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STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY
TAXICAB AUTHORITY
1785 E. Sahara Avenue, Suite 200
Las Vegas Nevada   89104
Telephone (702) 668-4000 • Fax (702) 668-4001
http://taxi.state.nv.us

Request for Information:

For

Taxicab Authority Records Management / Licensing / Enforcement / Dispatch System

Release Date: February 20, 2014

Deadline for Submission Date and Time: April 18, 2014 @ 2:00 PM

Refer to Section 8, RFI Timeline for the complete RFI schedule

For additional information, please contact:

Annette Watson, Management Analyst II

State of Nevada, Taxicab Authority

1785 E. Sahara Ave., Suite 200

Las Vegas, NV 89104

Phone: 702-668-4022

Email address: watsona@taxi.state.nv.us

Refer to Section 9 for instructions on submitting proposals

VENDOR INFORMATION SHEET FOR RFI TA2014-01

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	

V2	Street Address	

V3	City, State, ZIP	

V4	Telephone Number		
	Area Code:	Number:	Extension:

V5	Facsimile Number		
	Area Code:	Number:	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	*Contact Person for Questions / Contract Negotiations, including address if different than above*
	Name:
	Title:
	Address:
	Email Address:

V8	Telephone Number for Contact Person		
	Area Code:	Number:	Extension:

V9	Facsimile Number for Contact Person		
	Area Code:	Number:	Extension:

V10	*Name of Individual Authorized to Bind the Organization*	
	Name:	Title:

V11	Signature (*Individual must be legally authorized to bind the vendor per NRS 333.337*)	
	Signature:	Date:

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A Request for Information (RFI) process is not an Invitation to Bid or a Request for Proposal. The State expects vendors to submit creative, competitive solutions to the agency's stated problem or need, as specified below. The information will be used in planning and budget construction. However, the State is not obligated to any vendor through this process, nor does it have any expectations of the responding vendors. If a project receives funding the next phase is a formal Request for Proposal.

1.   PROJECT OVERVIEW

The Nevada Department of Business and Industry, Nevada Taxicab Authority (Taxicab Authority) is soliciting information for the Taxicab Authority Records Management / Licensing / Enforcement / Dispatch System (Taxicab RMS).

The intent of the project is to provide an integrated records management system that will capture all necessary data elements, provide pre-set and ad-hoc queries, and allow for communication between all work areas within the Taxicab Authority. The Taxicab RMS will integrate functional units of driver permits/licensing, medallion issuance/inventory, investigations, vehicle inspections, court proceedings, auditing/accounting, asset management, personnel, and dispatching for a regulatory and law enforcement agency.

The Taxicab Authority is a unique regulatory and enforcement agency. The Taxicab Authority is charged with the responsibility of regulating the taxicab industry in Clark County, Nevada. There are currently 16 taxicab companies (Certificate Holders) in Clark County; employing approximately 9,000 drivers and operating a taxicab fleet of approximately 3,000 vehicles.

The proposed Taxicab RMS must address these challenges and provide for uninterrupted 24-hour service.

1.1   Purpose
- Provide an automated records management and dispatch system which will allow the seamless integration of data entry, collection, management, storage, retrieval, and analysis ability by all work areas within the Taxicab Authority based upon login credentials.
- To streamline dispatch and mobile communications systems to include mobile field reporting functionality.
- Ensure flexibility to accommodate future interoperability with the Real Time Data System as mandated by Nevada Legislature SB430 (Refer to RFI TA2014-02).
- Provide a wireless citation/vehicle inspection writer which submits to and accesses all data files of all work areas within the Taxicab Authority.
- Provide a single jurisdiction law enforcement computer aided dispatch system.
- Provide a complete migration of existing records.
- To meet the requirements of the functional categories identified in 2.1.

2. SCOPE OF WORK

2.1 The Taxicab Authority Regulatory and Enforcement Records Management System must, at a minimum, satisfy the following criteria:

2.1.1 On-going creation, maintenance, and integration of the following master indexes/modules/systems:
- Name Index
- Licensing/Permit
- Medallions
- Vehicle Inspections
- Enforcement
  - Citations
  - Accidents
  - Arrests
- Vehicle – External
- Courts/Hearings
- Dispatch System
- Complaints
- Wireless Ticket Writers
- Certificate Holder
- Events
- Property/Evidence
- Personnel/Training
- Report Writing
- Asset/Fleet Management
- Revenue Collection and Cash Management
- Testing/Licensee
- Education (Driver)
- On-line Capabilities
- Agency intranet

2.1.2 Name Index

2.1.2.1 The system must provide for a master name index with basic identifiers and contact information from all contacts with applicants, events, accidents, inspections, witnesses, reporting parties, suspects, etc., with the ability to identify the category of contact and link all associated indexes through auto-population.

