

PROPOSAL



SAS Fusion Center Solution for Integrated Information and Intelligence Management Law Enforcement

SAS Response to Solicitation Number 6100003495, RFCSP-013-096

San Antonio Police Department

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Executive Summary

The San Antonio Police Department (SAPD) and the Southwest Texas Fusion Center's (SWTFC) overall missions are to provide timely information and analysis necessary to prevent and protect against all threats while enhancing SAPD's Intelligence Led-Policing strategy and operations. SAS understands SAPD needs a dynamic technical solution to drive operational insight and facilitate the strategic and tactical deployment of available resources while reducing risk to the agency and improving the overall capabilities to deter criminal activity and investigate those that have occurred. In support of these missions, the solution will need to:

- Capture criminal intelligence within a large-scale, multi-jurisdictional, 28 Code of Federal Regulations (CFR) Part 23 compliant environment allowing users to manage and develop the data used to support the targeting of threats from individual or organized criminal entities.
- Provide a powerful data search tool for research and identification of trends/patterns that operates on a single platform that is secure from improper access.
- Provide analysts with search results in a user friendly, proficient and expedient manner.
- Provide for the collection of Suspicious Activity Reports (SARS) from different sources and then pass terrorism related SARS to NSI, e-Guardian or both.
- Provide a request for service module that tracks request for information/service and monitors activity of the fusion center while collecting the appropriate data for reporting purposes.
- Provide a Confidential Informant Management Module (CIMS) with a detailed workflow that reduces risk and provides improved officer safety, deconfliction of CIs across units while providing more detailed information for those commanders making decisions concerning the use of a particular person as an informant and tracks CI contacts and payments.
- Provide integration capability with ESRI.
- Provide federated search capacities to external systems
- Provide a configurable and expandable architecture that can stay abreast of new business and data integration requirements.

The SAS Fusion Center Solution

The SAS Fusion Center Solution meets SAPD's needs. SAS understands more than just business intelligence is required to protect our citizens and our Law Enforcement personnel. The SAS solution can help surface insights into criminal activity through the use of the SAS Fusion Center Solution. The proposed solution allows SWTFC and SAPD personnel—from analysts to detectives to command staff—to use the insight that will be available to better protect the public and inform key decision makers. SAS aims to maximize the value of the SWTFC, through the implementation of a single platform that has been designed to bring a multitude of capabilities together as one operational system. The solution will break down silos of information and provide for the future growth of department, enabling SWTFC to respond quickly to changes in trends and overall department objectives.

Our proposed approach will build a strong intelligence collection capability that supports the entire intelligence cycle and is compliant with 28 CFR Part 23. The included Suspicious Activity Reporting module supports the intelligence cycle and ensures that terrorism related SARs are vetted and submitted to the NSI and or e-guardian, supporting the national effort to ensure the safety of Texans and other Americans from internal and external threats. Investigative efforts will be supported while reducing the overall risk to the department through a very robust CIMS with a streamlined workflow that keeps all supervisory levels informed yet protects the security of the informants' identity to only those that have a need and right to know. The included Request for Service module provides an efficient method to collect and report out to internal and external customers the activities of the SWTFC while providing case deconfliction—ultimately saving time for investigators and analyst and while assisting in putting agencies and units together that are focused on the same target or trend.

Why SAS?

SAS can provide SAPD and the SWTFC with a flexible solution to help address the dynamic and changing landscape of gang activity, criminal enterprises and terrorism within the Southwest Texas region. The SAS solution and approach are unique in that we offer a fully integrated system that can be configured to meet your specific needs. It is not another suite of cobbled together and acquired technologies that dazzle but do not provide the desired outcomes. Only a handful of global companies have the full depth and breadth of technologies to support SWTFC's vision. SAS is on that short list. SAS software is recognized by customers and within the industry—by industry experts and analysts—as best-of-breed and SAS can help ensure the information driving operations is timely, accurate, and reliable so SWTFC can prevent crime, enforce laws, and support public safety.

