

The City of Rochester, New Hampshire, is accepting sealed bids for Crime Analysis Software. Bids must be submitted in a sealed envelope plainly marked:

“Sealed Bid, Crime Analysis Software”

“**Bid#11-21**”

City of Rochester, New Hampshire

31 Wakefield St

Rochester, NH 03867

Attn: Purchasing Agent

All bids must be received no later than “**April 28, 2011**” at “**2:30**” p.m. Actual bid opening will begin at 2:45 p.m. Bid proposals and specifications may be obtained from the City of Rochester’s website, [www.rochesternh.net](http://www.rochesternh.net), contacting the purchasing agent via email at [purchasing@rochesternh.net](mailto:purchasing@rochesternh.net), calling the Purchasing Agent at 603-335-7602, or visiting the City Hall Business Office, 31 Wakefield Street, Rochester, NH 03867. All bids must be made on the bid form(s) supplied, and the bid form(s) must be fully completed when submitted.

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- I. **PURPOSE:** The purpose of this Request for Proposal is to solicit sealed proposals to acquire Crime Analysis mapping software for the Police Department's Crime Analysis Unit. This software should have the capabilities to identify trend patterns and hot spots, develop and save complex queries, analyze resource allocation, conduct comparative analysis, and send alerts when thresholds are exceeded. This system will allow the analyst to visualize crime activity geographically.
- II. **BACKGROUND:** The Rochester Police Department's Crime Analysis Unit consists of one Crime Analyst position. Tools currently utilized are Access, Excel, Crime Reports, & our RMS utilizing IMC. The Rochester Police Department desires to acquire additional software to assist the Crime Analyst in efficiently and effectively performing his/her duties.
- III. **SCOPE OF WORK:**  
The contractor shall provide Crime Analysis software for up to one (1) user. The product we desire to acquire is Crime Analysis software to assist the Rochester Police Department's crime analyst in efficiently and effectively performing his/her duties, which include utilizing a set of systematic, analytical processes directed at providing timely and pertinent information. Software is needed to determine crime patterns, series, and trend correlations, as well as the ability to forecast crime. The information gathered will help the Analyst to assist operational and administrative personnel in planning the deployment of resources for the prevention and suppression of criminal activities, aiding the investigative process, apprehensions, and the clearance of cases.

**A. Crime Mapping and Analysis Software**

The software proposed for use in this project must operate in the ArcGIS 9.2 platform , have the ability to integrate with IMC records management software, and have the following capabilities:

Perform queries:

1. Incident queries
  - a. Within a boundary using any existing or user-defined polygon(s)
  - b. Near an address (radius in feet or miles)
  - c. Near a feature (any point or polygon landmark)
  - d. Near a person
  - e. Near another incident
2. Calls-for-Service queries
  - a. Within a boundary
  - b. Near an address
  - c. Near a feature
  - d. Near an incident
3. Any ad-hoc query using the ArcMap interface
4. Any number of saved queries developed by the user for easy repeat queries

Perform analysis:

1. Standardized density mapping by layer for any incident theme
2. Hot spot density mapping for any incident theme
3. Repeat call analysis and reporting for any incident theme
4. Statistical profiler – display probability ellipses and date and time ranges to estimate

the likely time and location of the next crime in a series

5. Exception reporting – track crime level between time periods or against goals
6. Threshold analysis – use historical data to compare expected ranges of crime activity in a geographic area to actual

Generate Reports:

1. Incident detail, incident summary, person, exception, threshold, and repeat calls as standard reports
2. Additional custom reports developed for any data table
3. Instant reports generated on-the-fly for any table
4. Reports to include linked tables, charts, bitmaps, text files, etc

Critical Reports:

The Software shall allow users to save query and density mapping routines along with corresponding reports, charts, and layouts with one button that will allow them to be run at a later time.

Mapping versatility:

1. Ability to incorporate countless themes (data layers) and views, including ArcView shapefiles, SQL connected data layers, and aerial photos
2. Layouts (maps for printing) to be developed or produced on-the-fly with templates saved for future use and reference

## **B. Data Development and Programming**

Identify, acquire, and/or develop database components; integration of required database components, including:

1. Digital road centerlines with address ranges
2. Boundary and landmark data layers
3. Geo-coding of the initial crime incident and field report data
4. Integration of the City's data server

Import Crime Data

The City will develop the necessary mechanism for exporting the crime data from the City's data server. The City will determine which portions of the database export are needed for import script development. The preferred method will be establishing a SQL connection through ODBC drivers directly from the data server. The selected vendor will develop customized import scripts and routines to automatically access and process the exported data for inclusion into the software incident database. These scripts will be used to import the following data sets:

- CAD calls for service
- RMS case reports

These data sets will be acquired from the City's data server. The import scripts and procedures are to be part of the Crime Mapping and Analysis software by way of drop down menus and be accessed to update the databases at any time.

## **C. Crime Reporting, Mapping, and Analysis Capabilities**

The software interface should satisfy the following needs:

- Internal weekly, monthly, and annual reporting
- Crime trend and specific crime analysis – These analyses will be performed through the standard functions of the software application. As part of the standard package, the vendor will develop a set of customized queries to meet the

City's needs. The City should be able to add new queries to the original set at any time.