2.1.3   Licensing/Permits – Applicants are issued permits after meeting statutory requirements to include background checks, testing, and driver training. Permits must be renewed each year, and annual re-training is required. Permit numbers are unique and are assigned to drivers. The same permit number is assigned to a driver throughout the driver's taxicab industry career.

2.1.3.1   The System must be able to capture all phases and complete history of the Licensing/Permits process from initial application through termination/expiration, including the issuance of driver permit with photograph and unique barcode or like technology, citations, accidents, court, and complaints.

2.1.4   Medallions – Medallions are "the metal plate issued by the (Taxicab) authority which is affixed to a taxicab authorizing it to be operated within the jurisdiction of the authority" (NRS 706.450(4). Allocations of medallions are issued to certificate holders and are not permanently assigned to a single vehicle or driver. A variety of medallions are allocated to each company to include unrestricted, time restricted, geographically restricted, etc.

2.1.4.1   The System must be able to capture all phases and complete history of the medallion issuance/maintenance/inventory process including initial issuance, lost/stolen/damaged status changes, replacement, temporary issuance, and complaints.

2.1.4.2   Future – the system must be able to generate unique bar codes in conjunction with the Wireless Ticket Writers.

2.1.5   Vehicle Inspections – Vehicle inspectors inspect taxicabs for compliance with applicable federal and State laws, rules and regulations including mechanical and emission control standards, rate displays, taximeter accuracy, radio equipment, appearance, and other elements as required. Vehicle inspectors ensure regulatory compliance with the safety, comfort, and mechanical operating standards of taxicabs. All industry taxicabs are required to be inspected quarterly, when placed in service, and after an accident.

2.1.5.1   The system must be able to capture all phases and complete history of the Vehicle Inspection process including multiple regulatory causes of inspection possibly resulting in removal from and reinstatement into service, based upon master vehicle ID (refer to 2.1.7.2).

2.1.6   Enforcement – Investigators perform investigative and enforcement functions to monitor compliance and enforce violations of State and/or federal laws, rules or regulations as it pertains to the Nevada taxicab industry.

2.1.6.1   Citations – The system must be able to capture all stages of the citation process including generation of event numbers and data

sharing with dispatch, licensing/permits, court/hearings, and other indexes and modules within the records management system.

2.1.6.2   Accidents – The system must be able to capture all stages of the accident response process to include the inspections process and other indexes and modules within the records management system.

2.1.6.3   Arrests – The system must be able to capture all stages of the arrest process from event generation through the booking process and disposition to include generating forms and supporting data sharing with dispatch, licensing/permits, the name index, property/evidence management, and other indexes and modules within the records management system.

2.1.7   Vehicles – External (owned by Certificate Holders)

2.1.7.1   The system must capture the complete history of all vehicles within the control of the certificate holders from the first inspection for a new vehicle being placed into service, throughout the vehicle's lifetime contact/history of inspections, accidents, complaints, etc, including retirement of the vehicle.

2.1.7.2   The system must track vehicles by master vehicle ID and to be able to make their appropriate status to include 24 hr notice and out of service notices, etc.

2.1.8   Court/Hearings - The Taxicab Authority conducts administrative hearings and makes final decisions, subject to appeal by an aggrieved party to the Taxicab Authority Board for multiple reasons including complaints against certificate holders, complaints against taxicab drivers (to include citations), applications for, or suspension or revocation of, drivers' permits, and the imposition of monetary penalties.

2.1.8.1   The Hearings system must be able to capture all phases and complete history of the courts/hearings process including the auto-generation of a master calendar based upon citations/events through the various phases of adjudication. These phases include setting cases, reducing fines, establishing fines based on driver history, subpoena preparation, appeals, etc.

2.1.8.2   The system must be able to capture all phases and complete history of the appeals process related to driver permit applications, citations, and other events resulting in an appeal.

2.1.8.3   The system must track each court case through its lifecycle and print returns for each citation and produce easy-to-read reports.

2.1.9   Dispatch System – The Taxicab Authority dispatch center is in-house and provides 24 hour service to investigators and vehicle inspectors. It also receives complaints from the public and generates event numbers for all occurrences.

   2.1.9.1   View incidents on a map, view number of calls, track response times, customized dashboard or like technology to display specific call natures, date ranges.

   2.1.9.2   Direct the flow of enforcement personnel and monitor the progress of each call from receipt to completion for single jurisdiction. Provide user-definable features and customizable screens, mouse, and keyboard functionality with keystroke shortcut commands to quickly add, modify, assign, and complete calls. Integrate maximum data field auto population from incoming calls to centralized names, vehicle, medallion, citation, inspection, incident, and event tables, etc.

