

SINGLE / SOLE SOURCE JUSTIFICATION

Preparation Instructions:

The appropriate department representative must complete the single source form below and forward to their Department Head, or his designee, for approval. Upon approval, forward the sole source justification to the Purchasing Agent for review and final approval. Use additional sheets if necessary.

Vendor Name: CI Technology Department: Information Technology

A complete description of the purchase:

Because the Sheriff's Office must investigate and ensure that incidents and other activities are performed within the law and devoid of misconduct attributed to officers on the force, there must be software mechanisms to maintain professional and legal standards. Internal affairs software provides the case management and early identification features that aid in the intervention process of activities to internally self-govern such conduct and act accordingly.

1. Why is it necessary to contract in a non-competitive manner?

Expertise - Linked to current project / knowledge / agreement

Detailed explanation:

The Sheriff's Office has been using this software for over 7 years. The customization of the software has aided Internal Affairs in managing case records.

2. What research has been performed to ensure that no other source is capable of fulfilling the requirement? (For instance, list other products or services tested or used and indicate why they are not acceptable, include patent documentation, or market analysis)

(See attached Sole Sourced Letter) CI Technology is the sole manufacturer, marketer, and seller of IAPro and BlueTeam software applications. CI Technology is also the only company that can make changes to the software code and provide professional services {CONTINUED ATTACHED}

3. What are the exclusive features or capabilities the product or service offers the County?

Internal affairs software provides case management and early identification features that aid in the intervention process of activities to self-govern such conduct internally and act accordingly. The software must also support CALEA requirements for early intervention/warning assessment features.

4. Why are these features or characteristics essential and necessary to meet the County's needs?

The Sheriff's Office of Internal Affairs must investigate and ensure incidents and other activities are performed within the law. Software mechanisms must maintain professional and legal standards.

5. What steps are being taken to foster competition in future purchases of this product or service?

On December 12, 2022, the El Paso County Chief Administrator approved and signed contract No. 2022-1022 to execute the Software Maintenance Agreement with CI Technologies, Inc. for IAPro Internal Affairs professional standards unit software. ITD is solely responsible for the administration and renewal of this software agreement.

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Approved:

Carlos Puga
Department Head or designee
[Signature]
Purchasing Agent or designee

11/29/2023

Date

12/7/2023

Date

SOLE SOURCE STATEMENT – THE NEXTGEN APPLICATIONS

SUMMER/Fall 2023

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Remittance Address: P.O. Box 57 • Amherst, NH 03458 • USA

CI Technologies Inc./Versaterm Public Safety is the Sole Source Provider of IAPro, BlueTeam, EIPro, Public Portal and MakeNote Software

Web: www.iapro.com



Overview

CI Technologies, Inc., A Versaterm Public Safety Company is the sole source vendor of The NextGen applications Professional Standards software products.

IAPro, BlueTeam, EIPro and Public Portal applications (“NextGen” applications) have been created by CI Technologies and can be purchased directly from CI Technologies or a reseller channel. In addition, CI Technologies is the sole source provider of training, data migration, data integration, along with user and technical support for all NextGen applications.

The NextGen applications are fully web-enabled applications built using enterprise-level technologies.

CI Technologies is constantly keeping aware of software applications that compete with its NextGen applications, their feature sets, and their customer bases.

Many of the features and capabilities of The NextGen applications are to our knowledge not shared by any other competing Professional Standards software products. These include, but are not limited to capabilities and features outlined in the following sections.

Architecture/Overall Design

- A unique multi-application solution
 - IAPro: designed for daily use by Professional Standards/IA Units
 - BlueTeam: Designed for use by front-line officers and supervisors with minimal or no training necessary
 - EIPro: Advanced EI application with real-time peer-group analytics and information filtering

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- Public Portal: Community engagement application to take in and respond to citizen complaints
- BlueTeam and IAPro support entry and management of a wide range of incident types including use-of-force, vehicle accident, vehicle pursuit, show of force, drug test, complaints and user-defined incidents.
- In-built GIS features include automatic geo-coding of addresses and locations being entered along map-based interfaces to support most accurate location capture.
- Multi-lingual configuration capability
- Specialized configurations for Commonwealth countries – Australia, Canada and New Zealand
- Non-Police mode for customers that are not Police or Correctional
- Customer support including -
 - An annual 3 day Users Conference - the 2022 users conference in Anaheim, CA saw over 500 attendees
 - 12+ two-day training symposiums held at key customer locations in the US and Canada
 - Webinars – several each week
- The 18th annual users conference in 2023 in St Petersburg, Florida will offer multiple training tracks and will include networking forums, presentations and discussions regarding how to meet the rapidly evolving environment today as well as basic and advanced training sessions.

