract.

4.4 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Department of Materials Management
Attn: Director of Purchasing
320 West Lincoln Street
Phoenix, Arizona

For Contractor:

QueTel Corporation
14088-M Sullyfield Circle
Chantilly, VA. 20151

4.5 REQUIREMENTS CONTRACT:

4.5.1 Contractor signifies its understanding and agreement by signing this document that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made (minimum or maximum). Orders will only be placed when County identifies a need and issues a purchase order or a written notice to proceed.

4.5.2 County reserves the right to cancel purchase orders or notice to proceed within a reasonable period of time after issuance. Should a purchase order or notice to proceed be canceled, the County agrees to reimburse the Contractor for actual and documented costs incurred by the Contractor. The County will not reimburse the Contractor for any avoidable costs incurred after receipt of cancellation, or for lost profits, or shipment of product or performance of services prior to issuance of a purchase order or notice to proceed.

4.5.1 Contractor agrees to accept oral cancellation of purchase orders.

4.6 PRICE ADJUSTMENTS:

Any requests for reasonable price adjustments must be submitted sixty (60) days prior to the Contract expiration or annual anniversary or bi-annual date etc. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

4.7 TERMINATION FOR CONVENIENCE:

The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

4.8 TERMINATION FOR DEFAULT:

4.8.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

4.8.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

4.8.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

4.8.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

4.9 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

4.10 OFFSET FOR DAMAGES;

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

4.11 ADDITIONS/DELETIONS OF SERVICE:

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

4.12 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

4.13 AMENDMENTS:

All amendments to this Contract must be in writing and signed by both parties.

4.14 RETENTION OF RECORDS:

The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

4.15 AUDIT DISALLOWANCES:

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

4.16 ALTERNATIVE DISPUTE RESOLUTION:

4.16.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

4.16.1.1 Render a decision;

4.16.1.2 Notify the parties that the exhibits are available for retrieval; and

4.16.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

4.16.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

4.16.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

4.17 SEVERABILITY:

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

4.18 RIGHTS IN DATA:

The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

4.19 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied. The table below reflects all exhibits applicable to this entire agreement.

EXHIBIT A – TOTAL COST OF OWNERSHIP – PRICING

EXHIBIT A-1 PROJECT PLAN

EXHIBIT B – SCOPE OF WORK

EXHIBIT B-1 VENDOR RESPONSE TO BUSINESS & TECHNICAL SPECIFICATIONS MATRIX

EXHIBIT B-2 MODULE & FUNCTIONALITY INVENTORY

EXHIBIT B-3 MARICOPA COUNTY TRAVEL POLICY

EXHIBIT B-4 SAMPLE TRAINING PLAN

4.20 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

4.22 TRAVEL

Contracted engagement is a Firm Fixed Price Project with all applicable Travel included in the awarded contracted price.

Any and all travel related to and required outside of the original scope of work must be addressed via formal change order process and all applicable travel must be in accordance with the Maricopa County Travel Policy attached herein as Exhibit B-3.

4.21 NON-COMPETE CLAUSE:

To the extent permitted by Law, during the term of this Agreement and for a period of one (1) year after its termination, neither party will directly or indirectly (a) solicit for hire or engagement any of the other party's personnel who were involved in the provision or receipt of Services under this Agreement or (b) hire or engage any person or entity who is or was employed or engaged by the other party and who was involved in the provision or receipt of Services under this Agreement until one hundred eighty (180) days following the termination of the person's or entity's employment or engagement with the other party. For purposes herein, "Solicit" does not include broad-based recruiting efforts, including without limitation help wanted advertising and posting of open positions on a party's internet site.

4.22 SOURCE CODE:

Within 90 Days of formal execution of contract, Quetel, Corporation will deposit with a third party escrow agent, the current source code for the Software as specified herein. Quetel Corporation shall maintain for full term of the contract ((5) Five Years), Software to include subsequent enhancements once every six months for access by CLIENT in the event that Quetel Corporation declares bankruptcy, or ceases business operation. Contractor's responsibilities to update the source code escrow is subject to County's payment of annual maintenance fees. In the event, Contractor is merged with or acquired by another entity, the joint entity would assume all of Contractor's responsibilities under this Contract.

4.23 PERSONNEL – FIRST RIGHT OF REFUSAL

Any changes to the primary staff identified in the staffing model must be submitted in writing to the designated County Project Manager. County will reserve the right to interview and/or have final approval on any proposed changes to this staffing model. Such approval shall not be unreasonable withheld.

STAFFING MODEL

PROJECT LEADER-	James R. Cleaveland
TECHNICAL SERVICES-	Zaki Horany
SOFTWARE ENGINEERING-	Abdullah Obeid
SENIOR SOFTWARE DEVELOPER-	Baoshan Gu
CONSULTANT/TRAINING-	Lynne Black

4.24 CHANGE ORDER PROCESS

Any revision to the specified Scope of Work, Task, or Deliverable must be documented via a Formal Change Order Process.

The Maricopa County Project Manager is ultimately responsible for the overall management of the project scope, and therefore responsible for the final approval of all change requests. The Quetel Corporation Project Manager will be responsible for sizing, pricing, and implementing approved Change Requests.

Prior to commencing work on this project, Contractor is required to submit an applicable Change Order Request Form for approval by the Maricopa County Project Manager. The resulting form

will serve as the only recognized means to alter/change the applicable Scope of Work (as designated in this contract).

Both parties agree that change orders are not intended to increase the size or the duration of the license fee holdback or the service fee holdbacks. Both parties agree to negotiate all change orders in good faith subject to the above intention. Both parties agree that a change order to a development task involving infrastructure shared utilized by another task, may require change orders to the related tasks.

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

AUTHORIZED SIGNATURE

PRINTED NAME AND TITLE

ADDRESS

DATE

MARICOPA COUNTY

BY: _____
DIRECTOR, MATERIALS MANAGEMENT

DATE

BY: _____
CHAIRMAN, BOARD OF SUPERVISORS

DATE

ATTESTED:

CLERK OF THE BOARD

DATE

APPROVED AS TO FORM:

DEPUTY MARICOPA COUNTY ATTORNEY

DATE

**EXHIBIT A -
PRICING**

SERIAL 07009-RFP
 PRICING SHEET:
 BIDDER NAME: QueTel Corporation
 VENDOR # : W000009379
 BIDDER ADDRESS: 14088-M Sullyfield Circle, Chantilly, VA 20151
 P.O. ADDRESS: _____
 BIDDER PHONE #: 703-318-6834
 BIDDER FAX #: 713-935-8868
 COMPANY WEB SITE: www.quetel.com
 COMPANY CONTACT (REP): James R. Cleaveland
 E-MAIL ADDRESS (REP): JRC@quetel.com

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: YES NO

ACCEPT PROCUREMENT CARD: YES NO

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: YES NO %
REBATE

(Payment shall be made within 48 hrs utilizing the Purchasing Card)

INTERNET ORDERING CAPABILITY: YES NO % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: YES NO

PAYMENT TERMS:

1% 10 DAYS NET 30

1.0 PRICING:

1.1 APPLICATION SOFTWARE

Total Application Software	<u>\$99,500.00</u>	Brought Forward from Total Cost Of Ownership
Including Implementation Costs		Worksheet

1.2 HARDWARE - (Estimate)

Quantities may Vary	<u>\$47,781.00</u>	Brought Forward from Total Cost Of Ownership
		Worksheet

1.3 SUPPORT AND MAINTENANCE

Total Support and Maint. Costs	<u>\$64,800.00</u>	Brought Forward from Total Cost Of Ownership
		Worksheet

1.4 TRAINING COSTS

	<u>\$7,500.00</u>	Brought Forward from Total Cost Of Ownership
		Worksheet

1.5 TOTAL SYSTEM COST

	<u>\$212,081.00</u>	
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1.0 SOFTWARE & IMPLEMENTATION

PRICE CATEGORY	ORIGINAL INSTALL	ON-GOING MAINTENANCE &/OR SUPPORT				
		YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Core Evidence TraQ & Optional Features Planning, Design and Installation						
GROUP 1	\$ 37,000	Included	\$5,550	\$5,550	\$5,550	\$5,550
Export module (1.1.6)						
Archiving and retrieval module (1.1.11/2)						
Configuration of fields/Screens (1.1.18 +)						
Dupe Check on Item No. (3.1.10)						
Bulk record update module (3.1.13)						
Overdue reminder module (3.1.21)						
Currency flow report (3.1.22)						
Remote query (2.2.22)						
GROUP 2	\$10,000	Included	\$1,500	\$1,500	\$1,500	\$1,500
Wireless Inventory option (1.2.11) (& Recognize misplaced & missing items)						
Signature capture enabler (3.2.3/4 +)						
ATF data collection & Xmsn (3.2.8/10)						
ADDITIONAL MODULES						
Image and Document Management	\$8,000	Included	\$1,200	\$1,200	\$1,200	\$1,200
Submission Rejection Module	\$3,500	Included	\$525	\$525	\$525	\$525
Attached to Field Reporting Module	\$2,000	Included	\$300	\$300	\$300	\$300
Remote Request Module	\$4,500	Included	\$675	\$675	\$ 675	\$675
Electronic Release Management Module	\$6,500	Included	\$975	\$975	\$ 975	\$975
Box Management Module	\$4,500	Included	\$675	\$675	\$675	\$675
Incorporated in mobile scanner	\$2,500	Included	\$375	\$375	\$375	\$ 375
Signature Capture for Mobile Scanner Transfer	\$2,500	Included	\$375	\$375	\$375	\$375

REPORTING SOFTWARE						
Crystal reports Menu attachment	\$2,500	Included	\$375	\$ 375	\$375	\$ 375
TraQ Ad Hoc Report Writer	\$4,500	Included	\$675	\$675	\$ 675	\$675
FIELD DATA ENTRY MODULE						
Browser Option (Internet Explorer only)	\$20,000	Included	\$3,000	\$3,000	\$3,000	\$3,000
Operate in disconnected mode						
LESS: DISCOUNT	\$(8,500.00)					
	\$99,500.00	\$ -	\$16,200.00	\$ 16,200.00	\$16,200.00	\$16,200.00

Total Software Implementation \$99,500.00

Total Support and Maintenance

\$64,800.00

2.0 TRAINING

PRICE CATEGORY			
	<u>TRAINING HOURS</u>	<u>ATTENDEES</u>	
System Users and Application Administrators 3 Sessions @ 8 Hrs	24	10	\$4,500.00
Database Administrators 1 Session	8	3	\$1,500.00
Training of trainers for officer field reporting 1 8 Hour Session (trainers will be property staff)	8	10	\$1,500.00
	Total		\$ 7,500.00