   2.1.9.3   Future - Hyperlink functionality to in-taxi audio Web cameras in conjunction with Real Time Data System (Refer to RFI # TA2014-02).

2.1.10   Complaints – Complaints are received from the public and taxicab drivers through phone calls, emails, and in writing.

   2.1.10.1   The system must provide the ability to generate event numbers on all complaints received regardless of medium, with the ability of agency staff to designate each as actionable or not-actionable.

   2.1.10.2   The system must allow for specific fields, narrative, assignment, and follow-up information.

2.1.11   Wireless Ticket Writers

   2.1.11.1   The System must provide the ability for vehicle inspection and investigative personnel to wirelessly fill out and print pre-made forms with narratives for vehicle inspections, accidents, arrests, and complaints, with the ability to access real-time records of the name, permit, medallion, vehicle, dispatch, court/hearings, and other indexes and modules.

   2.1.11.2   The system must provide the ability to retrieve from and submit captured data in real-time to all indexes and modules.

2.1.12   Certificate Holder – All taxicab companies in Clark County, NV must be an authorized Certificate Holder. Certificate Holders employ permitted drivers, own the fleets of taxicabs, and are issued medallions to authorize use of a taxicab during a pre-determined date and time-frame, sometimes with a geographical restriction.

2.1.12.1 The system must capture all phases and complete history of each certificate holder from initial application, to include all vehicles within each holder's control, all medallions, permit holders, fees, fines, and sanctions, and any status change within the related indexes, etc.

2.1.13 Events – Events are generated for most activities of the Taxicab Authority. Some require action while others do not. All require a disposition or closing.

2.1.13.1 The system must provide for the ability to generate consecutive events through each agency process, with the ability to distinguish whether it is an actionable or not-actionable event.

2.1.13.2 The system must provide for each event through its lifecycle with the ability to open, close, re-open, update, attach documents, modify, etc.

2.1.13.3 The system must provide retrievable date, time, and operator for all updates.

2.1.14 Property/Evidence – Evidence is collected and maintained by the Taxicab Authority as a result of investigations, incidents, and inspections. Chain of custody must be preserved and retention requirements must be followed.

2.1.14.1 Simplify evidence tracking, investigating, safekeeping, and archiving by maintaining a complete and accurate chain of custody for every piece of evidence. Link evidence items to name (permit), vehicle, medallion number, event number, citation number. Provide evidence reports. Integrate with bar code system to label, inventory, and audit evidence items.

2.1.14.2 The system must track, categorize, store, control, and distribute evidence/property items recovered, taken, seized, or received by an officer. It must maintain a history on all evidence/property received through its final disposition.

2.1.15 Personnel/Training – Taxicab Authority Agency Staff

2.1.15.1 The system must provide for the personnel/training file of each agency employee from recruitment through separation to include appointments, training received, duties, discipline, commendations, all related event numbers, and any other associated index or module.

2.1.16 Report Writing

    2.1.16.1   The system must provide the ability for investigators, vehicle inspectors, and other agency personnel to create, modify, and append reports with the ability to require supervisory approval or rejection based upon report type, in conjunction with event numbers and other processes.

2.1.17 Revenue Collection and Cash Management

    2.1.17.1   The system must provide the ability to establish operator defined payment schedules, establish fee schedules, effect permit status change on modifiable parameters, accept online payments for permit holder and certificate holder fines and fees, accept walk-in payments, track all revenue, track refunds, adjustments, multiple payments, link multiple financial records to associated record types, general ledger accounting with codes, generate receipts, accept credit and debit cards and cash, associate fees to an individual permit, allow for reduced fines, generate and print transaction reports for reconciliation, approval, and exception processes, provide functions to refund, reverse, track, and audit multiple transactions, reconcile and approve accounting transactions, allow one payment for multiple violations, allow multiple payments for 1 citation/violation, provide for a reporting function within a time period, fail to pay, and other ad-hoc reports, allow for the configuration and collection of correct fee amounts, record and maintain receipt information with date and time stamps, track and maintain a history and audit trail of receipt record changes, create and print pre-numbered receipts with automatic assignment of numbers, track transactions by fee type, take/track installment payments, notify the operator when scheduled installment payments not made, autolink multiple invoices to associated record types, create invoices by each transaction type, generate fee refund request for rejected/withdrawn applications and over-payment, match system transactions with payments processed, provide reconciliation and exception reports, and additional agency-defined requirements.

2.1.18 Testing (Licensee) – The Taxicab administers a test to each permit/licensee applicant which passing is mandatory to qualify for a taxicab driver permit.

    2.1.18.1   The system must provide for an agency defined, modifiable, and administered testing environment with the capability for multiple users on multiple terminals simultaneously.

    2.1.18.2   The system must provide scoring and analytical data reporting directly to the master name and master permit index.

