CYRUN

POWERING PUBLIC SAFETY

Security powered by information

RFP BID #SN-2012-12

U.S. Forest Service

Public Safety Computer Aided Dispatch (CAD)

Alliance PD Central manages your most valuable asset - Information

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RFI RESPONSE FORMAT AND CONTENT

1. Company name: **Cyrun**
2. Company mailing address: **5615 Scotts Valley Dr., Suite 210, Scotts Valley, CA 95066**
3. Point of contact information: **Glen Haimovitz, 831-205-2054, ghaimovitz@cyrun.com**
4. References (name and phone number) of individual/company where your CAD system has been implemented: **See References Section Below**
5. Indicate if you are considering competing in the CAD procurement as either a Prime Solution Provider or System Integrator (prime or sub-contractor): **Cyrun will be acting as Prime**

SECTION 1 - EXECUTIVE SUMMARY

This Executive Summary is a proposal from CYRUN to US Forest Service. In this proposal CYRUN are offering our *ALLIANCE PD CENTRAL* software (*ALLIANCE*), which includes CAD system. CYRUN provides 8 to 5 PST standard support along with 24/7/365 emergency support. All updates and enhancements are also included in this support and maintenance fee. CYRUN can also provide leasing options as desired.

ALLIANCE tracks every incident from the initial phone call on to the full deployment and management of the incident with full audit log tracking. This system will also provide complete oversight by automatically sending an email or alphanumeric page to pre-selected individuals the moment a specific type of incident occurs. For instance if a wildland fire incident occurs, an email, alphanumeric page or text message would be immediately sent to all regional command staff.

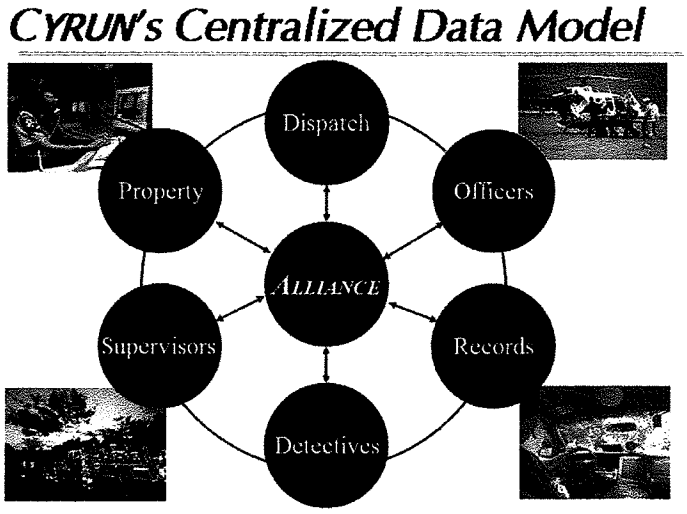
This CAD system is currently installed in numerous regional police, fire and EMS facilities as well as airports, hospitals, casinos, ports and transit systems.

Product Integration

CYRUN will be providing a fully integrated CAD system that will have active links to surrounding agencies. All dispatch operations will be based on pre-defined deployment plans using unit recommendation based on incident type, weather severity and call priority to quickly and accurately dispatch and manage multiple resources (ie. fire engines, aircraft, dozers, crews, etc.) responding to wild land fires

System Approach

Creating a comprehensive approach to public safety computing requires a system that goes beyond simple presentation of database fields and forms. *ALLIANCE* employs a systematic integration and interconnection of this data to enable personnel to enter and retrieve information more efficiently. The time spent entering quality data into your computer system will be the largest financial investment of the department. Ensuring that this time is well spent requires a careful design of sophisticated data tools and a carefully planned interface. In *ALLIANCE,* this quality of interface is a critical factor in reducing the stress of all personnel.



