

Invitation to Bid Proposal Prepared for:

State of West Virginia  
Division of Natural Resources  
Law Enforcement Section

In Response to  
RFQ Solicitation Number: CRFQ 0310 DNR 1500000040  
Law Enforcement Records Management Software  
Solution with Vendor Hosting



Prepared by:



**Optimum**Technology

Optimum Technology, Inc.  
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02/25/15 10:46:59  
WV Purchasing Division

**Due On: February 25, 2015  
1:30 p.m. (EST)**

STATE 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 exceed 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: OPTIMUM TECHNOLOGY, INC

Authorized Signature: [Signature] Date: 02/20/2015

State of Ohio

County of Delaware, to-wit:

Taken, subscribed, and sworn to before me this 20 day of February, 2015.

My Commission expires 11-20, 2018.

**AFFIX SEAL HERE**

**NOTARY PUBLIC** [Signature]

*Purchasing Affidavit (Revised 07/01/2012)*



JAMES THOMPSON  
Notary Public, State of Ohio  
My Comm. Expires 11-20-2018  
Recorded in Franklin County

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: DNR1500000040**

**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 type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input 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 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.

OPTIMUM TECHNOLOGY, Inc  
Company

  
Authorized Signature

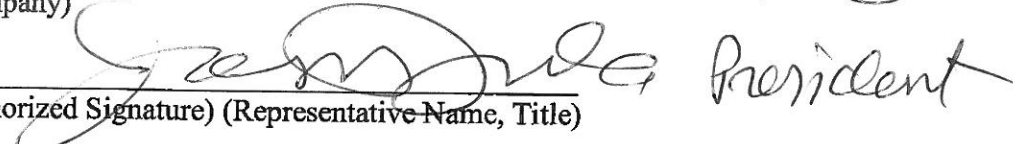
02/19/2015  
Date

**NOTE:** This addendum acknowledgment should be submitted with the bid to expedite document processing.  
Revised 6/8/2012

**CERTIFICATION AND SIGNATURE PAGE**

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

OPTIMUM TECHNOLOGY, Inc  
(Company)

 President  
(Authorized Signature) (Representative Name, Title)

614-785-1110 / 785-1114, 2/19/15  
(Phone Number) (Fax Number) (Date)



**Software Attachment**

Attachment

PO#:

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

*[Handwritten Signature]* 02/19/15  
Signature Date

President  
Title

Optimum Technology  
Company Name

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Agency/Division

**AGREEMENT ADDENDUM FOR SOFTWARE**

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Fees for software licenses, subscriptions, or maintenance are payable annually in advance. Payment for services will be in arrears.
6. **INTEREST** - Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.
7. **NO WAIVER** - Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **FEES OR COSTS** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision in the agreement limiting the Vendor's liability for direct damages is hereby deleted. Vendor's liability under the agreement shall not exceed three times the total value of the agreement. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination. In such event, Agency will not be entitled to a refund of any software license, subscription or maintenance fees paid.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to purchase insurance for Vendor's property is deleted. The State of West Virginia is insured through the Board of Risk and Insurance Management, and will provide a certificate of property insurance upon request.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

**ACCEPTED BY:**

**STATE OF WEST VIRGINIA**

**VENDOR**

Spending Unit: \_\_\_\_\_

Company Name: Sophium Technology

Signed: \_\_\_\_\_

Signed: [Signature]

Title: \_\_\_\_\_

Title: President

Date: \_\_\_\_\_

Date: 02/19/15

# State of West Virginia 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 Vendor Preference, if applicable.

**1. Application is made for 2.5% 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% 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% 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% 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% 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% 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.**

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: OPTIMUM Technologies

Signed: [Signature]

Date: 02/19/15

Title: President

**Law Enforcement Records Management Software Solution  
Pricing Page**

<u>Description</u>	<u>Quantity</u>	<u>Unit Price</u>	<u>Amount</u>
Client Licenses	7	5,000. <sup>00</sup>	35,000. <sup>00</sup>
Installation	1	—	included
Training	1	—	included
Custom Programming for License Revocations	1	25,000. <sup>00</sup>	25,000. <sup>00</sup>
Vendor Hosting - Year 1	1	36,000. <sup>00</sup>	36,000. <sup>00</sup>
<b>SUBTOTAL A</b>			96,000. <sup>00</sup>

<u>Description</u>	<u>Quantity</u>	<u>Unit Price</u>	<u>Amount</u>
Vendor Hosting/Software Support - Year 2	1		50,000. <sup>00</sup>
(To be added via change order after the first year)			<b>SUBTOTAL B</b>
			50,000. <sup>00</sup>

<u>Description</u>	<u>Quantity</u>	<u>Unit Price</u>	<u>Amount</u>
Vendor Hosting/Software Support - Year 3	1		50,000. <sup>00</sup>
(To be added via change order after the second year)			<b>SUBTOTAL C</b>
			50,000. <sup>00</sup>

<b>TOTAL COST</b>			196,000. <sup>00</sup>
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Award will be based on low bid of TOTAL COST.

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## Transmittal Letter

February 24, 2015

Mr. Dean Wingerd  
Dean.c.wingerd@wv.gov  
Purchasing Division  
2019 Washington St E  
Charleston, WV 25305

RE: CRFQ No: 0310 DNR1500000040 Law Enforcement Records Management System

Dear Mr. Wingerd,

On behalf of Optimum Technology, I am pleased to provide this transmittal letter as a part of our response to the Request for Quote No. DNR1500000040. Optimum has been a proud supplier of Law Enforcement applications since 1997. We have also provided Narcotics Control related applications to Public Sector entities across USA since 2002. Optimum is pleased to offer a solid and rapid solution and implementation for the West Virginia Department of Natural Resources Law Enforcement Records Management System.

Optimum Technology has a long and distinguished track record of service to more than 20 local, state and federal government agencies. Optimum provides management and IT consulting, software development, software products and technology integration services to help government agencies bridge the gaps between people, processes, and technologies. Throughout our 30-year history, we have worked with law enforcement and state health and human services organizations and have earned a reputation for quality, trust and partnership.

We are proud to offer the Optimum RMS to meet the needs of the West Virginia Department of Natural Resources. Optimum Technology's Law Enforcement Records Management System is used by over 400 small and medium sized agencies. Optimum has been in the public safety business for over 15 years. Our Optimum RMS was recently updated to .Net 4.0 Technology and will exceed the requirements and expectations of the West Virginia Department of Natural Resources.

Optimum's Certified Tier IV data center, which will host the Department of Natural Resources Law Enforcement Records Management System, provides 99.999% network uptime with multiple IP carriers as well as redundant power. The data center houses CJIS compliant systems for multiple organizations. Optimum's data center currently hosts protected information for eleven (11) states and one (1) territory.

The Department of Natural Resources Law Enforcement Records Management System, once supported by Optimum Technology, will be available 24 hours a day, 7 days per week, and 365 days per year, exclusive of pre-scheduled maintenance (pre-approved by the client).

In addition to our base RMS offering, Optimum will provide at no cost our Smart RMS application that allows for offline reporting and later upload to the central hosted server.