2.1.19 Education (Driver) - The Taxicab Authority provides in-house mandatory training to all new permit holders and annual re-training at renewal.

2.1.19.1   The system must provide the ability for agency employees to schedule mandatory training classes and manage class sizes through a master training calendar for a permit holder dependent upon the status of the holder.

2.1.19.2   The system must allow for entry of attendance, rescheduling, placement on a waiting list, and score information. These entries must adjust the permit status based upon pre-set parameters, but allow for manual override. These entries must be tracked in the licensee record.

2.1.19.3   This system must provide the ability to generate notices for enrollment, passing, failing, notification to employer, and other agency defined notices.

2.1.19.4   This system must provide the agency a means to create, modify, archive, etc., all training materials, and allow for printing.

2.1.20 Online Capabilities

2.1.20.1   This system must allow an applicant to fill out and submit an application, and provide a checklist and information necessary to assist the applicant in being prepared to walk into the office with all documents submitted for retrieval by agency staff.

2.1.20.2   The system must allow the ability for applicants and agency staff to communicate about the completeness of the application and required documentation, and allow the applicant to attach documents within HIPAA requirements.

2.1.20.3   The system must provide a means for permit holders to submit fine payments and certificate holders to submit payments for fines and fees through a secure manner, associating payments with invoices, payment schedules, and other methods of billing.

2.1.20.4   The system must allow for complaints to be submitted anonymously and with contact information, providing necessary fields and a free-text narrative field for generating an event number and further action. This complaint system must allow agency staff to review the complaint information and designate it as actionable or not actionable, and enter assignment, additional follow-up information, disposition, and narrative information.

2.1.21 Intranet

    2.1.21.1   The system must provide for a functional intranet with levels of access granted based upon permissions.

    2.1.21.2   The system must allow for multiple intranet administrators to be identified at different levels.

2.1.22 Overall

    2.1.22.1   All functions must communicate with each other to retrieve and append new records for each master file by permit #, medallion #, vehicle ID #, event #, etc.

    2.1.22.2   All system must be integrated providing the highest level of interoperability facilitating real-time data sharing to include core applications, third-party software, and legacy systems, with the highest reliability.

    2.1.22.3   All systems must have the ability to be audited, purged, and queried (pre-set and ad-hoc), to include an automatic date/time stamp and user identification associated with every entry, update, modification, query, access, etc.

    2.1.22.4   System must provide for the seamless integration of information to be entered once, shared in real-time, in a centralized database, instantaneously available to every agency employee based upon login credentials, for robust searching and reporting through automatic data population

    2.1.22.5   The system must provide seamless entry, access, query, and ad-hoc query of main databases of licensing, medallions, vehicles, inspections, citations, events, court/hearings, dispositions, revenue collection/cash management, and dispatch functions.

    2.1.22.6   The system must produce easy-to-read reports for all pre-determined and ad-hoc queries on any data field of any index or module and free text fields by wildcard search.

    2.1.22.7   The system must provide the ability to provide investigative, financial pre- and post-, and performance indicator audits, to include tracking and maintaining dates, checklists, and audit trails of each index and module.

    2.1.22.8   The system must provide supervisor approval and override capabilities based upon login credentials.

2.1.22.9   The system must provide a configurable tool for agency personnel to create reports, dashboards, modify data tables, etc., without knowledge of SQL or other like technology.

2.1.22.10   For all records, permit only authorized users to view, add, or modify records depending on level of identified access provided, allowing management to grant specific access.

2.1.22.11   The system must provide for user defined and maintenance of custom data fields, with unique business rules for each record and application type.

2.1.22.12   The system must allow for query functions based on user ID parameters, including costs associated with each event number.

2.1.22.13   The system must provide a method to assign retention schedules, notify when retention periods have been met, and track the disposition of disposal/destruction.

2.1.22.14   The system must provide the ability to include all agency personnel, their status, security levels, and authorized system functions.

2.1.22.15   The system must provide the ability to track all events and activities by agency employee identifier.

2.1.22.16   The system must provide a Taxicab Authority agency asset/fleet management system with the ability to track scheduled and needed maintenance, and inventory.

2.2   Special Provisions

2.2.1   The system must comply with all Federal HIPAA requirements.

2.2.2   The system must comply with required compliance of all applicable Federal requirements, rules and standards; Nevada Revised Statutes (NRS), State Information Security PSPs, and agency information security PSPs. Systems that store, process, transmit Federal data must comply with NIST SP 800-53.

2.2.3   Data encryption will be used in compliance with all applicable Federal requirements, rules and standards; Nevada Revised Statutes (NRS), State Information Security PSPs, and agency information security PSPs.