Drawing on CYRUN's experience with interface design and relational workflow systems, *ALLIANCE PD CENTRAL* was built in the Windows environment to address these issues in the following unique ways:

- ***Teamware data sharing***—In *ALLIANCE*, everyone who enters information helps everyone else by sharing their data in a central pool. This eliminates all redundancy throughout the agency.
- ***Interface clarity***—Many *ALLIANCE* screens provide access to large amounts of essential information, yet never appear cluttered or confusing.
- ***Consistent, easy-to-comprehend working environment***—Logical screen design allows users to learn a few basic principles which enable them to intuitively navigate any portion of the system with confidence.
- ***Powerful capabilities accessible to the novice, with high-speed shortcuts for experienced users***—*ALLIANCE* is completely navigable with a mouse, but virtually all entry and movement can be performed with easy-to-remember keystrokes.
- ***Elimination of input errors***—Automatic multi-level verifications and "plausibility" checks help assure ultimate quality of system data.

Project Implementation:

Although *ALLIANCE* is by design an intuitive system, there are many unique and powerful features to learn. Education is especially important for those users new to computers or migrating from much older systems. CYRUN is committed to seeing that the department's personnel learn to fully utilize all aspects of *ALLIANCE*. CYRUN's on-site training program employs both classroom training and personalized workplace coaching to ensure that department personnel master the capabilities of the system.

Classroom Training

CYRUN provides comprehensive training with every *ALLIANCE* installation. Classroom training is divided into a series of training modules. Each training module addresses a different set of *ALLIANCE* skills and is tailored to specific roles within the police department. Personnel attend only those training modules, which address the specific needs of their job.

Personalized Workplace Coaching

Clarifying and integrating classroom skills into daily work activities is an essential component of any successful training program. During initial project implementation, CYRUN provides personalized workplace coaching to assure user proficiency.

On-site CYRUN trainers coach department personnel individually and in small groups as they apply classroom skills to daily departmental activities. Trainers respond to specific needs and issues as they arise, helping to reinforce skills, clarify concepts, and build user confidence.

