



ORIGINAL

Response to Request for Proposal

**West Virginia State Police
DPS1411**

**Replacement and Continuing Support of a
West Virginia Specific NIBRS Repository**

November 19, 2013

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commit TAC 10 to this project:

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TITLE PAGE

RFP Subject: Replacement and Continuing Support of a
West Virginia Specific NIBRS Repository

RFP Number: DPS1411

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Date

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Evaluator's Guide to TAC 10 Response

In an effort to comply completely with your procurement rules, we have arranged the information requested in the order specified by the RFP. The direction we were given asked us to respond to the questions in the space provided and, if a response needed further clarification, we should attach those responses in an exhibit. That is why we have provided Exhibit A, and it contains our complete responses to all information requested in Attachments A and B of the RFP.

Under TAB 3 – Attachment A: Vendor Response Sheet

- TAB 3 contains a PDF copy of RFP Attachment A which contains TAC 10 responses superimposed on the document as space allows on Pages 4-5.
- Due to the limited space for response in the RFP format, these answers had to be very concise. For some responses, we needed to provide more information; therefore, we have also included expanded answers in Exhibit A under TAB 5.

Under TAB 4 – Attachment B: Mandatory Specification Checklist

- TAB 4 contains a PDF copy of RFP Attachment B. It contains TAC 10 responses superimposed on the document as space allows on Pages 6-20.
- As with Attachment A, due to the limited space for response in the RFP format, we have also included expanded answers in Exhibit A under TAB 5.

Under TAB 5 – Exhibit A: This is the complete TAC 10 Response to all sections of the RFP.

At the top of Page 34 of the RFP, you request the following information:

- *Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.*

In addition, on Page 32, you emphasize:

- *Demonstrated success in similar systems, including the ability to plan, meet timelines and to complete the design, development, implementation and deployment of the project. Project management strategy. Flexibility and expandability of the proposed solution.*

This information is provided in the next few pages, as follows:

- Firm Qualifications and Experience – Pages: 21-25
- References – Page: 26
- Proposed Staffing Plan and Staff Qualifications – Pages: 27-28
- Descriptions of Similar Past Project – Pages: 29-31
- Flexibility and Expandability of Proposed System – Pages: 32-34
- TAC 10 Complete Answers to Attachment A – Pages: 35-39
- TAC 10 Complete Answers to Attachment B – Pages: 40-55
- Project Management Strategy – Pages: 56-61

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Attachment A: Vendor Response Sheet

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

List project goals and objectives contained in Section 4, Subsection 4:

Section 4, Subsection 4.1: Procure and implement of software for the UCRR system into the UCR-IBR central repository.

Vendor Response: TAC 10 is pleased to provide a proven software solution for your UCR-IBR repository. Our experience and commitment to this solution make us the most qualified company in the nation. We have implemented and are supporting this same software solution for multiple states to meet their UCR-IBR reporting needs. Please see the additional information in Exhibit A for a complete explanation of our unique qualifications.

Section 4, Subsection 4.2: Acquire and make operational the replacement UCRR system that is compliant with and meets the FBI (NIBRS) requirements as well as WV IBR requirements.

Vendor Response: We have successfully provided replacement NIBRS repositories for four different states, and each solution has fully met FBI (NIBRS) requirements as well as all individual state requirements. We will do the same for the State of West Virginia.

Section 4, Subsection 4.3: The replacement system must improve upon the current error checking for standard IBR submission from the various criminal justice agencies within West Virginia.

Vendor Response: Our FBI submission error rates have been consistently well below 1% across the board following system Go Live for all our repository installations. In fact, we typically have zero-error months, and it is rare that we see any errors with our FBI submissions. Please see Exhibit A, which contains additional explanation of how we achieve NIBRS excellence.

Section 4, Subsection 4.4: The replacement system must improve upon the current WV IBR staff interface for daily administration and usage..

Vendor Response: Our system design is unique and flexible to conform to your desired work flow. Most other Software systems require that you change the way you work to match up with how their software is designed, but not TAC 10. Our NIBRS repository solution uses tools built into our TEN-X platform, requiring minimal involvement with your administrative personnel and automating most of the NIBRS processes, including automation of interaction with submitting agencies throughout the State.

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Section 4, Subsection 4.5: Provide Maintenance and Support.

Vendor Response:

Yes, the TAC 10 proposal includes both Software Maintenance and Operational Support. Software updates are included as a part of your basic annual maintenance plan, and our ongoing help desk support is outstanding. We encourage you to contact our references for confirmation of this. Please see our expanded comments in Exhibit A.

Section 4, Subsection 4.6: Provide Project Management

Vendor Response:

Project Management is included as a part of our proposal. We take a careful, systematic approach to project fulfillment. You will see a summary of our Project Management Implementation Methodology immediately below, and we have provided extensive information in our expanded response. Please Exhibit A for this detailed description of our Project Management Strategy.

TAC 10 applies a multi-stage project management methodology designed for close collaboration, consistent and concise communication, on-time delivery, effective risk mitigation, and ultimately the successful implementation of a tailored solution. Our methodology is based on proven project management fundamentals and our own experience with many projects of varied size and scope for public safety and law enforcement agencies.

Stage 1 – Collaboration

Information gathering, planning, decision making, system design and work flow documentation.

Stage 2 – Configuration and Data Conversion

Taking what we learn from Stage 1, we apply it to your staging environment.

Stage 3 – Software Staging and Installation

Install a staging environment at the agency for testing, complete an onsite production installation, and perform an end-to-end test of the entire production system.

Stage 4 – Training

Complete training for all appropriate agency personnel.

Stage 5 – Go Live

On-site support for your agency during transition from your current system to your new TAC 10 system.

Stage 6 – Software Refinement

Fine-tune functionality based on feedback from your team. Both teams will review user feedback and develop configuration solutions and priorities.

Stage 7 – Implementation Completion and Acceptance

TAC 10 Project Manager will perform a post project review meeting with your team to conduct an audit of all project deliverables, and at that point, support for your agency will be handed over to our technical support team.

State 8 – Ongoing Meetings following System Acceptance

As part of our regular meetings during the first year, there is often a project component involved depending on the agency's needs. Our project isn't done if you needs change or evolve over time.

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Attachment B: Mandatory Specification Checklist

List mandatory specifications contained in Section 4, Subsection .5:

- 4.5.1 Creation of an updated work plan with specific dates, to be submitted to WVSP no later than 30 days after the contract is fully executed.

Vendor Response: Comply. Providing a project plan within 30 days of contract execution is standard procedure for all TAC 10 projects but, in this case, we will provide your updated work plan with specific dates within 2 weeks of contract execution.

- 4.5.2 Installation of the production and applications and databases in South Charleston, West Virginia, on a state-owned server or servers. This application will be installed on a VM WARE server.

Vendor Response: Comply. We have included server hardware in our proposal which will be owned by the State. This server can run our applications with or without VM WARE installed. If you do wish to virtualize your servers, we would recommend two servers: a database server and a web/application server. TAC 10 will configure the VM servers with the proper resources for optimal performance.

- 4.5.3 Conversion of the legacy data to the new database schema. This includes all incidents and incident-related information in the existing Microsoft SQL Server 2005 database. There are approximately 1,904,107 incidents in the system.

Vendor Response: Comply. This is where TAC 10 can leverage our past experience and expertise to make sure your project is completed on time. We have prior experience with Crisnet data conversion which is why we are including data conversion free of charge in our proposal. We are proficient, accurate and extremely knowledgeable when it comes to converting data, and it is part of every project we do.

- 4.5.4 The successful vendor will modify the application to accommodate the submittal of West Virginia-specific IBR offense codes by the agencies. The West Virginia Standards handbook includes an appendix that shows the relationships between West Virginia IBR codes and FBI NIBRS codes:

Vendor Response: Comply. Almost every state has variable or additional offense codes compared to the FBI, and we have fulfilled this requirement completely with all of our NIBRS Repository projects, with Oregon being the most complex. We are fully prepared to do the same for West Virginia.

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- 4.5.5 The successful vendor will modify the application to accommodate the import of full incident information for Group B incidents (with arrests) including all segments. (Most states and the FBI only require arrest information for Group B incidents.)

Vendor Response: Comply. We have fulfilled this same requirement for the State of Oregon.

- 4.5.6 The successful vendor will modify the application to accommodate the unique fields that is collected by West Virginia, as outlined in the WVSP Standards handbook.

Vendor Response: Comply. We fulfill unique requirements for every repository system we install. The same will be true for West Virginia, and we are experienced in this area and fully prepared to accommodate your unique fields.

- 4.5.7 West Virginia treats Group B incidents in the same manner as Group A incidents in the repository. The FBI export routines must be able to convert Group B full incident information to just a Segment 7 arrest record for the FBI export where there is a Group B arrest.

Vendors are expected to be familiar with current versions of the FBI NIBRS submission requirements. Any proposed system is required to be compliant with these requirements. The requirements are identified in the following FBI Manuals. They are available at the following FBI website: <http://www.fbi.gov/ucr/ucr.htm>.

- *Uniform Crime Reporting Handbook, NIBRS Edition*
- *National Incident-Based Reporting System, Volume 1, Data Collection Guidelines*
- *National Incident-Based Reporting System, Volume 2, Data Submission Specifications*
- *National Incident-Based Reporting System, Volume 4, Error Message Manual*
- *NIBRS Addendum for Submitting Additional Location and Property Data Values*
- *NIBRS Addendum for Submitting Cargo Theft Data*

Vendor Response: Comply. Here, again, we are compliant for all of the above, for export of Group B incidents and for following FBI guidelines. We have already implemented the changes required by the FBI Cargo Theft Addendum. Our application is fully FBI compliant and includes State specific requirements as needed.

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4.5.8 Requirements for WV IBR data submissions are included in this RFP.

The new Repository must collect the additional required WV IBR data with options to add or modify fields over time. A list of all West Virginia specific data collected for West Virginia is attached: (see Appendix "D")

Vendor Response: Comply. We routinely add fields as required by state. For example, we added fields for Washington and Arkansas to include incident address fields for crime mapping at no additional charge. If at any point down the road, when you desire to add address information for crime mapping (or any other) purpose, we will add those fields at no additional charge to you.

4.5.9 Repository System Requirements

4.5.9.1 A complete WV IBR application/database repository is required.

Vendor Response: Comply. We are fully prepared to provide a complete system with an easily accessed database as a part of the system.

4.5.9.2 Preference will be given to offeror proposals utilizing a Microsoft SQL Server database as this is the current database technology in place at WVSP.

Vendor Response: Comply. Microsoft SQL Server database is our preferred database.

4.5.9.3 The repository will be managed locally by WVSP UCRR staff.

Vendor Response: Comply. All of our other repository systems are also managed locally by agency staff.

4.5.9.4 The repository application can be of client/server or web design.

Vendor Response: Comply. Our system is browser-based (web-based), and we believe this is a strong competitive advantage.

4.5.9.5 The proposed system must use standard programming languages and a standard database.

Vendor Response: Comply. Our system uses Microsoft .NET programming language and Microsoft SQL database as indicated above in 4.5.9.2.

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- 4.5.9.6 UCR must be able to run queries and create custom reports on the database directly without going through the application. UCR will purchase the necessary tools such as Crystal Reports or SQL Server Enterprise Manager. The required tools must be described in the proposal.

Vendor Response: Comply. SQL Management Studio is used currently to access the database directly, and we can add Crystal Reports if desired. Also, our system is designed with the flexibility of building a wide variety of reports from within our platform.

- 4.5.9.7 Legacy data in the current WV IBR repository (approximately 1.8 million incidents) must be converted to the new database system so that reports can be run across multiple years. The vendor must include the cost of converting legacy data from the old database system to the new one.

Vendor Response: Comply. We have completed conversions for other repository customers. We simply request that you make the database schema available to us, if possible, and allow some flexibility in the data export, such as comma delimited format.

- 4.5.9.8 The vendor must ensure the application accommodates the submissions of West Virginia-specific IBR offense codes by contributing agencies. FBI exports will use FBI NIBRS (UCR) codes as West Virginia is a NIBRS-compliant state.

Vendor Response: Comply. See 4.5.4 above.

- 4.5.9.9 WVSP must be provided the ability to manage the ORI table for all submitting agencies. This table must include agency's name, primary contact's name, mailing address, telephone, fax and email address.

Vendor Response: Comply. This is common set-up for all of our repository implementations.

- 4.5.9.10 The "domestic violence" flag must be stored on the offense table, as the WV IBR submission format includes the flag for domestic violence on the offense segment.

Vendor Response: Comply. The "domestic violence" flag is stored in this manner in our system.

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- 4.5.9.11 The proposed system must display WV IBR codes on the Offender/Arrestee, Offense, and Victim screens.

Vendor Response: Comply. It does for all other states and will do the same for West Virginia.

- 4.5.9.12 The vendor's system must be able to consistently maintain an FBI import error rate below 4%.

Vendor Response: Comply. Our error rates have always been below the FBI threshold, consistently well below 1%. In fact, we have mostly 0 error rate months, and when we don't, we audit the results and work on fixing it.

- 4.5.9.13 The proposal must contain a complete list of all software licenses that need to be purchased by the State, for example, database licenses, software libraries, software tools, etc.

Vendor Response: Comply. There are no software libraries or software tools required for your purchase, but you will need to have SQL Server 2008 or 2008 R2 (Standard or Enterprise edition) in place and supported by your own staff.