Solution Overview

The SAS Fusion Center Solution is comprised of a number of proven, innovative technologies to help SAPD and the SWTFC combat rising threats and meet its mission including:

- Single platform that includes functionality for suspicious activity reporting, service request management, intelligence management and confidential informant management
 - Multi-level security user groups
 - Security and audit capability
 - Customizable data entry forms
 - Document indexing and archiving
 - Single sign-on
 - Supports active directory authentication
 - Deployable via thin client (i.e., web browser)
 - Supports duplication of data to MS SQL environment
- Suspicious Activity Reporting (SAR) Functionality
 - Compliant and able to integrate with the National SAR Initiative (NSI)
 - Interface with NSI Shared Space and/or eGuardian
 - Interface with ESRI GIS platform
- Service Request Functionality
 - Records, manages, and monitors service calls
 - Provides performance metrics at organizational and individual levels

- Intelligence Management Functionality
 - Supports 28 CFR Part 23 compliance
 - Single federated search capability
 - Real time electronic alerts and notifications
 - Supports customization of data entry and input
 - Supports multiple level review and approval process
- Confidential Informant Management Function
 - Supports the vetting, approval, and handling of registered informants
 - Single federated search with anonymous pointer
 - Supports deconfliction process
 - Informant interaction tracking and payment audit process
 - Supports ESRI GIS tracking/mapping

SAS is excited and very pleased to have this opportunity to provide a response and solution in support of the SAPD and SWTFC's ongoing mission to protect all of us.

Proposal: Attachment A

004 SCOPE OF SERVICE

The scope of the work to be performed will result in a contract for an operational, turnkey Fusion Intelligence consisting of different modules – Request for Service (RFS), Suspicious Activity Reporting (SAR), Criminal Intelligence Management (CIM), and a Confidential Informant (CI). The system operates in a client server environment where the contractor is to provide installation of the purchased equipment, system design specifications, production, development, and full system installation and integration for the systems design that it proposes. A number of other tasks essential to successful implementation and operation are expected. The Respondent shall include overall project management for the installation, documentation, training, testing and acceptance as well as ongoing maintenance and support services during the Respondent’s proposed two year warranty period.

The following four modules must be provided: RFS Module must:

- 1. Record, manage, and monitor service calls.*
- 2. Include performance metrics at organizational and individual levels.*
- 3. Record and monitor activity expended on service calls from units/organizations supported by the SWTFC.*
- 4. Allocate requests based on subject matter expertise or workload.*
- 5. Use of RFS statistics to quantify SWTFC service value.*

RFS Module

The RFS module of the SAS Fusion Center Solution was specifically designed for the Fusion Center environment and has now been deployed to many sites across the US. RFS fulfills a significant need in the recording and monitoring of activity expended on service calls from organizations supported by the center.

As a Fusion Center fulfills its diverse service commitments, it has become increasingly important to record and report on the services provided, identify success factors and measure performance at organizational and individual levels. This provides insight into a number of key areas by the generation of Fusion Center metrics such as:

- Number of service calls received per time period
- Type of service calls received
- Number of calls per agency/organization
- Average analyst RFS workload per time period
- Average RFS turnaround time
- Average RFS turnaround time per analyst
- Number of RFS products produced per time period

At a Glance

- *Improves operation monitoring*
- *Provides request and case deconfliction*
- *Prevents duplication of work*
- *Request are not lost or misplaced*
- *Assist in balancing work loads*
- *Supports reporting as required by DHS*

The recording and monitoring of RFS activity in a format provided by the SAS Fusion Center Solution has provided agencies with important data from which performance baselines can be established and measured against. These numbers have become increasingly important as Fusion Centers strive to identify success criteria, monitor throughput capabilities and evaluate performance, particularly when resourcing levels are being reviewed and economic conditions dictate staffing levels.

SAR Module must:

- 1. Be compliant and integrate with the National SAR Initiative (NSI).***
- 2. Have capability to interface with ESRI GIS platform.***
- 3. Document tips and leads for SAPD and within the SAR cycle, from intake and work-up, through disposition.***
- 4. Allow investigators and analysts to collaborate on the same SAR.***
- 5. Have ability to interface with NSI Shared Space and or eGuardian.***

SAR Module

SAS developed its first SAR module at the end of 2001 as part of a statewide counter-terrorist initiative. It was developed and deployed as an extension to an existing multi-jurisdictional intelligence program and quickly became the primary collection point and triage mechanism for all terrorist related information in the state. Our SAR module became an instant success and was attributed to significant results obtained by the participating agencies through the combination of three simple factors:

- Multiple roles and agencies collaborating on the same integrated platform
- Integration of multiple data sources
- An easy to use system-wide search capability

Since that time, this module has gone through significant technical and workflow related improvements as the SAR environment at a national level has matured and become an initiation point for criminal investigations or intelligence projects for all types of criminal activity. It is the most used of the SAS Fusion Center components due to its ease of use, close integration with the Intelligence and Case Management modules and its data exchange links with the two national SAR sharing initiatives.