SECTION 2 - REFERENCES

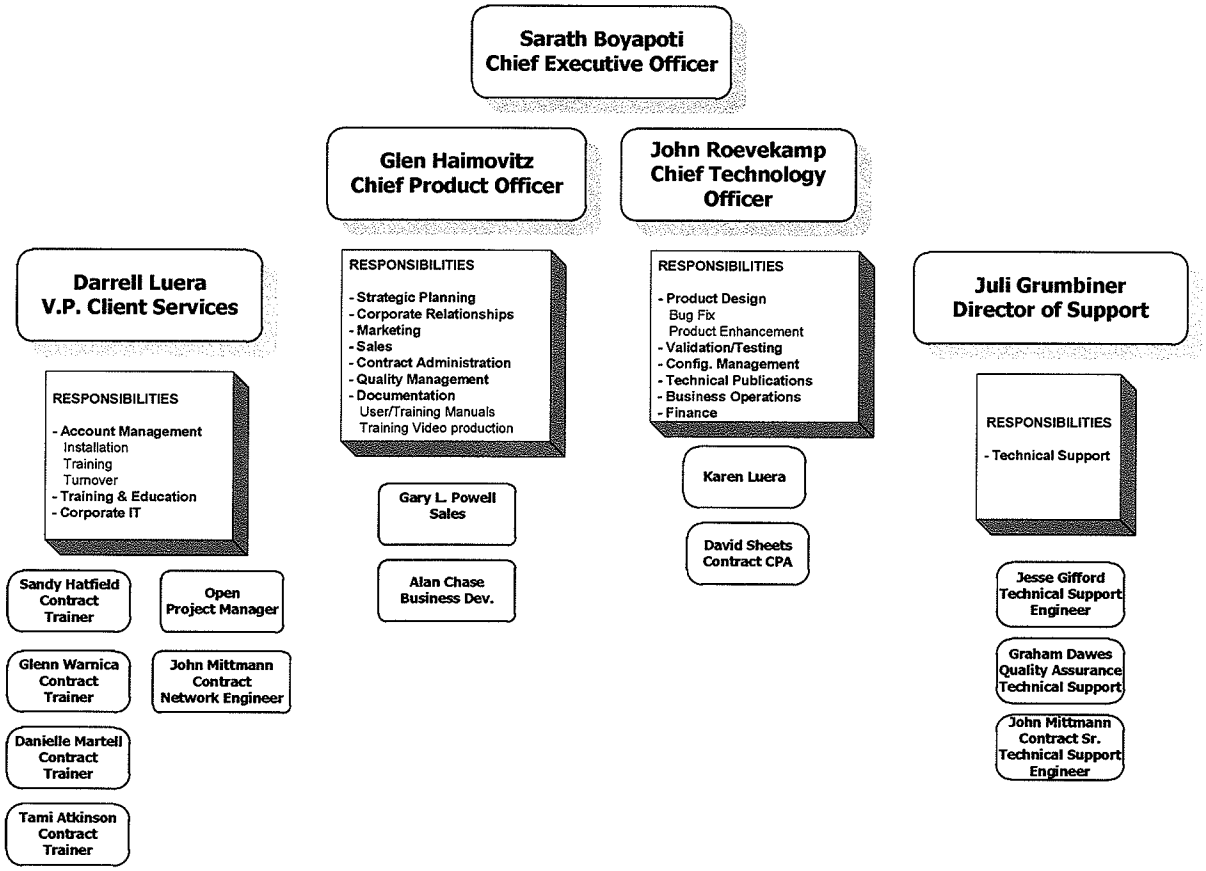
Lompoc Police Department *Chief Tim Dabney* *107 Civic Center Plaza* *Lompoc, CA 93436* *(805) 875-8104* *tDabney@ci.lompoc.ca.us* *CAD/RMS/Jail/Mobile*	***Westminster PD, CA*** *8200 Westminster Blvd.* *Westminster, CA 92683* *Lt. Derek Marsh* *Manager* *714-898-3315* *derekm@ci.westminster.ca.us* *CAD/RMS/Jail/Mobile*
Emeryville PD *Chief Ken James* *2449 Powell St.* *Emeryville, CA 94608* *(510) 596-3705* *Kjames@ci.emeryville.ca.us* *CAD/RMS/Mobile*	***Lincoln County 911, OR*** *815 SW Lee Street* *Newport, OR 97365* *Tami Atkinson, Interim Director of Operations Manager* *(541) 265-4955* *tatkinson@lincom911.org* *CAD/RMS/Mobile*
Beaumont PD, CA *Kari Mendoza* *Support Services Director* *550 E. 6th Street* *Beaumont, CA 92223* *(951) 769-6062* *karim@beaumontpd.org* *This system supports 5 cities that use different system configurations: CAD/RMS/Jail/Mobile*	

SECTION 3 - PROJECT ORGANIZATION, PERSONNEL AND STAFFING

All of CYRUN's project managers have at least 10 years of experience in public safety implementations. Project managers do not maintain outside certifications though a long list of references can be provided if desired. CYRUN will be using Frontier Technologies for hardware installation for this project as well as several highly qualified trainers from our client agencies to assist with training. All contract trainers have at least 5 years of experience as qualified trainers.

Darrell Luera will act as the project manager for this implementation. Darrell has over 15 years of experience in installing CAD/RMS systems and training agency personnel. Darrell will be onsite for key phases of this project including kick off meetings, other scheduled meetings, implementation of core systems, training, go live, and work place coaching.

Corporate Organization and Responsibilities



Executive Team Biographies

CYRUN 's executive team has vast experience in corporate management, operations, software development, law enforcement, and security operations.

Sarath Boyapati (President & C.E.O)

Sarath Boyapati is a serial entrepreneur with a successful track record. He has experience with growing a business from start-up to successful exit. He has received numerous recognitions including Finalist for Ernst & Young's Entrepreneur of the Year award.

Mr. Boyapati has a B.Tech in Civil Engineering, M.E. in Transportation Engineering and a M.S. in Computer Science. Mr. Boyapati also has a M.S. in Management from Stanford University's Graduate School of Business.