In addition to the RMS application, Optimum Technology developed the Ohio Law Enforcement Gateway (OHLEG) for the state of Ohio in 2006. Optimum continues to provide system enhancements and



maintenance for the Ohio Attorney General. OHLEG was the first statewide search engine in the nation that allowed law enforcement to share disparate records management systems. OHLEG also provides law enforcement single sign-on access to multiple data sources including sex offender records, computerized criminal history, corrections data, driving records and photos and facial recognition. This system has been instrumental in helping Ohio law enforcement to solve several high profile cases.

There are currently over 1,000 agencies with 20,000 users registered on the OHLEG from Ohio local and state law enforcement and criminal justice agencies. Federal agencies and law enforcement from other states also access the system daily. The average number of daily searches is approximately 10,000. Recent enhancements have included a rewrite of the original search engine and enhanced sharing of data between the Ohio Attorney General and the Ohio Supreme Court's data sharing system.

Optimum Technology's team employs a diversity of skills to deliver the best software solution and technical assistance available. Our seasoned team of nearly twenty (20) staff members will work together to create a solution tailored to your needs.

We will create superior training using multiple print and multimedia formats to ensure that users will easily learn how to use the system. Our service oriented Support Analysts are extremely knowledgeable, and take pride in making the user experience positive for both the program staff and end users. The full support team will be available throughout each phase of the contract to assist all system users as the product grows and evolves.

Optimum Technology will provide a copy of its licensing terms and conditions upon award of a contract.

Optimum looks forward to this opportunity to partner with The WV Department of Natural Resources in the development and support of the Law Enforcement Records Management System. It is with 30 years of IT experience and the deepest experience in the law enforcement domain that Optimum Technology, Inc. formally submits a thorough and detailed response to the state of West Virginia. I encourage you to contact me or my associates for any additional information you may need to support our proposal.

As the President and CEO of the company, I will be the principal contact as well as the authorized signatory for this contract. My contact information is listed below:

Respectfully Yours,

A handwritten signature in black ink, appearing to read 'Josh M. Davda'.

Josh M. Davda  
President and CEO  
Optimum Technology  
100 E Campus View Blvd., Suite 380  
Columbus, Ohio 43235  
Tel: 614-785-1100 ext. 112, Email: Josh@otech.com



## Optimum RMS Overview

### Product Overview

The Optimum RMS software is built with Microsoft's advanced state-of-the-art technologies to provide a modern feature-rich solution for the law enforcement community. The RMS software was redesigned and rewritten from the foundation / data access layer to the user interface as recently as 2012 in order to achieve the best performance with excellent user experience. The current architecture and technology of the software makes Optimum RMS one of the most scalable, flexible and high-performing RMS applications in the current market.

The Optimum RMS suite of applications consists of the following primary modules:

- Optimum Web RMS – A web-based hosted portal
- Optimum Windows RMS – An offline windows Desktop application
- Optimum Call Records – Windows Desktop application

### Optimum Web RMS

Optimum Web RMS is a web-based portal that is a one-stop application that encompasses all functions of the RMS. Optimum Web RMS is developed using Microsoft .Net framework 4.0, using ASP.Net technology that runs on 64-bit Windows Server. Optimum Web RMS is compatible with multiple modern browsers such as Microsoft Internet Explorer, Mozilla Firefox, and Google Chrome. The web based application also utilizes the AJAX and JSON technology using the jQuery 1.12, KnockoutJS to reduce the server post backs and improve the performance of the portal.

<b>Optimum Web Applications</b>	
<b>Optimum Web RMS</b>	
<ul style="list-style-type: none"> <li>- Data Center               <ul style="list-style-type: none"> <li>○ Incident Module</li> <li>○ Field Interview</li> <li>○ Alerts</li> <li>○ Warrants</li> <li>○ Property Room</li> <li>○ Call records</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Developed in ASP .NET 4.0</li> <li>✓ Supports CSS 3.0</li> <li>✓ Compatible on IE8 or higher, Chrome, Safari, Firefox</li> <li>✓ jQuery, knockoutJS</li> <li>✓ Crystal Reports XI Release 2</li> <li>✓ SQL Server 2012</li> </ul>

- Admin Center
  - o Security Management
  - o Code Management
- Reports Center
  - o Statistical Reports for Incidents and Calls
- Searching capabilities
  - o Advanced Search
  - o Global Quick Search
- NIBRS Module
  - o Extraction Engine
  - o Validation Engine
  - o Submission Engine

### **Optimum Windows RMS**

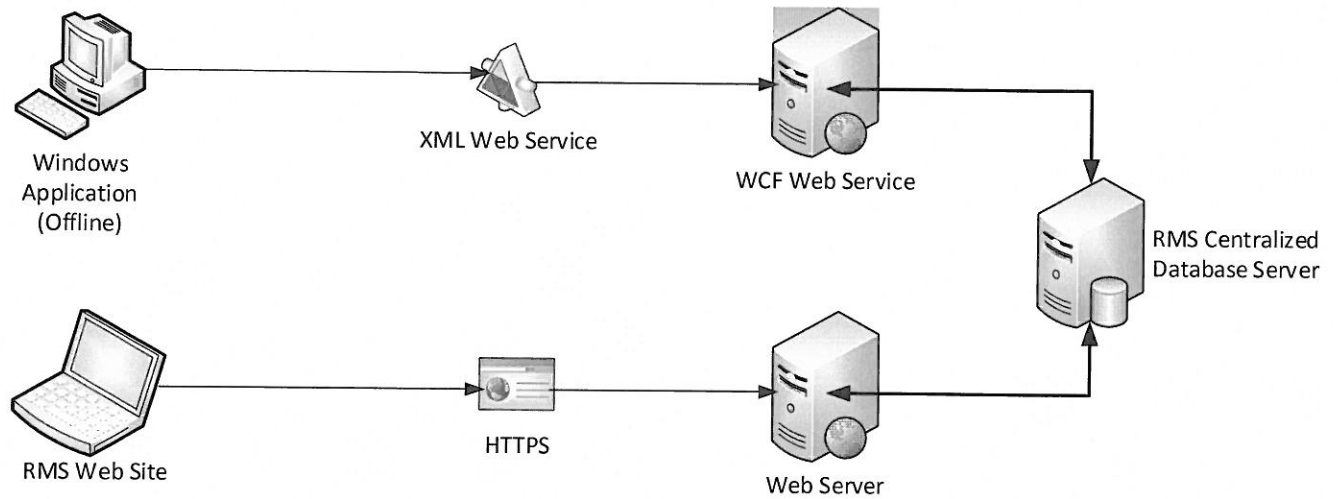
Optimum Windows RMS is a supporting windows application with key RMS modules that allows users to work in an offline mode without the need for a network connection. This application can be installed on 32-bit and 64-bit operating systems with Microsoft Windows XP or higher operating systems. The windows based offline application is developed using Microsoft .Net framework 4.0, using WPF technology for a rich and interactive graphical user interface. When network connectivity is available, the Windows RMS application seamlessly uploads the data to the centralized database server. The uploaded data will be available for viewing from the Web RMS. **While this has not been requested by the West Virginia Department of Natural Resources, it will be made available at no additional cost, if requested.**