As Law Enforcement agencies rely more on data analysis to support command-level decision making, outputs are produced to provide management with statistics on operational status and data trends.

At a Glance

- *NIEM compliant and integrates with NSI SAR and e-Guardian*
- *Improves collaboration*
- *Supports multi-jurisdictional intelligence programs*
- *Detailed workflow*
- *Tracks vetting activities*

CIM Module must:

- 1. Operate within the basic intelligence process and support compliance with federally mandated 28 CFR Part 23.***
- 2. Have a single federated search capability.***
- 3. Include real time electronic alerts and notifications.***
- 4. Support customization of data entry and input.***
- 5. Support multiple level review and approval process.***
- 6. Capture, evaluate and refine raw data for use in actionable intelligence products.***
- 7. Automate group-based data security assignment; reduce SAPD liability by implementing data and workflow controls to ensure safe management and dissemination of intelligence information.***

CIM Module

The underlying precepts on which the SAS Fusion Center Solution's Intelligence module is built have been tested and proven in the field for over 10 years. The result is an off-the-shelf product that meets both the operational and compliance needs associated with a modern intelligence environment. The module provides an organization with a proven process that is deployed with the technology. Together they provide an environment that enforces the classic intelligence lifecycle process and captures, evaluates and refines raw data into valuable intelligence products. These products will then go on to influence the tactical and strategic decision making process, identify prominent criminal networks with their members and hierarchy and finally, underpin both officer and public safety initiatives.

Included with the module are the data and workflow controls that ensure the safe management and dissemination of intelligence information. These include multi-level, group based security, automated generation of intelligence review dates, data flagging and notifications sent to your organizational email accounts and an unparalleled audit mechanism that tracks the usage of all system users. All of these combine to ensure that an organization can operate an intelligence initiative with the knowledge that controls are in place to ensure compliance with Federal guidelines and that information can be shared between different law enforcement disciplines or agencies without compromising security or privacy regulations.

As with all SAS Fusion Center modules the CIM module inherits the enterprise search capability of the SAS Memex Platform allowing databases, whether internal or external to the solution to be searched by a single query using the Federated Search feature.

At a Glance

- *Classic intelligence cycle support*
- *Supports 28 CFR Part 23 compliance*
- *Automated, group based data security assignment*
- *Comprehensive audit mechanism*
- *Electronic alerts and notifications*
- *Visual linking module*
- *Multi-level review process*
- *Multi-jurisdictional support*
- *Target profile dissemination packages*

CI Module must:

1. Support the vetting, approval, and handling of registered informants.
2. Single federated search with anonymous pointer.
3. Supports deconfliction process.
4. Provide informant interaction tracking and payment audit process.
5. Supports ESRI GIS tracking/mapping.

CI Module

The Confidential Informant Management Module (CIMS) is the latest addition to the SAS integrated suite of Law Enforcement modules. It is the culmination of best practices and cutting edge technology, delivering a structured informant management system that aggressively enforces the vetting, approval and handling processes for registered sources within a multi-jurisdictional law enforcement environment. The demands and sensitivity of this subject matter have been thoroughly researched to create a solution that delivers a consistent level of checks and balances that when deployed will mitigate the risks associated with this environment through the implementation of standardized, role-specific workflow for each phase of the informant handling process.

Considerable effort was expended in the research and design of this module using subject matter expertise and the most advanced SAS Memex technology. A variety of official resources formed the basis of the design including existing informant management handling policies, consent decrees, court orders and legislation, including “Rachel’s Law.”

The features included in CIMS are broad and cover operational, administrative and technical areas however; it is system and data security that forms the absolute priority throughout each of these. The inclusion of role-based user profiles supports the allocation of specific system permissions to differing groups. This allows different functionality, responsibilities and notifications to be delivered to CI oriented groups such as Handlers, Unit Supervisors and Approval authorities.