Glen Haimovitz (Sr. VP Product Development)

Glen Haimovitz has more than 15 years of experience in managing a software business related to mission critical environments. He is experienced in building successful companies including an arcade video game company, a hydrogeology/hazardous materials management firm, as well as an international textile company prior to founding CYRUN. He has a passion for public safety and founded CYRUN to help security professionals and organizations become more efficient. He has lead the product vision from inception to its present position as a top tier software in public safety management. Mr. Haimovitz currently serves on the board of directors of Bonny Doon Fire and Rescue.

Mr. Haimovitz majored in Psychobiology (vision research and neurophysiology) with a minor in Environmental Studies at the University of California Santa Cruz.

John Roevekamp (Founder & Chief Technology Officer)

John Roevekamp brings more than 25 years of experience in business development and software system design and engineering. He leads all engineering efforts including support and new product development at CYRUN.

Mr. Roevekamp holds a B.A. in music from the University of California, Santa Cruz. He has been creating software for law enforcement and security agencies for over 18 years.

Darrell Luera (V.P. of Client Services)

Darrell Luera is the VP of Client Services. Mr. Luera has more than 15 years of experience in design, project management and administration of software in security and law enforcement arena. He brings considerable industry experience, passion and perspective for product development and customer advocacy.

Mr. Luera is a former law enforcement professional with more than 11 years of hands-on experience. His work covered many aspects of law enforcement in both small and large agencies.

Juli Grumbiner (Director of Support)

Juli Gumbiner has over twenty years of experience leading large-site 24x7 network operations and technical support organizations where system availability and problem resolution are critical. She has a background in systems administration and technical support and has worked for a diverse array of organizations including the University of California, Berkeley, Microsoft WebTV Networks, Healtheon/WebMD and PDI/DreamWorks Animation SKG.

Ms. Gumbiner attended the University of Iowa and holds a BA in Psychology from the New College of California, San Francisco.

Ms. Gumbiner's talent for process/system analysis plus many years as the customer of countless technology vendors naturally makes her Cyrun's #1 Customer Advocate.

SECTION 4 - RFI SPECIFICATIONS

Place an "X" in the box following each system requirement description listed; if your company's most recently deployed CAD system fully meets the requirement.

System Requirement	X
1. The System should support web based technologies, such as mobile and cloud computing.	X
2. The System must support the ability to merge an instance of the database with another instance, as in the case where data is created and stored in a standalone database that then must be combined with another database to consolidate the data. Note: For example, when two dispatch centers are becoming	X
3. The System must have disaster recovery processes that include data redundancy.	X
4. The System must have robust interoperability with established systems with the ability to share data easily and efficiently.	X
5. The System must be available (24/7) at the local dispatch center without interruption for any reason so as to maintain operational continuance at the local level at all times.	X
6. The System must support a multi-user platform with real-time access.	X
7. The System must meet all Federal and Agency requirements for security.	X
8. The System must have on-going technical and user support.	X
9. The System must be based on an interactive Graphical User Interface (GUI) environment.	X
10. The System must support real time, read-only access to data by local and remote fire managers and GACC personnel.	X
11. The System must meet the needs of an all-risk dispatch center.	X
12. The System must be scalable and flexible to accommodate individual dispatch center data, policy and business practices while complying with national agency requirements for standardized data elements and reporting requirements.	X
13. The System must be able to create an Incident from any computer via the internet.	X
14. The System must include a variety of robust mapping features that allow the dispatch center to determine the location of a potential incident quickly and easily.	X
15. The System must be able to produce standard and ad hoc reports.	X
16. The System must allow for local management to pre-determine the resource response by incident type, response area, and response level.	X
17. Daily log and entries may be retained as part of the official record of an incident.	X
18. When multiple incidents are created but should be tracked as one incident, the multiple incidents are merged, (i.e. A reported smoke incident and a reported vehicle collision, are the same incident.) When incidents are merged, all documentation and resource data is tracked in	X
19. The System must provide multiple ways to create an incident, such as using a function key or typing in an address or designating a map location through lat/long or GIS, etc.	X
20. The System maintains an incident log that records activity on an incident, such as radio communications, phone communications, dispatcher activity, notifications, etc.	X
21. The dispatcher must be able use a timer to track status, and position checks of resources. For example, if it is a law enforcement incident the timer will notify the dispatcher when a safety check is required. aircraft, Automated Flight Following may want a verbal check back every 15 minutes to track the	X