Full Spectrum Solution

- IAPro - Professional Standards/Internal Affairs
- BlueTeam – Frontline support
- EIPro – Advanced early intervention
- Public Portal – Community Engagement

Technology Platform – On-Prem or Cloud

Our applications can be situated in the following ways –

1 - On-Prem – Entire solution including database and applications are hosted on the customer's infrastructure (Windows server, MS SQLServer, network location for stored files with our Company technical staff assisting remotely with installation and support as needed by customer.

2 - Cloud hosted by our Company – Entire solution is hosted by our Company on our secure cloud infrastructure. Our cloud primary cloud hosting platform is currently MS Azure.

3 - Cloud hosted by customer on their private secure cloud infrastructure – Entire solution is hosted by customer on their secure cloud hosting platform with our Company technical staff assisting remotely with installation and support as needed by customer.

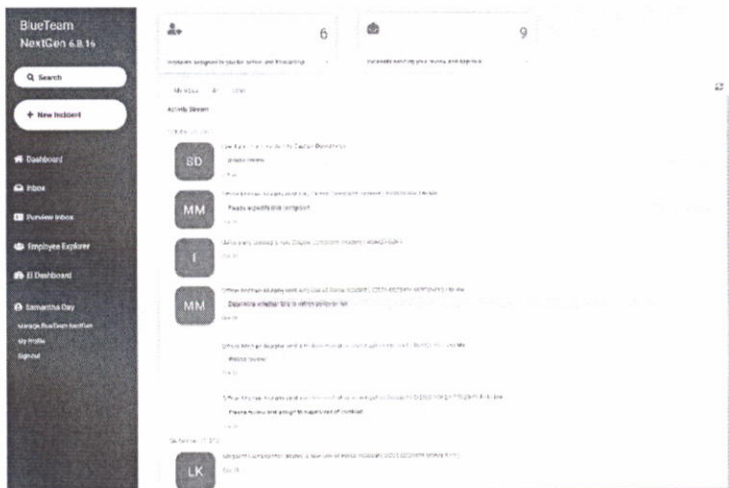
Additionally, on-prem customers can be moved to the cloud hosted options 2 and 3 above with assistance from Company technical staff. This provides ability for customers over the long term to move from on-prem to more secure or cost-effective platform when or if that becomes their preferred solution platform.

File storage – Four storage management models

- Network file share
- Mixed network file share and BLOB database stored
- Blob database stored
- File services managed via RESTful API

Investigative/case management and workflow support

- BlueTeam includes routing of incidents via the chain of command with review and approval functions
- BlueTeam include features that integrate with departmental e-mail so that supervisors are notified via e-mail of new incidents that have been routed to them for review and approval.
- BlueTeam also features the Incident management dashboard for higher-level supervisors in the field. This allows for better management and assignment of incidents incoming into BlueTeam from IAPro.



- Comprehensive snapshot storage of officer profile at time of incident

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- Ability to track hearings and appearances. This feature enables the ability to track hearings, such as Laudermill and/or appeals.
- Full-featured disclosure log used to track disclosure of information based on requests from outside entities such as media and attorneys.
- Intelligent quality assurance (QA) features that notify users of incomplete entry of incident data. This important feature helps to ensure entry of all data needed to feel statistical reports and charts, and is particularly helpful for new users.
- Case management with visual drill-down capability.
- Reminders of overdue and approaching overdue status incidents and investigative tasks at user login.
- Automatic creation and assignment of due dates and investigative tasks when each incident is initially entered, based on parameters set by the administrator.
- Secure incident routing features within IAPro provides a fully-secure capability to route incidents among users. Notification of un-read mail is provided at login to the system administrator, so that mail that is overdue to be reviewed and handled can be managed.
- Purge features built based on customers' needs: Incident level and officer/incident level purge features include purge log, purge hold-back (when involved officer has pending disciplinary or complaint issue), and retention of data utilized in statistical reporting.
- Body Worn Camera tracking and reporting functionality
- Access, manage and rename IAPro specific incident types such as Use of force, Accidents or Stops.
- BlueTeam Allegation feature allows allegations to be visible on one of more incident types as well as a recommend finding.
- Officer and Citizen Roles will now display in BlueTeam to capture key details such as third party, primary involved, juvenile, first responder or supervisor responding.
- Bifurcated incident types (such as various levels of use of force) as requested by Seattle Police Department to support appropriate response to incidents based on key factors such as severity of injury to involved parties
- Specific features for organizations that have a separate unit from IA/PSU that tracks and records discipline into the system.
- California-specific features including response to Pitchess Motion officer history printout, incident-level purge with purge date maintenance features, vehicle pursuit data elements accommodate information of CHP reporting form, and time/effort tacking for case investigation costs reimbursement from State of California DOJ.