### **Optimum Call Records**

Optimum Call Records is a windows application that allows users to record daily received calls. This is a very light windows client application that has easy-access features and can operate in an offline/online mode. This application can be installed on 32-bit and 64-bit operating systems with Microsoft Windows XP or higher operating systems. The windows based offline application is developed using Microsoft .Net framework 4.0, using WPF technology. **This application may be made available to the West Virginia Department of Natural Resources should it be requested.**

<b>Optimum Windows Applications</b>	
<p><b>Optimum Offline Smart RMS</b></p> <ul style="list-style-type: none"> <li>- Offline Data Entry               <ul style="list-style-type: none"> <li>o Incident Module</li> <li>o Field Interview</li> <li>o Alerts</li> <li>o Warrants</li> </ul> </li> <li>- Server Data Upload</li> <li>- Server Code Sync</li> </ul>	<ul style="list-style-type: none"> <li>✓ Developed in .NET 4.0 framework</li> <li>✓ WPF Framework for User Interface</li> <li>✓ Support for Windows XP SP2 and higher.</li> <li>✓ WCF Web services developed in Microsoft .Net 4.0 for data upload and code sync</li> <li>✓ Support on 64 bit hardware with 32 bit compatibility mode as WOW installation.</li> <li>✓ SQL server 2005 or SQL Server 2008 Express for offline data storage.</li> <li>✓ Data upload process strictly bound to oracle database.</li> </ul>
<p><b>Optimum Offline/Online Call Records</b></p> <ul style="list-style-type: none"> <li>- Seamless support for offline and online operations.</li> <li>- Create and edit calls</li> <li>- Search and filter calls</li> <li>- Print calls and related incidents</li> </ul>	<ul style="list-style-type: none"> <li>✓ Developed in .NET 4.0 framework</li> <li>✓ WPF Framework for User Interface</li> <li>✓ Support for Windows XP SP2 and higher.</li> <li>✓ WCF Web services developed in Microsoft .Net 4.0 for data upload and code sync</li> <li>✓ Support on 64 bit hardware with 32 bit compatibility mode as WOW installation.</li> <li>✓ SQL server 2005 or SQL Server 2008 Express for offline data storage.</li> <li>✓ Data upload process strictly bound to oracle database.</li> <li>✓ Crystal Reports Runtime for VS 2010.</li> </ul>

**System Diagram**



**Figure 1: Optimum RMS System Diagram**

## Key RMS Modules

The Optimum RMS software consists of several core modules built in both web and windows applications.

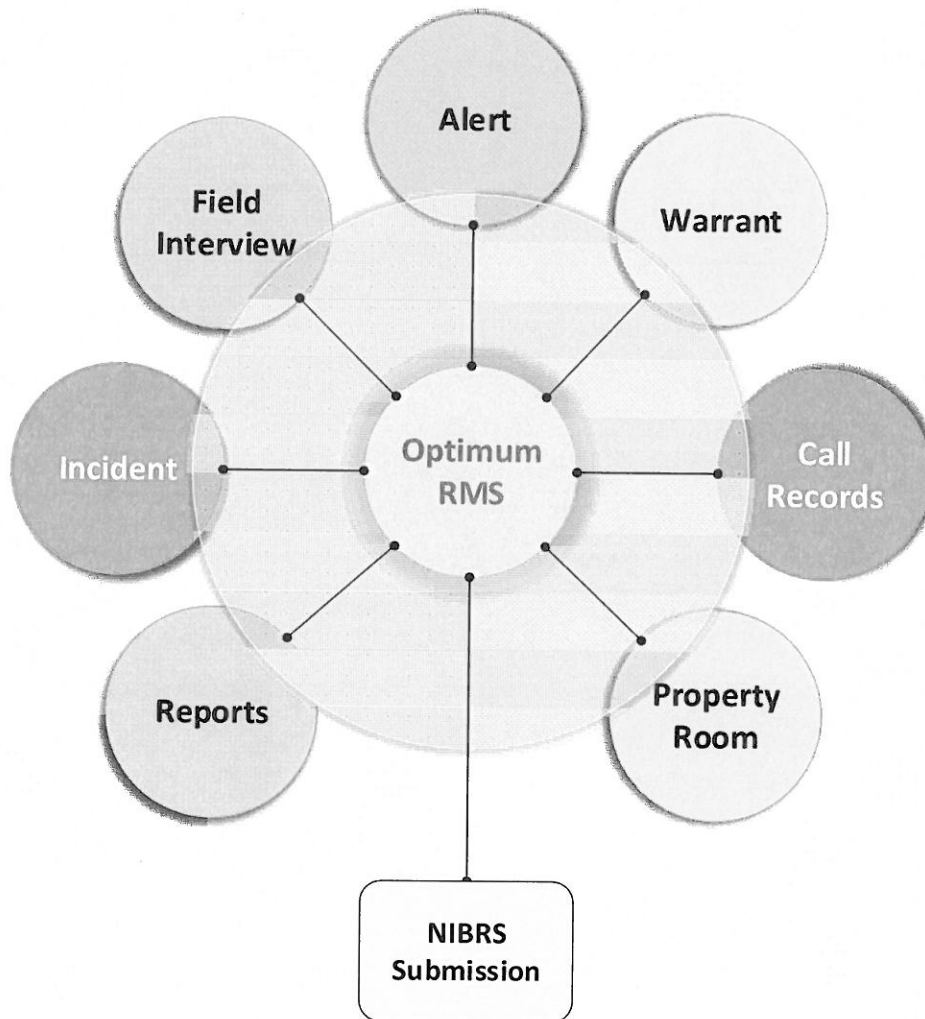


Figure 2: Optimum RMS Modules

Module Name	Description
Incident Module	<i>Users can create an incident with the Offense, Victim, Suspect, Arrestee, Runaway and Missing person, and Witness information. Narratives and Investigative notes can be added to the report. Image files can be attached to all person types and other</i>

*document and pdf attachments can be added to the incident.*

#### Field Interview Module

*User can create field interviews with subject or suspect detail and vehicle information.*

#### Alert Module

*User can create Alerts for signaling officers of a warning, danger or emergency. Alerts can be created for a suspect or subject or for a vehicle. The user can set the urgency, severity and certainty of the alert and can also set an effective and expiry date on the alert. Alerts can be marked as public or private.*

#### Warrant Module

*User can create warrant records from this module. The warrant will include the offense details or probable cause as well as other supporting information.*

#### Call Records Module

*User can create call records with details about callers, narrative for the call, dispatching officer details and other information. The call can then be transferred to an incident with just one click which copies over related details to the incident automatically.*

#### Property Room Module

*The Property Room module allows property room managers to track and maintain evidence room inventory. The key features include maintaining start to finish chain of custody, reports, auditing, and disposal.*

#### Incident Supervisor Review Module

*The Supervisory Review section allows supervisors to view validated incident reports, approve the reports, or provide suggestions on how to improve the report.*

#### Reports Center

*The Reports Center allows the user to generate, view, and save statistical reports by providing search parameters.*