3.0 HARDWARE

PRICE CATEGORY	UNIT PRICE	Initial Est. Qty	ON-GOING MAINTENANCE &/OR SUPPORT					
			Total	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
LS 2208 (incl 5 yr Warranty)	\$208.00	30	\$6,240.00	Included	Included	Included	Included	Included
Initial Configuration and handling	\$40.00	30	\$1,200.00					

Printer								
Low through put (including 2 yr warranty)	\$900.00				Included	Included		
Higher through put (Option) (including 2 yr warranty)	\$2,260.00	7	\$15,820.00		Included	Included		
Initial Configuration and handling	\$150.00	7	\$1,050.00					
Mobile scanner (incl. 3 yr warranty)	\$ 2,683.00	7	\$18,781.00		Included	Included	Included	
License & Configuration and handling	\$500.00	7	\$3,500.00					
Ready to Go Kit for Low through put Printer 1040 Labels Per Kit, Order No. 54STX1006	\$90.00		\$ -					
Higher through put Kit of 6,000 3"x 2" labels (2 rolls of stock 1 roll of ribbon)	\$140.00		\$ -					
Signature pad								
Without back light (Incl 3 yr Warranty)	\$365.00		\$ -		Included	Included	Included	\$50.00
With Back light (Option) (Incl 3 yr Warranty)	\$545.00	2	\$1,090.00		Included	Included	Included	\$50.00
Totals - Estimate Hardware Requirements			\$47,681.00					\$50.00

Total Hardware w/ Support and Maintenance \$47,781.00

4.0 ADDITIONAL CONSULTING

HOURLY RATE FOR ADDITIONAL CONSULTING					<u>\$125.00</u>	per Hour		
CUSTOM PROGRAMING HOURS								
Minimum (8) Hours + Travel Costs								

5.0 ADDITIONAL OPTIONAL MODULE PRICING

PRICE CATEGORY	ORIGINAL INSTALL	ON-GOING MAINTENANCE &/OR SUPPORT				
		YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Video Tape Reproduction Tracking	2,500		375	375	375	375
Video Tape Use Management Module	4,000		600	600	600	600
Global Replace	2,500		375	375	375	375
Attorney Viewing Module	5,000		750	750	750	750
Custom Reports/Forms (per page)	1,500		225	225	225	225
Fingerprint capture	3,000		450	450	450	450

**EXHIBIT B -
SCOPE OF WORK**

1.0 INTENT:

Purchase and implementation of a barcode-based evidence management system for the Property and Evidence Section. The software vendor will present an automated solution for evidence management and tracking, provide related barcode equipment and supplies, provide software implementation services, and provide applicable user training.

2.0 SCOPE OF WORK:

The automated barcode-based evidence management system must securely and accurately log initial property invoice information. If appropriate, each impounded item must be linked to the item’s owner information. The system must identify and describe submitted items of evidence, found property, and safekeeping property with an accurate chain of custody trail from the time of submittal or collection to time of final release, disposal or destruction. The system must support common evidence management, inventory, and audit activities including, but not limited to:

- Accurately identify storage locations;
- Track storage location changes;
- Print check-in and check-out receipts;
- Track chain of custody transfers;
- Print chain of custody records;
- Target items and cases for review;
- Print notices instructing officers to review the case status;
- Print various standard notification letters to owners;
- Sequence further actions based on elapsed days from previous actions;
- Compile item auction, diversion and destruction lists;
- Print lists of items identified as out to destinations (e.g., court, laboratory, etc.); and
- Log officer disposal and release authorizations.

For case integrity and security, the software system must support strictly enforced levels of authority to restrict employees from performing specific tasks without authorization. The system must maintain a complete audit trail of changed records, identifying the user entering records or making changes to existing records.

2.1 BUSINESS & TECHNICAL SPECIFICATIONS

Detailed solution requirements have been integrated herein as:

Exhibit B-1 VENDOR RESPONSE TO ATTACHMENT D - FUNCTIONAL REQUIREMENTS

Exhibit B-1 references all applicable functionality that QUETEL CORPORATION is amenable to deliver to Maricopa County Sheriff’s Department as part of the final delivered, accepted solution. Any additional functionality available in the vendor’s standard/base product shall be provided to the Sheriff’s Office at no added cost, even if the functionality is not specifically identified as a requirement in Exhibit B-1/Attachment D.

Exhibit B-2 MODULE INVENTORY

Exhibit B-2 references the general functionality of Modules to be implemented to meet Functional Requirements of MCSO.

The following technical requirements and conditions also apply:

- 2.1.1 Wide Area Network – The proposed system must be able to operate in an environment that includes a network of systems and PC workstations. Currently, all MCSO systems can be accessed using TCP/IP on the County’s Ethernet backbone.
- 2.1.2 Configuration – Proposing vendors shall be responsible for specifying minimum and recommended configuration requirements for all hardware and software needed for the proposed Property & Evidence Section Bar-Coding System. To the extent possible, the Sheriff’s Office plans to use existing PC workstations and network printers; the vendor shall be responsible for providing all other hardware, software, barcode hardware, barcode supplies and equipment. However, Maricopa County reserves the right to purchase hardware, operating software, and/or supplies off existing contracts with other vendors.

2.2 RESOURCES TO BE PROVIDED BY THE SHERIFF’S OFFICE

The Maricopa County Sheriff’s Office will provide the following resources, assistance, and support for project implementation:

Staff

- Project Manager who will act as the primary contact for the Contractor.
- Project Analyst who will work with the Contractor to develop scripts, access/security plans, training of end-users, and other data collection and analytical tasks.
- Database Administrator/Web Administrator who will be devoted to the project part-time as needed.
- Staff from Business Units to become trainers and to learn to create management reports and workflow.

Facilities

- Adequate office space for Contractor’s staff in Sheriff’s Office building(s).
- Phone service and Internet access will be provided for project staff.
- Training room with ten (10) or more seats for training trainers and/or end-users.
- The County will perform all facilities modifications and site preparation to accommodate the proposed system.

Facilitation:

- Sheriff’s Office project staff will arrange for access to buildings and arrange interviews/walkthroughs, provide demonstrations of systems, make systems and procedures documentation available, answer questions, and generally facilitate the work of the project team.
- Sheriff’s Office staff will collect information requested by the Contractor *up to the limit of the available staff time*.

Equipment and Network:

- All network-related upgrades, new network connections, and necessary cabling or network communications equipment will be provided by the Sheriff’s Office.

2.2 SCOPE OF SERVICES TO BE PROVIDED BY CONTRACTOR

The Contractor shall provide all professional services required to build, test, and implement the proposed property management system. The selected vendor will not be responsible for network upgrades, since they will be handled by the Sheriff’s Office. Contractor may add additional tasks to the work plan submitted with their proposal if additional tasks are required to provide the proposed solution.

Table 1: Professional Services and Deliverables

Tasks
1. <u>System Architecture</u> : Review the proposed conceptual architecture plan and develop a final architecture plan for the proposed system.
2. <u>Hardware</u> : Develop a final hardware plan for the Property & Evidence Section Bar-Coding System, including the configuration, specifications and quantities for servers, scanners, storage and back-up devices, and all other non-network equipment required to implement at all locations, as determined by on-site inspection and after review by Sheriff's Office technical staff. Install, configure, tune, and test the equipment. Test the operation of all components under simulated and actual operational conditions to ensure proper operation of all components.
3. <u>Software</u> : Develop a final software plan for the Property & Evidence Section Bar-Coding System, including the final end user license plan and the type and quantity of all related software licenses. Order, install, configure, test, and integrate all of the various components of the system, including server software and end-user software, DBMS, network operating system, management reporting, workflow, printing software and any other necessary software on servers, user workstations, and any other equipment. Included are the production system, plus any test/development and training systems, as required.
4. <u>Management Reports</u> : Provide management reporting software to report on property received, retrievals, disposals, workflow, and other production metrics. Train up to ten (10) end-users to develop new reports using the management reporting software.
5. <u>Training</u> : Develop a training plan and provide comprehensive train-the-trainer sessions for end-users in all aspects of operation, including data entry, bar-code scanning, workflow, retrieval, and any other necessary functions. Provide hands-on training for technical staff in all aspects of managing, configuring, operating and troubleshooting the software and hardware. Develop training manuals, on-line help, and technical documentation of the system (including a database schema) as it is set up and configured for the Sheriff's Office (in addition to manufacturer's documentation).
6. <u>Acceptance Testing</u> : Participate in various acceptance tests (functional, stress, load, etc.) jointly with MCSO. Rectify any problems in order to provide a fully operational system. Obtain from the Sheriff's Office Project Manager an official, signed document accepting the system ("Final System Acceptance").

2.3 PROJECT COMPLETION CRITERIA / DELIVERABLES

The minimum completion criteria for the implementation of the proposed Vendor's software will be as follows:

- 2.3.1 Delivery and successful installation of all hardware and operating system components.
- 2.3.2 Functional, integration, and stress acceptance testing satisfactorily completed for each application module and/or the entire system.
- 2.3.3 Documentation of business processes, end-user procedures, and completion of the training plan.
- 2.3.4 System interfaces completed and tested (internal as well as external).
- 2.3.5 Technical system management procedures documented and in place.

- 2.3.6 Documentation of the system roll-out/go-live plan completed.
- 2.3.7 System go-live achieved and system is successfully running in production mode.
- 2.3.8 Adequate transfer of knowledge has occurred to allow Maricopa County staff to independently use, manage, administer, upgrade, and enhance the Vendor's system as installed.

2.4 DOCUMENTATION

- 2.4.1 System Documentation – The vendor shall provide the Sheriff's Office with a minimum of three (3) sets of all available system documentation, preferably in electronic format. This documentation may be reproduced, at no cost to our office, for internal use only. Desired documentation includes, but is not limited to:
 - 2.4.1.1 Database structure manuals/diagrams.
 - 2.4.1.2 Operational instructions and procedures, including backup and recovery, troubleshooting, maintenance, downloading data for off-line storage, retrieving off-line data, purging files, etc.
 - 2.4.1.3 Operating system manuals/diagrams.
 - 2.4.1.4 Technical and user manuals for the system, including ad hoc reporting and queries.
 - 2.4.1.5 Interface documentation, including diagrams, manuals, etc.
 - 2.4.1.6 Any additional documentation the vendor considers applicable.
- 2.4.2 System Support – The vendor shall provide detailed documentation on system support. Documentation must specifically cover, but is not limited to, the following:
 - 2.4.2.1 Detailed explanation of system design, database structure, communications network structure, how to modify and/or add new programs, database schema, program-to-program interfaces, system interfaces/data feeds, and applicable mathematical models and algorithms.
 - 2.4.2.2 Detailed explanation of operational backup, recovery, and restart procedures, diagnostics, how to add and/or modify functions of the operating system, and how to perform diagnostics on the operating system and address performance issues.
 - 2.4.2.3 Identify and provide pricing and documentation for any performance tools that would assist in supporting the system, both hardware and software.
- 2.4.3 User Procedures – The vendor shall provide detailed documentation for all user procedures.
- 2.4.4 Reports – The vendor shall provide detailed instructions for printing, adding, and/or modifying reports. .