A number of key objectives are met by the adoption of the new CI Management module:

- Aggressively enforce minimum standards of CI Management
- Risk reduction in the follow areas
 - Officer safety
 - Organizational liability
 - Informant safety
 - Use of undesirable CI candidates
 - Deconfliction of existing CIs
 - Measure quality and ROI of CIs

At a Glance

- Adheres to Law Enforcement best practices
- Reduces Risk and Improves Officer Safety
- Tracks CI Contacts and Payments
- Powerful Deconfliction capability
- Detailed workflow supports vetting and approval process
- Robust Security protecting the CI’s Identity

- Improved CI evaluation process by leveraging all of the data held within the SAS Fusion Center system
- Recognition of emerging CI handling standards

Services shall include:

• Professional Services

As part of this proposal, SAS is including professional services associated with deploying the Fusion Center Solution. SAS will assign a Project Manager to the project, who will be responsible for the following activities:

- Ensuring that adequate project planning takes place
- Facilitating and managing cross-organizational activities
- Monitoring progress of project
- Ensure that team members have access to all required resources
- Managing project risks
- Coordinating with SAPD's project manager
- Managing users' expectations
- Maintaining the project timeline
- Acting as liaison between the SAS team and SAPD users
- Keeping both SAS management and SAPD project sponsors informed of project progress
- Establishing software configuration management and change control practices for agreed module modifications

In addition, the following is a description of the proposed tasks to be carried out by SAS professional consultants.

• Configure and install the software application

For deployment of the core SAS Fusion Center Solution, SAS professional services consultants will perform the following:

- **Hardware and Network Analysis:** SAS consultants will work with SAPD IT personnel to ensure all hardware and any necessary network configuration necessary for a successful deployment of SAS Fusion Center Solution is in place.
- **Installation Media and License Generation:** The SAS Fusion Center Solution requires a license file unique to each server on which it is deployed. SAS consultants will work with SAPD IT personnel to obtain the necessary information from the target servers and to generate and deploy the resulting license files.
- **Server Commissioning and Prerequisite Software Installation:** SAS consultants will work with SAPD IT department to make sure the target servers have the correct operating system version installed and that any necessary third-party libraries or applications are installed.
- **Core Memex Platform Installation:** SAS consultants will carry out the installation of the core solution components. These are the baseline components used by all the SAS Fusion Center solution modules.

• System Configuration

For the deployment and configuration of the SAS Fusion Center Modules, SAS Industry Advisors and professional service consultants will perform the following tasks:

- **Working Group Events.** SAS Consultants will conduct working groups with key members of SAPD project team to review the SAS Fusion Center Solution modules. The purpose of the working group is to introduce the module to SAPD key stakeholders and to identify and document areas where configuration changes may be necessary.
- **SAPD Configuration Request Review.** Review and agree upon configuration changes from working group
- **SAS Configuration Request Review.** Following completion of the working group, SAS consultants will review and assess the feasibility and level of effort required to implement each configuration change identified during the working group. SAS will then present this information to SAPD stakeholders. Should the estimated level of effort exceed the budgeted hours included for applying configuration changes, SAS consultants will work with SAPD to prioritize the configuration changes to meet the available hours.
- **Implemented Changes.** Apply configuration changes agreed upon during the working group. Based on the approved list of configuration changes, SAS consultants will make adjustments to the module in the project environment. These changes will be presented to SAPD stakeholders during a second, online working group.

• *Testing*

- **Deploy to SAPD Test Environment.** SAS consultants will deploy the final Fusion Center Solution configuration to the SAPD test environment.
- **SAS Testing.** After deployment to the SAPD test environment, SAS consultants will perform functional testing of the deployed module to verify correct operation within SAPD's environment.
- **SAPD Testing.** SAPD will be given the opportunity to carry out their own testing of the deployed module. To avoid potential project overruns it is essential that this testing is carried out in a timely manner. The SAS project management team will work with their counterparts at SAPD to determine an appropriate timeline for the carrying out of this testing. This activity will be coordinated with user training to ensure those people tasked with carrying out system testing have sufficient knowledge of the system to be able to test effectively.
- **Remedial Work from Testing.** SAS consultants will work to resolve any issues identified and documented during either SAS or SAPD testing of the module.