#### Advanced Search

*The Advanced Search feature allows the user to search records with different data elements combining different search parameters.*

#### Global Quick Search

*The Global Quick Search feature allows the user to perform a free-text search for every occurrence of a specific word or phrase stored in the RMS database.*

#### NIBRS Submission Module

*The NIBRS Submission module allows agencies to configure a submission schedule for validated incidents of the agency.*

Optimum intends to implement its product in partnership with the West Virginia Department of Natural Resources. It is understood that some additional development effort will be necessary to assist the West Virginia Department of Natural Resources with points tracking violations. Initial kick-off meetings will serve to confirm all requirements and set the path for the effort going forward. At this time, Optimum staff will work with the West Virginia Department of Natural Resources to determine schedules for software installation in our hosted environment, including installation of our COTS software product prior to requested customizations. Optimum and the West Virginia Department of Natural Resources will complete a thorough review of requirements and required configurations and customizations to develop a complete work plan and finalize the project schedule. It is anticipated that this will be accomplished through a series of meetings and document reviews. Once configuration and custom requirements are defined our programming staff will begin the necessary enhancements working in a rapid development environment to ensure

timely delivery of the final Go Live product. While programming staff complete their efforts the QA and Support teams will develop QA and Test Plan/Scripts, and document requirements for functional and feature testing, integration testing, regression testing, and high-level testing on the Optimum servers. The team will also begin necessary modifications to user documentation to align with the documented configuration and customization changes.



## 3.0 GENERAL REQUIREMENTS

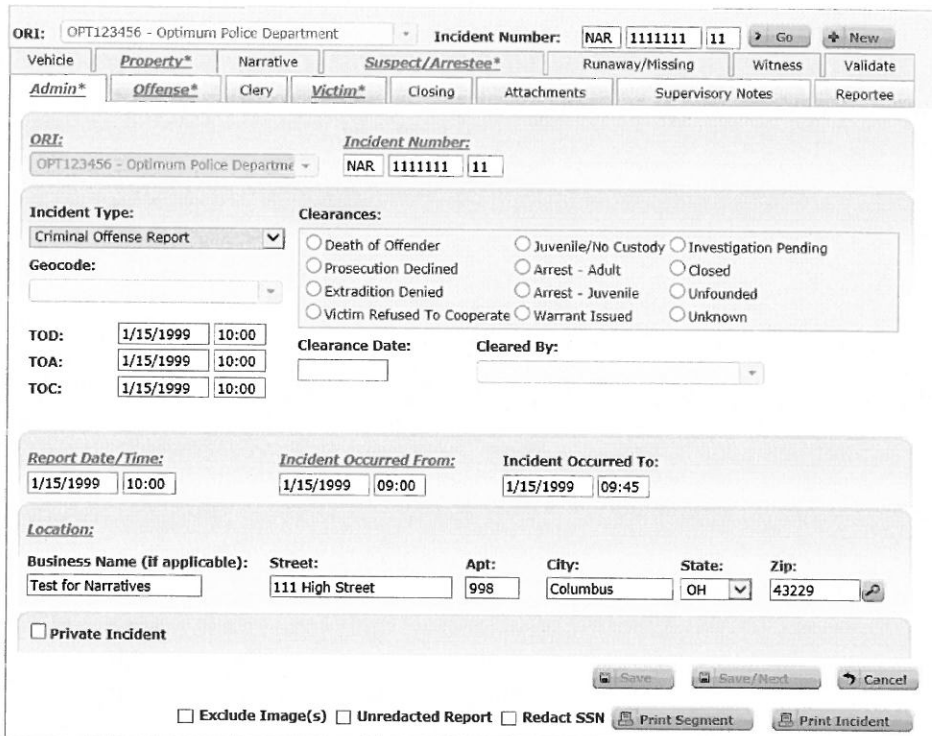
### 3.1 Mandatory Contract Requirements

Optimum Technology's RMS product will meet or exceed all of the requirements below.

#### 3.1.1 Law Enforcement Records Management Software

3.1.1.1. Must be WV NIBRS compliant.

The Optimum RMS is NIBRS compliant. The data extraction process will meet the WVIBRS Reporting specifications as required by the DNR. As seen in Figure 3 below, the Optimum RMS includes all of the required "segments" for NIBRS reporting. Additionally, mandatory fields are highlighted on each screen to assist in meeting the minimum reporting requirements based upon type of offense.



The screenshot displays a web-based form for incident reporting. At the top, it shows the ORI (OPT123456 - Optimum Police Department) and Incident Number (NAR 1111111 11). Below this are several tabs: Vehicle, Property\*, Narrative, Suspect/Arrestee\*, Runaway/Missing, Witness, and Validate. A secondary row of tabs includes Admin\*, Offense\*, Clery, Victim\*, Closing, Attachments, Supervisory Notes, and Reportee. The main form area contains the following sections:

- Incident Type:** A dropdown menu set to "Criminal Offense Report".
- Geocode:** A dropdown menu.
- TOD:** Time of Day, set to 1/15/1999 10:00.
- TOA:** Time of Arrival, set to 1/15/1999 10:00.
- TOC:** Time of Completion, set to 1/15/1999 10:00.
- Clearances:** A group of radio buttons for selecting clearance status:
  - Death of Offender
  - Prosecution Declined
  - Extradition Denied
  - Victim Refused To Cooperate
  - Juvenile/No Custody
  - Arrest - Adult
  - Arrest - Juvenile
  - Warrant Issued
  - Investigation Pending
  - Closed
  - Unfounded
  - Unknown
- Clearance Date:** A text input field.
- Cleared By:** A dropdown menu.
- Report Date/Time:** 1/15/1999 10:00.
- Incident Occurred From:** 1/15/1999 09:00.
- Incident Occurred To:** 1/15/1999 09:45.
- Location:**
  - Business Name (if applicable): Test for Narratives
  - Street: 111 High Street
  - Apt: 998
  - City: Columbus
  - State: OH
  - Zip: 43229
- Private Incident

At the bottom, there are buttons for Save, Save/Next, and Cancel. Below these are checkboxes for Exclude Image(s), Unredacted Report, and Redact SSN, along with Print Segment and Print Incident buttons.

Figure 3: NIBRS Reporting Segments

3.1.1.2 Must be a vendor hosted solution

Optimum Technology offers a vendor hosted solution. The application will be hosted in our CJIS compliant Tier IV data center. Optimum's Certified Tier IV data center, which will host the Commonwealth of Virginia's Disaster Preparedness/Methadone Statewide Data System, which provides 99.999% network uptime with multiple IP carriers as well as redundant power. Optimum's data center currently hosts HIPAA protected information for eleven (11) states and one (1) territory including controlled substance prescription data for the Commonwealth of Virginia's Prescription Monitoring Program.

3.1.1.3 In order to support the WV NIBRS reporting system, the RMS must be capable of producing a separate report for each ORI number.

The Optimum RMS currently produces a separate NIBRS report, in a single file for over 400 Ohio law enforcement agencies. This requirement will be met with no customizations required.

3.1.1.4 Must operate in a multi-user or single user environment with up to seven (7) concurrent users.

The application operates in both multi-user and single user environments for up to seven concurrent users.