- 4.5.9.14 Remote access to systems will be provided as necessary to help reduce travel costs.

Vendor Response: Comply. We prefer a secure VPN connection with RDP access.

4.5.10 Input from Agencies

4.5.10.1 Data Segment

- 4.5.10.1.14 **Input Format.** The proposed system must implement the WV IBR specifications currently utilized by agencies' in their existing format. The specification requirements can be found in Appendix "D".

Vendor Response: Comply. We have made this accommodation for all our other NIBRS repositories, and we will do the same for West Virginia according to Appendix D requirements.

- 4.5.10.1.15 **Data Input Error Checking.** The system must check for all errors that would cause the FBI export to fail, and create a log of these files for review.

Vendor Response: Comply. This is exactly how our validation component works.

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4.5.10.1.16 **Non FBI Required Input.** The system must correctly handle the additional offense codes and incidents that West Virginia collects that are not in the FBI NIBRS standard.

Vendor Response: Comply. We do this for all other states and will for West Virginia.

4.5.10.1.17 **Other Errors.** The system must check for errors that would create inconsistent data for WVSP crime data reporting.

Vendor Response: Comply. This is part of our standard error checking process. We work closely with all of our repository agencies to protect the integrity of their reporting for all reporting needs, whether for administrative purposes or for public reports such as an annual report for crime in that particular state. See Exhibit A for additional detail.

4.5.10.1.18 **Updated Incidents.** Incidents that are previously submitted to the FBI and then updated by agency input must be placed in the next monthly FBI export file utilizing the FBI rules. These may be sent as supplemental report. The proposed system must be able to correctly handle the updating of existing incidents as a supplemental incident.

Vendor Response: Comply. Our system successfully resubmits updated incidents to the FBI.

4.5.10.1.19 **Multiple Monthly Submissions.** The system must have the ability for agencies to submit data more than once per month without causing data integrity problems or FBI reporting problems, e.g., for cases where errors are discovered in the initial submission and subsequently corrected.

Vendor Response: Comply. We have this important functionality already built into our system. Agencies can vary their submission schedules according to their individual preferences or to accommodate sudden changes in their workload. When agencies make multiple submissions, our system reconciles differences, changes, or corrections in data previously submitted prior to the State's FBI submission.

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4.5.10.1.20 Automatic Importing. In addition to manual one-at-a-time file import by WVSP staff, the system must have the ability to import emailed submission files automatically or provide a web-based secure upload facility that submitting agencies can use without WVSP assistance.

Vendor Response: Comply. We have a secure, web-based upload facility that submitting agencies can use independently without assistance from WVSP staff. For automatic email response, we set up our email service to send the error reports back to each agency without any WVSP involvement -- provided you have email accounts set up for each agency's main contact. State administrators can also upload groups of files through our NIBRS utility.

4.5.10.1.21 Import Error Management. The system must have the ability to easily manage errors on the import files. This must include overall error reports plus the ability to automate email error reports to each agency for each file they submit by email. The FBI error number from the National Incident-Based Reporting System, FBI NIBRS Volume 4, *Error Message Manual* must be included in the error reports if the error is FBI-related. WVSP must be included in any emails to agencies.

Vendor Response: Comply. Error reports are currently available to each agency through our web interface. We also create reports that are e-mailed to each agency. Your staff will not be burdened with manual communication or corrections with submitting agencies. We will provide automatic email submission error notifications as a part of the system. Please see the additional information provided in Exhibit A.

4.5.10.1.22 LEOKA Checking. The system must have continuity and error checks to ensure that LEOKA records, the Incident Type, Activity Type, and Assignment Type are included.

Vendor Response: Comply. Our system checks to ensure the completeness of submitted LEOKA records. The FBI requires 100% compliance from the agencies in a state before they will begin accepting LEOKA data. Our system will accept LEOKA submissions but will only start submitting those to the FBI when the agency tells us to begin doing so.

4.5.10.1.23 Group "B" Handling. The system must accept and store Group "B" incidents with arrest segments in the Group "A" format, and send to the FBI as NIBRS-compatible Group "B" incidents (e.g., arrest Segment 7 only). Group "B" incidents will be represented by the same segments as Group "A" incidents.

Vendor Response: Comply. Our system handles this properly.

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4.5.10.1.24 Group “B” Checking. The system must add appropriate error checks for each Group “B” incident as per WV IBR standards. The system must have a continuity check at input to make sure that all arrest numbers in the arrest Segment 6 are unique for that ORI. This is true for Group “A” and Group “B” incidents.

Vendor Response: Comply. When your submitting agencies send their data, on the front end as the data comes into the system, error checks are run according to state-specific standards, including a continuity check for arrest numbers compared to the submitting agency's ORI.

4.5.10.1.25 Multi User. Multiple staff must be able to import simultaneously.

Vendor Response: Comply. The system can handle concurrency of multiple users importing, checking or exporting at the same time.

4.5.10.1.26 Individual Segment Differences. The differences between the FBI submission requirements and the West Virginia submission requirements are listed below. The WVSP follows the WV IBR Standards Handbook.

Vendor Response: Comply. We have accomplished this in every other state and will do the same for West Virginia.

4.5.10.2 Offense Segment

4.5.10.2.3 Data Element 6 WV IBR Code: The proposed system must accept WV IBR offense codes and cross reference with FBI codes. West Virginia does not follow the mutually exclusive rule (see FBI NIBRS Volume 4, *Error Message Manual*, page 118), but the mutually exclusive rule will have to be followed for the FBI export. Example: West Virginia will allow an IBR offense code for aggravated assault: (UCR 13A) and a simple Assault: (UCR 13B) in the same incident. The system will have to drop the least serious offense during FBI export. According to mutually exclusive rule.

Vendor Response: Comply. We can configure our WV custom State DLL file to handle the mutually exclusive rule where we allow all WV IBR offense codes to be imported, but during the export to the FBI we drop the least serious offense.

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4.5.10.2.4 Group “B” Offenses in an Incident with Group “A” Offenses:

The proposed system must accept both Group “A” and Group “B” offenses in the same incident, but send only the Group “A” offense to the FBI.

Vendor Response: Comply. Our system does this.

4.5.10.3 Property Segment

4.5.10.3.3 Issuing Bad Checks (UCR 90A): Issuing Bad Checks is a Group “B” offense that requires a property segment in West Virginia. The FBI does not require a property segment for Issuing Bad Check offenses. The Type of Property Loss valid codes are 1 – none, 7 – stolen/etc., or 8 – unknown.

Vendor Response: Comply. This will be handled by the West Virginia State-specific validation in the DLL file that we build for every new state installation. TAC 10 will comply with this requirement.

4.5.10.3.4 Data Element 16 Value of Property Loss: NIBRS application must have a warning prompted during the import and in the Web Data Entry Application when property value is \$250,000 or more.

Vendor Response: Comply. We can do this, and this is a good place to make a very important point. Our web data entry program, while it is a state repository system, is built upon the same TEN-X platform as our other software. We are not maintaining two products. Please see the additional information regarding this in Exhibit A.

4.5.10.4 Victim Segment

4.5.10.4.2 Data Element 24 Offense Codes: The proposed system must allow for WV IBR offense codes to be entered and imported and cross-referenced to FBI NIBRS UCR codes for the export to the FBI.

Vendor Response: Comply. Our system does automatically process and cross-reference State codes with FBI codes.

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4.5.10.5 Arrestee Segment

4.5.10.5.4 Data Element 45 IBR Arrest Code: Allow up to 10 WV IBR arrest offense codes. The most serious offense must be sent to the FBI on export.

Vendor Response: Comply. This feature will be placed into our West Virginia State DLL file that we build for every new state installation. TAC 10 will comply with this requirement by following the FBI hierarchy rule to select the appropriate arrest offense to export.

4.5.10.5.5 Segment 7 Group "B" Arrest : Segment 7, Group "B" arrest, is used for the FBI export, and all Group "B" arrests are sent to the repository like a Group "A" offense utilizing Segments 1 through 6.

Vendor Response: Comply. Our system can accommodate this.

4.5.10.5.6 Segment Action Types of "W": The proposed system must send a Segment Action Type of "W" according to FBI specifications and must be able to manage the Window submissions to the FBI according to FBI rules.

Vendor Response: Comply. Our system sends Action Types of "W" properly.

4.5.11 Output to the FBI

4.5.11.9. Monthly Export File. Ability to create a NIBRS-compliant monthly export file for the FBI.

Vendor Response: Comply. This is standard procedure with our system.

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4.5.11.10. **FBI Offense Codes.** FBI exports will use FBI NIBRS UCR offense codes, as West Virginia is a NIBRS-compliant state.

Vendor Response: Comply. We do this with every state.

4.5.11.11. **FBI Error Report Handling.** Ability to import FBI EDS reports. These are error reports returned by the FBI. The system must be able to import them into a table, so that they can be analyzed by WVSP staff.

Vendor Response: Comply. Our system does this for all existing repositories and will for West Virginia.

4.5.11.12. **Zero Report Forwarding.** Ability to store Zero reports received from agencies and include them in the FBI export.

Vendor Response: Comply. We do this. We will also notify the agencies after the EDS report comes back from the FBI not only of their errors, but also when they have Zero errors.

4.5.11.13. **Updated Incidents.** Updated incidents from agencies must be sent to the FBI according to FBI specifications and sent as an updated Supplemental Incident to the WVSP.

Vendor Response: Comply. TAC 10 follows FBI specifications to both receive incident updates from agencies and submit updated incidents to the FBI. We have built a great deal of flexibility into the TEN-X platform so that we can adjust to any WVSP additional regulations as necessary.

4.5.11.14. **Allow Multiple Offense Codes in the Repository.** Allow multiple FBI offense codes in the same incident on import, but only submit valid codes to the FBI. (See page 118 of the FBI NIBRS Volume 4, *Error Message Manual*. This is a chart of all incompatible offense codes for a single victim.)

Vendor Response: Comply. TAC 10 can set up/configure our WV import DLL to handle multiple offense codes and submit only valid codes to the FBI.

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4.5.11.15. Group “A” Group “B” Combinations. When an incident has a Group “A” offense, the system must not submit any Group “B” offense segments for that same incident to the FBI. Group “A” offense(s) with a Group “B” arrest segment is an allowable combination. (See *Uniform Crime Reporting Handbook*, NIBRS Edition, page 57.)

Vendor Response: Comply. Our system is in full compliance with the UCR Handbook.

4.5.11.16. Duplicate Offense Codes. When an incident has two or more offense segments with the same FBI NIBRS code, the system must send only one of the offense segments.

Vendor Response: Comply. We can provide this functionality in one of two ways, your preference:
1) We can add it to our WV state custom DLL to allow duplicate offense codes but flag one of the duplicates as “Do not process for NIBRS.” During FBI submission, this offense will be ignored and any victims previously linked to it will be relinked to the remaining offense code where applicable.
or 2) We can flag multiple offenses as a validation error so that you can make this determination.

4.5.12 Reports and Viewing

4.5.12.4 Ability to bring up a single incident by ORI and Incident Number and easily view all segments of that incident. This view must display the WV IBR codes and must be printable.

Vendor Response: Comply. Incidents and arrests can be printed from the web interface.

4.5.12.5 Ability to view and print a table of total Group “A” and Group “B” incidents imported for each agency for each month in a selected year.

Vendor Response: Comply. We have two different states currently using this capability.

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- 4.5.12.6 **Utility and Management Reports.** At a minimum, the following utility and management reports must be included: A report showing a count of Group “A” and Group “B” incidents imported and entered through a WV IBR entry portal application vs. FBI exports for each agency by month.

Vendor Response: Comply. Our system is fully capable of producing a wide variety of reports for individual agency reporting activity, including the one described here. This report will be provided along with many other canned reports that we have built for other agencies, which we will adapt specifically for West Virginia to meet your needs as part of the project.

4.5.13 Security Requirements

The system must incorporate role-based security to provide at least entry, read-only, and administrative levels for each table.

- 4.5.13.1 The system must enforce strict password requirements. Minimum password requirements are:
- The password does not contain the account name of the user.
 - The password is at least eight characters long.
 - The password contains characters from three of the following four categories:
 - Latin uppercase letters (A through Z)
 - Latin lowercase letters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphanumeric characters such as: exclamation point (!), dollar sign (\$), number sign (#), or percent (%).

Vendor Response: Comply. TAC 10 provides user authentication and password requirements that adhere to federal requirements as defined in section 5.6.2.1.1 of the FBI's CJIS security policy. This can also be set up to handle your specific requirements such as requiring at least 3 characters from the 4 categories listed above.

- 4.5.13.2 WVSP administrators must be able to add and remove users and control their access levels.

Vendor Response: Comply. Administrators can add or remove users, assign them to groups, and assign security roles accordingly, as detailed immediately above in 4.5.13.1.

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4.5.13.3 The proposal must include a description of system security features to protect the data. Some specific areas of concern are:

- SQL injection attacks
- Secure logon
- Separate authority levels for different user groups
- Read-only access for report users

Vendor Response:

Comply. This is an area of TAC 10 strength that deserves much more in depth information than we can fit here. Please see Exhibit A for more detail. Briefly, in response to these four items specifically, we utilize parameterized data fields, validation of all input fields, encrypted passwords, and role-based security for users. We can also assign a user multiple group permissions as needed.

