



Review and Assessment of the Oneida County Sheriff's Department CAD/RMS Proposal Evaluation Process

Client Agency

Oneida County Sheriff's Department (OCSD)
Oneida County, Wisconsin

Participating IJIS Institute Staff

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Not applicable

Dates Services Provided

September-October, 2009

Overview of Technology Assistance Request

The Oneida County Sheriff's Department (OCSD) requested assistance from the IJIS Institute in the evaluation process to be used to select their future Computer Aided Dispatch (CAD) and law enforcement Records Management System (RMS) solutions. The OCSD is seeking a comprehensive integrated solution that will encompass jail management and mobile computing applications.

The Oneida County Sheriff's Department was seeking a CAD/RMS solution that meets a variety of application, technology, and integration goals. The Sheriff's Department is replacing an existing CAD/RMS application and technology platform with the goal of moving to a fully-modernized platform. Additionally, there is a clear requirement for the new CAD/RMS to fit with an architecture that will ensure a comprehensive information management environment, supporting capabilities for active process interaction and information sharing between the CAD/RMS and other Oneida County justice and public safety agencies (such as corrections, courts, and the prosecutor). Further, there is a requirement for these capabilities to support information sharing connections with other governmental agencies and systems at the local,



state, tribal, and federal levels. These connections will include: [Wisconsin Justice Information Sharing \(WIJIS\)](#), the [Federal Bureau of Investigation's \(FBI\) National Incident-Based Reporting System \(NIBRS\)](#) and the [Law Enforcement National Data Exchange \(N-DEx\)](#), and other cross-jurisdictional connections.

The OCSD is hopeful that their three RFP responses will meet critical requirements for records management, as well as support integration requirements for information exchange through standards such as the [National Information Exchange Model \(NIEM\)](#).

Oneida County conducted demonstrations of the solutions proposed by the RMS providers October 7-9, 2009, with plans to award a contract shortly thereafter. The OCSD requested that the IJIS Institute provide technical assistance and guidance in how to best analyze the proposed solutions, from a technology and application perspective, prior to these provider demonstrations.

Type of Technology Assistance Services Provided

This TA engagement provided the Oneida County Sheriff's Department with a product-neutral team of qualified consultants selected from IJIS Institute senior staff who possess expertise in computer aided dispatch systems, law enforcement records management systems, and solution/service provider selection methodology. This team also offered expertise in relevant national programs, including: NIEM, the [Justice Reference Architecture \(JRA\)](#), FBI's NIBRS and N-DEx, and others as required.

Pursuant to the agreement, this engagement provided remote technical assistance and support to the OCSD during the months of September and October 2009. Services included RFP-related document reviews (excluding actual solution provider materials and proposals), evaluation methodology orientation, conference calls, and generation of this TA report.

It is important to note the IJIS institute is required to maintain its position as a "neutral" advisor, and, as such, this agreement excluded any involvement, activity, or topics that could cause conflict with the IJIS Institute's role as a neutral advisor. Accordingly, the assistance and support provided by the IJIS Institute under this agreement did not provide direct advice and counsel as to Oneida County's new RMS solution and or solution provider evaluation, selection, and/or negotiation.

In summary, the TA Team performed the TA services using the Oneida County Sheriff Department's RFP and associated requirements documents, as well as a series of discovery and informational calls. The team responded rapidly and focused on assisting Oneida County with the applicability of relevant national standards to help them ensure that their info sharing needs would be addressed in their final selection. The technical assistance provided to OCSD through the conference calls and report, enhanced their process and criteria for selection of their new application solutions, while not disrupting the objectivity of their decision. At no point did the TA Team require awareness of who the proposing companies were, nor did the team review the proposal submissions. The OCSD team is fully-enabled to proceed with a comprehensive selection process and criterion.



Overview of Observations and Recommendations

A copy of the TA report can be found on the IJIS Institute web site at www.ijis.org.

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