3.1.1.5 Must allow supervisor to define user privileges at a file and program level.

The Optimum RMS solution provides supervisors the ability to define user privileges at a granular level using the Security Profile Maintenance section. Security profiles can be created based on user roles such as Administrator, Officer, Detective, etc. Each security profile has specific permissions assigned for access limitations to each program/module/functionality. The privacy level settings will limit access to specific records or files as configured. Privacy levels can be set to limit incident access to just one user, a group of users or all agency users. Please see Figure 4 below. In addition to the ability to define user privileges, the supervisor will have his / her own queue for reviewing status of all reports. Please see Figure

Security Profile Details			
Agency Name: Optimum Police Department		Job Name: Officer	
Portal Functions	Portal Reports	Assigned Users	
Function		Action	Access
Advanced Search		Default	Yes
Agency Maintenance		Default	None
Alerts		Delete	Yes
		View	Yes
		Insert	Yes
Call Mature Codes		Delete	None
		View	Yes
		Insert	None
		Update	None
Call Record Entry		View	Yes
		Update	Yes
		Insert	Yes
		Delete	None
		Unlock	Yes
Call Records Stats			
Call Settings		View	Yes
		Update	None
		Call List Columns	None
Call Status Codes		Delete	None
		View	Yes
		Insert	Yes
		Update	None

Figure 4: Security Screen

Message Center   Admin Center   Data Center   Property Room   Report Center

Home Help ?

**Quick Links**

- Incidents
- Citations
- Sup. Review
- Field Interviews
- Advanced Search
- Global Quick Search
- Pending Properties
- Property Search
- Check Out
- Check In

**Welcome, Test User**  
 You have **58 unread message(s)**, of which **42 are high priority**.  
 You have **11 Alert(s) posted** within your agency

**News**

**Upcoming Release of Records Management Software**  
 The next release of RMS will be scheduled next week.  
[View Complete Post](#)

**Sup. Review - Approved**

NEW-OBMV111-11 approved by Smith, Nick

WRR-121212 approved by User, Test

REP-OFFICER-11 approved by User, Test

PRO-UPL5555-55 approved by User, Test

DET-777777-88 approved by User, Test

**Sup. Review - Rejected**

NEW-OBMV111-11 rejected by User, Test

**Sup. Review - Pending**

SVG-1116 awaiting review

CLY-AUDIT-00 awaiting review

000-111111-22 awaiting review

SVG-11161-11 awaiting review

**Recent Pending Properties**

SVG11161 11 #2 (Negotiable Inst...)

REPOFFICER11 #4 (Jewelry/Preciou...)

CLYDATA 01 #1 (Jewelry/Preciou...)

PROUPL555555 #5 (Sporting Equipm...)

PROUPL555555 #4 (Gambling Equipm...)

**Detective Follow-up**

34-34-34 assigned on 12/12/2014

000-111111-22 assigned on 12/12/2014

SUE-111111-11 assigned on 12/12/2014

CLY-AUDIT-00 assigned on 12/16/2014

FGS-DF54GS assigned on 2/20/2015

Figure 5: Main Screen Displaying Status of Reports

3.1.1.6 Should allow for all coded values to be hidden or visible, based on a dependency to other fields.

This requirement will require configuration with a minimal amount of customization. Optimum will work with WV Department of Natural Resources to finalize exact preferences during final design requirements.

3.1.1.7 Should apply data entry formatting in applicable number fields, i.e. phone number, zip code, social security number, officer identification numbers and citation numbers.

The Optimum RMS provides standard formatting for all required number fields including dates, phone numbers, zip code and social security number fields. The officer identification number and citation number fields are configurable to meet the requirements of WV DNR

3.1.1.8 Should apply single entry, no duplicate data entry. The software should prior to entry automatically give the user the option of determining whether there is a match based on existing data.

Optimum RMS provides several different ways to perform a lookup based on identifier fields to determine if a match already exists in the database. The user is able to lookup using fields such as Person Last Name,

First Name, Date of Birth, Social Security Number, Street Address, City, State or Zip prior to data entry. Depending on the results of the lookup, the user can choose to use the existing record data to avoid duplicate data entry.

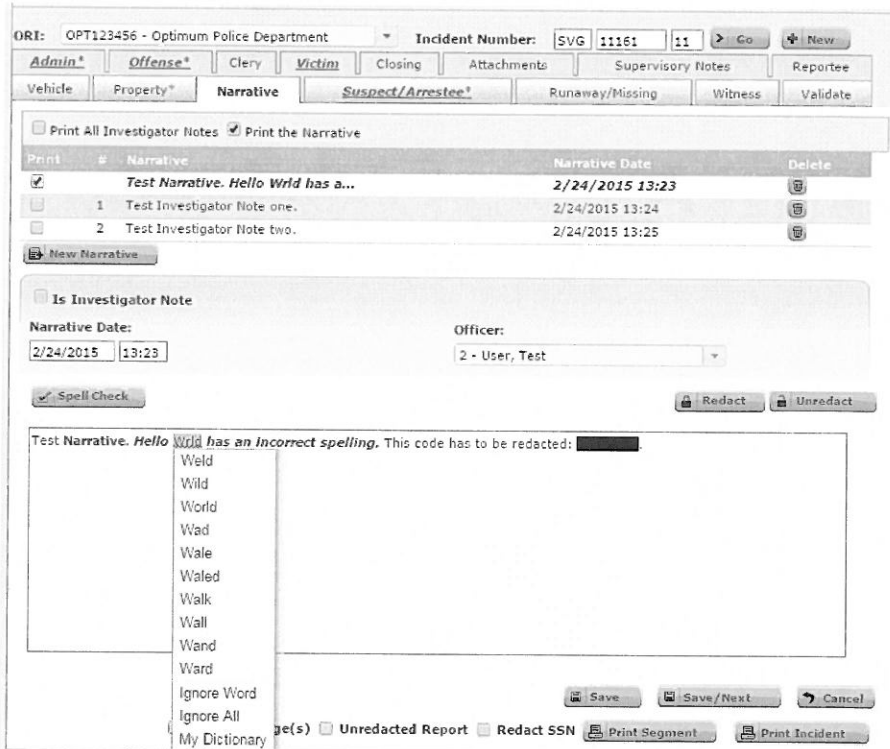
Optimum RMS also provides additional ways to auto-fill information in the reports by using a Driver's License Card Reader interface, Copy Person feature, etc.

### 3.1.1.9 Must provide the ability to enter and query narrative/test fields.

The Optimum RMS provides the ability to enter and query narrative/text fields. The application also allows for the addition of attachments should a narrative be written in Microsoft word.

### 3.1.1.10 Should provide spell check and formatting capability on narrative/text fields.

Optimum RMS provides spell check and formatting capability on narrative / text fields.