2.5 MAINTENANCE, SERVICE, AND SUPPORT REQUIREMENTS

- 2.5.1 Standard Response Time – The Maricopa County standard response time for system maintenance, service, and support is four (4) hours from the time a service call is initially placed to the contractor. "Response" means the contractor's technician has arrived on-site, or, if the issue is being corrected from a remote location, the contractor's technician has returned Maricopa County's call with a report on action that is underway.

Support will be via WEBEX secure web access for software. With the exception of the server, warranted hardware will be serviced through the hardware vendors service depot by sending the hardware item directly to the appropriate service center. QueTel will provide support through its support desk during the hours of 8:00 AM and 6:00 PM Eastern Standard Time.

Software updates will be provided on a accessible FTP site provided by Quetel Corporation with supplemental telecommunication support available as needed to implement any applicable updates, upgrades, and/or patches/fixes.

2.5.1.1 Method(s) for the Sheriff's Office to report maintenance issues (i.e., 800-number, 24-hour hotline support, e-mail, web, remote diagnostics, etc.).

Support Desk 1-800-354-6777 Ext. 2

Additional Technical Support is available via Email and Online Web Support.

2.5.1.2 A description of escalation procedures to be used when a reported problem is not immediately resolved.

The first point of contact is QueTel's support desk, but its software engineers will supply secondary and tertiary support.

The County will

Designate one individual and an alternate to interact with QueTel's support desk concerning support issues.

Maintain an active support agreement billed three months in advance of the end of the annual support period.

Maintain a secure remote access for QueTel engineers to access the application and transfer files and data.

2.5.2 Penalties for Non-Responsiveness – Liquidated damages shall be assessed against the awarded vendor in the event that they are not responsive to requests for maintenance and support requirements. The amount of damages will be deducted from any monies owed to the vendor by the County. However, if no money is owed to the vendor by the County, then the vendor must reimburse the County for damages.

2.5.2.1 Late Response – For failure to respond within the contracted time (two hours, four hours, etc.), one hundred dollars (\$100) per hour will be assessed until the vendor responds.

2.5.2.2 Excessive Downtime – For excessive downtime, beyond the standard uptime required for system acceptance, one thousand dollars (\$1,000) per day will be assessed against the vendor until the system is operational.

2.5.3 Software Releases – The vendor must provide information about the number of versions/releases of the application software that will be supported (i.e., the vendor's most current release and how many prior releases).

So long as the County maintains a current software support contract, QueTel will provide updates to the components, which the County has purchased as those components are enhanced and refined in the future. Additionally, QueTel will provide upgrades due to platform updates, so long as the County maintains a current software support contract.

2.6 WARRANTY

- 2.6.1 The vendor shall warrant that all work done and all materials furnished by either the vendor or by its subcontractor(s) or representative(s) as a part of or in conjunction with the Property & Evidence Section Bar-Coding System and the work, specifically including but not limited to software, hardware, implementation, and documentation shall be of good workmanship and quality, free from all defects in design, content, workmanship or materials for a period of at least one (1) year from date of final system acceptance by the Maricopa County Sheriff's Office.
- 2.6.2 Additionally, the vendor shall guarantee support for the hardware, operating system, database management system, and application software for a minimum of five (5) years from the date of final system acceptance.

2.7 TRAINING REQUIREMENTS

2.7.1 Training Plan Considerations

- 2.7.1.1 MCSO will provide locations and workstation equipment for on-site training. Proposed class sizes will be 10-15 persons per class, with locations and dates to be determined by MCSO.
- 2.7.1.2 In addition to Property & Evidence and Crime Lab staff, Field Training Officers (FTOs), command staff and/or others may require training during system roll-out. The vendor shall recommend an appropriate and cost-effective method for addressing this need. "Train-the-Trainer" may be an acceptable approach.
- 2.7.1.3 Up to three system administrators will need specialized technical training to support the system. This training can be provided either on-site or off-site at the vendor's location. Vendors must clearly specify the location for this training in their proposal, as well as per person and/or per day pricing options.
- 2.7.1.4 Vendors shall include any other types of training that may be useful in system roll-out and implementation.

A PROPOSED TRAINING PLAN HAS BEEN INCORPORATE HEREIN AS EXHIBIT B-4

2.8 ACCEPTANCE

Acceptance testing is intended to ensure that the system provided hereunder operates in substantial accord with Sheriff's Office specifications, is adequate to perform as warranted by contractor, and evidences a satisfactory level of performance reliability, prior to its acceptance by the Sheriff's Office. The following test and/or verification procedures will be required prior to final acceptance:

Verification Step One: All System components will be signed for by authorized Sheriff's Office personnel. Such acknowledgement will be given when system is received without evidence of mishandling. Step One will only provide proof of delivery of all contract deliverable items.

Verification Step Two: When each deliverable item is installed, it will be checked for completeness and, when stand alone operation is practical, such an operational test will be conducted. Authorized representatives of the Sheriff's Office will sign off on this step. Non-system items such as documentation, training materials etc., will be acknowledged when received.

Verification Step Three: Upon completion of installation, vendor will conduct a comprehensive demonstration of the total system operation. This demonstration will be observed and successful compliance with the contract provisions will be acknowledged by authorized representatives of the Sheriff's Office.

The contractor shall be required to participate fully with appropriate Sheriff's Office personnel in testing the functionality and capability of the proposed system to ascertain conformance with the acceptance criteria agreed upon.

If the system does not meet the standards of performance covered in this contract, within ninety (90) days after the start of the acceptance testing, the Sheriff's Office shall have the option to request a replacement system, extend the performance period, and/or terminate the order (or portions thereof) and seek appropriate relief. The County's options shall remain in effect until such time as the system meets the performance criteria, or 180 consecutive days after the start of the acceptance testing, whichever occurs first.

Upon successful completion of the performance period, the system shall be deemed accepted and the warranty period begins. All documentation shall be completed prior to final acceptance.

2.9 **PROJECT SCHEDULE**

2.9.1 IMPLEMENTATION PLAN

PROJECT PLAN HAS BEEN INCLUDED HEREIN AS EXHIBIT A-1

2.9.2 PROGRESS MEETINGS

The contractor must participate in periodic meetings to report on and review progress of the project with management and/or the project team. At minimum, these meetings will be held monthly, although more frequent meetings may be held if deemed necessary by the Sheriff's Office Project Manager.

2.10 **BACKGROUND CHECKS**

CONTRACTOR'S staff, including any subcontractor(s) or other representative(s), providing services under this Contract must undergo a background check to be performed by the Maricopa County Sheriff's Office and/or other law enforcement agencies. No persons shall be allowed to work on this project until they have successfully completed the required background check.