4.5.14 New FBI Codes

4.5.14.1 The FBI has recently added several new property and location codes. As part of the data conversion of the legacy data, the vendor must convert existing fields so that the data will be stored utilizing the new FBI codes.

Vendor Response: Comply. We are accomplished at converting data in this manner.

4.5.14.2 The FBI has recently released a Cargo Theft Addendum. The new system must accommodate these cargo theft changes.

Vendor Response: Comply. This was implemented into our repository system some time ago.

4.5.14.3 The vendor must provide a complete description of any special requirements for backup and recovery of their proposed software. The successful vendor will be expected to provide a step-by-step guide to recovery of their installed software explaining how to handle a total system failure.

Vendor Response: Comply. We will set up a nightly data backup of the entire database or incremental backups of your transactions and will move these to a designated location on your server. We can also archive your submission files so they can be fed back into the system in the event of any failure without requesting the agencies to resubmit these files. You can establish your own rules for data backup; we suggest nightly incremental backup and full weekly backup of the database. In the event of a hard drive failure, our RAID disk array will allow you to swap out the bad hard drive and have your system back up and running in as quickly as 4 hours after the automated alert service notifies the hardware vendor of a problem.

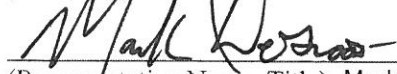
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By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

TAC 10, Inc.

(Company)



(Representative Name, Title) Mark DeGroote, President

319-433-7500 / 319-553-0280

(Contact Phone/Fax Number)

11/15/2013

(Date)

Firm Qualifications and Experience

Executive Summary:

TAC 10 is pleased to provide a proven solution that is designed to meet the requirements laid out by the West Virginia State Police for replacement and continuing support of a West Virginia specific NIBRS Repository. TAC 10 is uniquely qualified to provide this solution based on:

- Experience
 - Over the past 10 years, TAC 10 has implemented more state repositories than all of our competitors combined.
 - Our existing customers will attest to our “above and beyond” mentality when it comes to system implementation and ongoing support. We are committed to deliver a product that meets the specific needs of the WVIBRS Program.
 - We understand the UCRR requirements. TAC 10 has a singular focus on the public safety and law enforcement market, serving both state and local agencies with information management solutions.
- Project Methodology and On-time Delivery
 - Our track record is by far the best in the industry for installation and training to bring a production site live complete with FBI certification (recertification in the case of WVSP).
- Operational Efficiency and Reporting Accuracy
 - Our existing state repository customers will confirm our solution delivers the best FBI reporting accuracy at substantially under 1%
 - This very low error rate of State submissions is achieved almost immediately after implementation.
 - Our workflow requires data from local agencies to be error-checked prior to live system submission and enables those agencies to make any needed corrections themselves.
 - Our solution is designed to be administered and to produce FBI monthly submissions with a very limited number of staff labor hours, by utilizing automated system tools to communicate directly with submitting agencies without WVSP staff involvement.
 - In the rare event that the FBI reports errors in our NIBRS submission, we conduct a thorough audit to make any necessary adjustments so the agencies are receiving zero error reports back from the FBI for all data we validate and submit to the FBI.

The solution offered in the following pages is:

- Designed to integrate seamlessly into WVSP’s infrastructure.
- Built with an open architectural design and with standard industry tools.
- Based upon modular components providing value and field-tested reliability.
- Configurable to meet the unique needs of West Virginia.
- Easy to learn and use while offering powerful tools to record and analyze data.

Our solution also has many value-added features that exceed the requirements stated in the RFP. We will help WVSP take advantage of these features when the agency chooses to do so. We discuss these in the Flexibility and Expandability section on page 39.

During and after the installation, West Virginia will receive both operational support and software maintenance that:

- Is delivered by qualified support personnel with combined NIBRS and state repository experience of more than 35 years;
- Provides timely, well-tested software updates;
- Includes new software versions that keep in step with the ongoing needs of the WVIBRS Program.

TAC 10, Inc. has completed the enclosed responses to WVSP's Request for Proposal. While the documentation to follow describes the software solution we propose, it simply cannot completely convey the full service approach we take toward our customers. TAC 10 is poised, ready, and deeply committed to helping you realize your objectives as you move forward into vendor selection, implementation, and use of your new system. We are mindful of your goals and have crafted our proposal to ensure a successful project implemented *on time and on budget*.

It is our sincere wish to provide the West Virginia State Police with a cost-effective solution completely meeting not only the objective points of the RFP, but also the subjective expectations of the people who will be using and working with it every day.

TAC 10 Business Overview:

TAC 10 is a public safety software company with the mission of providing not just good, but the very best law enforcement software solutions available on the market. We have invested millions of dollars in our system design and years of planning, development and testing. We concentrate on the innovative use of information processing technology in order to provide the software products we deliver today.

Company stability is important, and we have been in business since 1998. We sold our first state repository over 10 years ago and three since; all of them have offered glowing testimonials on our behalf during this time.

Three and a half years ago, the key employees of TAC 10 purchased our founding company, SMART Public Safety Software (SmartPSS). The results of this employee purchase have been all positive. We are not only employee owned, but a veteran owned company, and we focus all our efforts in two key markets:

- 1) Implementing and supporting state UCR/NIBRS/N-DEx repository systems, and
- 2) Providing complete law enforcement software systems for state and local law enforcement agencies with our foundational area of expertise, RMS, as our cutting-edge lead product.

TAC 10 has been profitable every year of our existence, and we have averaged consistently a 25% annual increase in revenue.

Law enforcement is our single focus, no distractions, no other business sidelines or subdivisions. TAC 10 is nationally recognized as experts in the area of UCR, NIBRS and N-DEx data gathering, processing and submission, and NIBRS repositories comprise a significant segment of our market.

No other vendor can offer you comparable product capabilities and competency with their NIBRS repository system, as we will show in this proposal.

We have successfully implemented 4 state NIBRS repositories in the states of Arizona, Arkansas, Oregon and Washington.

A wide variety of law enforcement agencies are using TAC 10 software products in 13 different states, including Sheriffs, Police, College & University Public Safety, Tribal Police, and Commercial Jails. More than 100 agencies use our solutions for their Records Management System (RMS), Computer Aided Dispatch (CAD), Mobile Data Communication, Jail Management System (JMS), Civil Processing Module, Evidence Tracking Component, and others – in addition to our State Repository Solution.

Customer Service Priority:

We have been asked to submit to a Dun and Bradstreet Past Performance Evaluation, and we earned the highest rating from our customers in that independent audit. In the References section, please notice the unsolicited reference listed – as it relates to our NIBRS repository support.

Our NIBRS History:

Even before we began the implementation of our first NIBRS repository in 2003, we focused on NIBRS accuracy within our RMS. Today, in addition to state level NIBRS integrity management in Arizona, Arkansas, Oregon and Washington, we also submit NIBRS data directly from our RMS to the state repositories in South Carolina, Missouri, Kansas, Arkansas, Michigan, Wisconsin and Iowa. NIBRS data is validated within our RMS prior to state submission, and we will be using this same technology and NIBRS experience to automate incoming NIBRS submissions from West Virginia criminal justice agencies to your new repository. This speaks to the fact that the same technology is used throughout all of our software solutions, meaning we deliver a very reliable software product to all our customers. Our commitment to develop the best NIBRS reporting solution gained us national attention, including Lockheed Martin. See immediately below.

Proven NIBRS Expertise:

In 2004, we subcontracted with Lockheed Martin to provide our technology components for the FBI's National Data Exchange (N-DEx) prototype project. One of those components was our NIBRS Verification Module, the same software that is in use with all our current NIBRS solutions.

Again in 2010, Lockheed Martin signed a contract with TAC 10 to be their subject matter experts and UCR technology experts for their System of Services Refresh Program in their bid to rewrite the entire FBI's UCR repository. We were chosen because of the reputation we have built working with NIBRS.

Extremely Low FBI Submission Error Rates:

Our FBI submission error rates have been consistently well below 1% across the board following system Go Live for all our repository installations. In addition, our technology will control incoming agency submissions of NIBRS data to greatly reduce the time and effort required by WVIBRS staff to maintain low error rates on an individual basis from submitting agencies.

Timely State Repository Implementations:

We have deployed and continue to administer 4 state NIBRS repositories. What really sets us apart from our competition is our ability to perform a successful implementation covering all aspects of your project, including:

- Product Deployment and User Training
- Ingesting NIBRS Data from your Agencies
- Error Checking
- Exporting EDS files to the FBI
- All Necessary Reporting

From beginning to end and all along the way, this takes significant time and effort and NIBRS repository implementation is an area where we excel, but where our competition, in their limited experience, has struggled greatly in their most recent implementation. We have the track record of proven success with rapid certification of your solution which we have completed in less than 6 months, whereas our primary competitor still struggles with a project that is over 3 years old.

If time is of the essence, we can dedicate up to 5 people on our staff to this project in order to have your complete pre-Production system installed approximately 30 days after contract signing so that you can start running agency submissions through it. We can also have all of your data converted and your Production system installed and accepting agency data shortly thereafter (from agencies whose data has been cleared for FBI submission). We will have your agency recertified within 3-6 months – likely 3 months but worst case would be 6 months. With any other vendor, it is likely that you are looking at a very long timeline given their previous performance and limited experience. There is a lot of hand holding, follow-up training, and regular meetings that we will schedule with your agency to assure complete adoption to your new solution and the capabilities of this solution.

West Virginia UCRR Implementation Time Frame:

Because of our implementation methodology and the way our software is designed, providing us the ability to quickly configure our solution to individual agency needs, we are in a position to install your solution in your network environment prior to your December 31st deadline mentioned at the pre-bid meeting in Dunbar on October 17th — assuming a November 25th contract date (ahead of Thanksgiving).

With the advancements we have made with our software platform and implementation processes, we can commit to a 30-day time frame from contract date for completion of the following:

- System is configured to West Virginia specifications.
- System is installed in your operating (or test – your choice) environment.

- System is operational and Key users (Super Users is our term) are trained.
- System has the ability to begin processing test records.

Meeting West Virginia State-Specific Requirements:

Each of our State NIBRS repository installations has included requirements unique to that particular state, with Oregon being extremely multifaceted.

Oregon has a complex extended NIBRS system, which they call O-NIBRS. It contains many more state-specific fields than most other state NIBRS repository systems we have dealt with. In fact, when the FBI was in the early stages of designing N-DEx, they visited the Oregon State CJIS Division to view the O-NIBRS system and to discuss Oregon's thought process behind these expanded fields, the challenges they faced with implementation, and benefits they have seen from the program.

Proven Performance with Large Amounts of Data:

When comparing vendors, be sure to take into consideration their experience working with larger states in terms of:

- Population
- Number of submitting agencies
- Volume of submissions
- The unique requirements of each individual state.

Compared to lower population states, larger submission volume from a greater number of criminal justice agencies within West Virginia increases the level of difficulty of meeting your individual requirements in a timely manner at system launch, as well as maintaining consistency over time.

Our repository implementations over the past 10 years have been in states with populations of from 2 to 6 million greater than the states implemented by most of our competitors.

References

Arizona Department of Public Safety – Joyce Dehnert

Melanie Veilleux, Supervisor	(602) 223-2488 (Direct)
DPS Access Integrity Unit	(602) 223-2926 (Fax)
2102 W Encanto Blvd	Email address: MVeilleux@azdps.gov
Phoenix, AZ 85009	Website: www.azdps.gov
Bernice Montelongo, UCR Coordinator	(602) 223-2239 (Direct)
	Email address: BMontelongo@azdps.gov

Joyce Dehnert, Project Manager, currently Manager of Criminal History Repository and sex offender registrations with the State of Arizona. At the time of project implementation, Joyce was Supervisor of the AZ DPS Access Integrity Unit.

Telephone: (602) 223-2261 (Direct) Email address: JDehnert@azdps.gov

Washington Association of Sheriffs & Police Chiefs – Joan Smith

Criminal Justice Information Support Manager	(360) 486-2393 (Direct)
State UCR Program Manager	(360) 486-2381 (Fax)
3060 Williamette Drive NE – #200	Email address: JSmith@waspc.org
Lacey, WA 98516	Website: www.waspc.org

Oregon State Police – Jeff Bock

Manager, Oregon Uniform Crime Reporting	(503) 934-2342 (Direct)
CJIS Division of Oregon State Police	(503) 378-2121 (Fax)
3772 Portland Rd. NE, Building C	Email address: Jeffrey.D.Bock@state.or.us
Salem, OR 97301	Website: www.oregon.gov/osp/

Arkansas Crime Information Center – Ralph Ward

Manager, Statistical Analysis Center	(501) 682-9491 (Direct)
Operation Division	(501) 683-0272 (Fax)
322 South Main Street, Suite 615	Email address: Ralph.Ward@acic.arkansas.gov
Little Rock, AR 72201	Website: www.acic.org

Unsolicited Reference:

Brenda Platt, Yuma County Arizona Sheriff's Office

(928) 539-7852 Email: Brenda.Platt@ycso.yumacountyaz.gov

On July 8, 2013, we received the following message on our website. This particular agency needed help when their state DPS contact was unavailable, so they called us directly.

"Normally any issue that I have, I go through Bernice, but she has been out of town, so I contacted your office directly. I wanted it known how friendly the TAC 10 support staff has been to work with. They are very knowledgeable of the product, and the quick response was really unexpected. You don't see this type of customer service; it is excellent! Thank you Tami! I know there were a couple other people, and I wish I had written down their names, too. Once again thank you for jobs very well done!"