22. Standard land-based geospatial data layers should be available within the System.	X
23. Response area data includes: response levels, associated Fire Danger Rating Area,	X
24. Dispatch (run cards) data includes: response types, incident types with incident subtypes, response types, response levels, dispatch strategy, copying and reporting dispatch strategies, dispatch	X
25. Interfaces with radio console over a serial data connection to select frequencies and tones (repeaters). Dispatcher can click the [SELECT] button on the CAD screen to select dispatch frequencies and tones on the radio console screen.	X
26. Provides an application administrator with the ability to add a common place name to the geographic data file with only a latitude/longitude location (location is off-road).	X
27. Provides an application administrator with the ability to configure response areas for fixed (run order) or dynamic (road network calculation) unit recommendation.	X
28. Provides a dispatcher with the ability to assign a weather-based dispatch level to response areas that have been organized into dispatch zones.	X
29. Recommends units based on the current weather conditions (dispatch level) in the response area associated with incident location. The dispatch level influences the selection of	X
30. Calculates a bearing and distance for recommended units that travel through the air.	X
31. Provides an application administrator with the ability to assign air-to-air and air-to-ground frequencies to individual response areas.	X
32. Generates a fire number in addition to an incident number from a federal or local fire number counter as specified in the response area record associated with the incident	X
33. Provides an application administrator with the ability to create a hazard record at a latitude/longitude location.	X
34. Alerts the dispatcher when a call is entered at a latitude/longitude associated with a	X
35. Provides a dispatcher with the ability to set the dispatch priority of units in a fire station where there is more than one unit of the same type.	X
36. Displays an automatically-updated fire coverage window with the dispatch coverage status in green, yellow, or red.	X
37. Provides the dispatcher with the ability to assign the person responsible for completing the fire or investigation report by entering a command.	X
38. Replicates live CAD incident and unit information to a backup device.	X
39. Provides a dispatcher with the ability to select an alternate tactical and/or air to air frequency when the primary tactical frequency is in use.	X

C. TECHNICAL INFORMATION BEING REQUESTED

1. How many staff months (project management, analysis, design, coding, documenting, and testing) and calendar months do you estimate it would take to modify your CAD system to meet all of the requirements listed above?

Cyrun estimates that it will take 3 months to modify the existing CAD system to meet the criteria listed above. This estimate does not include any interfaces to third party CAD systems.

2. How many multi-site CAD customers does your company currently have?

Cyrun's systems are designed to accommodate multi-agency and multi-site environments. Most of our clients operate in a multi-agency environment with individual dispatch centers in each location though some of our clients have a single dispatch center for multiple agencies.

3. How many physical servers are required to run your full CAD system with ROSS and other interfaces including testing and training instances of the system?

Cyrun can operate as a server farm from a single location though we would suggest using multiple regional locations to host our CAD system for disaster recovery or downed phone lines during an emergency. Cyrun recommends a virtual server environment that will allow most subsystems to be co-located on the same physical hardware. Cyrun also recommends a backup system at every data center and a SAN for data storage.

4. What is your company's estimated annual revenue from CAD system sales, consulting services, and maintenance fees?

$3,900,000

5. How many procurements for a CAD project exceeding $2 million has your company responded to in the 24 months just prior to the release of this RFI?

Cyrun has received one CAD project over $2,000,000 in the past 24 months.

6. What is the probability 0 – 10 (10 being the highest) that your company would participate in a best value Request For Proposal process for the CAD described above where all requirements must be met in order to qualify?

10

7. What is your estimated cost to provide a CAD system that would meet all of the requirements listed in this request for information?

$3,989,750

D. ADDITIONAL INFORMATION

1. Provide any additional information not requested above but which you deem important and relevant to this RFI.

Cyrun will be releasing an enhanced version of CAD within the next six months that will be incorporating most of the remaining features requested in this RFI. This schedule can be sped up if required.