**EXHIBIT B-1
VENDOR RESPONSE TO BUSINESS & TECHNICAL SPECIFICATION MATRIX**

**Attachment D
Business & Technical Specifications Matrix**

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
1.0	General		
1.1	MANDATORY		
1.1.1	System provides the ability to link related records and show the relationship between records	Yes	Case links all records under case & related case field relates cases
1.1.2	Standardized queries and reports are available in each module	Yes	
1.1.3	Records can be added and/or edited	Yes	
1.1.4	Allows for special flagging of items or cases to indicate some type of action, such as review or destruction	Yes	
1.1.5	Application is “user friendly” – inexperienced computer operators can use and understand the system with minimal training	Yes	
1.1.6	Allows for data export into other PC software products, e.g., Microsoft Excel or Access	Yes	Export module
1.1.7	“Open” system that is ODBC compliant	Yes	Microsoft SQL Server
1.1.8	Uses relational database management technology	Yes	All items relate to a case
1.1.9	Runs on a preemptive multi-tasking operating system	Yes	
1.1.10	Offers an enterprise level database with adequate storage to manage a large law enforcement agency	Yes	Manage client databases with a million item records
1.1.11	Allows for archiving of records (removal from the active database) at intervals determined by MCSO	Custom chargeable	We have not yet developed this capability, as we have never had performance problems, even with database over 1 million records
1.1.12	Records that were previously archived can be completely restored into the active database	Custom chargeable	
1.1.13	Proposed software operates on servers using Windows 2000 or higher operating system	Yes	
1.1.14	System is capable of printing using TCP/IP	Yes	
1.1.15	Proposed software is a 32-bit product compatible with Microsoft 2000, XP, and any subsequent releases	Yes	
1.1.16	System operates in “real-time,” updating files as transactions occur; Any batch operations are clearly defined	Yes	
1.1.17	System administrator can add, change, and/or delete individual users and user roles	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
1.1.18	<p>System includes basic data edits and validation appropriate for the application. This includes, but is not limited to, range and tolerance edits, value edits, completeness and consistency edits, alpha and numeric edits, cross-edits, system edits, etc. A few examples are:</p> <ul style="list-style-type: none"> • Numbers cannot be entered into a name field • Date field will not allow an invalid date (02/30/05) • Standard time field (minutes-seconds) cannot be greater than 59 minutes, 59 seconds • Numeric field does not allow alpha characters • All required fields must be entered • Value for Date of Birth field cannot be > today • If a value exists in a City field, then there must be a value in the State field • Value entered for Zip Code must match values allowed for the State entered 	Custom-free	Those validations and edits that are not available as standard features in SQL Server can be accommodated by the scripting language in TraQ as part of configuring the database to the County's needs.
1.2	DESIRABLE		
1.2.1	System has a void mechanism with a complete audit trail, and does not allow a deletion of a record	Custom free	Configuration (see 1.1.18)
1.2.2	System allows MCSO users to see details for all void records	Yes	
1.2.3	<p>Application is of modular design, such that:</p> <ul style="list-style-type: none"> • Any module can operate as a "stand-alone" system, <p>AND</p> <ul style="list-style-type: none"> • When component modules are used together, functionality is fully integrated 	Yes	
1.2.4	System remains functional while back-ups are completed	Yes	
1.2.5	System is "non-proprietary"	Yes	Clarified in answers to questions
1.2.6	System provides audit reports to identify possible duplicate records	Yes	Case query highlights duplicate item numbers and records
1.2.7	System provides user-defined fields	Yes	
1.2.8	MCSO System Administrator can add new fields to the database (in addition to any user-defined fields available), place these fields into existing screen formats, and add on-line help appropriate for each new field	<p>Custom chargeable</p> <p>Propose another means for updating</p>	QueTel makes five field screen changes within 90 days of acceptance and a negotiated number of field changes per year thereafter. Alternatively, we provide a user configurator and training for qualified DBAs.
1.2.9	Application provides viewing capabilities showing limited, read-only information, keeping record of who is viewing and the date/time the information was viewed	Yes Modified by questions	All changes to data are logged in a history which records who, when, and what was changed..
1.2.10	System can operate on a wireless network	Yes	
1.2.11	Application provides a wireless inventory option to permit instant recognition of items that are misplaced into or missing from an inventory location	Custom-chargeable	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
2.0	User Interface		
2.1	MANDATORY		
2.1.1	Graphical User Interface (GUI) with a look and feel similar to Microsoft Windows™	Yes	QueTel is Microsoft Certified and follows MS standards
2.1.2	System is menu driven with short-cuts, commands, function keys and/or similar “hot keys” that allow users to jump quickly to other screens or tasks	Yes	
2.1.3	Toolbars or menus are appropriate for the displayed screen	Yes	
2.1.4	Provides drop-down lists for frequently used codes which will be protected from invalid data entry by using values from a lookup table of codes.	Yes	
2.1.5	Allows users to enter data both by mouse click selection from drop down lists and by “type ahead.” (finding the entry by typing the first few letters of a valid entry)	Yes	
2.1.6	System protects users from accidentally deleting records and confirms changes or edits to a record	Yes	We employ speed bumps. Administrators set normally set security so that only authorized users are allowed to delete
2.1.7	System has the ability to minimize and maximize all screens	Yes	
2.1.8	Users with appropriate Security permissions can add, delete, change codes and values from all “drop-down” tables	Yes	Either from maintenance screen or from the standard data entry/edit drop down boxes
2.1.9	Users can print a list of the codes and values from all “drop-down” tables	Yes	Export to Excel to format and print from there
2.1.10	System functions are accessible by keyboard entry or mouse click	Yes	
2.2	DESIRABLE		
2.2.1	System provides options, shortcuts, or coding reduction techniques to significantly reduce the amount of data entry required on transactions and the likelihood of data entry errors	Yes	Copy and paste, skip unnecessary fields, e.g. Model No. on cash &
2.2.2	Fields are easily populated during data entry: <ul style="list-style-type: none"> System defaults certain fields to most commonly used value (e.g., State field defaults to Arizona) Allows for “smart fill” of fields while entering partial words 	Yes	
2.2.3	MCSO System Administrator can specify field placements on data entry and/or query screens and movement of the cursor among them	Yes	QueTel delivers fields & screens, makes changes after 90 days and annually under support contract.
2.2.4	System provides the ability to easily copy similar case items and only change those fields which are different	Yes	
2.2.5	MCSO System Administrator can designate each field as “optional” or “required”	Yes	Part of initial configuration and annual update
2.2.6	If invalid data is entered, the system provides on-line help showing valid entries and/or data ranges and format	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
2.2.7	If invalid data is entered, the system warns the user and does not allow the data to be saved to the database	Yes	
2.2.8	On-line help is: <ul style="list-style-type: none"> • Available down to the field level • Searchable by topic or key word • Linked to related references 	Yes, field level help is chargeable	On-line manual is included for topics and key words. We can configure it to the field level.
2.2.9	Context sensitive on-line help is: <ul style="list-style-type: none"> • Pertinent to the current task • Accessible by a hotkey and/or minimal keystrokes or mouse-clicks • Provides prompts and instructions to aid the user 	Yes	Mouse over help, menu selections and text in the dialog boxes that execute seldom used tasks aid the user in how to perform the tasks
2.2.10	MCSO System Administrator can add personalized text for online help	No	We have designed the system to be as intuitive as possible and included help text in seldom used functions to provide in module help
2.2.11	System provides mouse-over (or hover) field "help"	Yes	Icons
2.2.12	Users can have multiple windows open concurrently	Yes	
2.2.13	Each user has the ability to personalize the "drop-down" fields to display and select items either by code or by value	Yes	
2.2.14	All drop-down fields, when displayed on a screen, can be viewed with the full literal description, code value, or both	Yes	
2.2.15	Data entered at a single point is automatically propagated into other system modules	Yes	
2.2.16	System has single screen or tabbed screens for data entry which do not require menu selections to navigate	Yes	
2.2.17	MCSO can set default values for the retention period of an item based on the offense code or category (felony, misdemeanor, etc.), with the ability to overwrite the code	Yes	
2.2.18	Automatic validation is done on data elements when possible (e.g., dates within bounds, correct format, etc.)	Yes	See 1.1.18 above.
2.2.19	After selection of a record, additional detail can be displayed without leaving the current screen	Yes	The query browse screen shows enough detail to tell if is the record desired, click on it, view that record and go back to browse grid.
2.2.20	If the user types letters into a look up table field that does not begin with one of the valid entries and presses tab or clicks on another field, the system will open the drop down list and highlight the position to the entry that most nearly matches what the user has entered	Yes	
2.2.21	Each user has the ability to set the default screen to which the application opens when the user logs on	Yes	
2.2.22	System has the ability to provide authorized users viewing capabilities via a browser. This capability is accessible by means of Microsoft Internet Explorer version 6.0 or higher	Yes	Remote query option

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
2.2.23	System provides the ability for an officer in the field to enter data onto a laptop not connected to the network and at a later time connect to the network and download the data into the application	Custom-chargeable	QueTel's web browser for field data entry can operate when not connected and synchronize when reconnected for printing barcodes & assigning lockers
2.2.24	System has electronic signature functionality for approvals and sign-offs	Yes	
3.0	Property & Evidence Management		
3.1	MANDATORY		
3.1.1	<p>Captures all necessary data elements, including but is not limited to the following:</p> <ul style="list-style-type: none"> • Common case number • DR #(Incident number) • Deputy name • Property type • Brand name • Model • Model year • Serial number • Size • Color • Owner-applied identification • Descriptive characteristics (rusted, dented, etc.) • UCR code (clothing, consumable item, firearms, etc.) • Quantity and measurement unit (gram, ounce, etc.) • Storage location and agency identification number • Status • Location and date recovered/found/seized • Responsible agency and officer • Owner's name • Owner's address and phone 	Yes	TraQ can be configured to capture an unlimited number of fields including in addition to those listed including: unlimited number of involved persons (suspects, victims, witnesses, etc.); action date; next action (description); person authorizing disposition; disposition instructions; court docket number; case investigator, last inventory date, time, and inventory taker; authorization to return gun to claimant, etc. (See also 1.1.18)
3.1.2	Tracks data about property recovered, stolen, lost, found, seized, etc., and shows why each property item is in the system (evidence, attached by civil officers, etc.)	Yes	
3.1.3	Provides a chain-of-custody record for each property item	Yes	CoC is automatic and part of more comprehensive audit trail
3.1.4	System has the ability to easily duplicate a change-of-custody entry for items under the same tag	Yes	
3.1.5	When the transfer of an item occurs, the system captures the location, person taking custody, reason for transfer, date and time, and responsible custodian	Yes	
3.1.6	When using a PDA (Pocket PC) or similar device, system validates inventory locations during moves, transfers, and/or inventory of property items	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
3.1.7	Provides the ability to print out and record a receipt for each chain of custody transaction	Yes	
3.1.8	Provides an interface to support full bar-coding features including printing, scanning of bar code labels, and use of a hand-held reader or PDA (pocket PC)	Yes	
3.1.9	Allows for coding of items by type so that all items of the same type are entered in the same manner	Yes	
3.1.10	Provides a feature to avoid duplicate entry of information on the same property item	Custom free see answers to questions	The system can be configured to prevent duplicate item numbers and already prevents duplicate barcodes. (See 1.1.18)
3.1.11	Allows users to query for property under various identifiers, such as item type, serial number, brand, model, evidence identification number, owner name, etc.	Yes	Query on any field or combination of fields using "and" and "or" connectors among condition statements
3.1.12	Keeps a history of evidence transactions, including who handled each item, where it is stored, etc.	Yes	When, where, & by whom inventoried, over due notices,
3.1.13	Allows multiple evidence records to be changed in a single transaction	Yes	Bulk record update replaces up to four fields in a user defined set of item records
3.1.14	The system has inventory audit capability using barcode technology	Yes	
3.1.15	Based on the data scanned during the inventory audit, system can produce exception reports such as: <ul style="list-style-type: none"> • Item that is in the wrong bin location • Item that should be in a certain bin and is not • Items not in the property room altogether that should be 	Yes	
3.1.16	Provides the ability to print a receipt for transfers	Yes	By group or individually by item
3.1.17	Portable data devices operate using a current OS platform	Yes	Windows CE and SQL CE allow PDA to synchronize with system
3.1.18	Software in the portable devices is easy to operate and permits the user to: <ul style="list-style-type: none"> • Move items within the property room • Transfer items out and back from the property room • Collect inventory data as part of the physical inventory • Replace damaged labels found in bin locations • Capture a skeletal record of evidence items in the field, e.g. at a search site 	Yes	
3.1.19	Provides a variety of reports, including but not limited to: <ul style="list-style-type: none"> • Listing of all property associated with an incident • History of custody transfers for any property item • List of items due for release or disposal • Statistical reports • Summary of property released, forfeited, destroyed, etc. 	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
3.1.20	Tracks and manages evidence inventory, including lost property and property stored at satellite locations	Yes	
3.1.21	Provides for e-mail notification for situations such as: <ul style="list-style-type: none"> • Reviews to investigators and their supervisors • To notify crime lab there is evidence to be retrieved • Checked out property after a specified time period has passed 	Yes	Review notifications built in. Notice to lab is just another officer letter Notice property checked out after a specified item in custom chargeable "Overdue Notice"
3.1.22	Provides functionality to track currency received, released, and/or transferred to a bank	Custom-chargeable	
3.1.23	Proposed system can process transactions in accordance with the flow diagrams in Exhibit 4 of the RFP	Yes	We believe with automation that there may be more efficient means to process the transactions
3.1.24	Proposed system captures data elements located on the current MCSO Property forms and reports listed in Exhibit 7	Custom-free	Part of field configuration (see 1.1.18)
3.2	DESIRABLE		
3.2.1	System displays total quantity of items, amount per item, and cumulative amount of items for each case	Custom chargeable	Included in the optional Report writer
3.2.2	System has a "holding" area so field officers can enter evidence reports directly into the system, but without becoming part of the active database until reviewed and approved by authorized property personnel	Custom chargeable	Included in the optional field data entry browser
3.2.3	System provides functionality to capture and store an electronic image of a signature	Yes	
3.2.4	Provides the ability to print an electronic signature on a hardcopy receipt	Yes	
3.2.5	Provides the ability to print an electronic signature on a chain of custody report	Yes	
3.2.6	Portable data devices incorporate a color screen (to allow for future upgrades and easy screen readability)	Yes	
3.2.7	Portable data devices have a backlight and/or lighted buttons for ease in viewing where lighting is limited	Yes	
3.2.8	Application provides a means for entering data required for firearms tracing by the Bureau of Alcohol Tobacco and Firearms	Custom-chargeable	
3.2.9	System can generate the "Crime Gun Information Referral/Request Form" required by the ATF	Custom-chargeable	
3.2.10	Provides a means for automatic electronic transmission of firearms trace information to the ATF	Custom-chargeable	
3.2.11	System provides the ability to print an identification tag for each item an officer in the field enters to replace the officer having to write the information on the evidence packaging	Custom chargeable	Part of optional field reporting module
3.2.12	System allows for the use of either pre-printed or printer generated barcode labels	Yes	Most useful for field data entry with mobile scanner