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Access/security control

- Access/security control with multi-level access screening, feature access control, and advanced read/write access control by user or unit.
- Robust and detailed background audit logging
- Timescales specialized background logging of incident progression to support Commonwealth country customers' audit requirements
- Comprehensive snapshot storage of officer profile at time of incident
- **Meets US Federal Government guidelines for strong password security including:**
 - ✦ A password minimum length can be configured
 - ✦ Passwords are stored encrypted in the database
 - ✦ Specify passwords contains one or more lower case character
 - ✦ Specify passwords contains one or more upper case character
 - ✦ Specify passwords contains one or more numeric character
 - ✦ Specify passwords contains one or more special non-alphanumeric character
 - ✦ Password re-use detection and limit so that a previously used-password cannot be re-used
 - ✦ User accounts are locked out after a specified number of unsuccessful logon attempts
 - ✦ LDAP/Active Directory login/password integration

Statistical and detail reports and charts

- All detail reports' output is screened by user access level and incident lock-down criteria
- IAPro NextGen offers "Web Reports" with advanced drag-and-drop, query builder and charting capabilities.
- IAPro offers export of nearly all reports' and early intervention interfaces' data directly to MS Excel by simply clicking on a button.

Linked files and document storage

- An unlimited number of files of any type – such as audio, image, PDF, MS Word, etc. - can be linked to each incident in both The NextGen applications.

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- Linked files functionality enhanced with linked URLs to support access to cloud stored body worn and in-car camera videos. Works with Evidence.com and other commonly used file storage providers, or customer configured cloud storage.
- Linked files features include –
 - Four file storage models to best fit the customer’s file storage, management and security requirements
 - A new File Service application to fully modernize the managing of secure file storage for all of the NextGen applications.
 - Virtual folders to assist users in organizing linked files into named folder groupings
 - In-built PDF and scanned image file viewers

Correspondence

- Correspondence templates to enable boilerplate letters and other documents to be created and populated with data, with over 60 data bookmarks for automatic form and document creation.

Accreditation

- **CALEA requirements:** Separate reports, each meeting a specific CALEA guideline/requirement, including:
 - CIMRS Use-of-force statistical report
 - CIMRS Vehicle pursuits report
 - CIMRS Agency-Wide Breakdown Of Sworn And Non-Sworn Positions
- The NextGen applications allow our customers to meet over 35 different accreditation standards relating to complaint monitoring, use of force reporting, pursuits, firearm discharge reporting and Early Intervention.

Critical Incidents

- BlueTeam includes a “clickable” body image for capture of force contact points and injuries in a user-friendly manner similar to many paper report formats (see below screen)

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Update Types of Forces Used - Officer Michael Reynaldo

Force Type: Taser

Was the Force Effective? Yes No Limited

Force Location: Unknown Yes No

Serial Number: ut-0027691

Cartridge Number: C 2304S

Type of Usage:
 Device displayed only
 Projective/probe deployment
 Direct contact/drive stun contact

Number of Air Cartridges Used: 2

Number of: 1

FRONT BACK

Missed

Add Use of Force

- Specialized Show of Force incident type to track instances where force may be displayed but not deployed.
- Specialized K9 utilization incident type to track deployment of a K9 with related bite statistics module.
- Specialized data elements to identify citizens in crisis during incident, homeless, primary language other than English and enhanced sex/gender identification.
- Optional Critical Incident Tab which can be configured for one of more incident types to allow Crisis Intervention Information Tracking.
- New BlueTeam dashboard to support monitoring of incoming use-of-force, pursuit and other critical incidents.