The screenshot displays the Optimum RMS interface for entering a narrative. At the top, it shows the ORI (OPT123456 - Optimum Police Department) and Incident Number (SVG 11161). Below this are several tabs: Admin\*, Offense\*, Clery, Victim, Closing, Attachments, Supervisory Notes, and Reportee. The Narrative tab is selected. A table lists existing narratives, including a test narrative and two investigator notes. A 'New Narrative' section is visible, with a 'Spell Check' button checked. The narrative text 'Test Narrative. Hello Wrld has an Incorrect spelling.' is shown, with a redaction box over the word 'Wrl'. A dropdown menu lists suggestions: Weld, Wild, World, Wad, Wale, Waled, Walk, Wall, Wand, Ward, Ignore Word, Ignore All, and My Dictionary. At the bottom, there are buttons for Save, Save/Next, Cancel, Redact, and Unredact.

Figure 6: Narrative with spell check and redaction function

### 3.1.1.11 Must provide validation on data entry

Optimum RMS provides validation on data entry. As demonstrated in Figure 5, the application also provides incident level validation to ensure that the incident meets all requirements for NIBRS submission. This will allow for error free NIBRS reports submitted to the West Virginia State Police.



• This incident is not valid, see validation errors below.

ORI: OPT123456 - Optimum Police Department    Incident Number: NAR 1111111 11    Go    New

Admin*	Offense*	Clery	Victim	Closing	Attachments	Supervisory Notes	Reportee
Vehicle	Property*	Narrative	Suspect/Arrestee	Runaway/Missing	Witness	Validate	

**Supervisors:**

Submit for Supervisory Review

User, Test    Smith, Nick

User, Test

**Validation Errors**

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Segment	Error Message
Admin Segment	ORI Number Invalid: Has to start with OH
Offense Segment	Data Element Type Criminal Activity/Gang Information - Code of J,G,N can only be entered when the offense code is 09A & 09B {Homicide Offenses},100 {Kidnapping/Abduction},120 {Robbery},11A through 11D {Sex Offenses,forcible},13A through 13C {Assault Offenses}
Property Segment	For Loss Code of 7 {Recovered} there has to be a corresponding Loss Code of 5 {Stolen}
Property Segment	Data Element Type Loss Code - no corresponding Loss code of 5 for Loss code of 7

Figure 7: Incident Level Validation

3.1.1.12 Should have the following master indices that correlate and aggregate information in the following areas: people, locations, property, vehicles, boats and organizations. Software should link information contained in master indices, for instance, people to places and people to people. New records should automatically be created if no prior person, vehicle, boat or other data can be found in the master links.

The Optimum RMS includes master indices to correlate and aggregate information on people, locations, property, vehicles, boats and organizations. New records are created if no prior person, vehicle, boat or other data can be found in the master links.

3.1.1.13 Must have a Master Name Index function that links a person to every event. For instance, incident report, arrest report, accident report. A query must return a list of all events in which the person was involved.

The Optimum RMS master name index function links a person to every event including their association with incident reports, arrest reports and accident reports. A query on a person will return a list of events in which the person was involved.

3.1.1.14 Should have the following master indices that correlate and aggregate information in the following areas: people, locations, property, vehicles, boats and organizations. Software should link information contained in master indices, for instance, people to places and people to people. New

records should automatically be created if no prior person, vehicle, boat or other data can be found in the master links.

The Optimum RMS includes master indices to correlate and aggregate information on people, locations, property, vehicles, boats and organizations. New records are created if no prior person, vehicle, boat or other data can be found in the master links.

3.1.1.15 Should have a Master Code and Rule Index function that links points and revocation period associated with convicted charges.

Along with the customizations required under Section 3.2.1, Optimum Technology will customize the Optimum RMS to include a master code and rule index function to link points and revocation periods with convicted charges. Optimum Technology will review specific requirements with WV DNR during project kick-off and design meetings for the customized rules infraction module.

3.1.1.16 Should have a Master Property Index Function that links all property records. Each record is catalogued by property make, model, brand, description and serial number. Any property record should automatically cross-reference records to find potential matches based on property characteristics.

The Optimum RMS includes a master property index that links all property records. Property is catalogued by property make, model, brand, description and serial number. Property is cross-referenced to find potential matches based on property characteristics.

3.1.1.17 Should have a Master Organization Index that contains data about organizations.

The Optimum RMS does include a Master Organization index about organizations.

3.1.1.18 Should be able to recognize the age by date-of-birth to determine if entries are on juveniles and should enable a drop down box if date-of-birth indicate juvenile records to allow user to designate the following dispositions: handled in juvenile court, tried as adult.

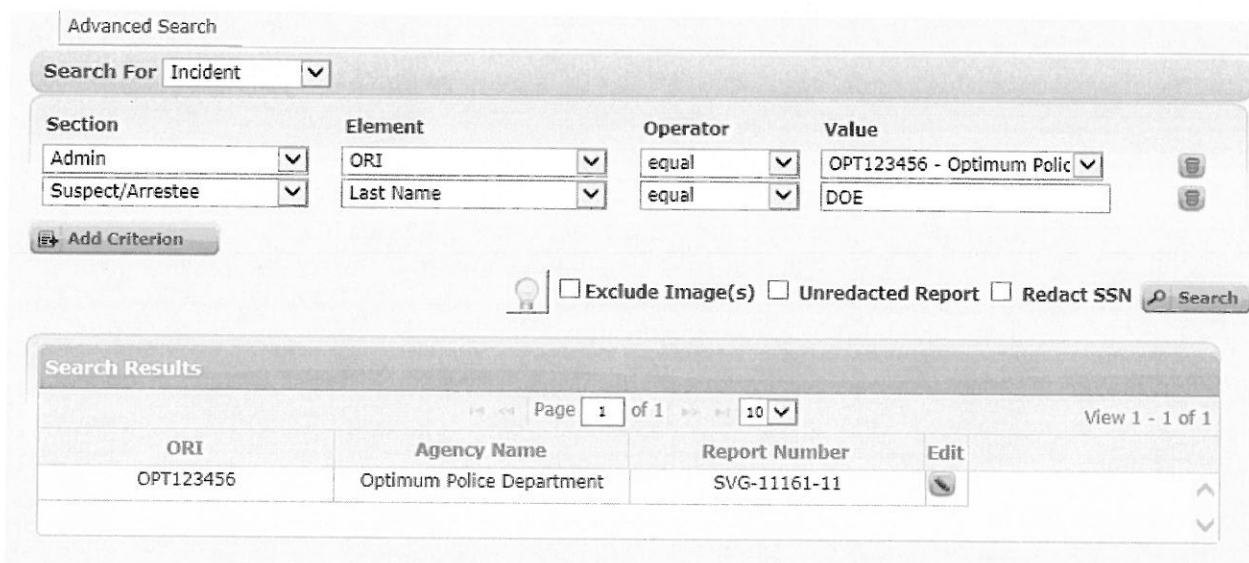
The Optimum RMS does recognize by date of birth if entries are juveniles and will enable a drop down box if date of birth indicates a juvenile record to designate dispositions of handled in juvenile court and tried as an adult.

3.1.1.19 Should allow records to be expunged when ordered by the court.

The Optimum RMS web application has the ability to expunge records when ordered by the court. This ability will be restricted to a very limited set of administrators who have been assigned the rights to delete records. The application also has the ability to seal records. Sealing of records blocks the record from view except in very limited circumstances.