3.   VENDOR QUESTIONS

3.1   Solutions Platform/Architecture

3.1.1   Is your solution a Commercial-Off-The-Shelf system, a custom built system, or a combination of the two?

3.1.2 Describe the platform/architecture your solution is based on, e.g. J2EE, Microsoft.Net, IBM WebSphere, etc. Also include operating systems, e.g. UNIX, Microsoft Windows Server, etc.

3.1.3 Describe all development languages utilized, including any proprietary toolsets.

3.1.4 Describe all 3rd party software required or recommended for the solution, including report writers, GIS, document management, etc.

3.1.5 List the database software that you utilize, e.g. Oracle, SQL Server, etc.

3.2 Solution Delivery

3.2.1 What are the options on how your solution is delivered?
- Vendor hosted and maintained (cloud solution?)
- Runs on customer's servers?
- Combination of the above?

3.2.2 Does the system support local high availability through the use of the redundant servers? Please describe proposed solution architecture as it relates to availability?

3.2.3 Does the system support off-site disaster recovery through the use of redundant servers? Please describe proposed solution architecture as it relates to disaster recovery.

3.3 Security/Access Control

3.3.1 Does the system provide multiple levels of data security control access by station terminal or department and by transaction, function, and file?

3.3.2 Does the system provide Microsoft Active Directory Integration or like technology? Please describe integration capabilities in detail.

3.4 Other Functionality

3.4.1 Describe CAD Mapping capabilities including a description of GIS itegration.

3.4.2 Does the system provide global query function so that users can search system wide based on name, account, range of values, or partial and wild-cards?

3.4.3 Does the system provide tools for ad-hoc reporting, as well as the ability to create and deploy standardized reports?

3.5 Compliance

3.5.1 Will your organization's solution meet Federal and State of Nevada compliance regulations?

3.6 Customer Service Support

3.6.1 Describe the support that will be provided to assist employees with training, questions and problems.

3.6.2 Describe the amount and type of training that would be required for employees with various levels of access.

3.6.3 What statistics can you supply concerning your customer service support?

3.7 Vendor Relationships

3.7.1 Does your organization own, lease or partner with other vendors for its system?

4. COMPANY BACKGROUND AND REFERENCES

4.1 PRIMARY VENDOR INFORMATION

4.1.1 Vendors must provide a brief company profile. If not previously mentioned, information shall include:

4.1.1.1 Company background/history

4.1.1.2 Length of time vendor has been providing services described in this RFI to the public and/or private sector.

5. EXECUTIVE SUMMARY

Vendors must describe in brief general terms how their solution can fit the State's requirements and any specific benefits that the State would have by choosing this approach over other alternatives.

6. PROJECT COSTS

To assist us in budgeting for this project, please provide information regarding one-time implementation costs and on-going annual support costs for a four year period. Cost information provided in response to this RFI will not be construed as a bid.

7. VENDOR RFI CLARIFICATION WRITTEN QUESTIONS AND ANSWERS

For clarification concerning this RFI, written questions must be submitted via email. When submitting your RFI questions, list the section number in your question.

7.1 QUESTIONS AND ANSWERS

7.1.1 Submit all questions via email to watsona@taxi.state.nv.us with "RFI TA2014-01 Questions" in the subject field.

7.1.2   The deadline for submitting questions is as specified in *Section 8, RFI Timeline*.

7.1.3   All questions and/or comments will be addressed in writing and responses emailed or faxed to prospective vendors on or about the date specified in *Section 8, RFI Timeline*.

8.   RFI TIMELINE

The following represents the proposed timeline for this project. All times stated are Pacific Time (PT).

Task	Date/Time
Deadline for submitting questions	03/21/2014 @ 2:00 PM
Answers posted to website	On or about 03/28/2014
Deadline for submission of RFI responses	No later than 2:00 PM on 04/18/2014

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

9.   GENERAL SUBMISSION REQUIREMENTS

9.1   RFI FORMAT AND CONTENT

9.1.1   Title Page – Must include the following:

A.   Technical information and Quote for: Taxicab Authority RMS
B.   RFI Number,
C.   Name and Address of the vendor,
D.   RFI Deadline: April 18, 2014

9.1.2   Vendors Proposed Solution

A.   Executive Summary (Section 5)
B.   Answers to Vendor Questions (Section 3)

9.1.3   Attachment A – Questionnaire

9.1.4   Attachment B – Requirements Checklist

9.1.5   Project Cost (Section 6)

9.1.6   Other Supporting Documentation

9.1.7 Hard copy submissions shall be submitted to the Nevada Taxicab Authority and be clearly addressed as follows:

> **State of Nevada, Taxicab Authority**
> **Annette Watson**
> **1785 E. Sahara Ave, Suite 200**
> **Las Vegas, NV 89104**

10. TERMS AND CONDITIONS

COSTS ARE ESTIMATES OR BUDGET BUILDING PURPOSES ONLY. THERE IS NO COMMITMENT ON THE PART OF EITHER THE VENDOR TO THE STATE OF NEVADA; NOR ANY OBLIGATION BY THE STATE TO THE VENDOR. VENDORS MUST CONSIDER THAT THIS IS DIFFERENT FROM A REQUEST FOR PROPOSAL (RFP) WHERE LOW COSTS ARE THE TARGET. IN THIS CASE, IF COSTS ARE ESTIMATED TOO LOW APPROPRIATE FUNDING MAY NOT BE BUDGETED TO ACQUIRE THE BEST SOLUTION.