Proposed Staffing Plan and Staff Qualifications

Your project will be a priority with TAC 10 from top to bottom within our organization. From our beginning, each of our repositories has been a priority, and each one receives upper management project oversight from our president on down.

Project Oversight:

Mark DeGroote, President of TAC 10. In his former position as Vice President of Development, Mark was responsible for the complete development lifecycle of our law enforcement software. With direct oversight of the software developers responsible for system design, code review, testing, and user documentation for the entire product line, Mark's role was critical to ensuring all products were fully integrated and applied a consistent user interface providing a seamless solution for our customers. Mark also had corporate responsibilities for strategic technical planning, systems deployment and new technology analysis. Mark's education includes degrees in both computer science and marketing research from the University of Wisconsin and University of Northern Iowa, respectfully. As President of TAC 10, Mark brings a technical and software development focus which benefits our customers with a noticeable improvement in quality and responsiveness. Mark is directly involved with all repository projects, including oversight of ongoing system performance and upgrades, and brings strong leadership in this role.

Project Management:

Mark Wooderson, Director of Business Development. Mark joined the company in 1999 and has been involved in all four repository systems from project launch through Go Live. He has a degree in Business Administration from Ouachita Baptist University and has served in a series of enterprise management roles over the past 25 years. Mark has 15 years of law enforcement software experience and 10 years of project management experience managing UCR/NIBRS and N-DEx system implementations. He has strong communication skills and knows the right questions to ask and knows how to pursue clarity in customer needs, goals, and expectations to avoid the frustration of mismatched project expectations. He continues to monitor each of our repository systems, providing management level communication with each one. Mark will be responsible for seeing that all the pieces come together, on time, and to your satisfaction.

Chris Gidley, Implementation Manager. Chris has been with the company for 5 years and came to us from the University of Northern Iowa, where he studied, and subsequently worked as a Computer Systems Administrator. Adept in many programming languages and platforms, Chris provides solid support to our software implementation process. Along with several years' experience in programming, system development and system administration, he also possesses an extensive UNIX background and a comprehensive knowledge of server and personal computer software, hardware, and peripherals. Chris is responsible for training and certifying TAC 10 employees on our TEN-X software platform prior to them working on implementation projects. This training consists of MS SQL Server installation, configuration and maintenance, metadata design and maintenance, User Interface design, configuration

and maintenance, IIS deployment and management, XML/HTML editing, and much more. You are in capable hands with all members of Chris' team.

Jill Hulse, Development Project Manager/State Repository Lead, joined our development staff in August 2000. Jill is responsible for development and maintenance of NIBRS and UCR components on the state level including the NIBRS upload process, NIBRS validation, NIBRS export, and NIBRS to UCR rollup. She has been involved with the project implementation for all of TAC 10's state agencies and is our subject matter expert point of contact. Jill is also responsible for development, certification, and maintenance of our validation component, export component and UCR submission reports. Jill's diligence and attention to detail are largely responsible for TAC 10's NIBRS industry-leading low error rate. Jill has 13 years of law enforcement software experience and 10 years of UCR/NIBRS and N-DEX system implementation experience. She and Mark Wooderson worked together on all four TAC 10 state repositories. While most of Jill's career has been in software development, she was also a Systems Analyst with the Dept. of Commerce for the State of Florida and Customer Service Manager for Oster Communications, Inc. Jill has a double major in Mathematics and Education from the University of Iowa.

System Configuration:

Paul Porter, Developer, Trainer. Paul began working with TAC 10 in March of 2007. He develops and maintains State Repository web applications for various clients (state and local agencies) submitting NIBRS and UCR data. He also offers development support for our RMS application. Paul works with C#, ASP.NET, SQL Server, SQL Reporting Services as well as Java and VBScript. Prior to TAC 10, Paul worked for Goulden Computer Services in Des Moines, IA. Paul has a Bachelor of Science degree in Secondary Education in Math and Science from the University of Missouri – Columbia.

Implementation Support and User Training:

Tami Andreassen, Customer Support, Trainer. Tami joined the company in 2007 as an Account Manager. Duties have included front line call handling, real-time online support, informal customer telephone training, UCR/NIBRS error checks, software updates, software testing, on-site customer training, scheduling/workflow assignments to the Customer Service Technical Analysts, defect replication documentation, issue resolution and customer follow-up. Tami has 3 years work experience with VBA, Access, and SQL. She has been involved in many software installations and training sessions with our clients. Tami has a high level of NIBRS understanding and works closely with all our repository systems, participating in schedule conference calls with the agencies and providing ongoing support.

Descriptions of Similar Past Projects

The four TAC 10 State NIBRS Repository projects all had these common goals and objectives:

- Implement a replacement repository system.
- Each system was required to be able to receive, process, and verify NIBRS data from law enforcement agencies throughout their state, to submit required reports to the FBI, and to establish and maintain full compliance with federal FBI (NIBRS) requirements as well as state specific requirements.
- User-friendly daily system administration was a common goal.
- We provided complete Project Management for each implementation.
- Ongoing system maintenance and support was required.

We still support each NIBRS system we ever implemented, never losing any as a customer.

Agency-specific project information follows. The agency project manager is named in each case with phone number shown, and more complete contact information for each person is included in the References section immediately above.

Arizona Department of Public Safety –

State Population: 6.55 Million

Project Manager:

Joyce Dehnert, currently Manager of the Arizona DPS Criminal History Repository.

Joyce was Supervisor of the AZ DPS Access Integrity Unit at the time of system implementation and for several years following.

Telephone: (602) 223-2261

The Arizona system was UCR-only prior to our project. They needed to become NIBRS compliant, and we achieved their goal. We converted data into their new system from their existing DB2 database.

The system we provided to them includes submission of NIBRS data to the FBI as well as summarizing NIBRS data to be used by Arizona's legacy UCR system for reporting purposes.

They are not fully NIBRS compliant, because they do not have the power to force that upon the agencies in the state, but NIBRS will be a state-wide area of focus in the near future.

Washington Association of Sheriffs & Police Chiefs (WASPC) –

State Population: 6.89 Million

Project Manager:

Joan Smith, Criminal Justice Information Support Manager and State UCR Program Manager

Telephone: (360) 486-2393

WASPC had an uphill battle to fight with their replacement NIBRS repository. They had a previous NIBRS system which was, in essence, a failed effort and, because of that, NIBRS had earned a bad "reputation" among the law enforcement community throughout the state. As a result, system participation was low in the first few years following implementation of their new repository.

In addition to forwarding Washington State NIBRS data from the state repository to the FBI, an important function of the TAC 10 database has always been the ability to produce reports. The WASPC CJIS Department publishes an annual report each spring, *Crime In Washington*, and provides various reports for its members as well as the legislature, state agencies, researchers, and the media. Up until this year, the annual crime report displayed data in the legacy SRS format for which the TAC 10 system provided a "summary" or "roll-up" function of the NIBRS data to convert it into SRS format for comparison.

The 2012 *Crime In Washington* was the first publication we did not convert NIBRS into SRS format because the majority of their agencies are now submitting data via NIBRS. Their goal, which is well within reach, is to be reporting 100% NIBRS to the FBI within the next two years.

A significant share of this successful growth in NIBRS participation can be attributed to the easy-to-use NIBRS web entry tool described in the Value-added System Capabilities section of our response.

CJIS staff members train and certify local law enforcement agencies to submit crime statistics to the NIBRS repository, replacing the old Summary Reporting System (SRS) method of submission. To date, 218 of 239 agencies are NIBRS certified, representing 91% of all reporting agencies and 70% of the population. They submit roughly 600,000 records annually to the FBI.

Oregon State Police –

State Population: 3.89 Million

Project Manager:

Jeffrey D. Bock, Manager, Oregon Uniform Crime Reporting CJIS Division

Telephone: (503) 934-2342

Oregon has a complex extended NIBRS system, which they call O-NIBRS. It contains many more state-specific fields than most other state NIBRS repository systems we have dealt with. In fact, when the FBI was in the early stages of designing N-DEx, they visited the Oregon State CJIS Division to view the O-NIBRS system and to discuss Oregon's thought process behind these expanded fields, the challenges they faced with implementation, and benefits they have seen from the program.

Oregon still operates their OUCR system and continues to submit UCR data to the FBI.

Coming from a Crisnet system, we loaded their historical data through a file upload into their new database. They have approximately 240 submitting agencies, split between NIBRS and UCR.

In 2012, the O-NIBRS system processed roughly 200,000 records to the FBI and their OUCR Repository processed over 900,000.

Oregon chose to expand their O-NIBRS system to include N-DEx data submissions beginning in January 2009, and we submitted 5 years of legacy data to begin with and have submitted N-DEx data each month since then.

Arkansas Crime Information Center –

State Population: 2.95 Million

Project Manager:

Ralph N. Ward, Manager, Statistical Analysis Center & Operation Division

Telephone: (501) 682-9491

Arkansas was also a previously NIBRS FBI certified agency submitting NIBRS data to the FBI via a Crisnet system. They have been submitting N-DEx data monthly since 2011 and have submitted 200,000 records so far, from just 2 participating agencies. They process files in two different formats for N-DEx, via xml 2.2 and via flat file.

All 285 agencies in the state currently submit NIBRS data, and they are planning to Go Live with NIBRS in January 2014.

The Future with TAC 10:

Your current system has been in use for 20 years and many of the tools and interfaces we use today have been developed within our TEN-X platform utilizing the latest Microsoft .NET technology. You need a replacement system that will fill your needs for another 20 years. TAC 10 is well qualified to provide the West Virginia State Police with a quality NIBRS Repository which will serve you well into the future, fulfilling West Virginia state-specific requirements in the process. We have accomplished this numerous times in other states and will provide you with a well-rounded system which is built for flexibility and future changes which inevitably will be required. These adjustments will be made reliably and quickly “on the fly” because of our TEN-X platform design and our experience making continual software adjustments and ongoing enhancements for over 100 law enforcement agencies nationwide.

Our TEN-X platform was carefully designed so that all of our applications, including the NIBRS repository we will provide to you, make use of a common code base that is utilized by all modules. This is not easy or inexpensive to accomplish, and what took us a lot more effort upfront to get right, is now our biggest competitive advantage. Our competitors for this project have not designed their program in this way, which means they have multiple software systems to support and maintain.

System Adjustments & Changes Following Implementation:

We have talked extensively throughout this proposal about our unique capabilities in this area. It all starts with system design. The TEN-X platform was built so that the user interface can be adjusted as necessary whenever you need changes to be made. These changes can be made without the involvement of our software development team. This means they are truly system configurations – not software customizations. Some vendors use the term “configuration” because they know that “customization” is a bad word – and rightly so. The more customizations that are added to a software package, the greater the chance of introducing bugs, and the more difficult it will be to support the system down the road or to implement needed system upgrades. At TAC 10 we planned ongoing changes right into our system design so that these are managed much more simply, without ever touching the underlying software code.

Value-added System Capabilities:

The following capabilities are included in this proposal, some at no additional cost such as the Local Agency web submission tool and Crime Mapping. N-DEX will be provided with only set-up costs but free software licensing; an annual maintenance fee will be required. Full RMS for small agencies and the State Police are available at greatly reduced cost at any time in the future because the technology they would be utilizing will already be installed on your servers. These components could be provided to those agencies through SAAS licensing so there are no large upfront costs and no long term commitment (1 year renewable terms).

1) Local Agency NIBRS submission:

There are three ways for West Virginia agencies to submit NIBRS data to the new UCRR system:

- First, by manually uploading files – via FTP connection, email, etc.
- Second, agencies can upload files directly from our web server.
- And for agencies that do not have an RMS and are otherwise unable to send you IBR data, we have a built-in Incident/Arrest web portal that will allow these agencies to enter their data and submit it automatically to your repository.
 - This component allows a submitting agency to manually enter and check their incidents using a series of Web browser forms specifically configured to conform to West Virginia system specifications. We provide instant, real-time feedback on errors and even point them directly to each error for quick correction.
 - This is a value-added feature for which you have expressed a need but is not specifically identified in the RFP. TAC 10 is including this at no extra charge.

2) Local Agency low-cost RMS availability:

We know of no other vendor that can offer a hosted, web-based RMS solution built on the same technology we use in our NIBRS repository (including the local agency submission tool) that is easily integrated within your network.

For agencies that would like to utilize an RMS but cannot afford one, we can offer this very low-cost RMS solution to those agencies as an extension of the UCRR system. Assuming the State would be willing to house the data centrally as a part of the UCRR system, the local agency would only need a secure Internet connection at their location, with no special/expensive hardware or software requirements. Their data would be housed (hosted) by the West Virginia State Police. Each participating agency would then utilize its own standalone RMS – unless you chose to have a centrally shared state system, which is also possible. And, obviously, these small agency RMS systems would be fully compliant with your UCRR system.

The agencies would have a full-featured, browser-based RMS that keeps current with technological advances (because of ongoing TAC 10 system upgrades), rather than falling behind the curve as their systems age – as is all too often the case for smaller agencies with little available funding.

As we add product innovation, which is an ongoing part of our business practice at TAC 10, it becomes a part of all modules built on our TEN-X Platform.

3) State Police RMS:

At some point in the future, if/when the State Police establishes the need to search for a new RMS, a TAC 10 option will already be in place. The same browser-based RMS described above that could be available to smaller agencies throughout the State of West Virginia is scalable and full-featured, to accommodate the needs of very large agencies. Coupled with the RMS are strong Mobile Data and Remote RMS Access modules. We are in a position to offer the West Virginia State Police this fully integrated RMS solution with your new state NIBRS repository, both of which are built on the very same platform using the same technology.