- External public efforts – The software will have the ability to generate maps and custom reports needed for external public crime information. They should provide clear, easily understood representations of the crime data to enhance public crime information dissemination efforts.

#### **D. Data Requirements**

##### **Digital Address-Related Files**

The City will provide, and the selected vendor will integrate, a digital street centerline file in an ESRI-based format. This road centerline database will contain exact address ranges based on the City's Master Address Database.

##### **Boundary and Landmark Features**

The City will also provide files of relevant boundaries and landmarks within the City's area. Typical features may include:

- Jurisdictional boundaries such as City boundary, beats, reporting districts
- Landmark information such as schools, parks, or other locations of interest
- Aerial photographs that could be incorporated as an additional layer of display

The file formats for boundary and landmark information will be in ESRI format.

##### **Crime Data**

The City will provide a minimum of twelve (12) months of historical crime report data in a standardized format to the selected vendor for geo-coding and for creating the import scripts. The City will also determine which fields are necessary for reporting and analysis. The data set should include the following information at a minimum.

- ID number
- Date
- Location. A valid address would include street number, street direction, street name, and street type.
- Call type
- Descriptive. A character field that describes the call type.
- Time of call (In 24 hour clock)
- Other Fields. Other fields helpful for analysis may include time of call, time of dispatch, time of arrival, dispatcher ID, Officer ID, Number of persons arrested, type of weapon used, method of entry, etc.

Once the initial geo-coding of crime data is accomplished, the data will be available to the City in the initial delivery of the software. This initial data will be used for immediate internal and external reporting and as a basis for analyzing long-term trends. The import scripts and procedures for future data import and geo-coding as discussed above will be written based on the format provided in this initial data set.

#### **E. Training**

- The Vendor will provide 16 hours of on-site training for up to 3 end users of the crime analysis software.
- The Vendor will provide 6 hours of training for Administrative and functionality usage.

- All travel and associated costs for said training is the responsibility of the vendor.

#### IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

##### A. GENERAL INSTRUCTIONS:

1. RFP Response: In order to be considered for selection, vendors must submit a complete response to this RFP. One (1) original and (4) copies of each proposal must be submitted to the issuing agency, along with an additional proposal on CD. No other distribution of the proposal shall be made by the vendor.
2. Proposal Preparation:
  - a. Proposals shall be signed by an authorized representative of the vendor. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
  - b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
  - c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub-letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the vendor desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
  - d. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall"

requirements. The inability of an Vendor to satisfy a "must" or "shall" requirement does not automatically remove that Vendor from consideration; however, it may seriously affect the overall rating of the Vendors' proposal.

- e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume. The proposal should contain a minimum of 5 sections as denoted in Section IV. B. Specific Proposal Instructions below.
  - f. Ownership of all data, materials, and documentation originated and prepared for the City of Rochester pursuant to the RFP shall belong exclusively to the City and be subject to public inspection in accordance with the *New Hampshire Right to Know Law*. Trade secrets or proprietary information submitted by a vendor shall not be subject to public disclosure under the *New Hampshire Right to Know Law*; however, the vendor must invoke the protections of § RSA 91-A:5 of the *NH RSA's*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.
3. Oral Presentation: Vendors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the agency. This provides an opportunity for the vendor to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The issuing agency will schedule the time and location of these presentations. Oral presentations are an option of the purchasing agency and may or may not be conducted.

B. SPECIFIC PROPOSAL INSTRUCTIONS:

Proposals should be as thorough and detailed as possible so that the Rochester Police Department may properly evaluate your capabilities to provide the required goods/services. Vendors are required to submit the following items as a complete proposal:

- 1. Return the RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
- 2. Vendor Data Sheet, included as an attachment to the RFP, and other specific items or data requested in the RFP.
- 3. A written narrative statement to include:
  - a. Experience in providing the goods/services described herein.

- b. Names, qualifications and experience of personnel to be assigned to the project.
  - c. Resumes of staff to be assigned to the project.
4. Specific plans for providing the proposed goods/services including:
- a. List of proposed equipment/goods/etc. including operating parameters, illustrations, etc.
  - b. What, when and how the service will be performed.
  - c. Provide for on-site training, minimum of 16 hours for up to 3 persons
  - d. Schedule for completion on or before April 29, 2011.
5. Proposed Price. Indicate in the pricing schedule, Section XV of the RFP.

### **INSTRUCTIONS TO BIDDERS**

#### **V. PREPARATION OF BID PROPOSAL**

- a. The Bidder shall submit her/his proposal upon the forms furnished by the City (attached). The Bidder shall specify the unit price or lump sum bid, both in words and figures for each pay item listed. All words and figures shall be in ink or typed.
- b. If an amount entered by the bidder on the proposal form is to be altered it should be crossed out with ink, the new unit price or lump sum bid entered above or below it, and initialed by the bidder, also with ink. In a case of discrepancy between the prices written in words and those written in figures, the prices written in words shall govern.
- c. The Bidder's proposal must be signed with ink by the individual, by one or more members of the partnership, by one or more members or officers of each firm representing a joint venture, by one or more officers of a corporation, or by an agent of the contractor legally qualified and acceptable to the owner. If the proposal is made by an individual, his name and post office address must be shown; as a joint venture, the name and post office address of each must be shown; by a corporation, the name of the corporation and its business address must be shown, together with the name of the state in which it is incorporated, and the names, titles, and business address of the President, Secretary, Treasurer.
- d. All questions shall be submitted in writing to the Purchasing Agent, no less than seven (7) days prior to the bid opening date. The Purchasing Agent will then forward both the question and the City's response to the question to all prospective bidders.