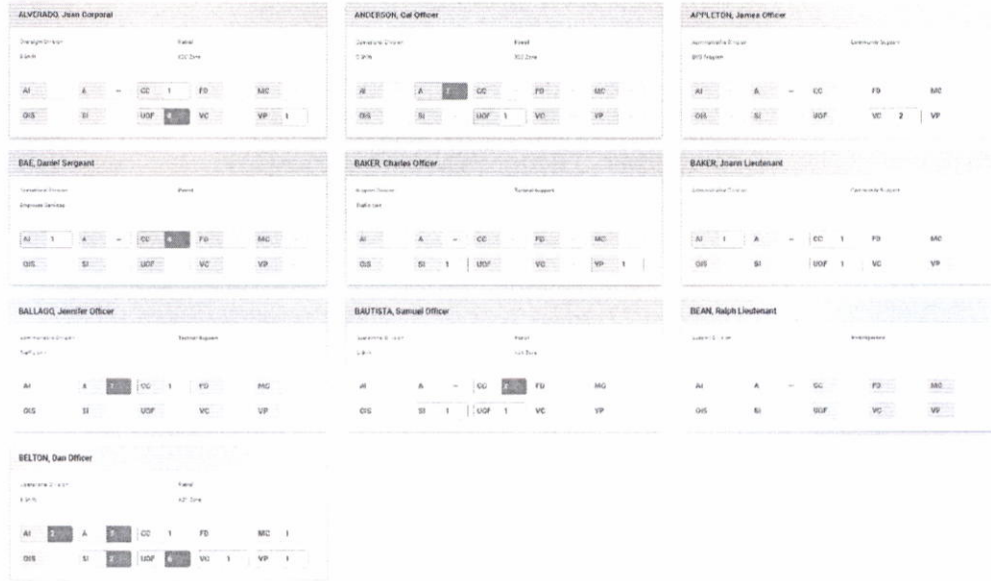
Early intervention

- Standard alert Identification of early intervention candidates is comprehensively supported. IAPRO supports early intervention further by allowing alerts on specific types of force used (for use-of-force incidents) as well as by individual allegations within complaints as well.
- Early intervention features also include advanced alert overrides based on involved officer assignment, use-of-force alerts, allegation alerts, monitored officer alert, supervisory alerts, organizational component alert and peer-group analysis.
- Early Intervention analytics features provide quick and accurate visibility of trends and identification of out-of-standard employee and organizational areas. A variety of report and grid interfaces supplement IAPRO's alert functionality to allow in-depth analysis: Peer-group analysis by organizational unit,

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Incident frequency analysis by organizational unit, Top-percentile analysis and Activity vs. incidents analysis (necessitates an interface with customers' activity data) .

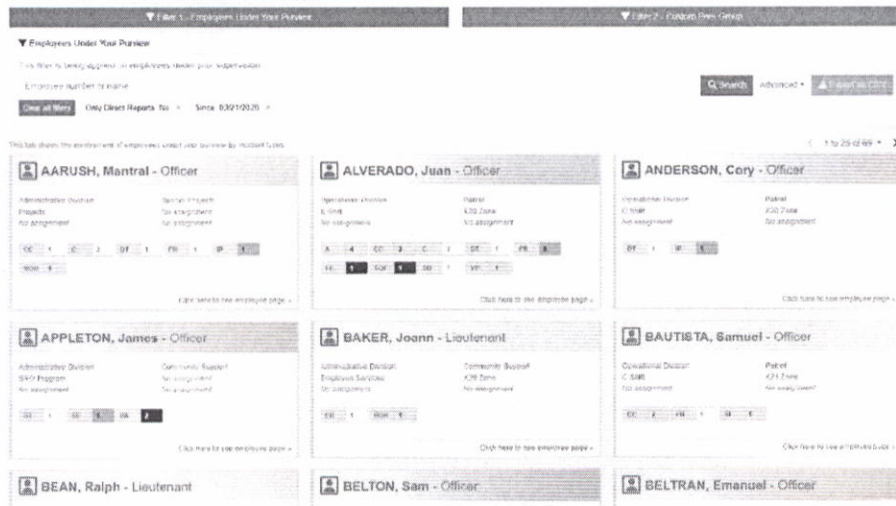
- BlueTeam offers EI Dashboard with filtered, purview based drill-down capabilities to the underlying incidents.