It would take a great deal of space to fully describe its capabilities, but as an overview, you should know that our RMS is configurable to individual agency needs and allows for easy data extraction, filtering and sharing. Investigative tools are available throughout the system, without having to exit to an investigative module. We are industry leaders in the searching and reporting capabilities built into our system.

4) N-DEx ready:

The TAC 10 NIBRS repository system comes N-DEx ready. We have built this capability into our system so that down the road, on your timetable, you will not have to purchase a separate N-DEx repository system or expand your existing NIBRS system.

Our system comes with the capability of accepting and housing N-DEx data and managing it separately from your NIBRS data. You will have completely seamless FBI submission through a secure daily FTP connection or real-time through web service submissions to the FBI.

Since we have already completed this development, as a part of this proposal, TAC 10 will add the N-DEx software licensing free of charge, so that you can have that capability now or in the future when you are ready.

5) Crime Mapping:

If you are in a position to collect location information now or in the future, we have an impressive crime mapping tool that would be available to state investigators for crime analysis or to the public if you choose. This would be available without cost for software licensing and just a small annual fee for maintenance and software support.

TAC 10 Complete Answers to Attachment A – RFP Pages 34-35

Section 4, Subsection 4.1: Procure and implement of software for the UCRR system into the UCR-IBR central repository.

TAC 10 Response:

TAC 10 is pleased to provide a proven software solution for your UCR-IBR repository. Our experience and commitment to this solution make us the most qualified company in the nation. We have implemented and are supporting this same software solution for multiple states to meet their UCR-IBR reporting needs.

Section 4, Subsection 4.2: Acquire and make operational the replacement UCRR system that is compliant with and meets the FBI (NIBRS) requirements as well as WV IBR requirements.

TAC 10 Response:

We have successfully provided replacement NIBRS repositories for four different states, and each solution has fully met FBI (NIBRS) requirements as well as all individual state requirements. We will do the same for the State of West Virginia.

Section 4, Subsection 4.3: The replacement system must improve upon the current error checking for standard IBR submission from the various criminal justice agencies within West Virginia.

TAC 10 Response:

Our FBI submission error rates have been consistently well below 1% across the board following system Go Live for all our repository installations. In fact, we typically have zero-error months, and it is rare that we see any errors with our FBI submissions.

We have established our low error rate track record over 110 consecutive months (9+ years) in multiple states with submissions of roughly 2,000,000 records to the FBI last year alone from our UCR-IBR solution.

We employ a number of tools and strategies to achieve a high level agency adoption of both the NIBRS and West Virginia IBR reporting standards.

The tools and process we follow are defined by these three steps:

- 1) We set up 2 separate systems for pre-Production and Production (Live) data. Initially, agencies are set up to submit their files to the pre-Production system. Any errors on the pre-Production system are viewable both by the state and the submitting agency. These errors can be corrected either through the web entry forms or by having the agency resubmit a file containing the incidents in error. The agency is only allowed access to

pre-Production until the state administrator determines that the agency has met your State requirements.

- i. The agency is automatically notified by email of any needed error corrections in their state IBR submission. This email contains “single-clickable” embedded links which take them directly to the incidents or arrests they need to correct. By clicking the link, they can view these errors and easily identify the issue.
 - ii. The agency can then either send a corrected IBR submission from their RMS or make the correction directly within our web entry portal.
 - iii. This entire process greatly simplifies the error correction process for both the submitting agency and WV IBR staff, saving a great deal of time in the process.
- 2) Once the agency meets WVA State requirements, the State Administrator can give the agency permission to submit their files to Production (Live). Any errors are reported directly to the agency and are also viewable instantly through our web portal. This is the same for both the pre-Production and the live Production system. The agency can either correct errors through the entry forms, or correct them in their local RMS to resubmit with their next file upload. Any incidents/arrests that do not pass the state’s validation will not be included in the export file created to submit to the FBI. This data is held in our system until it “passes muster” at which time it is included in the next state FBI submission.
- 3) Any FBI reported errors on the returned EDS report following our NIBRS submission are recorded within the state repository and are sent back to the agency for correction. We create and email an individual agency error report produced from the FBI EDS report directly to the agencies, including zero error reports. In the rare instance where there are FBI reports errors that we did not find, we conduct our own audit to verify if and how our system should handle these errors in the pre-validation process. If so, we make adjustments to our agency validation processes. Agency communication is handled in the same manner with FBI EDS feedback as it is with pre-Production and Production data submissions shown above – automatically and directly with the Agency.
 - i. The agency is automatically notified by email of any needed error corrections identified in the EDS report. The email contains embedded links which take them directly to the incidents or arrests they need to correct. By clicking the link, they can view these errors and easily identify the issue.
 - ii. The agency can then either send a corrected IBR submission from their RMS or make the correction directly within our web entry portal.
 - iii. Email feedback to the agency includes zero error reports, so they will know they completed a successful submission.

Section 4, Subsection 4.4: The replacement system must improve upon the current WV IBR staff interface for daily administration and usage.

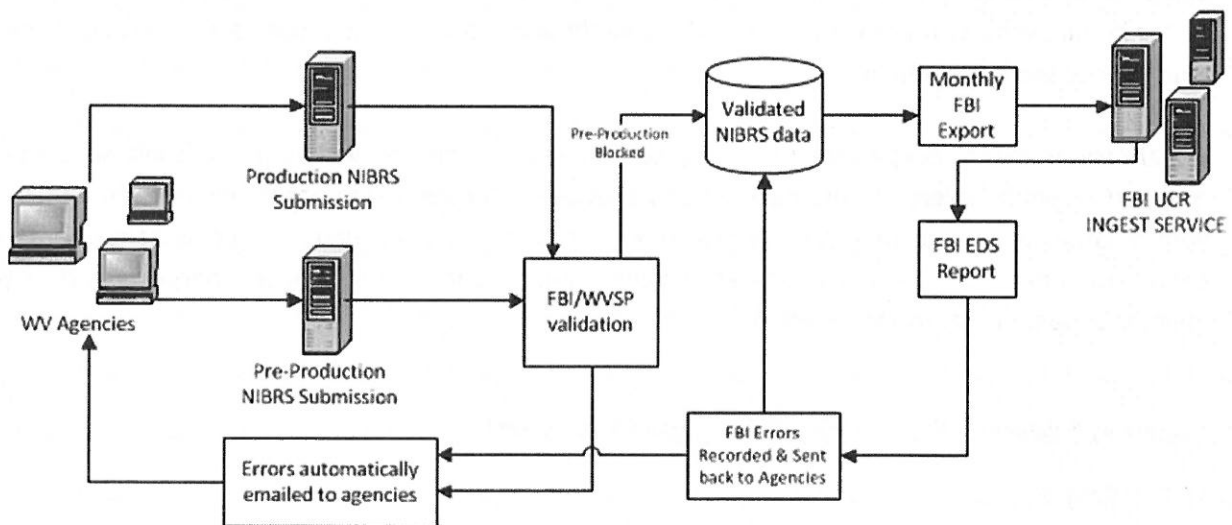
TAC 10 Response:

Our system design is unique and flexible to conform to your desired work flow. Most other Software systems require that you change the way you work to match up with how their software is designed, but not TAC 10. Our NIBRS repository solution uses tools built into our TEN-X platform, requiring minimal involvement with your administrative personnel and automating most of the NIBRS processes, including automation of interaction with submitting agencies throughout the State.

Our solution is guaranteed to make your staff's daily administration much easier. A few of the ways our solution will simplify and bring efficiency in handling and processing incoming agency submitted data are:

- Automation of error reporting back to the agency
- Our web portal management system
- The flexibility we provide agencies in submitting and processing their data
- Our real-time error checking

Here is a simple diagram of our solution:



Just as importantly, our extensive knowledge base, the accuracy of our solution when compared to anything else on the market and its overall ease of use may prove just as valuable to your administrative staff and the various agencies throughout West Virginia that use this new technology.

Section 4, Subsection 4.5: Provide Maintenance and Support

TAC 10 Response:

Yes, the TAC 10 proposal includes both Software Maintenance and Operational Support. Software updates are included as a part of your basic annual maintenance plan, and our ongoing help desk support is outstanding. We encourage you to contact our references for confirmation of this.

Even though most repository support needs fall during normal business hours, TAC 10 is available 24/7/365, whenever you need us. We have 3 specific employees that are available to help support your installation from both technical and system usability standpoints; 2 of our support personnel are NIBRS subject matter experts. We also have a number of other developers that can help support any technical and platform issues that arise from the outset of your project, during deployment of staging, on through Go Live and on an ongoing basis with future software updates.

Friendly and timely responses, accurate and reliable answers, and in-depth knowledge of your new system set TAC 10's support staff apart from the competition. Our Technical Team consists of highly qualified and trained individuals.

We will set up regular meetings for the first year (or longer) with your staff to make sure that a full and complete knowledge transfer occurs. Our experience has shown this personal touch to be the greatest factor in building a strong relationship and establishing a productive communication channel between your agency and our company.

We are committed to keeping your software current and relevant to meet your needs and support new concepts in public safety. Accordingly, TAC 10 provides software maintenance and version updates to your solution to ensure that your system is kept current with the updates and enhancements you choose to implement. Continual updates to your system are forthcoming at no charge as part of your ongoing annual maintenance payments.

Section 4, Subsection 4.6: Provide Project Management

TAC 10 Response:

Project Management is included as a part of our proposal. We take a careful, systematic approach to project fulfillment. You will see a summary of our Project Management Implementation Methodology immediately below, and we have provided extensive information in our expanded response. Please see pages 55-60 for a detailed description of our Project Management Strategy.

TAC 10 applies a multi-stage project management methodology designed for close collaboration, consistent and concise communication, on-time delivery, effective risk mitigation, and ultimately the successful implementation of a tailored solution. Our methodology is based on proven project management fundamentals and our own experience with many projects of varied size and scope for public safety and law enforcement agencies.

Stage 1 – Collaboration

Information gathering, planning, decision making, system design and work flow documentation.

Stage 2 – Configuration and Data Conversion

Taking what we learn from Stage 1, we apply it to your staging environment.

Stage 3 – Software Staging and Installation

Install a staging environment at the agency for testing, complete an onsite production installation, and perform an end-to-end test of the entire production system.

Stage 4 – Training

Complete training for all appropriate agency personnel.

Stage 5 – Go Live

Onsite support for your agency during transition from your current system to your new TAC 10 system.

Stage 6 – Software Refinement

Fine-tune functionality based on feedback from your team. Both teams will review user feedback and develop configuration solutions and priorities.

Stage 7 – Implementation Completion and Acceptance

TAC 10 Project Manager will perform a post project review meeting with your team to conduct an audit of all project deliverables, and at that point, support for your agency will be handed over to our technical support team.

Stage 8 – Ongoing Meetings following System Acceptance

As part of our regular meetings during the first year, there is often a project component involved depending on the agency's needs. Our project isn't done if your needs change or evolve over time.

Please see our step-by-step description of our Project Management Methodology which you will find at the end of this Exhibit A.

4.5.1 Creation of an updated work plan with specific dates, to be submitted to WVSP no later than 30 days after the contract is fully executed.

TAC 10 Response:

Comply. Providing a project plan within 30 days of contract execution is standard procedure for all TAC 10 projects but, in this case, we will provide your updated work plan with specific dates within 2 weeks of contract execution.

4.5.2 Installation of the production and applications and databases in South Charleston, West Virginia, on a state-owned server or servers. This application will be installed on a VM WARE server.

TAC 10 Response:

Comply. We have included server hardware in our proposal which will be owned by the State. This server can run our applications with or without VM WARE installed. If you do wish to virtualize your servers, we would recommend two servers: a database server and a web/application server. TAC 10 will configure the VM servers with the proper resources for optimal performance.

4.5.3 Conversion of legacy data to the new database schema. This includes all incidents and incident-related information in the existing Microsoft SQL Server 2005 database. There are approximately 1,904,107 incidents in the system.

TAC 10 Response:

Comply. This is where TAC 10 can leverage our past experience and expertise to make sure your project is completed on time. We have prior experience with Crisnet data conversion which is why we are including data conversion free of charge in our proposal. We are proficient, accurate and extremely knowledgeable when it comes to converting data, and it is part of every project we do.

4.5.4 The successful vendor will modify the application to accommodate the submittal of West Virginia-specific IBR offense codes by the agencies. The West Virginia Standards handbook includes an appendix that shows the relationships between West Virginia IBR codes and FBI NIBRS codes:

TAC 10 Response:

Comply. Almost every state has variable or additional offense codes compared to the FBI, and we have fulfilled this requirement completely with all of our NIBRS Repository projects, with Oregon being the most complex. We are fully prepared to do the same for West Virginia.

- 4.5.5 The successful vendor will modify the application to accommodate the import of full incident information for Group B incidents (with arrests) including all segments. (Most states and the FBI only require arrest information for Group B incidents.)

TAC 10 Response:

Comply. We have fulfilled this same requirement for the State of Oregon.

- 4.5.6 The successful vendor will modify the application to accommodate the unique fields that is collected by West Virginia, as outlined in the WVSP Standards handbook.