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
3.2.13	Barcode labels include the name “MCSO” and the human readable representation of the barcode number	Yes	
4.0	Crime Lab (OPTIONAL MODULE)		
4.1	MANDATORY		
4.1.1	System provides the ability to designate services to be performed on each item submitted	Custom Chargeable	
4.1.2	System provides the ability to record information about photographs taken by the crime scene unit and maintained as evidence, linking them to other evidence items, even if they are not stored with other property	Custom Chargeable	
4.1.3	System has the ability to track samples independent of a parent or as part of a parent	Custom Chargeable	
4.1.4	System provides an electronic repository of analysts’ notes for items or cases	Custom Chargeable	
4.1.5	Provides the ability to eliminate duplicate data entry with the Property room	Custom Chargeable	
4.1.6	System has document management functionality to attach objects such as video, sound, text, and photos to cases and reports	Custom Chargeable	
4.1.7	System provides functionality to handle case management tasks such as workload, assignments, reviews, approval, scheduling, etc.	Custom Chargeable	
4.1.8	Records for evidence examined by multiple laboratories can be found when searching by defendant, victim, and/or incident number	Custom Chargeable	
4.1.9	System uses familiar terminology and formats to make it easier for staff to learn	Custom Chargeable	
4.1.10	Users can view or print lists of current open requests (lab examinations pending or in progress) by unit, analyst, priority, etc.	Custom Chargeable	
4.1.11	Proposed system can process transactions in accordance with the flow diagrams in Exhibit 5 of the RFP	Custom Chargeable	
4.1.12	Proposed system captures data elements located on the current MCSO Crime Lab forms and reports listed in Exhibit 7	Custom Chargeable	
4.2	DESIRABLE	Custom Chargeable	
4.2.1	System has functionality to manage laboratory supplies inventory	Custom Chargeable	
4.2.2	System has the ability to track required training courses, certifications and re-certifications, proficiency history, court testimony hours, and cases	Custom Chargeable	
4.2.3	System supports peer review and approval using electronic sign-off	Custom Chargeable	
4.2.4	System has ability to track and manage instrumentation and calibration of crime lab equipment	Custom Chargeable	
4.2.5	System has the ability to track libraries of bullets, casings, and firearms	Custom Chargeable	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
5.0	Queries / Searches		
5.1	MANDATORY		
5.1.1	Provides query functionality so that users without programming knowledge can easily search by: <ul style="list-style-type: none"> Any data element in the database, including audit & description fields Partial data element, using wildcard characters for unspecified sections of the data element Using combinations of data elements Using logical operators to specify data ranges 	Yes	
5.1.2	System lists query results in table format, with scroll, page forward, and page back capability (for multiple pages)	Yes	
5.1.3	Users can access the full record detail from a row in a query result screen	Yes	
5.1.4	Users have the ability to create, save, and modify an unlimited number of queries (available or not available to other users) for reuse at a later time	Yes	
5.1.5	System has the ability to save queries that prompt users to enter parameter value(s) for any field in the database (not just date ranges) each time the query is ran	Yes	
5.2	DESIRABLE		
5.2.1	Database fields can be searched on either a code or its literal value	Yes	
5.2.2	Users can page back and forth between query results and detail records without having to re-run the query each time	Yes	
5.2.3	Ability to search using any field on the data entry screen finding all records which contain that value in the field (query by example)	Yes	
5.2.4	System allows users to run queries using Boolean operators, compound queries, and parenthetical expressions	Yes	
5.2.5	Users can create icons for frequently used personal queries which can be executed by clicking the icon with a single mouse click or by using "hot keys"	Yes	
5.2.6	Users have the ability to view query results as full record detail or in spreadsheet or grid views	Yes	
5.2.7	Users have the ability to select fields to be displayed in the grid columns, sort rows by the values in any column, control the width of the columns, and keep that configuration until the user consciously changes it	Yes	
5.2.8	"Soundex" (sounds-alike) functionality is provided to make searches of name records easier	No	TraQ enables name searches by all or part of names to make name searches easier.
5.2.9	Users can mark records listed in query results for inclusion in a final listing, with the ability to perform another search and join the resulting lists together in one list	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
5.2.10	Database can be searched using key words, phrases, and partial keys	Yes	
6.0	Reports		
6.1	MANDATORY		
6.1.1	In addition to standard property reports, system provides a means for MCSO personnel to perform various queries and produce customized ad hoc reports from the data posted in the system	Yes	Ad hoc report writer is included as an option.
6.1.2	Output can be directed to the user's display screen and/or to a printer	Yes	
6.1.3	Data can be exported into a text file for use in third party report software	Yes	Export routine
6.1.4	Ad hoc reporting functionality is provided so that users without programming knowledge can easily: <ul style="list-style-type: none"> • Query on any data element • Use logical operators • Sort output as desired • Save report formats for later reuse 	Yes	
6.1.5	Cross-tabulated reports can be constructed to present results in matrix format for ranges of data (e.g., by time, priority, etc.)	Yes	Crystal Report writer can produce such tabulations.
6.1.6	System has the ability to print a report listing the basic item description and the audit trail as a chain of custody for court purposes	Yes	
6.1.7	MCSO System Administrator can develop and modify on-line reports without vendor customization required	Yes	
6.1.8	System can generate hard copy notices for communicating with officers and property owners regarding the disposition of property	Yes	Also for officers users can Email release review to officers
6.1.9	System can generate e-mail notices to the officers and/or their supervisors	Yes	
6.1.10	System has the ability to create custom designed forms, notifications, letters, barcodes, etc. and customize the text of such notices or letters	Yes	Forms other than letters and columnar listings may require use of Crystal Reports
6.1.11	System has a set of standard reports that list items by case, location, description, date range, item (sub)category, owner, officer/deputy, action (review) date, and activity reports by user and date	Yes	
6.1.12	Data can be extracted and downloaded for use with database, statistical, spreadsheet, and similar applications	Yes	Export module
6.1.13	System has the ability to distribute reports via e-mail, browser, or hard copy	Custom free	
6.2	DESIRABLE		
6.2.1	Saved report formats can be regenerated with current or historical data	Yes	
6.2.2	System provides inventory exception reports based on various criteria such as missing items, misplaced items, etc.	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
6.2.3	Reports with certain user-specified fields or “redacted” text can easily be printed for public dissemination	Yes	
6.2.4	Data elements can be “decoded” for presentation in reports (e.g., the code “AZ” prints as “Arizona”)	Custom free	
6.2.5	Users can print information displayed on their screen on the fly (i.e., “print screen” functionality at any time)	Yes	Prints data not just any pop up dialog
6.2.6	Users can set-up reports to be run at a later time	Yes	
6.2.7	Only the creator of the report is able to modify the report, however other users can copy and then modify the original report	Yes	
6.2.8	System can print “Confidential” or a user-defined confidential disclaimer on selected reports	Custom free	Reports generated from Crystal Reports and letter reports
6.2.9	Output can be sent to another user as an e-mail attachment	Custom free	See 6.1.13
7.0 Security			
7.1 MANDATORY			
7.1.1	Unique User ID and Password are required for logon	Yes	
7.1.2	Password is not displayed during logon	Yes	
7.1.3	System maintains a complete audit trail, logging all user activity including view, edits, etc. (e.g., tracking the date, time, user ID, before value, new value)	Y	
7.1.4	MCSO System Administrator has create, update, read, and delete access to all tables	Yes	
7.1.5	MCSO Security Officer can: <ul style="list-style-type: none"> Easily maintain the security system and make modifications as required without programming knowledge Define security on both an individual and a group level Define security for screen, record, function, and/or field access Define security permissions for add, edit, and/or delete functions 	Yes	
7.2 DESIRABLE			
7.2.1	Users may be automatically logged off the system after a period of inactivity determined by MCSO	Yes	
7.2.2	System provides for multi-level security such that employees in one work unit can be restricted from viewing/editing records of another work unit using the system	Yes	
7.2.3	MCSO System Administrator can set different levels for audit trail and specify what to track	No	For security reasons, the audit trail is inviolable, and we believe should be
7.2.4	The system validates the user’s ID when using a portable device (Pocket PC)	Yes	
7.2.5	PDA’s or other portable devices used with the system are password protected	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
7.2.6	PDA's or other portable devices go to sleep after a period of inactivity and a password is required to reactivate	Custom free	
8.0	System Interfaces		
8.1	MANDATORY		
8.1.1	Application has the ability to provide real-time interface with other OLEDB applications	Custom-chargeable	Except for batch import module which we do not recommend for reasons of security (not real time either) interfaces are custom
8.1.2	Ability to validate primary key fields between applications and avoid duplicate records	Custom-chargeable	
8.1.3	System has import/export ability using .txt, .csv, .rtf and other common file formats	Yes	
8.1.4	System can send electronic alerts to another system when a specific action or event has occurred	Custom chargeable	
8.1.5	Ability to automatically schedule the import/export of data to another system	Yes	(See 81.1.1)
8.1.6	System has the ability to maintain an online log of system (not user) errors/failures. (e.g. unable to connect to db, security privileges, missing file, disk space error, invalid location, etc.)	Future chargeable	
8.2	DESIRABLE		
8.2.1	System supports XML capability	Free Future	
8.2.2	System has security or encryption for data extract	Future chargeable	
8.2.3	Notification via email or pager to an administrator when there is a system error/failure.	Future chargeable	
9.0	Miscellaneous Business & Technical Specifications		
9.1	MANDATORY		
9.1.1	Proposed system must be able to operate in an environment that includes a network of systems and PC workstations. Currently, all MCSO systems can be accessed using TCP/IP on the County's Ethernet backbone. (wide area network) (RFP 2.10.1)	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
9.1.2	Proposing vendor shall be responsible for specifying minimum and recommended configuration requirements for all hardware and software needed for the proposed Property & Evidence Section Bar-Coding System. To the extent possible, the Sheriff's Office plans to use existing PC workstations and network printers; the vendor shall be responsible for providing all other hardware, software, barcode hardware, barcode supplies and equipment. However, Maricopa County reserves the right to purchase hardware, operating software, and/or supplies off existing contracts with other vendors. (RFP 2.10.2)	Yes	When QueTel is responsible for supplying both hardware and software, we build the cost for testing the equipment, installing or configuring the needed software, and supporting both (including arranging service agreements). This provides a single point of responsibility. When we do not supply the hardware, there will be handling and installation charges to test and install the software and support charges.
9.1.3	Vendor must provide complete and detailed specifications for the standard items of their solution, noting the following: <ul style="list-style-type: none"> • Include minimum specifications for the application server, PC workstations, network printers, barcode equipment and supplies • Provide a listing of hardware systems and/or alternative equipment that are certified by the vendor for production use with the proposed Property & Evidence Section Bar-Coding System (RFP 2.10.3.1, 2.10.3.2)	Yes	
9.1.4	All hardware and software systems shall be of the latest manufacture and must be state-of-the-art. For compatibility, the system shall include only standard equipment and operating systems, thus avoiding any proprietary architecture. (RFP 2.10.3.3)	Yes	
9.1.5	Proposed system shall be directly expandable by adding, not replacing hardware. The proposing vendor must describe how the Property & Evidence Section Bar-Coding System is expandable in terms of processors, main computer memory, disk drives, peripheral devices, etc. (RFP 2.10.3.4)	Yes	
9.1.6	Disk storage shall be sized so that all users have on-line access to historical information. The system must also provide and maintain on-line access to archived information as needed. (RFP 2.10.3.5)	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
9.1.7	<p>Vendor shall provide the Sheriff's Office with a minimum of three (3) sets of all available system documentation, preferably in electronic format. This documentation may be reproduced, at no cost to our office, for internal use only. Desired documentation includes, but is not limited to:</p> <ul style="list-style-type: none"> • Database structure manuals/diagrams • Operational instructions and procedures, including backup and recovery, troubleshooting, maintenance, downloading data for off-line storage, retrieving off-line data, purging files, etc. • Operating system manuals/diagrams • Technical and user manuals for the system, including ad hoc reporting and queries • Interface documentation, including diagrams, manuals, etc. • Any additional documentation the vendor considers applicable <p>(RFP 2.11.1-All)</p>	Yes	
9.1.8	<p>Vendor shall provide detailed documentation on system support. Documentation must specifically cover, but is not limited to, the following:</p> <ul style="list-style-type: none"> • Detailed explanation of system design, database structure, communications network structure, how to modify and/or add new programs, database schema, program-to-program interfaces, system interfaces/data feeds, and applicable mathematical models and algorithms • Detailed explanation of operational backup, recovery, and restart procedures, diagnostics, how to add and/or modify functions of the operating system, and how to perform diagnostics on the operating system and address performance issues <p>(RFP 2.11.3.1, 2.11.3.2)</p>	Yes	
9.1.9	<p>The Vendor shall identify and provide pricing and documentation for any performance tools that would assist in supporting the system, both hardware and software. (RFP 2.11.3.3)</p>	N/A	
9.1.10	<p>Vendor shall provide detailed documentation for all user procedures. (RFP 2.11.4)</p>	Yes	
9.1.11	<p>Vendor shall provide detailed instructions for printing, adding, and/or modifying reports. (RFP 2.11.5)</p>	Yes	
9.1.12	<p>Vendor shall clearly outline in its proposal the educational and technical skills needed of Sheriff's Office employees to maintain and program the proposed system. (RFP 2.13.1)</p>	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
9.1.13	Vendor is required to provide a list of any test or diagnostic equipment required to maintain the hardware. The vendor must also provide itemized pricing information for this equipment in Attachment A. The Sheriff's Office may purchase the equipment as part of the system or exercise the option to obtain the equipment through other sources. (RFP 2.13..2)	Yes	
9.1.14	Vendor must provide a means for the Sheriff's Office to receive source code for the software application purchased, should the vendor fail to support their products, be sold, merge, or go out-of-business. (RFP 2.13.3)	Yes	Provide copy in sealed envelop to Clerk or Administrator to the Board at no cost. County can arrange with third party if that is unacceptable.
9.1.15	The vendor must provide information about the number of versions/releases of the application software that will be supported (i.e., the vendor's most current release and how many prior releases). (RFP 2.13.4)	Yes	
9.1.16	<p>Vendors must provide a training plan designed to meet the needs of the Maricopa County Sheriff's Office during the project implementation. The training plan may include on-site training, web-based training, train-the-trainer sessions, or any combination of services that will fulfill training needs. The following information shall be addressed in the proposing vendor's training plan:</p> <ul style="list-style-type: none"> • MCSO will provide locations and workstation equipment for on-site training. Proposed class sizes will be 10-15 persons per class, with locations and dates to be determined by MCSO. • In addition to Property & Evidence and Crime Lab staff, Field Training Officers (FTOs), command staff and/or others may require training during system roll-out. The vendor shall recommend an appropriate and cost-effective method for addressing this need. "Train-the-Trainer" may be an acceptable approach. • Up to three system administrators will need specialized technical training to support the system. This training can be provided either on-site or off-site at the vendor's location. Vendors must clearly specify the location for this training in their proposal, as well as per person and/or per day pricing options. • Vendors shall include any other types of training that may be useful in system roll-out and implementation. <p>(RFP 2.14 -All)</p>	Yes	
9.1.17	Vendor shall provide lesson plans for the various training sessions. (RFP 2.14.2.1)	Yes	