3.1.1.20 Authorized personnel should be able to generate standardized reports and aggregate reports, as well as the ability to query and produce ad hoc reports and the software should provide a tool that can be used to provide any number of ad hoc reports.

This requirement is met. Optimum’s RMS offers a Report Center for statistical reporting giving the user the ability to enter specific search parameters, the Advanced Search Functionality which allows users to search different data elements with specific search parameters and the Global Quick Search which allows the user to perform a free-text search for every occurrence of a specific word or phrase stored in the RMS database. Figures 7 and 8 below provide examples of the Optimum RMS Advanced and Global Quick Search functions. These are just two of the reporting screen examples. The statistical reports screen also provides additional report generation capabilities.



Advanced Search

Search For Incident

Section	Element	Operator	Value
Admin	ORI	equal	OPT123456 - Optimum Polic
Suspect/Arrestee	Last Name	equal	DOE

Add Criterion

Exclude Image(s)
  Unredacted Report
  Redact SSN
 Search

Search Results

Page 1 of 1

ORI	Agency Name	Report Number	Edit
OPT123456	Optimum Police Department	SVG-11161-11	

Figure 8: Advanced Search Screen



Global Quick Search Help ?

**Search Results**

Page **1** of 1 10 ▼ View 1 - 3 of 3

Area	Section	Details
Incident	Location	ORI# OPT123456 Incident Number: NEWPATCH1111
Incident	Location	ORI# OPT123456 Incident Number: NEW000000000
Warrant	Warrant Details	ORI# OPT123456 Warrant Number: TUESDAY1

**Search in:**

Incidents  
  Field Interviews  
  Alerts  
  Warrants  
  Call Records  
  Citations

**Keywords:**

All Of ▼

Sounds Like  
  Use Thesaurus  
  Stemming  
  Fuzziness  ▼

**Wildcards:**

\* Matches any number of characters  
 ? Matches a single character  
 = Matches a single digit

Exclude Incident Image(s)  
  Unredacted Report  
  Redact SSN  

Figure 9: Global Quick Search

3.1.1.21 Authorized Personnel should be able to query, retrieve and display information such as date of incident, arrest type and assigned officer.

Authorized personnel will have the ability to query, retrieve and display information such as date of incident, arrest type and assigned officer.

3.1.1.22 Administrative rules should be integrated with the WV DNR Les Records Management Software so that only authorized personnel can designate search and query types. The software should provide ad hoc reporting to allow authorized users to define and create custom reports. Once created, the custom report can be saved and run as a standard report.

Access to the Report Center in Optimum RMS and each individual menu item contained in the Report Center is controlled by permissions assigned in the security profile. This ensures that only authorized personnel can designate search and query types. The software allows authorized users to generate reports with different criteria thereby customize the reports according to their needs. The user can also define and save the generated report for future reference.

3.1.1.23 Authorized personnel should be able to configure the software to meet specific WVDNR Les requirements and needs. Examples of administrative functions include table maintenance, configurations, security and data management.

The Optimum RMS meets the specific WVDNR requirements allowing for table maintenance and configurations as well as security and data management. The Optimum RMS will allow the WV DNR administrator to add/delete users and assign individual security rights for each user. The administrator will also designate the level of authority each user has for system access.

3.1.1.24 The report administrators should have the ability to retrieve reports on users, sortable by names, access level, password age and machine used; report on software use, sortable by user log-in, frequency, total time in system, number of concurrent log-ins, machine used, and duration of time-outs; failed log-ins, sortable by log-in name, number of attempts, date/time of attempt and machine used; subsystem security violations; and alerts, user definable security violations, which in general is an external message to predefined locations.

The Optimum RMS will allow the report administrator the ability to retrieve reports on users that are sortable by name, access level, password age and machine used. These audit trail reports can be produced as frequently as desired by the administrator. The Optimum RMS also provides specifics on potential security violations, failed log-ins and time-outs with specifics on date and time of attempt and the machine used.

3.1.1.25 Should allow tiered access to the information based on passwords and other authentication.

The Optimum RMS allows for tiered access based upon multiple authentication methods.

3.1.1.26 Should include the ability for authorized personnel to define and maintain codes and associated literals for as many data elements as possible.

The Optimum RMS code tables are configurable throughout where possible to allow the agency level administrator the ability to add new codes and associated literals.

3.1.1.27 Should be able to support expungement, sealing or purging of whole and partial records.

Optimum RMS allows authorized users to seal specific arrestee records. The sealed person information will not be visible when an incident record is accessed. The application has the ability to seal single or multiple records at a time based on the user's selection. Authorized administrators are also able to expunge or purge whole and partial records. Record redaction is also available for users to print a redacted or un-redacted version of the incident report based on the purpose.

3.1.1.28 Should flag a record or data elements within a record and indicate why the record or data element is restricted. Authorized personnel should be able to delete a record.

Optimum RMS allows users to flag a record as restricted and also define the group of users that could access the record. Privacy levels are used to restrict the access of a record to just one person or a set of personnel depending on the sensitivity of the record. Authorized users will be able to delete a record as required.

3.1.1.29 Authorized personnel should be given the ability to redact confidential information before a report is released to the public or for general use outside the agency. The software should produce a redacted version of a specific report.

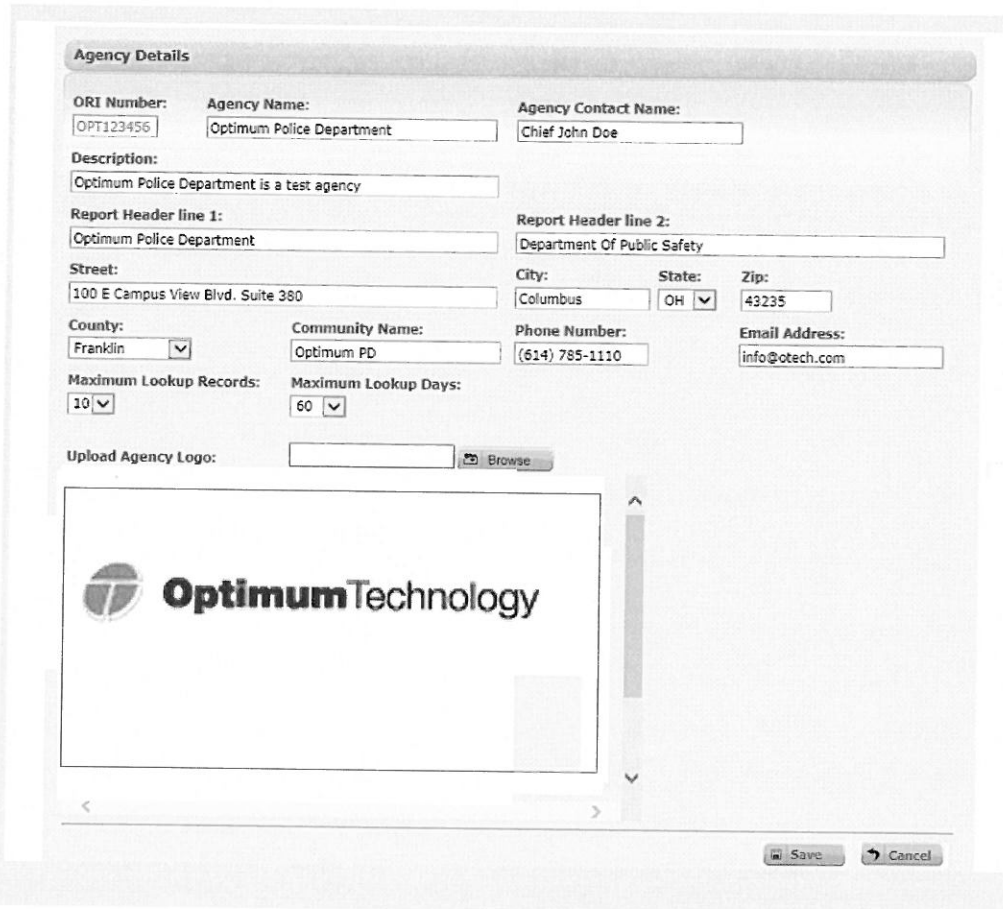
Optimum's RMS does include functionality to facilitate the printing of redacted reports. May require some configuration based upon WV DNR's preferences for information that should not display for redacted reports.