TAC 10 Response:

Comply. We fulfill unique requirements for every repository system we install. The same will be true for West Virginia, and we are experienced in this area and fully prepared to accommodate your unique fields.

- 4.5.7 West Virginia treats Group B incidents in the same manner as Group A incidents in the repository. The FBI export routines must be able to convert Group B full incident information to just a Segment 7 arrest record for the FBI export where there is a Group B arrest.

Vendors are expected to be familiar with current versions of the FBI NIBRS submission requirements. Any proposed system is required to be compliant with these requirements. The requirements are identified in the following FBI Manuals. They are available at the following FBI website: <http://www.fbi.gov/ucr/ucr.htm>.

- *Uniform Crime Reporting Handbook, NIBRS Edition*
- *National Incident-Based Reporting System, Volume 1, Data Collection Guidelines*
- *National Incident-Based Reporting System, Volume 2, Data Submission Specifications*
- *National Incident-Based Reporting System, Volume 4, Error Message Manual*
- *NIBRS Addendum for Submitting Additional Location and Property Data Values*
- *NIBRS Addendum for Submitting Cargo Theft Data*

TAC 10 Response:

Comply. Here, again, we are compliant for all of the above, for export of Group B incidents and for following FBI guidelines. We have already implemented the changes required by the FBI Cargo Theft Addendum. Our application is fully FBI compliant and includes State specific requirements as needed.

4.5.8 Requirements for WV IBR data submissions are included in this RFP.

The new Repository must collect the additional required WV IBR data with options to add or modify fields over time. A list of all West Virginia specific data collected for West Virginia is attached: (see Appendix "D")

TAC 10 Response:

Comply. We routinely add fields as required by state. For example, we added fields for Washington and Arkansas to include incident address fields for crime mapping at no additional charge. If at any point down the road, when you desire to add address information for crime mapping (or any other) purpose, we will add those fields at no additional charge to you.

4.5.9 Repository System Requirements

4.5.9.1 A complete WV IBR application/database repository is required.

TAC 10 Response:

Comply. We are fully prepared to provide a complete system with an easily accessed database as a part of the system.

4.5.9.2 Preference will be given to offerer proposals utilizing a Microsoft SQL Server database as this is the current database technology in place at WVSP.

TAC 10 Response:

Comply. Microsoft SQL Server database is our preferred database.

4.5.9.3 The repository will be managed locally by WVSP UCRR staff.

TAC 10 Response:

Comply. All of our other repository systems are also managed locally by agency staff.

4.5.9.4 The repository application can be of client/server or web design.

TAC 10 Response:

Comply. Our system is browser-based (web-based), and we believe this is a strong competitive advantage.

4.5.9.5 The proposed system must use standard programming languages and a standard database.

TAC 10 Response:

Comply. Our system uses Microsoft .NET programming language and Microsoft SQL database as indicated above in 4.5.9.2.

4.5.9.6 UCR must be able to run queries and create custom reports on the database directly without going through the application. UCR will purchase the necessary tools such as Crystal Reports or SQL Server Enterprise Manager. The required tools must be described in the proposal.

TAC 10 Response:

Comply. SQL Management Studio is used currently to access the database directly, and we can add Crystal Reports if desired. Also, our system is designed with the flexibility of building a wide variety of reports from within our platform.

4.5.9.7 Legacy data in the current WV IBR repository (approximately 1.8 million incidents) must be converted to the new database system so that reports can be run across multiple years. The vendor must include the cost of converting legacy data from the old database system to the new one.

TAC 10 Response:

Comply. We have completed conversions for other repository customers. We simply request that you make the database schema available to us, if possible, and allow some flexibility in the data export, such as comma delimited format.

4.5.9.8 The vendor must ensure the application accommodates the submissions of West Virginia-specific IBR offense codes by contributing agencies. FBI exports will use FBI NIBRS (UCR) codes as West Virginia is a NIBRS-compliant state.

TAC 10 Response:

Comply. See 4.5.4 above.

4.5.9.9 WVSP must be provided the ability to manage the ORI table for all submitting agencies. This table must include agency's name, primary contact's name, mailing address, telephone, fax and email address.

TAC 10 Response:

Comply. This is common set-up for all of our repository implementations.

4.5.9.10 The "domestic violence" flag must be stored on the offense table, as the WV IBR submission format includes the flag for domestic violence on the offense segment.

TAC 10 Response:

Comply. The "domestic violence" flag is stored in this manner in our system.

4.5.9.11 The proposed system must display WV IBR codes on the Offender/Arrestee, Offense, and Victim screens.

TAC 10 Response:

Comply. It does for all other states and will do the same for West Virginia.

4.5.9.12 The vendor's system must be able to consistently maintain an FBI import error rate below 4%.

TAC 10 Response:

Comply. Our error rates have always been below the FBI threshold, consistently well below 1%. In fact, we have mostly 0 error rate months, and when we don't, we audit the results and work on fixing it.

4.5.9.13 The proposal must contain a complete list of all software licenses that need to be purchased by the State, for example, database licenses, software libraries, software tools, etc.

TAC 10 Response:

Comply. There are no software libraries or software tools required for your purchase, but you will need to have SQL Server 2008 or 2008 R2 (Standard or Enterprise edition) in place and supported by your own staff.

4.5.9.14 Remote access to systems will be provided as necessary to help reduce travel costs.

TAC 10 Response:

Comply. We prefer a secure VPN connection with RDP access.

4.5.10 Input from Agencies

4.5.10.1 Data Segment

4.5.10.1.14 **Input Format.** The proposed system must implement the WV IBR specifications currently utilized by agencies' in their existing format. The specification requirements can be found in Appendix "D".

TAC 10 Response:

Comply. We have made this accommodation for all our other NIBRS repositories, and we will do the same for West Virginia according to Appendix D requirements.

4.5.10.1.15 Data Input Error Checking. The system must check for all errors that would cause the FBI export to fail, and create a log of these files for review.

TAC 10 Response:

Comply. This is exactly how our validation component works.

4.5.10.1.16 Non FBI Required Input. The system must correctly handle the additional offense codes and incidents that West Virginia collects that are not in the FBI NIBRS standard.

TAC 10 Response:

Comply. We do this for all other states and will for West Virginia.

4.5.10.1.17 Other Errors. The system must check for errors that would create inconsistent data for WVSP crime data reporting.

TAC 10 Response:

Comply. This is part of our standard error checking process. We work closely with all of our repository agencies to protect the integrity of their reporting for all reporting needs, whether for administrative purposes or for public reports such as an annual report for crime in that particular state. See Exhibit A for additional detail.

We provide not only NIBRS error checking and validation, but we also provide the state-specific validation and error checking as part of our process as agencies submit their data.

4.5.10.1.18 Updated Incidents. Incidents that are previously submitted to the FBI and then updated by agency input must be placed in the next monthly FBI export file utilizing the FBI rules. These may be sent as supplemental report. The proposed system must be able to correctly handle the updating of existing incidents as a supplemental incident.

TAC 10 Response:

Comply. Our system successfully resubmits updated incidents to the FBI.

4.5.10.1.19 Multiple Monthly Submissions. The system must have the ability for agencies to submit data more than once per month without causing data integrity problems or FBI reporting problems, e.g., for cases where errors are discovered in the initial submission and subsequently corrected.

TAC 10 Response:

Comply. We have this important functionality already built into our system. Agencies can vary their submission schedules according to their individual preferences or to accommodate sudden changes in their workload. When agencies make multiple submissions, our system reconciles differences, changes, or corrections in data previously submitted prior to the State's FBI submission.

4.5.10.1.20 Automatic Importing. In addition to manual one-at-a-time file import by WVSP staff, the system must have the ability to import emailed submission files automatically or provide a web-based secure upload facility that submitting agencies can use without WVSP assistance.

TAC 10 Response:

Comply. We have a secure, web-based upload facility that submitting agencies can use independently without assistance from WVSP staff. For automatic email response, we set up our email service to send the error reports back to each agency without any WVSP involvement -- provided you have email accounts set up for each agency's main contact. State administrators can also upload groups of files through our NIBRS utility.

4.5.10.1.21 Import Error Management. The system must have the ability to easily manage errors on the import files. This must include overall error reports plus the ability to **automate** email error reports to each agency for each file they submit by email. The FBI error number from the National Incident-Based Reporting System, FBI NIBRS Volume 4, *Error Message Manual* must be included in the error reports if the error is FBI-related. WVSP must be included in any emails to agencies.

TAC 10 Response:

Comply. Error reports are currently available to each agency through our web interface. We also create reports that are e-mailed to each agency. Your staff will not be burdened with manual communication or corrections with submitting agencies. We will provide automatic email submission error notifications as a part of the system.

The entire process can be automated without any involvement from your system administrator. It can be fully automated or partially automated, however you prefer to set it up.

The agency is automatically notified by email of any needed error corrections in their state IBR submission. This email contains “single-clickable” embedded links which take them directly to the incidents or arrests they need to correct. By clicking the link, they can view these errors and easily identify the issue.

The agency can then either send a corrected IBR submission from their RMS or make the correction directly within our web entry portal.

This entire process greatly simplifies the error correction process for both the submitting agency and WV IBR staff, saving a great deal of time in the process.

4.5.10.1.22 LEOKA Checking. The system must have continuity and error checks to ensure that LEOKA records, the Incident Type, Activity Type, and Assignment Type are included.

TAC 10 Response:

Comply. Our system checks to ensure the completeness of submitted LEOKA records. The FBI requires 100% compliance from the agencies in a State before they will begin accepting LEOKA data. Our system will accept LEOKA submissions but will only start submitting those to the FBI when the agency tells us to begin doing so.

4.5.10.1.23 Group “B” Handling. The system must accept and store Group “B” incidents with arrest segments in the Group “A” format, and send to the FBI as NIBRS-compatible Group “B” incidents (e.g., arrest Segment 7 only). Group “B” incidents will be represented by the same segments as Group “A” incidents.

TAC 10 Response:

Comply. Our system handles this properly.

4.5.10.1.24 Group "B" Checking. The system must add appropriate error checks for each Group "B" incident as per WV IBR standards. The system must have a continuity check at input to make sure that all arrest numbers in the arrest Segment 6 are unique for that ORI. This is true for Group "A" and Group "B" incidents.

TAC 10 Response:

Comply. When your submitting agencies send their data, on the front end as the data comes into the system, error checks are run according to state-specific standards, including a continuity check for arrest numbers compared to the submitting agency's ORI.

4.5.10.1.25 Multi User. Multiple staff must be able to import simultaneously.

TAC 10 Response:

Comply. The system can handle concurrency of multiple users importing, checking or exporting at the same time.

4.5.10.1.26 Individual Segment Differences. The differences between the FBI submission requirements and the West Virginia submission requirements are listed below. The WVSP follows the WV IBR Standards Handbook.

TAC 10 Response:

Comply. We have accomplished this in every other state and will do the same for West Virginia.

4.5.10.2 Offense Segment

4.5.10.2.3 Data Element 6 WV IBR Code: The proposed system must accept WV IBR offense codes and cross reference with FBI codes. West Virginia does not follow the mutually exclusive rule (see FBI NIBRS Volume 4, *Error Message Manual*, page 118), but the mutually exclusive rule will have to be followed for the FBI export. Example: West Virginia will allow an IBR offense code for aggravated assault: (UCR 13A) and a simple Assault: (UCR 13B) in the same incident. The system will have to drop the least serious offense during the FBI export. According to mutually exclusive rule.

TAC 10 Response:

Comply. We can configure our WV custom State DLL file to handle the mutually exclusive rule where we allow all WV IBR offense codes to be imported, but during the export to the FBI we drop the least serious offense.

4.5.10.2.4 Group “B” Offenses in an Incident with Group “A” Offenses: The proposed system must accept both Group “A” and Group “B” offenses in the same incident, but send only the Group “A” offense to the FBI.

TAC 10 Response:

Comply. This is exactly how our system handles this.

4.5.10.3 Property Segment

4.5.10.3.3 Issuing Bad Checks (UCR 90A): Issuing Bad Checks is a Group “B” offense that requires a property segment in West Virginia. The FBI does not require a property segment for Issuing Bad Check offenses. The Type of Property Loss valid codes are 1 – none, 7 – stolen/etc., or 8 – unknown.

TAC 10 Response:

Comply. This will be handled by the West Virginia State-specific validation in the DLL file that we build for every new state installation. TAC 10 will comply with this requirement.

4.5.10.3.4 Data Element 16 Value of Property Loss: NIBRS application must have a warning prompted during the import and in the Web Data Entry Application when property value is \$250,000 or more.

TAC 10 Response:

Comply. We can do this, and this is a good place to make a very important point. Our web data entry program, while it is a state repository system, is built upon the same TEN-X platform as our other software. We are not maintaining two products.

All the tools proposed in our offer to WVSP are built upon the same platform, which means much more reliable performance for your system long term. This contributes to our product innovation as a company, because we spend less time than most of our competitors addressing product stability issues as our software matures.

The primary tools your agencies will be using are our web entry and administrative tools. All of our products are browser-based web applications. Our competitors in this market specialize in windows console applications which means, in their state repository products, when they use a web application, they are outside of their niche.

4.5.10.4 Victim Segment

4.5.10.4.2 Data Element 24 Offense Codes: The proposed system must allow for WV IBR offense codes to be entered and imported and cross-referenced to FBI NIBRS UCR codes for the export to the FBI.

TAC 10 Response:

Comply. Our system does automatically process and cross-reference State codes with FBI codes.