Ref. #	Business & Technical Requirements	Is This Supported?	
		Response	Vendor Comments
9.1.18	Training must be conducted by qualified instructors. Instructors shall ensure that each participant has a clear understanding of the material covered during the training session and is capable of performing the various functions unassisted. Vendors shall include a list of applicable personnel who will train Sheriff's Office employees, and the qualifications of each trainer. (RFP 2.14.3)	Yes	
** END **			

**EXHIBIT B-2
MODULE & FUNCTIONALITY INVENTORY**

PREPRINTED OR PRINTER GENERATED LABELS

QueTel Evidence TraQ eNterprise is flexible enough to support more than one approach to acquiring uniquely numbered, self-adhesive barcode tags that are affixed to items of evidence and property. (Section 3.2.12) Each can be appropriate depending on management's approach. Self adhesive tags remove the requirement that administrators have another piece of equipment to maintain. They also make it possible to field tag items at a crime scene using the mobile barcode scanner. (Users apply a pre-printed label from a roll, scan it into the mobile computer, and enter a skeletal record into the mobile scanner.) When they return to the office crime scene technicians connect the scanner to the system, upload it, and populate the database.

"On-site" printing has advantages that can counter balance having to maintain another piece of equipment. The labels can include information beyond just a unique number, such as case number, submitting officer name, and a brief description. These labels are normally considerably larger in size than a preprinted "barcode license plate."

ENABLE PRINTING OF DROP-DOWN TABLES

The drop down values in TraQ are supported with a list of "codes" and "values" or definitions in separate "look up tables" within the database. We offer a print option on the tables to print them as a list (Section 2.1.9) or as barcodes from a bar code printer on self adhesive stock. In that form the tags can be applied to such things as bin locations, officers' identification cards.

ATF DATA AND TRANSMISSION

The report intended for the ATF tracing of firearms notifies that agency of seized firearms to help create a national database. The form itself can be printed from TraQ (as an option) or the data that would normally go into the form can be forwarded to ATF electronically, if the agency has set up the appropriate protocol. When submitted electronically there are two issues which the County may wish to consider:

The first is that data submitted by officers is not always complete or accurate. In our experience, a ballistics expert may need to be involved to verify serial numbers (sometimes having to restore them before submission), caliber, manufacturer, etc.

The ATF form requires a great deal of detail. For instance it tracks addresses using a "GPS-type" system which means the address South 123 First Avenue, SW, Apt 3 needs to be broken into six fields: [South], [123], [First], [Avenue,], and [SW]. Moreover, if the street is a major route, the "Route Number" is supposed to be entered. To avoid a confusing array of fields and screens, this level of detail should, probably, be entered for every person involved in every case. Such detail can impose the type of burden on those entering data that reduces their level of cooperation in entering it.

We have separately provided for providing the detail for electronic transmission to ATF. The ability to use this capability will depend on direct discussions and effort by the County to set up the required access to transmit.

SIGNATURE CAPTURE FOR EVIDENCE TRANSFER

While some jurisdictions will accept the standard TraQ electronic chain of custody, it does not have a signature. Transfers rely on the property technician identifying both himself and entering the officer receiving the evidence. Other jurisdictions wish to have the officer's signature captured in digitized form and printed on the chain of custody. To meet this requirement, QueTel

offers the option of the signature pad necessary to capture the signature and the software in TraQ to support this capability. The signature can be printed on a receipt and stored, so that it prints out as part of the chain of custody.

SIGNATURE CAPTURE FOR MOBILE SCANNER TRANSFERS

Sometimes items need to be transferred or returned to owners from remote locations such as the bike room or bulk storage. In that type of situation or as a back up to the scanner on the PC, users can use the mobile scanner to scan items checked out. By means of a special software option the scanner can also record the signature of the person receiving the items. That signature is uploaded to the audit trail and will print on the chain of custody.

AD HOC REPORT WRITER

Every system provides a set of reports to extract and print standardized information. While useful these are seldom meet each customer's precise needs. Moreover, many users want to capitalize on the data in the system to produce other reports both ad hoc reports and recurring reports. Other systems require users to learn to use Crystal Reports, which requires a two-day course even for experienced programmers.

Non-technical personnel can learn to create listings of items in minutes through a simple to user screen and become masters of their own reports. This capability frees the Department's IT staff from the need to make reports and unleashes the potential of users to make greater use of the system by creating their own reports on the fly and storing them for reuse as needed.

ATTACH REPORTS DEVELOPED IN CRYSTAL REPORTS

As an alternative to ad hoc reports, clients whose IT staff can create reports using the third party report writer, Crystal Reports. Once created and tested they can be configured to attach and run such reports from within the TraQ application. Custom reports created by QueTel can also be attached in this way.