For ease of evaluation, the information provided must be presented in a format that corresponds to and references sections outlined within this RFI. This will allow the agency to more easily create a budget based on a comparison and extraction of information from all respondents. Unlike an RFP where a single vendor is selected, each RFI response will be a potential contributor to part of the overall budget. All vendor responses will be held in confidentiality and not be available for public knowledge up to 180 days.

10.1 RFI SUBMISSION TERMS AND CONDITIONS

10.1.1 Any irregularities or lack of clarity in the RFI should be brought to the attention of Annette Watson as soon as possible so that the corrective addenda may be furnished to prospective vendors

11. SUBMISSION CHECKLIST

This checklist is provided for vendor's convenience only and identifies documents that must be submitted with each package in order to be considered responsive.

RFI – Submission Requirements	Completed
Title Page	
Table of Contents [Preferred but optional]	
Company Background [As described in Section 4]	
Summary of Proposed Solution	

Attachment A: Questionnaire	
Attachment B: Requirements Checklist	
Project Costs	
Supporting Details	

ATTACHMENT A – QUESTIONNAIRE

1.   Is your organization interested in reviewing an RFP when released and possibly providing these services to the State of Nevada?

2.   Please assist the State in issuing the best RFP possible by suggesting information we can provide in the RFP that would assist you in putting together a cost and technical proposal.

3.   What do you expect the greatest challenges of this project to be?

ATTACHMENT B – REQUIREMENTS CHECKLIST

Please indicate which requirements your solution supports by placing a check mark (X) in the appropriate column. Please include any comments or assumptions that you deem relevant. For requirements that your solution could meet with customizations (Custom) please include estimated additional costs in the Vendor Comments column.

#	REQUIREMENT	DOES VENDOR'S SOLUTION INCLUDE?				VENDOR'S COMMENTS
		YES	NO	PARTIAL	CUSTOM	
2.1.2.1	Name Index - The system must provide for a master name index with basic identifiers and contact information from all contacts with applicants, events, accidents, inspections, witnesses, reporting parties, suspects, etc., with the ability to identify the category of contact and link all associated indexes through auto-population					
2.1.3.1	Licensing/Permits - The system must be able to capture all phases and complete history of the Licensing/Permits process from initial application through termination/expiration, including the issuance of driver permit with photograph and unique barcode or like technology, citations, accidents, courts, and complaints.					
2.1.4.1	Medallions - The system must be able to capture all phases and complete history of the					

	medallion issuance/maintenance/inventory process including initial issuance, lost/stolen/damaged status changes, replacement, temporary issuance, and complaints.				
2.1.4.2	Medallions - (Future) - the system must be able to generate unique bar codes in conjunction with the Wireless Ticket Writers.				
2.1.5.1	Vehicle Inspections - The system must be able to capture all phases and complete history of the Vehicle Inspection process including multiple regulatory causes of inspection possibly resulting in removal from and reinstatement into service, based upon master vehicle ID.				
2.1.6.1	Enforcement - Citations - the system must be able to capture all stages of the citation process including generation of event numbers and data sharing with dispatch, licensing/permits, court/hearings, and other indexes and modules within the records management system.				
2.1.6.2	Enforcement - Accidents - the system must be able to capture all stages of the accident response process to include the inspections process and other				

	indexes and modules within the records management system.					
2.1.6.3	Enforcement - Arrests - the system must be able to capture all stages of the arrest process from event generation through the booking process and disposition to include generating forms and supporting data sharing with dispatch, licensing/permits, the name index, property/evidence management, and other indexes and modules within the records management system.					
2.1.7.1	Vehicles (External, owned by Certificate Holders) - The system must capture the complete history of all vehicles within the control of the certificate holders from the first inspection for a new vehicle being placed into service, throughout the vehicle's lifetime contact/history of inspections, accidents, complaints, etc., including retirement of the vehicle.					
2.1.7.2	Vehicles (External, owned by Certificate Holders) - The system must track vehicles by master vehicle ID and to be able to make their appropriate status to include 24 hour notice and out of service notices, etc.					