4.5.10.5 Arrestee Segment

4.5.10.5.4 Data Element 45 IBR Arrest Code: Allow up to 10 WV IBR arrest offense codes. The most serious offense must be sent to the FBI on export.

TAC 10 Response:

Comply. This feature will be placed into our West Virginia State DLL file that we build for every new state installation. TAC 10 will comply with this requirement by following the FBI hierarchy rule to select the appropriate arrest offense to export.

4.5.10.5.5 Segment 7 Group "B" Arrest: Segment 7, Group "B" arrest, is used for the FBI export, and all Group "B" arrests are sent to the repository like a Group "A" offense utilizing Segments 1 through 6.

TAC 10 Response:

Comply. Our system can accommodate this.

4.5.10.5.6 Segment Action Types of "W": The proposed system must send a Segment Action Type of "W" according to FBI specifications and must be able to manage the Window submissions to the FBI according to FBI rules.

TAC 10 Response:

Comply. Our system sends Action Types of "W" properly.

4.5.11 Output to the FBI

4.5.11.9 Monthly Export File. Ability to create a NIBRS-compliant monthly export file for the FBI.

TAC 10 Response:

Comply. This is standard procedure with our system.

4.5.11.10 **FBI Offense Codes.** FBI exports will use FBI NIBRS UCR offense codes, as West Virginia is a NIBRS-compliant state.

TAC 10 Response:

Comply. We do this with every state.

4.5.11.11 **FBI Error Report Handling.** Ability to import FBI EDS reports. These are error reports returned by the FBI. The system must be able to import them into a table, so that they can be analyzed by WVSP staff.

TAC 10 Response:

Comply. Our system does this for all existing repositories and will for West Virginia.

4.5.11.12 **Zero Report Forwarding.** Ability to store Zero reports received from agencies and include them in the FBI export.

TAC 10 Response:

Comply. We do this. We will also notify the agencies after the EDS report comes back from the FBI not only of their errors, but also when they have Zero errors.

4.5.11.13 **Updated Incidents.** Updated incidents from agencies must be sent to the FBI according to FBI specifications and sent as an updated Supplemental Incident to the WVSP.

TAC 10 Response:

Comply. TAC 10 follows FBI specifications to both receive incident updates from agencies and submit updated incidents to the FBI. We have built a great deal of flexibility into the TEN-X platform so that we can adjust to any WVSP additional regulations as necessary.

4.5.11.14 **Allow Multiple Offense Codes in the Repository.** Allow multiple FBI offense codes in the same incident on import, but only submit valid codes to the FBI. (See page 118 of the FBI NIBRS Volume 4, *Error Message Manual*. This is a chart of all incompatible offense codes for a single victim.)

TAC 10 Response:

Comply. TAC 10 can set up/configure our WV import DLL to handle multiple offense codes and submit only valid codes to the FBI.

4.5.11.15 Group "A" Group "B" Combinations. When an incident has a Group "A" offense, the system must not submit any Group "B" offense segments for that same incident to the FBI. Group "A" offense(s) with a Group "B" arrest segment is an allowable combination. (See *Uniform Crime Reporting Handbook*, NIBRS Edition, page 57.)

TAC 10 Response:

Comply. Our system is in full compliance with the UCR Handbook.

4.5.11.16 Duplicate Offense Codes. When an incident has two or more offense segments with the same FBI NIBRS code, the system must send only one of the offense segments.

TAC 10 Response:

Comply. We can provide this functionality in one of two ways, your preference:

- 1) We can add it to our WV state custom DLL to allow duplicate offense codes but flag one of the duplicates as "Do not process for NIBRS." During FBI submission, this offense will be ignored and any victims previously linked to it will be re-linked to the remaining offense code where applicable, or...
- 2) We can flag multiple offenses as a validation error so that you can make this determination.

4.5.12 Reports and Viewing

4.5.12.4 Ability to bring up a single incident by ORI and Incident Number and easily view all segments of the incident. This view must display the WV IBR codes and must be printable.

TAC 10 Response:

Comply. Incidents and arrests can be printed from the web interface.

4.5.12.5 Ability to view and print a table of total Group "A" and Group "B" incidents imported for each agency for each month in a selected year.

TAC 10 Response:

Comply. We have two different states currently using this capability.

4.5.12.6 Utility and Management Reports. At a minimum, the following utility and management reports must be included: A report showing a count of Group "A" and Group "B" incidents imported and entered through a WV IBR entry portal application vs. FBI exports for each agency by month.

TAC 10 Response:

Comply. Our system is fully capable of producing a wide variety of reports for individual agency reporting activity, including the one described here. This report will be provided along with many other canned reports that we have built for other agencies, which we will adapt specifically for West Virginia to meet your needs as part of the project.

4.5.13 Security Requirements

The system must incorporate role-based security to provide at least entry, read-only, and administrative levels for each table.

4.5.13.1 The system must enforce strict password requirements. Minimum password requirements are:

- The password does not contain the account name of the user.
- The password is at least eight characters long.
- The password contains characters from three of the following four categories:
 - Latin uppercase letters (A through Z)
 - Latin lowercase letters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphanumeric characters such as: exclamation point (!), dollar sign (\$), number sign (#), or percent (%).

TAC 10 Response:

Comply. TAC 10 provides user authentication and password requirements that adhere to federal requirements as defined in section 5.6.2.1.1 of the FBI's CJIS security policy. This can also be set up to handle your specific requirements such as requiring at least 3 characters from the 4 categories listed above.

4.5.13.2 WVSP administrators must be able to add and remove users and control their access levels.

TAC 10 Response:

Comply. Administrators can add or remove users, assign them to groups, and assign security roles accordingly, as detailed immediately above in 4.5.13.1.

4.5.13.3 The proposal must include a description of system security features to protect the data. Some specific areas of concern are:

- SQL injection attacks
- Secure logon
- Separate authority levels for different user groups
- Read-only access for report users

TAC 10 Response:

Comply. This is an area of TAC 10 strength that deserves much more in depth information than we can fit here. Briefly, in response to these four items specifically, we utilize parameterized data fields, validation of all input fields, encrypted passwords, and role-based security for users. We can also assign a user multiple group permissions as needed.

Immediately below, we have addressed these 4 concerns specifically in more detail.

- 1) To guard against SQL injection attacks, our web entry tools use parameterized data fields and validation of all input fields so users cannot enter any harmful data.
- 2) Logon requires user accounts and passwords. Passwords are encrypted and the login page, and file upload pages can be run under SSL – further enhancing the safety of your data.
- 3) We employ role-based security, which means you can create multiple groups that have different permissions and easily assign a user or list of users to one or more groups. A user can be assigned to multiple group permissions. As a result, a user's permissions Union all of the group permissions together to determine their level of security so if one group gives them a certain permission, they can perform that task.
- 4) One of the many different permission settings we have is a Read-only option. This can easily be set how WV requires.

4.5.14 New FBI Codes

4.5.14.1 The FBI has recently added several new property and location codes. As part of the data conversion of the legacy data, the vendor must convert existing fields so that the data will be stored utilizing the new FBI codes.

TAC 10 Response:

Comply. We are accomplished at converting data in this manner.

4.5.14.2 The FBI has recently released a Cargo Theft Addendum. The new system must accommodate these cargo theft changes.

TAC 10 Response:

Comply. This was implemented into our repository system some time ago.

4.5.14.3 The vendor must provide a complete description of any special requirements for backup and recovery of their proposed software. The successful vendor will be expected to provide a step-by-step guide to recovery of their installed software explaining how to handle a total system failure.

TAC 10 Response:

Comply. We will setup a nightly data backup of the entire database or incremental backups of your transactions and will move these to a designated location on your server. We can also archive your submission files so they can be fed back into the system in the event of a failure without requesting the agencies to resubmit these files.

You can establish your own rules for data backup; we suggest nightly incremental backup and full weekly backup of the database. In the event of a hard drive failure, our RAID disk array will allow you to swap out the bad hard drive and have your system back up and running in as quickly as 4 hours after the automated alert service notifies the hardware vendor of a problem.

If there is a total system failure or corruption of your database, our team will reinstall the applications and restore the database backup from your last archive. This will require a mutual effort with our support staff and your IT staff to facilitate any necessary direct access to the server in the case of a hardware failure.

In addition, TAC 10 will provide installation guides for the agency to reinstall the web server, application services and any configuration required to install our solution from the backup installation files we will place at a designated network location.

PROJECT IMPLEMENTATION METHODOLOGY

The summary points are listed on Page 5 of Attachment A (RFP Page 34) under TAB 3.

More detailed supporting information is shown below.

Please note: Any company can write up a formal implementation methodology, but it is one thing to promise these things, and quite another to actually deliver on those promises. What you see in this section is a way of life for TAC 10 which we apply to all projects. We deliver on these promises, and we can prove it. Our track record speaks for itself.

TAC 10 Implementation Stages: The following is a brief narrative description of each project stage:

STAGE 1 - COLLABORATION

Purpose/Objective: Information gathering, planning, decision making, design and documentation.

The TAC 10 team will collaborate with WVIBRS staff to finalize the work plan and learn as much as we can about how you do business, the challenges you face, the things you would like to change and the things you want to remain the same. Your agency has developed many workflow processes as well as protocol and procedures that pertain to the “landscape” within which you work. With the implementation of a new system, some of the processes can be re-designed for better efficiency, and others may need to remain the same for day-to-day operations to continue to flow smoothly. The TAC 10 project team will work with you, analyze your current workflow processes and determine how the TAC 10 Software can be configured and adapted for maximum effectiveness.

The information discovery and decisions that are made during this stage will be documented in detail. The TAC 10 solution provides for user-friendly configuration of our software involving screen layout, workflow rules, reporting and searching. Our team will utilize the TAC 10 application system and its configuration utility as a collaborative design tool during initial meetings to apply business configuration and workflow adjustments as they are developed. The documentation prepared during this stage will be reviewed and approved by your agency.

Primary Activities:

- Project kickoff meeting.
- Business analysis meeting.
- Information gathering.
- Preparation of project documentation.

Agency Input: Critical inputs to this stage include:

- Agency project manager and administrative personnel to participate in product review sessions to determine system configuration requirements.
- Data conversion information - sample files and file layout definitions.
- Reporting – copies of current reports required in your new system.

Where: The Collaboration stage takes place at TAC 10 Headquarters via remote connection with your team.

Output: TAC 10 will generate the following documentation in an updated work plan:

- Project Schedule with specific dates
- System Requirements Confirmation – Formal written review of RFP Attachment B: Mandatory Specifications Checklist.
- Data Conversion Development Plan
- Training Plan
- Go Live Plan

STAGE 2 - CONFIGURATION AND DATA CONVERSION

Purpose/Objective: To take what we learn from Stage 1 and apply it to your software. Our Installation Team will begin a full staging of your software at TAC 10 Headquarters. Interactive follow-up meetings will be scheduled to allow your project manager to review and approve progress.

Data conversion will begin in this phase as well. TAC 10 begins work on Data Conversion very early in the project management process to provide relevant data for staging, testing, review and training. This approach provides ample time to address and overcome any risks or issues that arise before the system goes live, making for a smooth transition upon implementation. Our data conversion staff has over 30+ years experience in converting legacy data from legacy platforms, and we have successfully converted Crisnet NIBRS repository data twice previously.

Primary Activities:

- Software setup and configuration
- Data conversion
- Configuration/data conversion review

Agency Input: Critical inputs to this stage include:

- Configuration support - Interactive collaboration with your project team and decision makers as TAC 10 implements configurations and presents them for your review.
- Data conversion support – Data validation will be needed from your agency as we develop and test your data conversion.

Where: Stage 2 takes place primarily at TAC 10 Headquarters where additional configuration and development work are executed. There will be several follow-up meetings with your project team.

Output:

- Completed configuration
- Completed data conversion
- Completed functional walk thru with WVIBRS project team
- Agency acceptance

STAGE 3 – SOFTWARE STAGING AND INSTALLATION

Purpose/Objective: To install a staging environment at the agency for testing, training and future maintenance and to complete a production installation and perform an end-to-end test of the entire production system.

During collaboration TAC 10 will stage your software on our hardware at TAC 10 Headquarters. This staging environment will be used for initial configuration and data conversion development and testing. Your IT group will complete hardware/network setup at your location in preparation for your staging and production installations.

Once your hardware and network are set up, TAC 10 will work with your technical team to install your software in a staging environment. This environment will be used for testing, training and future system maintenance. The staging environment is not only useful during initial project implementation but also on an ongoing basis as a valuable customer support tool. It provides an environment where these activities can occur without interrupting the work occurring in your production or “live” environment. Initially, during project launch, this installation will be updated periodically to contain configurations, as well as a sample of converted data to be used for testing and training.

Upon receiving acceptance of our configuration and development from your project team, TAC 10 will perform installation of the entire solution across your organization, including your production servers, workstations and laptops. An end-to-end test of the entire solution is performed by our technical team. Any issues arising from testing will be addressed quickly.

Our technical team will work with your IT staff to prepare the training environment and set up all the appropriate data that will be utilized during the training sessions.

Primary Activities:

- Configuration/development staging installation at TAC 10
- Staging installation in Charleston on your server
- On-site agency production installation, testing, installation acceptance, IT review/training
- Setup of training environment

Agency Input: Critical inputs to this stage include:

- Hardware/network setup – Agency IT staff should complete the setup of staging and production environments.
- Installation/testing support – Agency IT staff supports as needed to assist with installation/testing.
- Technical review/training – Agency IT staff availability for network/system review and training.
- Training environment set-up – Agency IT staff should set up training environment per training plan.