3.1.1.30 Authorized personnel should be provided the capability to display and/or print the database structures to allow access to the database tables through third-party, ad hoc inquiry tools/utilities. Such fields include; field name, database column name, data type, field size, field format, edit or validation criteria, associated code table, default value and description.

Optimum Technology will provide a means for authorized personnel from WV DNR to access the hosted database tables using approved third-party tools/utilities to review/analyze the data structures. For security reasons, this may require WV DNR personnel to establish a VPN connection to the restricted network where the database is hosted by Optimum Technology, Inc.

3.1.1.31 The system administrator should be able to modify the system variables, such as agency and chief's name, ORI, address and phone number. The system administrator should also have the ability to define the conditions under which an alert or notification is issued.

Optimum RMS has an "Agency Maintenance" page that allows the system administrator to modify system variables such as agency and Chief's name, ORI, address and phone number. This page also allows each agency to upload its own agency logo which will be attached to the header of the reports generated by that specific agency users. There is also a provision for agencies to specify the agency name in a two-line format which will be used only for the report header. These enhanced features provides the ability for the agency users to give a customized look and feel for the reports that are generated by each agency. The ability for sending an alert or notification will require customization and can be done fairly quickly after WV DNR confirms the requirements.



**Agency Details**

**ORI Number:** 
**Agency Name:** 
**Agency Contact Name:**

**Description:**

**Report Header line 1:** 
**Report Header line 2:**

**Street:** 
**City:** 
**State:** 
**Zip:**

**County:** 
**Community Name:** 
**Phone Number:** 
**Email Address:**

**Maximum Lookup Records:** 
**Maximum Lookup Days:**

**Upload Agency Logo:**

**Figure 10: Agency Management Screen**

3.1.1.32 Configuration changes that could affect system integrity should be properly flagged with adequate warning to prevent inadvertent damage to the system.

Optimum's RMS will flag configuration changes to warn of inadvertent damage to the system.

3.1.1.33 Software should produce an error report before processing a report or sending to another agency if information was entered incorrectly or missing before moving to the next page.

This requirement is met. The application also highlights all NIBRS required fields.

3.1.1.34 To archive data, authorized users should have the ability to export data from the WVDNR LES Records Management Software to another database.

Users will have the ability to export data from the WV DNR Law Enforcement Records Management system to another database. Optimum will review desired format for export with WV DNR upon project kick-off.

3.1.1.35 Vendor should provide software documentation providing in depth detail for each function/component of the solution.



Documentation and online help will be provided for each function / component of the solution.

3.1.1.36 Vendor should provide training for a minimum of 16 people on all aspects of the software; including but not limited to, forms design and operation aspects. Training should be completed within 30 days of installation and delivery and should be conducted at DNR Law Enforcement Section headquarters at 324 Fourth Ave, South Charleston WV 25303-1228.

Training will be provided as required at a date agreed upon by Optimum Technology and WV DNR.

### 3.2.1 Customization for License Revocation

3.2.2.1 Associated conviction points or accumulation of conviction points within a specified time frame, should be automatically assigned to name per WV Code, rule or court order.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

3.1.2.2 Associated conviction points should be automatically removed from name per time frame associated with WV Code, rule or court order.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

3.1.2.3 Authorized personnel should have the ability to change the number of points associated with a code, rule or court order.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

3.1.2.4 The software should automatically change the number of points associated with the code, rule or court order based on the effective date of the change.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

3.1.2.5 The severity of bear violation convictions is based upon the number of bear convictions within a two-year timeframe. The software should automatically count the number of bear violations convictions, per person, and assign the required hunting and fishing license revocation period.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

3.1.2.6 The number of violations recorded per person should be unlimited.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

3.1.2.7 The software should provide a payment record where the user can record the amount paid, date and time.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

3.1.2.8 Authorized users should have the ability to search a defendant and add additional charges, dates, issuing/arresting officers, dispositions and payment information.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

3.1.2.2 The software should automatically flag authorized users when the hunting and fishing licenses and privileges should be revoked per WV code, rules and court orders.

Optimum Technology certifies this requirement will be met. Exact specifications will be outlined in a detailed requirements document upon completion of the Kick Off and Requirements meeting.

### 3.3.1 Software Support Services/Vendor Hosting

3.3.1.1 The successful vendor must provide Vendor Hosting.

Optimum's Certified Tier IV data center, which will host the Department of Natural Resources Law Enforcement Records Management System, provides 99.999% network uptime with multiple IP carriers as well as redundant power. The data center houses CJIS compliant systems for multiple organizations. Optimum's data center currently hosts protected information for eleven (11) states and one (1) territory.

3.3.1.2 The vendor hosting must include on-site services when required. The vendor must provide a resolution or plan of action within 4 hours of notification from DNR that there is a problem, Monday through Friday from 8 am – 5 pm EST.

Optimum Technology agrees to this requirement. Support will be available from 8 am to 5 pm with access to an emergency support line for calls coming in after 5 pm that require system maintenance

3.3.1.3 The successful vendor must provide remote support with a toll free Help Desk service 24/7.

Optimum Technology will provide remote support with a toll free Help Desk service 24/7.

3.3.1.4 Any maintenance or hosting performed by a third party is solely the successful vendor's responsibility; the successful vendor must be the Agency's single point of contact.

Optimum does not use third party vendors for any system maintenance.

3.3.1.5 Vendor should provide software documentation that provides in depth detail for each function / component of the solution. Documentation provided to the state should cover several areas of usage of the proposed software. These should include, but should not be limited to, User Manuals, Software Design Documents, Database Diagrams, Program Documentation, and Status Reports.

Optimum Technology agrees to provide all required documentation. As a standard for all products, Optimum follows standard project management methodology throughout the course of the project. We will partner with and work closely with WV DNR to review all design documents and database diagrams resulting from this effort. Status reports will be provided bi-monthly from the time of contract signing until go live. Optimum staff will also be available regularly to discuss and plan for potential improvements in our product.