DATA EXPORT

For users who want to manipulate data in a spread sheet or other report generating system or enter the data into a statistical analysis package, TraQ provides the ability to export data from both data tables and look up tables. Users can export selected fields to a flat file format, which can be imported into the other system.

DATA IMPORT

TraQ can be accompanied with an import function to allow a user to initiate the import of data or to schedule the running of a structured import at specified times. (We do not recommend the latter as unauthenticated transfers such as this are subject to security flaws and corruption if there is a network outage.)

The import applies the same logic rules to prevent inconsistent data in the system that protect users entering data through the keyboard from this problem. It will create new records for items that do not exist in TraQ and update the records of those items which are already in TraQ.

USER CONFIGURABLE SPECIAL TRANSACTIONS

At certain times users will want to update several fields in a number of selected, but unrelated, records. (They do not share one or more common traits and cannot be changed with Global Replace.) An example would be a batch of items returned from the Lab where they were found to test positive for narcotics. Using the optional Bulk Update module in TraQ, a user would enter the Lab Result as for instance "Positive for Narcotics" and scan the barcodes on those items, which were returned. This would update the field(s) in the record for each of these items.

The Bulk Update module permits users to create and save a custom transaction to change values in randomly selected records without having to individually query and edit those records. This time saving

function allows update of up to five fields and selections can be entered by scanning item barcodes, or keying officer codes, or selecting dates.

REMOTE QUERY BROWSER

Many persons in the department other than those in the property room may need to know information about evidence in custody. Traditionally, they have had to call the evidence room to get that information taking property officers away from other work. One answer is to provide these persons access to the application from their PCs. While this solution simplifies the administrator's task of controlling access by using the security module in the application itself, it imposes on the administrator the task of supporting the application on the users' PCs. Evidence TraQ has the best of both worlds. Remote users can search the database through a Web browser using only Internet Explorer, but data base access is determined within the TraQ application itself and is not separate. The security module can also be used to mask certain fields from viewers, such as storage location.

CONFIGURATION OF SYSTEM TO CLIENT NEEDS

QueTel can configure TraQ to the precise specifications of a client, so that the data fields are quicker for users to learn (when converting from another system). In addition a configured system can be set up to store a great deal of additional data to help track other significant events in the process from receipt of an item to its final disposition. This capability includes the ability to add data in tables such as the officer table, which can be set up to store officers' emails to make the property room more electronic by sending notifications in electronic, rather than paper, form.

To help insure that the system continues to meet customer needs, as part of its annual software support, QueTel will add or change up to five description fields per year and additional fields at a nominal additional cost.

SUBMISSION REJECTION MODULE

When officers submit items to the property room, which are improperly described or packaged, they lay on the property technicians the task of either running the officer down to make corrections or making corrections themselves. The latter is a dubitable practice. Evidence TraQ offers the option of a rejection module, which marks an item

unacceptable for acceptance into the system and emails the officer a message indicating the problem, requesting that he or she come in to correct it. The module follows up with a reminder and can provide commanders a list of officers who frequently submit evidence with problems.

REQUEST MODULE

When officers are going to court on a case, they must pick up property from the property room on the morning of their appearance. Typically the property room faces a line in officers seeking to check out evidence for court early in the morning, just when they are trying to process evidence that was deposited in lockers the night before.

To alleviate the time required for officers to wait as items are pulled from shelves for the officer and to smooth out the work flow of the property room Evidence TraQ can integrate a web browser to permit officers to request property to be ready for pick up ahead of time. The requests appear in a grid that can be used as a to do list in printed or electronic form for specified property technicians can pull items from the shelf the afternoon before and have it ready in the morning.

Authorized users can also use the request module to ask that items be sent to the Lab, transferred to the court, made available for attorney viewing, or moved from an outlying warehouse to the main property room.

OVERDUE REMINDER

Though custody passes to the person checking items out of the property room, property technicians continue to have oversight responsibility for those items. Traditionally, they must search files, run reports, or execute a query, then contact the officer by phone to find out why items still show as checked out.

To simplify its oversight of property which has not been returned, an Evidence TraQ system can include a reminder capability that sends an email reminder to officers to whom property has been checked out longer than a certain period of time. The user enters the precise period of time.

ELECTRONIC RELEASE REQUEST AND RESPONSE

Except in a few cases the property room is responsible for seeking out those authorized to release property and obtaining their approval to dispose of items. These may include the officers, DAs, and Courts. Generally this involves writing a letter requesting approval and awaiting the response. Once received (this may take more than one request) a property technician may keep a record—electronically in the system or in a file cabinet) of the authorization and begin purging items.

The process can be paper intensive and time consuming on the part of the authorizing authority to respond and the property room in recording the authorization and keeping a paper file of the authorization. Evidence TraQ offers a module to permit authorizing “agents” to receive and email of the request for authorization to release. The “agents” will be able to access a browser that will permit them to record the release directly into the system. The system will alert the property room to the disposition so that it can take action to purge the material as indicated.

IMAGE ASSOCIATION AND MANGEMENT

A number of agencies are experimenting with the release or destruction of items but retaining a set of images for these items. TraQ can provide the capability to associate images of items or documents with an item and allow them to be viewed from the record with which it is associated.

Users select the images which they wish to associate with a record from those on a digital camera memory card reader or other folder to which images have been copied. Once in TraQ users may copy them elsewhere for further analysis, print one or more images, and examine the image with a built in magnifying glass to see whether the detail warrants further processing.

Note: Some agencies are “arming” officers with digital cameras to record visually their activities and interviewees. To help manage these images, QueTel also offers a separate stand-alone image repository management (IRM) application which captures, stores, and makes accessible digital images downloaded from digital cameras.

FILE ATTACHMENT

Since so much evidence is in electronic form, certain agencies want to attach them to the evidence file. These may include Word files, interview WAV files, or videos. The optional TraQ Attachment module permits users to attach images from CDs or disks or other Windows addressable folders. Once in the system they are identified by their type, person who copied them, dates of creation and upload, name, and barcode (for items which are stored on a media, but available through TraQ for examination. Users may access and open them through the TraQ application directly or through the Web Query browser.

ELECTRONIC OFFICER PROPERTY REPORTS

One of the most time consuming parts of the evidence flow is the entry of manual writing of evidence descriptive data on paper forms and entry of that data into the computer screen. Officers' handwriting is ranks near physicians, so there are many chances for misinterpretation in the redundant process. Some agencies permit officers to enter data directly into the database to save officer time. Property officers have trouble keeping control over the data describing items for which they are responsible. Moreover, where there are many officers or vehicles from which officers may work, the IT shop may have difficulty supporting the PCs there.

QueTel responds with two types of electronic officer property report. The first approach is to provide officers with a simplified version of the standard TraQ screen used by the property room. Officers enter data, and can print a clean report of what they have entered. That report can be either in a standard format or a custom format. Officers may apply barcodes to items prior to putting them in lockers or handing them over to the property room. The agency may print its own barcodes or they may use preprinted barcodes. Property room staff use TraQ to review the submission as they receive items or take them from lockers.

The other approach makes it possible for officers to enter data through a browser from multiple locations including the car. The system can operate both in a connected mode with officers working at their desks or in a disconnected mode with officers working remotely. In the latter instance, when officers bring the evidence into the property room the officer will upload or synchronize his or her laptop to the database, awaiting approval by the property technician.

The browser module can include the printing of certain forms which the officer may need for other purposes, e.g. hard copies of the evidence report for Records, a cash form showing the quantities of each denomination seized, the ATF firearms trace form, Lab request forms, etc.

WIRELESS MOBILE SCANNER OPERATION

Mobile (handheld) barcode scanner terminals may be used to take inventory, move items within the property room, during consolidation, and transfer items out of the property room. In the traditional store and forward mode of operation, the barcode scanner is used to collect scanned data, store it, and, later, upload it to the system. The uploaded data then updates the files. The file in which inventory data is stored is, then, used to run exceptions or reconciliation reports—indicating items found in other than the expected location and items not found in the expected location.

Evidence TraQ offers the option to connect the remote scanner terminal to the database, directly, in real time, via a wireless network connection. The remote terminal acts like another PC on the network. This means that as items are moved or transferred using the remote terminal, the database gets updated immediately, avoiding any possible loss of data. More critically, when taking inventory the portable terminal provides instant reconciliation. If an item is scanned, and it is in the wrong location, the scanner will immediately notify the user and indicate where the item should be. If the user finishes scanning the items in a specific location and an item or items are missing the scanner will indicate the missing items to prompt the user to recheck the items scanned at that location. The system will still run the reconciliation reports for the inventory.

INSTANT INVENTORY RECONCILIATION

Normally, when users take physical inventory they do not know that items have been misplaced (found in the wrong) location or are missing, not in the right location or missing entirely, until after the data has been uploaded to TraQ, and the user runs the inventory reconciliation reports.

QueTel can provide software in the mobile bar code scanner that will identify items that do not belong in the location where they are scanned during inventory as they are scanned. In addition the software will identify items that were not found in a location where they were expected to be found, as the user completes scanning items in a location.

This feature can help spot problems as they are discovered and hasten the accurate completion of the inventory.

CASH LEDGER REPORT

A great deal of money can move in and out of a property room. Such funds may be put in a bank, turned over to the City/County, or returned—sometimes to the owner and sometimes to a Court designated recipient. Keeping track of funds coming in and passing to the City/County or Bank can become difficult. Evidence TraQ offers a module that permits users to run a monthly flow of funds report indicating funds taken in, funds transferred to the Bank or City/County, and funds returned to the owner or disbursed to some authorized third party.

BOX MANAGEMENT

Some agencies individually barcoded items (generally from one case) in one box or more sealed boxes. They want to move the boxes as a unit and, as a box is moved from one location to another, all the items in the box change locations. To insure the integrity of the seal on the boxes, QueTel can provide optional boxing capabilities in its mobile scanner to assign items to a box barcode, scan the box when moving it (at the same time verifying the integrity of the seal), remove items from the box.

The mobile computer software also can take a box inventory. When scanned the user certifies the integrity of the box seal and by scanning the box takes inventory of the contents. The audit trail for each item in the box shows the inventory with a special character designating that the item was presumed to be in the box by the person scanning the box during the inventory.