Where: This stage takes place at both at TAC 10 Headquarters and on site in Charleston.

Output:

- Completed installation of staging system at TAC 10 Headquarters
- Completed setup of agency hardware/network
- Completed installation of staging system at your agency
- Completed installation of production system at your agency
- Completed technical setup of training environment

STAGE 4 - TRAINING

Purpose/Objective: To complete on-site training for all appropriate agency personnel.

TAC 10 employs a hands-on, scenario-based training methodology with scenarios provided by your agency during the collaboration stage.

Many different approaches can bring about a group of well trained users. TAC 10 will work with your agency to develop a training plan that is the best fit for you. For purposes of developing a project plan, our proposal includes the following recommendations:

- TAC 10 will provide training early in the project as we train project team members to assist with collaboration activities.
- TAC 10 will train your technical staff when the software solution is installed at your location.
- TAC 10 will team with your project team to provide end user training for any other end users who will be utilizing the software.

Primary Activities: Training for your system administrator(s) and all end users

Agency Input: Critical inputs to this stage include:

- System Administrator availability – must be available to receive training as outlined in the training plan.
- User availability – must be available for training sessions as outlined in the training plan.
- Training environment availability – Your completed training environment must be available.

Where: This stage primarily takes place on site at your agency.

Output:

- A well educated system administrator
- A well educated team of users
- User documentation

STAGE 5 – GO LIVE

Purpose/Objective: To support your agency during transition from your current system to your new TAC 10 system. Our trainer will be on site at your agency and will remain on site through Go Live. When questions and issues arise, our team will be immediately available to help with answers and solutions.

Primary Activities:

- Final on-site production testing
- Final data conversion
- Transition to new system and Go Live cutover

Agency Input: Critical inputs to this stage include:

- Project team project manager availability – Continuous involvement by your Project Manager will be critical to the success of your transition.

Where: This stage takes place primarily on site at your agency.

Output:

- A group of functioning users
- A complete, functioning system
- User feedback

STAGE 6 – SOFTWARE REFINEMENT

Purpose/Objective: To fine-tune functionality based on feedback from your team. Both teams will review user feedback and develop configuration solutions and priorities. TAC 10 will implement configurations as agreed.

Primary Activities:

- Review user feedback from Go Live Stage
- Determine configuration refinements required for acceptance
- Implement configuration refinements

Agency Input: Critical inputs to this stage include:

- Agency user feedback
- Agency approval of required configuration changes

Where: This stage takes place both at your agency and at TAC 10 Headquarters.

Output: Implementation of changes and configurations and completed user acceptance documentation

STAGE 7 – IMPLEMENTATION COMPLETION AND ACCEPTANCE

Purpose/Objective: Our Project Manager will perform a post project review meeting with your project team to conduct an audit of all project deliverables. Any outstanding items or adjustments will be addressed by our team to ensure formal acceptance.

Primary Activities:

- Post project review meeting
- Audit of project deliverables
- Implementation acceptance

Agency Input: Critical inputs to this stage include:

- Agency project team availability - Our project manager will conduct a project review meeting with your entire project team.

Where: This stage primarily takes place at TAC 10 Headquarters

Output: Implementation Acceptance

Following implementation acceptance, your primary communication point will transition to our Customer Support team. TAC 10 will assign Customer Support personnel to WVSP prior to beginning the project. By working closely with your staff during project implementation, our Customer Support personnel will be able to understand the intricacies of your agency and your technical environment. This approach allows us to provide a superior level of ongoing support to our customers.

STAGE 8 – ONGOING MEETINGS FOLLOWING SYSTEM ACCEPTANCE

As part of our regular meetings during the first year, there is often a project component involved depending on the agency's needs. Our project isn't done if your needs change or evolve over time.

Purpose/Objective: Our Repository Customer Support Team will schedule ongoing project team meetings as a part of your ongoing Customer Service support.

Primary Activities:

- Early on, system use assistance for your users.
- Assistance with adjustments to system set-up
- Down the line, TAC 10 suggestions for work flow improvements to maximize system capabilities

Agency Input: Critical inputs to this stage include:

- Feedback with operational questions
- Ideas for improvement of system configuration
-

Where: This stage takes place via conference calls.

Output: Resolving priority issues, maintaining strong communication channels and increasing ongoing customer satisfaction.

1. PURCHASING AFFIDAVIT

A signed, notarized affidavit is included as **Exhibit B**.

2. REGISTRATION

TAC 10, Inc. is properly registered with the West Virginia Purchasing Division and has paid the \$125 fee.

Acknowledgment from the State of West Virginia, Department of Administration, Purchasing Division is included as **Exhibit C**.

3. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES

In accordance with West Virginia Code §5A-3-37, TAC 10, Inc. is hereby identifying itself as a Small Business under the definition stipulated on form WV-1A:

Small Business [2] means a business, independently owned or operated by one or more persons who are citizens of the United States or noncitizens who are in full compliance with United States immigration law, which, together with affiliates, has two hundred fifty or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

Other Federal Designations

Additionally, TAC 10 represents that this enterprise is a small business as defined by the Code of Federal Regulations, Title 13, Part 121, as appended. TAC 10 is also a Veteran Small Business Ownership.

Acknowledgment from the State of West Virginia, Department of Administration, Purchasing Division is included as **Exhibit D**.

4. VENDOR PREFERENCE CERTIFICATE

TAC 10, Inc. has been approved by the Purchasing Division as a certified small business and has included the Vendor Preference Certificate as **Exhibit E**.

5. EXHIBIT F: Solicitation Page

6. EXHIBIT G: Addendum Acknowledgement Form

7. EXHIBIT H: Request for Proposal Signature Page

8. CERTIFICATE OF INSURANCE

Prior to contact award, if TAC 10 is the apparent successful bidder, we will gladly furnish proof of insurance as stipulated on page 000011 under General Terms and Conditions.

RFQ No. DPS1411STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT**

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:Vendor's Name: TAC 10, Inc.Authorized Signature: Mark DeGroote

Mark DeGroote

Date: 10/28/13State of IowaCounty of Black Hawk, to-wit:Taken, subscribed, and sworn to before me this 28 day of October, 20 13.My Commission expires February 22, 20 14.**AFFIX SEAL HERE****NOTARY PUBLIC**Terese M. Kampman

Purchasing Affidavit (Revised 07/01/2012)



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
POST OFFICE BOX 50130
CHARLESTON, WEST VIRGINIA 25305-0130
10/18/2013

MARK WOODERSON
TAC 10 INC
1005 TECHNOLOGY PKWY

CEDAR FALLS IA 50613

THIS IS TO CONFIRM RECEIPT OF YOUR VENDOR REGISTRATION FEE. PAYMENT OF THE FEE ENABLES YOU TO PARTICIPATE IN THE PURCHASING DIVISION'S COMPETITIVE BID PROCESS AND ENTITLES YOU TO A ONE-YEAR SUBSCRIPTION TO THE WEST VIRGINIA PURCHASING BULLETIN. A NEW ISSUE OF THE WEST VIRGINIA PURCHASING BULLETIN IS POSTED ON OUR WEB SITE EACH WEEK. BID OPPORTUNITIES ESTIMATED AT \$25,000 OR MORE ARE ADVERTISED IN THIS PUBLICATION. WE ENCOURAGE YOU TO LOG ON AND VIEW THE BULLETIN EVERY FRIDAY SO AS NOT TO MISS IMPORTANT BIDDING OPPORTUNITIES. OUR WEB ADDRESS IS:

[HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE](http://www.state.wv.us/admin/purchase)

IN ORDER TO ACCESS THE WEST VIRGINIA PURCHASING BULLETIN, YOU WILL NEED YOUR VENDOR NUMBER, GROUP NUMBER (IF ANY), AND YOUR PASSWORD WHICH ARE PRINTED BELOW. YOUR ACCESS WILL BECOME EFFECTIVE ON THE FIRST MONDAY AFTER 10/18/2013, STATE HOLIDAYS EXCLUDED.

HELPFUL TIPS: YOUR COMPUTER-GENERATED VENDOR NUMBER BEGINS WITH AN ASTERISK, BUT DO NOT USE THE ASTERISK WHEN LOGGING IN. ALSO, OUR LOGIN SCRIPT IS CASE SENSITIVE. THEREFORE, IF YOUR VENDOR NUMBER CONTAINS A CHARACTER LIKE A, B, OR C, PLEASE TYPE IT IN UPPER CASE.

IF YOU HAVE QUESTIONS, FEEL FREE TO CONTACT US AT 304-558-2311 OR JEANNE.B.BARNHART@WV.GOV. THANK YOU.

SINCERELY YOURS,



VENDOR REGISTRATION

VENDOR NUMBER : *A18134909
GROUP NUMBER :
PASSWORD : C189064

Exhibit C

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
POST OFFICE BOX 50130
CHARLESTON, WEST VIRGINIA 25305-0130
10/18/2013

MARK WOODERSON
TAC 10 INC
1005 TECHNOLOGY PKWY

CEDAR FALLS IA 50613

THIS IS TO NOTIFY YOU THAT YOUR REQUEST FOR CERTIFICATION AS A SMALL BUSINESS, A WOMEN-OWNED BUSINESS, OR A MINORITY-OWNED BUSINESS HAS BEEN APPROVED ON THE BASIS OF YOUR REPRESENTATIONS THAT THE VENDOR NAMED ABOVE MEETS THE DEFINITION OF A SMALL BUSINESS, A WOMEN-OWNED BUSINESS, OR A MINORITY-OWNED BUSINESS AS SET FORTH IN THE WEST VIRGINIA CODE OF STATE RULES 148-22-1, ET SEQ. THIS CERTIFICATION BECOMES EFFECTIVE:

10/18/2013

AND SHALL AUTOMATICALLY EXPIRE WITHOUT NOTICE TWO YEARS AFTER THE EFFECTIVE DATE UNLESS REVOKED BY THE PURCHASING DIRECTOR OR UPON EXPIRATION PURSUANT TO CSR 148-22-8. TYPE OF CERTIFICATION:

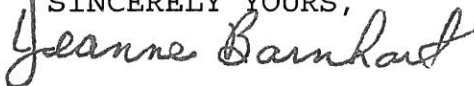
SMALL

TO MAINTAIN CERTIFICATION WITHOUT LAPSE, A CERTIFIED BUSINESS SHALL APPLY TO RENEW ITS CERTIFICATION AT LEAST 60 DAYS PRIOR TO THE END OF THE TWO-YEAR CERTIFICATION PERIOD. COMPLETE RENEWAL INSTRUCTIONS, RECERTIFICATION FORMS, AND A LIST OF ALL CERTIFIED BUSINESSES ARE AVAILABLE ONLINE AT:

[HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE/VENDORREG.HTML](http://www.state.wv.us/admin/purchase/vendorreg.html)

IF YOU HAVE QUESTIONS, CONTACT THE PURCHASING DIVISION AT 304-558-2306.

SINCERELY YOURS,



VENDOR REGISTRATION

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

2. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

3. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

4. **Application is made for 5% resident vendor preference for the reason checked:**

____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**

X _____ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: TAC 10, Inc.

Signed: 

Mark DeGroote

Date: 10/28/13

Title: President



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER
DPS1411

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
TARA LYLE
304-558-2544

RFQ COPY

TYPE NAME/ADDRESS HERE

V
E
N
D
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R

TAC 10, Inc.
1005 Technology Pkwy
Cedar Falls, IA 50613

S
H
I
P
T
O

WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309 304-746-2141

DATE PRINTED
10/03/2013

BID OPENING DATE: 10/30/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		099-00-01-001		
SOFTWARE FOR THE UNIFORM CRIME REPORTING REPOSITORY						
REQUEST FOR PROPOSAL						
THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WV STATE POLICE, IS SOLICITING PROPOSALS TO REPLACE THE UNIFORM CRIME REPORTING REPOSITORY SOFTWARE FOR THE WV STATE POLICE, PER THE ATTACHED SPECIFICATIONS.						
ATTACHMENTS INCLUDE:						
1. DPS1411 REQUEST FOR PROPOSAL						
2. ATTACHMENT A VENDOR RESPONSE SHEET						
3. ATTACHMENT B MANDATORY SPECIFICATION CHECKLIST						
4. ATTACHMENT C COST SHEET						
***** THIS IS THE END OF RFQ DPS1411 ***** TOTAL:						
Exhibit F						

SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	319-433-7500	11/15/13
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President	27-2691407	

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: DPS1411

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

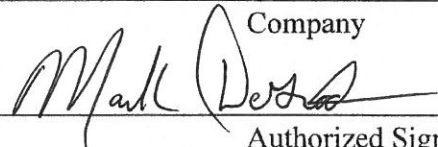
(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

TAC 10, Inc.

Company



Authorized Signature

11/15/13

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

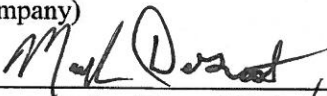
REQUEST FOR PROPOSAL
West Virginia State Police – DPS1411

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By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

TAC 10, Inc.

(Company)

 President
(Representative Name, Title) / Mark DeGroote

319.433.7500 / 319.553.0280

(Contact Phone/Fax Number)

10/28/13

(Date)