• *Training*

- **Fusion Center Solution User Training:** SAS Consultants will provide 3 onsite user training classes, each lasting 3 days, covering the use of the SAS Fusion Center solution that will include RFS, SAR and Intelligence Module Training. Up to 12 people may attend each class. It is assumed staff attending the training will not have any prior experience of using the Memex system.
- **Confidential Informant Management Module Training:** SAS Consultants will provide up to 3 x 1 day onsite training classes for up to 12 users per class who are involved in the confidential informant management process. (Note. It is currently unknown what the total number of Confidential Information Management module users will be. This proposal assumes up to 35 users may need to be trained on this module.) CIMS students must have completed Fusion Center Solution User Training.

- **Memex Administrator Training:** SAS Consultants will provide 1 system administrator training class, lasting 1 day, covering the administration of the SAS Memex system upon which the Fusion Center Solution is built. The course will cover managing system users and permissions as well as server ‘housekeeping’ activities. It is assumed attendees will have some experience of administering similar systems.
- **Fusion Center Solution Refresher User Training:** SAS Consultants will provide 2 days of refresher training to users of the system at a mutually agreed time after the system becomes operational. The purpose of this training is to optimize knowledge transfer and retention. This training can be provided in a consolidated format onsite in a classroom environment or remotely via the web as part of a series of the short (60 – 90 minute) tactical training classes totaling 16 hours that will focus on specific components or modules. These webinar training sessions will be recorded and will be available for download by the customer for future use as part of a library of training videos.

• **Create three customized forms for agency use**

In addition to the off-the-shelf law enforcement modules required by this RFP the proposed solution provides a fully customizable interface and workflow environment allowing the forms and solution behavior to be tailored to meet any requirements that are specific to the SWTFC. The forms provided for SAR, Request for Service, Intelligence Management and Person/Gang member forms are all customizable. The graphic below details the Form Designer application that is used by trained administrators to modify the design and behavior of the interface.