EXHIBIT B-3

CONTRACTOR TRAVEL AND PER DIEM POLICY

1. All contract-related travel shall be prior-approved by County.
2. Travel, lodging and per diem expenses incurred in performance of Maricopa County/Special District (County) contracts shall be reimbursed based on current U.S. General Services Administration (GSA) domestic per diem rates for Phoenix, Arizona. Contractors must access the following internet site to determine rates:

http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=17943&contentType=GSA_BASIC
3. Commercial air travel shall be scheduled at the lowest available and/or most direct flight airfare rate at the time of any approved contract-related travel. A fare other than the lowest rate may be used only when seats are not available at the lowest fare or air travel at a higher rate will result in an overall cost savings to the County. Business class airfare is allowed only when there is no lower fare available to meet County needs.
4. Rental vehicles may only be used if such use would result in an overall reduction in the total cost of the trip, not for the personal convenience of the traveler.
 - 4.1 Purchase of comprehensive and collision liability insurance shall be at the expense of the contractor. The County will not reimburse contractor if the contractor chooses to purchase these coverages.
 - 4.2 Rental vehicles are restricted to sub-compact, compact or mid-size sedans unless a larger vehicle is necessary for cost efficiency due to the number of travelers. (NOTE: contractors shall obtain written approval from County prior to rental of a larger vehicle.)
 - 4.3 County will reimburse for parking expenses if free, public parking is not available within a reasonable distance of the place of County business.
 - 4.4 County will reimburse for the lowest rate, long-term uncovered (e.g. covered or enclosed parking will not be reimbursed) airport parking only if it is less expensive than shuttle service to and from the airport.
5. Contractor is responsible for any other miscellaneous personal expenses, as they are included in contractor's lodging and per diem expenses.
6. The County will reimburse any allowable and allocable business expense, excluding health club fees and business class air fares, except as indicated in paragraph 3, above.
7. Travel and per diem expenses shall be capped at 15% of project price unless otherwise specified in individual contracts.

**EXHIBIT B-4
PROPOSED TRAINING PLAN**

Introduction

This training plan describes and defines the training, educational program goals, objectives and standards for supporting Evidence TraQ. This plan emphasizes how to use Evidence TraQ to improve the County's goal of improving Property and Evidence Management for the Maricopa County Sheriff's Office.

Goal

The goal of this training plan is to make sure all personnel understand the proper use of the software and hardware provided with the Evidence TraQ Property and Evidence Management System. This plan provides a basis for establishing the required learning objectives in all training methods and offers recommended courses.

Objectives

The objective of this plan is to train authorized individuals to:

- Understand how to properly enter data into the Property and Evidence Management System
- Understand how to properly maintain that data throughout the item's complete lifecycle.
- Understand how to retrieve that data
- Understand how to report on that data

Background

It is imperative that the various organizations that manage and work within the County understand and manage their dynamic and growing property and evidence section and to properly use the data infrastructure that manages that section.

This plan outlines five separate levels of users and maps skills against them so that managers overseeing the Property and Evidence Management System can adequately train personnel, thereby gaining more efficient operational use of Evidence TraQ and insuring the data the system contains.

User Levels

Database Administrator – The IT Administrator will not be involved in the day-to-day tasks of the Property and Evidence Room and will concentrate of tasks that can be performed from the Server Room. A large domain such as Maricopa County may want to have two or three Database Administrators. Database Administrators will be responsible for the installation and re-installation of the software on the various workstations and the Mobile Computers.

Skill Level

- Extensive experience in the Microsoft SQL operating system
- Formal training in Networking
- A strategic view of the domain and interaction with all external domains
- Ability to work independently to quickly and completely solve problems
- Debugging Network Problems
- Ability to train Application Administrators

Application Administrator – The Application Administrator is/are the Property and Evidence Room Manager(s). The Systems administrator will be responsible for the assignment of Deputies and County employees to the various user groups in Evidence TraQ, administration of various tables such as Data Tables and Lookup tables and they will be responsible for training new System Users in the use of Evidence TraQ.

Skill Level

- Strong communications skills. (Can explain solutions for problems to users and other Administrators.)
- Maintain and enforce adherence to Property Room procedures and standards

- Strong knowledge how to user Windows Operating Systems and Applications
- Ability to perform day-to-day operations such as back-ups, restores, adding, modifying users

System User – The System Users are the Property and Evidence Room Staff. These are the work-horses of the system. They perform the day-to-day tasks that keep the Property and Evidence room running smoothly.

Skill Level

- Strong knowledge of Windows Applications
- Attention to detail

Trainers – The Trainers are the county employees that will be responsible for training the Deputies in the Electronic Officer Report and the Query Browser.

Skill Level

- Strong knowledge of Windows Applications
- Strong communications skills
- Strong knowledge of Teaching Theory

Deputies – The Deputies will be responsible for entering Property and Evidence into the system via a remote browser and using the net browser for viewing records, etc.

Skill Level

- Familiar with Personal Computers
- Familiar with Web Browsers

Implementation

The users supporting the Property and Evidence system need to demonstrate a firm grasp of the policies, procedures, and requirements as relates to the Property and Evidence Section and Evidence TraQ.

At all levels except Deputies, users should be able to demonstrate, by formal evaluation or observation, the ability to perform the operational tasks needed for the smooth running of the Property and Evidence System.

Training in the case of IT Administrators, Application Administrators, and System Users will be provided by a QueTel supplied trainer. Training for the Deputies will be provided by Maricopa County trainers specially trained by QueTel.

Training Classes

System Users and Application Administrators

Objectives

The purpose of this training class is to provide instruction on the day-to-day use of Evidence TraQ. Following training, students should be able to perform all day-to-day Property and Evidence System functions, provided the student has a strong background in Windows Applications.

Content

The following is a detailed view of the areas presented in each of the training sessions. There are three four-hour sessions, taking place over two days.

Database Overview

Item Table combines three tables into one virtual table
Case, People, and Items

Box Table

Look-Up Tables

History

Data entry/editing Item Table

System Users come up in Standard Query or Last Query

- Barcode Printing
- Data Entry aides
 - Drop Down Menu
 - Type Ahead
 - Calendar Function
 - Tab or Mouse Movement
- Adding, editing, and deleting “many-to-one” grids
- People

- Latents
- Photos
- Lab Services

- Save a Record
- Print a Barcode
- Enter second record in succession
 - Copy Forward
- Enter additional records later
 - Case Data is repeated

- Multiple items on case
 - Additional Items by same officer
 - Enter first Record
 - Save
 - Copies record to clip board
 - New record
 - Record paste from clip board
 - Additional items by a different officer
 - File number brings up “case” data
 - Query existing item already entered
 - Record copy to clip board
 - New Record
 - Record Past from clip board

Queries

- Query-by-Example (QBE)
- Building a simple query
 - Operators (data type specific)
- Building an advanced query
 - Adding Conditions
 - “and” vs. “or”
 - Using Brackets in an advanced query
- Building an “Ask Later” query
 - Enter Ask Later Prompt
- Saving Queries
- Selecting an Existing Query
- Quick Queries
 - Configuring a quick query

Browse Grid

- Shows items in query
- Click on item to get underlying record detail
- Sort browse grid and column values
- Widen/narrow columns
- Print browse grid

Delete record

- Not yet saved
- Record is saved
 - Suppress record, does not allow reuse of barcode number

Printing

- Home Screen
- Chain of Custody
- Browse Grid
- Printing Reports
- Printing Letter
 - To Owner
 - To Officer

User Configuration and preferences

- Browse Grid
- Number of Records returned
- Icon management
- Quick Queries
- Look-up fields by value or code
- Filters on History
- How TraQ opens
 - Set Query
 - Last Query
 - Data Entry Mode

Request Module

- Print List
 - Manually initiate
 - Print automatically
 - Printer selection
- Filtering items on the list
- Remove from list

Transfers

- Scan Barcode
- Scan to Location
- Scan Assignee (custodian)
- Scan Reason

Mobile Computer Software

- Moves between Locations
- Inventory
- Transfers
- Processing Data

Delivery Method

The training will entail class room instruction, with a one-to-one relationship between attendees and computer workstations. Students will be provided instruction on how to perform a specific function in a hands-on environment to assist with their learning the system, and how to adapt the system to their environment.

Additional Training for Application Administrators

Objectives

In addition to learning the day-to-day operations of Evidence TraQ; Application Administrators will have an additional training session to train them in system administrator functions. Following training, students should be able to perform the application administration duties.

Content

Training Time: One four-hour session

Look-up Table Maintenance

- Necessity of preparing lists ahead of time
- Importing from flat files
- Adding and editing
- Deactivating

Security

- Setting up groups
- Functional (forms or screen) access
- Table Access
- Field Access
- Record Access
- Plug-Ins Access
- Putting Users in Groups
- Deactivating a User

Delivery Method

The training will entail classroom instruction, with a one-to-one relationship between attendees and computer workstations. Each student will complete hands-on exercises to assist with their learning. In addition, students and the instructor will discuss how to best use Evidence TraQ while working within the County's environment and procedures.

Database Administrators

Objectives

Database Administrators will learn how to install the Property and Evidence Software on the workstations and the mobile computer devices. In addition, they will learn how to set up various User Groups for Evidence TraQ.

Content

Training Time: One four-hour session

- Installing Evidence TraQ in County workstations
- Installing Evidence TraQ in the Mobile Computers
- Creating User Groups

Delivery Method

The training will entail classroom instruction, with a one-to-one relationship between attendees and computer workstations and mobile computers. Each student will complete hands-on exercises to assist with their learning.

Trainers

Objectives

Trainers are the County employees whose responsibility will be to train the County's Deputies in the operation of the "Electronic Officer Report" and the "Query Browser" along with the peripheral equipment to be used by the Deputies.

Content

Training Time: One four-hour session

- Electronic Officer Report
- Query Browser
- Mobile Computers
 - How to operate
 - Uploading Data
- Printing Barcodes

Delivery Method

The training will entail classroom instruction, with a one-to-one relationship between attendees and computer workstations and mobile computers. Each student will complete hands-on exercises to assist with their learning.

Deputies

Objectives

The County's Deputies will be trained by the County's Trainers. It is suggested that these classes be held in the various Sheriff's Stations around Maricopa County. Officers will be trained the operation of the "Electronic Officer Report" and the "Query Browser" along with the peripheral equipment to be used.

Content

Training Time is will be one four-hour session.

- Electronic Query Browser
 - Entering a new case
 - Adding Involved People
 - Adding New Items
 - Cash
 - Firearms
 - Narcotics
 - Editing Unsubmitted Evidence
 - Editing Items
 - Editing People
 - Submitting Property Reports
- Remote Query Browser
 - Web Access
 - Short Cut
 - Query Types
 - Upload Windows file
 - Web Print
- Mobile Computers
- Barcode Printers

Delivery Method

The training will entail classroom instruction, with a one-to-one relationship between attendees and computer workstations and mobile computers. Each student will complete hands-on exercises to assist with their learning.

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Contract Period:	To cover the period ending August 31, 2012.