2. Provide any lessons learned from other similar projects.

All of our customers have special needs. Our goal as a company is to analyze these needs and work with the client to provide the highest level of functionality possible. Some of our projects have been quite interesting including the Homeland Security installation at the Port of Los Angeles. Their goal was to create a fully integrated CAD/RMS/Mobile environment with AVL, video, access control, CAD, RMS, license plate recognition, mobile data units, and many other features. Our job as a vendor was to determine the best way to present this information to tell a story to the end user and to pull all of the data elements together into one seamless picture. Designing this Situational Awareness system incorporated multiple data feeds from a variety of sources.

Cyrun had similar experiences with our law enforcement and fire clientele where we help to implement deployment plans using unit recommendation, must cover stations and resource ordering. Each piece of equipment in our system is treated like a tool box with a primary function such as a Type II engine along with numerous additional capabilities such as the amount of available water, hose, vehicle extraction equipment, specialized training (like cliff rescue), etc. The system then looks for the closest unit based on the primary function. If the primary unit type is not available, the system will recommend the closest physical unit that has that capability.

Cyrun personnel have done similar types of analysis with CalFire at a recent 8000 acre wildland incident in preparation for expanding the incident management tools based on CalFire's incident command model. Our analysis included a review of the initial call out, attending daily briefings, private daily meetings with the command staff, driving the fire line and meeting with many of the strike team leaders. Cyrun did an analysis of the section, division and branch structures and formation, operations, planning, logistics, financial analysis, as well as review of the resource ordering function using the ROSS software, etc.

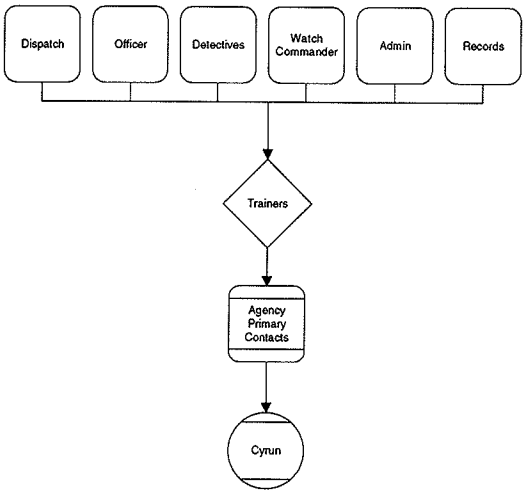
Cyrun looks forward to expanding our tools to incorporate the specific functions required by the Forest Service.

3. Ongoing annual maintenance and technical support.

CYRUN provides support services as part of our support plan which covers 8 to 5 PST standard support along with 24/7/365 emergency support. All updates and enhancements are also included in this support and maintenance fee. CYRUN has found that a large majority of trouble tickets generated by agencies ended up being user training issues and not actual problems with the programs' operation. In order to maximize our response times to each agency in the event of a system malfunction, CYRUN has developed a program to route requests through agency designated contacts/trainers before being forwarded to the ALLIANCE Help Desk.

Each agency will have two designated agency contacts. All requests for information and all trouble reports will be routed through one of these people. The agency must also develop a proper reporting pathway for all requests, for example:

CYRUN utilizes a web based application for managing problem reporting and resolution. Tickets may be submitted by email, web application or by phone call. After an issue is received, CYRUN Support will assign the appropriate technician/engineer to the issue. Critical issues should be phoned in at any time 24/7/365. These issues are given top priority and will have a support engineer attempting to identify the issue within 1 hour by remotely connecting to the agency server to duplicate the issue at the client site. Non-emergency issues are tracked and managed in the support web application. Clients can review the status of any issue by logging into this website and looking up the ticket number.



Issues that can be duplicated will be corrected immediately when possible. Some issues require product updates to be completed. Updates are generally scheduled to occur quarterly though a patch may be uploaded to the client site when appropriate. When an issue cannot be resolved by a technician, CYRUN Support will escalate to it to a second level or senior engineer to resolve.