2.1.8.1	Court/Hearings - The Hearings system must be able to capture all phases and complete history of the courts/hearings process including the auto-generation of a master calendar based upon citations/events through the various phases of adjudication. These phases include setting cases, reducing fines, establishing fines based on driver history, subpoena preparation, appeals, etc.					
2.1.8.2	Court/Hearings - The system must be able to capture all phases and complete history of the appeals process related to driver permit applications, citations, and other events resulting in an appeal.					
2.1.8.3	Court/Hearings - The system must track each court case through its lifecycle and print returns for each citation and produce easy-to-read reports.					
2.1.9.1	Dispatch - view incidents on a map, view number of calls, track response times, customized dashboard or like technology to display specific call natures, date ranges.					
2.1.9.2	Dispatch - direct the flow of enforcement personnel and monitor the progress of each call					

	from receipt to completion for single jurisdiction. Provide user-definable features and customizable screens, mouse, and keyboard functionality with keystroke shortcut commands to quickly add, modify, assign, and complete calls. Integrate maximum data field auto population from incoming calls to centralized names, vehicle, medallion, citation, inspection, incident, and event tables, etc.					
2.1.9.3	Dispatch - future - Hyperlink functionality to in-taxi audio Web cameras in conjunction with Real Time Tracking System (SB430).					
2.1.10.1	Complaints - The system must provide the ability to generate event numbers on all complaints received regardless of medium, with the ability of agency staff to designate each as actionable or not-actionable.					
2.1.10.2	Complaints - The system must allow for specific fields, narrative, assignment, and follow-up information.					
2.1.11.1	Wireless Ticket Writers - The system must provide the ability for vehicle inspection and investigative personnel to wirelessly fill out and print pre-					

	made forms with narratives for vehicle inspections, accidents, arrests, and complaints, with the ability to access real-time records of the name, permit, medallion, vehicle, dispatch, court/hearings, and other indexes and modules.					
2.1.11.2	Wireless Ticket Writers - The system must provide the ability to retrieve from and submit captured data in real-time to all indexes and modules.					
2.1.12.1	Certificate Holder - The system must capture all phases and complete history of each certificate holder from initial application, to include all vehicles within each holder's control, all medallions, permit holders, fees, fines, and sanctions, and any status change within the related indexes, etc.					
2.1.13.1	Events - The system must provide for the ability to generate consecutive events through each agency process, with the ability to distinguish whether it is an actionable or not-actionable event.					
2.1.13.2	Events - The system must provide for each event through its lifecycle with the ability to open, close, re-open, update,					

	attach documents, modify, etc.					
2.1.13.3	The system must provide retrievable date, time, and operator information for all updates.					
2.1.14.1	Property/Evidence - Simply evidence tracking, investigating, safekeeping, and archiving by maintaining a complete and accurate chain of custody for every piece of evidence. Link evidence items to name (permit), vehicle, medallion number, event number, citation number. Provide evidence reports. Integrate with bar code system to label, inventory, and audit evidence items.					
2.1.14.2	Property/Evidence - The system must track, categorize, store, control, and distribute evidence/property items recovered, taken, seized, or received by an officer. It must maintain a history on all evidence/property received through its final disposition.					
2.1.15.1	Personnel/Training (Taxicab Authority Staff) - The system must provide for the personnel/training file of each agency employee from recruitment through separation to include appointments,					

	training received, duties, discipline, commendations, all related event numbers, and any other associated index or module.					
2.1.16.1	Report Writing - The system must provide the ability for investigators, vehicle inspectors, and other agency personnel to create, modify, and append reports with the ability to require supervisory approval or rejection based upon report type, in conjunction with event numbers and other processes.					
2.1.17.1	Revenue Collection and Cash Management - The system must provide the ability to establish operator defined payment schedules, establish fee schedules, effect permit status change on modifiable parameters, accept online payments for permit holder and certificate holder fines and fees, accept walk-in payments, track all revenue, track refunds, adjustments, multiple payments, link multiple financial records to associated record types, general ledger accounting with codes, generate receipts, accept credit and debit cards and cash, associate fees to an individual					

permit, allow for reduced fines, generate and print transaction reports for reconciliation, approval, and exception processes, provide functions to refund, reverse, track, and audit multiple transactions, reconcile and approve accounting transactions, allow one payment for multiple violations, allow multiple payments for 1 citation/violation, provide for a reporting function within a time period, fail to pay, and other ad-hoc reports, allow for configuration and collection of correct fee amounts, record and maintain receipt information with date and time stamps, track and maintain a history and audit trail of receipt record changes, create and print pre-numbered receipts with automatic assignment of numbers, track transactions by fee type, take/track installment payments, notify the operator when scheduled installment payments not made, auto-link multiple invoices to associated record types, create invoices by each transaction type, generate fee refund request for rejected/withdrawn applications					