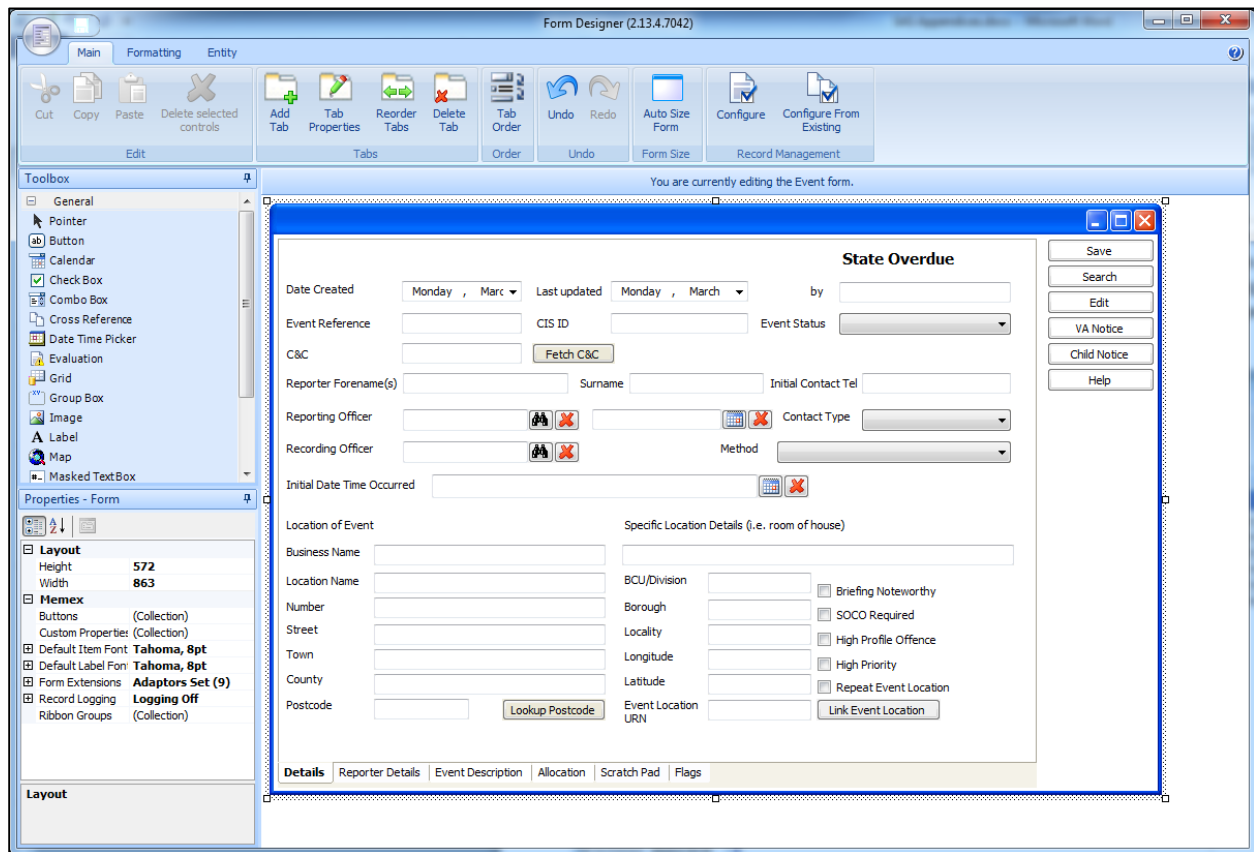


Figure 1: Form Designer

• ***Support and Maintenance***

- **Documentation of Server Environment:** SAS consultants will create a site guide which will include server and configuration details related to the deployment within SAPD's environment. This document will act as reference for both SAS consultants and SAPD technical staff.
- The SAS license and maintenance agreement provides technical maintenance and support at no additional charge.

A. MINIMUM REQUIREMENTS

The Respondent must present an integrated fusion center solution. The Respondent selection is based on the need for an end-to-end Integrated Information and Intelligence Management Law Enforcement Solution. The Respondent must have a minimum of 10 years experience working in a Major City Intelligence Unit or recognized Fusion Center.

SAS has had experience of implementing software for major city intelligence initiatives since 1995 with an agency wide deployment of a Criminal Intelligence Management system for the London Metropolitan Police Service (MPS). Today 40,000 police and civilian members of MPS now operate what is the 4th generation of that original intelligence product.

Today through continual focus on this specialized Law Enforcement discipline and the constant reinvestment in its development of ILP and Fusion Center Support solutions the SAS Fusion Center Solution has become a valuable tool in assisting organizations in the tactical and strategic decision making process by facilitating the creation of products that will be distributed and consumed by a wide range of Law Enforcement and other trusted parties. This is made possible through SAS Memex Platform—a commercially available software framework that provides a unique end-to-end, enterprise solution for Fusion Centers.

Within a service-based environment such as the SWTFC which is responsible for managing a wide range of operational and analytical resources and activities, the SAS Memex Platform (SMP) acts as a force multiplier by:

- Consolidating access to multiple data sources.
- Providing access to data that was previously unavailable due to technological constraints.
- Hosting a variety of integrated operational modules that co-exist on the same platform and deployed to manage and report on the diverse activities of a Fusion Center—including RFS, Suspicious Activity Reporting, and Criminal Intelligence Management.

At a Glance

- *Integrate data on this flexible integration platform and eliminate your data silos*
- *Allow your teams to collaborate on a single platform*
- *Stay compliant with information handling policies*
- *Optionally available connection to national level data sharing programs such as NSI, eGuardian and RISS*

Access to this broad range of integrated data and management tools through a single interface significantly enhances the investigation and analytical process. It allows the variety of public safety and critical infrastructure protection disciplines to operate together within an environment that supports collaboration and deconfliction by default. For Fusion Center management personnel, the consolidation of data and modules that support different operational and analytical teams on a single platform allows greater visibility into the Center’s operations.

SAS is proposing our Fusion Center solution for the SAPD, to include the following:

- The core Memex Platform
- The Memex Intelligence Module

- The Memex SARS Module, including the eGuardian interface
- The Memex Request for Service Module
- The Memex Confidential Informants Module

This proposal covers both the licensing cost of the software and the professional services required to deploy the software at the SAPD.