EIPro uses standard deviation-based algorithms for real time peer-group analytics. A range of dashboards and visual interfaces are included

Incident Involvements Peer Analysis

Displays incident involvement statistics of employees under your supervision.



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Belton, Sam (9983) Officer
Supervised by Lieutenant Bae, Daniel



Licensing Terms

- The NextGen applications pricing is for unlimited use licensing in terms of both the number of users that can run the software concurrently, and the number of workstations the applications can be run on. Our pricing model ensures maximum flexibility for the customer, with all licensing costs paid at point of initial purchase. The customers will never have to purchase additional licensing based on increased or unforeseen future usage requirements. This is important since the participation of front-line personnel – especially supervisors – is crucial in upholding the integrity of the organization, and to constrain their use of the software would greatly limit, if not cripple, its effectiveness.
- Annual maintenance/subscription coverage includes provision of all upgrades. Both technical and/or end-user support services are provided via Helpdesk, phone and e-mail in a timely manner during the period it is in-effect.

Correctional-specific

- Correctional mode setting that activates related features for correctional customers. o Correctional customers can configure the facilities breakout nomenclature (region, cellblock, pod, etc.) that reflects their needs. This results in system screens and reports that reflect each customer’s specific nomenclature.
- Ability to track information on current facility and location of each inmate with that information saved each time that inmate is linked as an involved party to an incident. This enables reporting and statistical analysis of where within the customer’s facilities complaints, uses of force, and other incidents are occurring.
- Addition of a user-defined inmate number fields so that involved inmates are positively identified.
- Ability to link one or more charges and their dispositions to each involved inmate, in order to better handle complaints against inmates

- Charge disposition is included with the citizen/inmate linked charge record so that each charge's disposition can be tracked and reported on
- Special icon to identify inmates as distinct from other involved parties o Ability to track and report on statistics for Conductive Energy Devices (seen below)

California-specific

- Ability to track public records requests to include, California Pitchess Motion of Request or any other public disclosure.
- Ability for departments to track two unique addresses for employees (home and work), separate phone numbers (home and work) along with social security numbers for mandated state reporting requirements.
- Documents recoverable costs (from CA State Attorney General Office) for cases with recoverable activities by Department personnel. A case's linked tasks include capture of time spent in hours and minutes, along with recoverable indicator. Associated reports list tasks and roll up time spent by case for cases handled during a time period.

Extensive PS/IA Background and Experience of Trainers and User Support Staff

All staff that provide on-site training and provide user support (as opposed to technical support) have extensive experience in Public Safety of commanding or working in Professional Standards/IA units.

Company Background

CI Technologies has conducted business since March 1992. The Company was acquired by Versaterm Public Safety in March, 2023, and is now a portfolio Company of Versaterm Public Safety.

CI Technologies' sole business is to provide "off the shelf" software products specifically created for the public sector internal affairs/professional standards and criminal intelligence units.

CI Technologies, Inc. office site locations include: Vancouver, British Columbia, Amherst, New Hampshire and other locations in the US and Canada.

CI Technologies' product-based rather than custom software focus results in superior software functionality at reasonable cost to its customers. It also results in a company with strong growth and staying power over the long-term, rather than one dependent on a few large clients or contracts.

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Product development and technical support are also vastly simplified. CI Technologies' products are all created using industry-standard programming languages and are designed to use mainstream relational database engines. They are architected to be scalable from single desktop to wide-area usage. Several of CI Technologies' customers run its software products in statewide, citywide or countywide wide-area mode.

CI Technologies has a long history of offering timely and effective technical support to our customers. This can be confirmed by contacting any of our customers. CI Technologies is a rapidly growing company sales-wise and has on average a 3 to 4 month sales backlog.

CI Technologies' IAPro integrity solution was first released in 1998. As of Spring, 2023, over 1,100 public safety agencies in 4 countries run IAPro along with related applications. Those countries include: the USA, Canada, Australia and New Zealand.

- Company name: CI Technologies, Inc.
- Mailing address: PO Box 57, Amherst, NH 03458, USA
- Number of years in operation: 30 years
- Number of years in public safety software business: 30 years
- Number of employees: 20+ full and part time employees

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