	and over-payment, match system transactions with payments processed, provide reconciliation and exception reports, and additional agency-defined requirements.					
2.1.18.1	Testing (Licensee) - The system must provide for an agency defined, modifiable, and administered testing environment with the capability for multiple users on multiple terminals simultaneously.					
2.1.18.2	Testing (Licensee) - The system must provide scoring and analytical data reporting directly to the master name and master permit index.					
2.1.19.1	Education (Driver) - The system must provide the ability for agency employees to schedule mandatory training classes and manage class sizes through a master training calendar for a permit holder dependent upon the status of the holder.					
2.1.19.2	Education (Driver) - The system must allow for entry of attendance, rescheduling, placement on a waiting list, and score information. These entries must adjust the permit status based upon pre-set parameters, but allow for manual override.					

	These entries must be tracked in the licensee record.					
2.1.19.3	Education (Driver) - The system must provide the ability to generate notices for enrollment, passing, failing, notification to employer, and other agency defined notices.					
2.1.19.4	Education (Driver) - The system must provide the agency a means to create, modify, archive, etc., all training materials, and allow for printing.					
2.1.20.1	Online Capabilities - The system must allow an applicant to fill out and submit an application, and provide a checklist and information necessary to assist the applicant in being prepared to walk into the office with all documents submitted for retrieval by agency staff.					
2.1.20.2	Online Capabilities - The system must allow the ability for applicants and agency staff to communicate about the completeness of the application and required documentation, and allow the applicant to attach documents within HIPAA requirements.					
2.1.20.3	Online Capabilities - The system must provide a means for permit holders to submit fine payments					

	and certificate holders to submit payments for fines and fees through a secure manner, associating payments with invoices, payment schedules, and other methods of billing.				
2.1.20.4	Online Capabilities - The system must allow for complaints to be submitted anonymously and with contact information, providing necessary fields and a free-text narrative field for generating an event number and further action. This complaint system must allow agency staff to review the complaint information and designate it as actionable or not actionable, and enter assignment, additional follow-up information, disposition, and narrative information.				
2.1.21.1	Intranet - The system must provide for a functional intranet with levels of access granted based upon permissions.				
2.1.21.2	Intranet - The system must allow for multiple intranet administrators to be identified at different levels.				
2.1.22.1	Overall - All functions must communicate with each other to retrieve and append new records for each master file by				

	permit #, medallion #, vehicle ID #, event #, etc.					
2.1.22.2	Overall - All systems must be integrated providing the highest level of interoperability facilitating real-time data sharing to include core applications, third -party software, and legacy systems, with the highest reliability.					
2.1.22.3	Overall - All systems must have the ability to be audited, purged, and queried (pre-set and ad-hoc), to include an automatic date/time stamp and user identification associated with every entry, update, modification, query, access ,etc.					
2.1.22.4	Overall - System must provide for the seamless integration of information to be entered once, shared in real-time, in a centralized database, instantaneously available to every agency employee based upon login credentials, for robust searching and reporting through automatic data population.					
2.1.22.5	Overall - The system must provide seamless entry, access, query, and ad-hoc query of main databases of licensing, medallions, vehicles,					

	inspections, citations, events, court/hearings, dispositions, revenue collection/cash management, and dispatch functions.					
2.1.22.6	Overall - The system must produce easy-to-read reports for all pre-determined and ad-hoc queries on any data field of any index or module and free text fields by wildcard search.					
2.1.22.7	Overall - The system must provide the ability to provide investigative, financial pre- and post-, and performance indicator audits, to include tracking and maintaining dates, checklists, and audit trails of each index and module.					
2.1.22.8	Overall - The system must provide supervisor approval and override capabilities based upon login credentials.					
2.1.22.9	Overall - The system must provide a configurable tool for agency personnel to create reports, dashboards, modify data tables, etc., without knowledge of SQL or other like technology.					
2.1.22.10	Overall - For all records, permit only authorized users to view, add, or modify records depending on level of identified					

	access provided, allowing management to grant specific access.				
2.1.22.11	Overall - The system must provide for user defined and maintenance of custom data fields, with unique business rules for each record and application type.				
2.1.22.12	Overall - The system must allow for query functions based on user ID parameters, including costs associated with each event number.				
2.1.22.13	Overall - The system must provide a method to assign retention schedules, notify when retention periods have been met, and track the disposition of disposal/destruction.				
2.1.22.14	Overall - The system must provide the ability to include all agency personnel, their status, security levels, and authorized system functions.				
2.1.22.15	Overall - The system must provide the ability to track all events and activities by agency employee identifier.				
2.1.22.16	Overall - The system must provide a Taxicab Authority agency asset/fleet management system with the ability to track scheduled and needed agency				

vehicle maintenance, and inventory.					