#### **VI. IRREGULAR PROPOSALS**

Bid proposals will be considered irregular and may be rejected for any of the following reasons:



- a. If the proposal is on a form other than furnished by the Owner, or if the form is altered or any thereof is detached.
- b. If there are unauthorized additions, conditional or alternated bids, or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- c. If the bidder adds any provisions reserving the right to accept or reject an award, or to enter into a contract pursuant to an award.
- d. If the proposal does not contain a unit price for each pay item listed, except in the case of authorized alter pay items.

#### VII. INTERPRETATIONS

No oral interpretations will be made to any vendor as to the meaning of the specifications or terms and conditions of this sealed proposal invitation. Any such interpretations will be in writing by the purchasing agent of the City.

#### VIII. WITHDRAWAL OF BID PRPOSALS

A bidder will be permitted to withdraw his proposal unopened after it has been deposited if such request is received in writing prior to the time specified for opening the proposals.

No bid may be withdrawn, for a period of (60) sixty days subsequent to the opening of bids, without express written consent of the City of Rochester, NH.

#### IX. PUBLIC OPENING OF PROPOSALS

Proposals will be opened and read publicly at the time and place indicated in the invitation for bids. Bidders, their authorized agents, and other interested parties are invited to be present.

#### X. DISQUALIFICATION OF PROPOSALS

Either of the following reason may be considered as being sufficient for the disqualification of a bidder and the rejection of his proposal of proposals:

- a. Evidence of collusion among bidders.
- b. Failure to supply complete information as requested by bid specifications.

### **AWARD AND EXECUTION OF CONTRACT**

#### XI. CONSIDERATION OF PROPOSALS

- a. Bids will be made public at the time of opening and may be reviewed only after they have been properly recorded. In case of discrepancy between the prices written in words and those written figures, the written in words shall govern. In case of discrepancy between the total shown in the proposal and that obtained by adding the products of the quantities of items and bid prices, the latter shall govern.
- b. The right is reserved to reject any or all proposals, to waive technicalities or to advertise for new proposals, if in the judgment of the City, the best interest of the City of Rochester will be promoted thereby.

## **XII. AWARD OF CONTRACT**

If a contract is to be awarded, the award will be made to the lowest responsible and qualified bidder whose proposal complies with all the requirements prescribed as soon as practical after the bid opening. No bid shall be withdrawn for a period of (60) sixty days subsequent to the opening of bids, without the consent of the city of Rochester. The successful bidder will be notified, by the form being mailed to the address on his proposal, that his bid has been accepted and that he has been awarded the contract.

## **XIII. CANCELLATION OF AWARD**

The City reserves the right to cancel the award of any contract at any time before the execution of such contract by all parties without any liability against the City.

## **XIV. BID EVALUATION**

In addition to the bid amount, additional factors will be considered as an integral part of the bid evaluation process including, but not limited to:

- a. The bidder's ability, capacity, and skill to perform within specified time limits.
- b. The bidder's experience, reputation, efficiency, judgment, and integrity.
- c. The quality, availability and adaptability of the supplies and materials sold.
- d. Bidder's last performance.
- e. Sufficiency of bidder's financial resources to fulfill the contract.
- f. Bidder's ability to provide future maintenance and/or services.
- g. Other applicable factors as the City determines necessary or appropriate (such as compatibility with existing equipment).

XV. PRICING SCHEDULE:

|                       | Amount in Figures | Amount in words |
|-----------------------|-------------------|-----------------|
| Software              | \$                |                 |
| Maintenance           | \$                |                 |
| Licensing             | \$                |                 |
| Installation/Training | \$                |                 |
| Other                 | \$                |                 |
|                       |                   | Total \$        |

Lump Sum

Include pricing summary, as well as explanation for any additional cost associated with your proposal that is not included in the above pricing schedule.

[illegible]

XVI. ATTACHMENTS**VENDOR DATA SHEET**

Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your bid nonresponsive.

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

2. Vendor's Primary Contact:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:

\_\_\_\_\_ Years \_\_\_\_\_ Months

4. Vendor Information:

FIN or FEI Number: \_\_\_\_\_ If Company, Corporation, or Partnership

Social Security Number: \_\_\_\_\_ If Individual

5. Indicate below a listing of at least four (4) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods. Include the length of service and the name, address, and telephone number of the point of contact.

A. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

Project: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

B. Company \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

Project: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

C. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

Project: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

D. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

Project: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

I certify the accuracy of this information.

Signed: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_  
\_\_\_\_\_