B. BUSINESS REQUIREMENTS

The City of San Antonio (CO SA) desires the implementation of an IMLES that will meet the following high-level requirements:

1. *IMLES shall be a single platform that includes functionality for suspicious activity reporting, service request management, intelligence management and confidential informant management.*

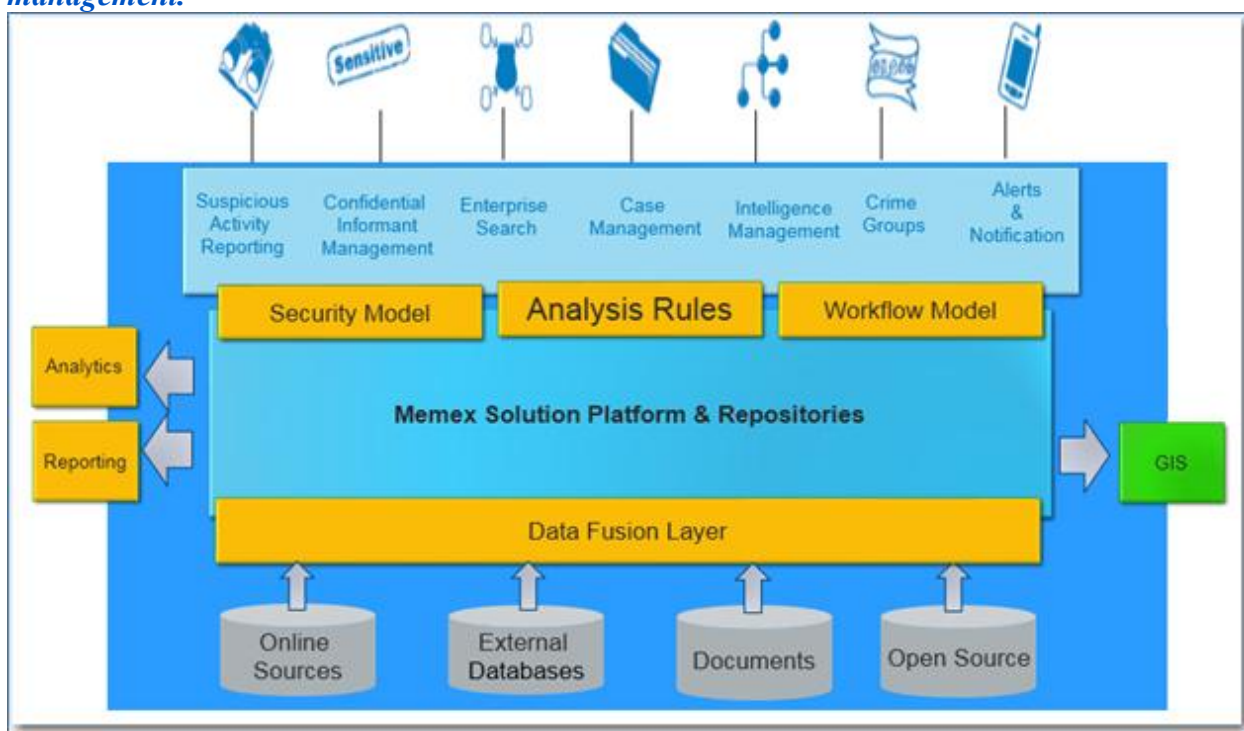


Figure 2: The SAS Memex Platform Architecture

The SAS Fusion Center Solution is supported at its core by the SAS Memex Platform (SMP) shown in Figure 2. The SMP is the foundation and core of our proposed solution for IMLES and is made up of many different components that are brought together as needed to provide a single platform that can meet the needs of the SWTFC and the SAPD today and well into the future.

The SMP is a foundation upon which a fusion center or intelligence unit can build a successful and powerful intelligence capability leading to the identification of criminal elements that may not have been previously known. It improves the ability to prevent or disrupt criminal activity to include terrorism from being carried out. All of this is made possible because of the scalability of the SMP and the power of the underlying technology that supports every aspect of this solution.

The SMP consist of different layers. The first layer is the Data Fusion Layer which supports the integration of disparate databases either through a direct integration or via a federated search capability. The Data Fusion Layer allows investigators and analysts to access this information using a powerful enterprise search capability putting every piece of data at their fingertips with a single query that provides results in a simple to understand view.

The SMP contains a very robust and granular multi-level security model. Access to information is based on a user’s role, security group, and authorized access down to the record level. It is widely recognized that the security mechanism that is automatically inherited in the SMP provides a greater level of security and access control than traditional RMS solutions. The SMP also incorporates an unparalleled audit mechanism that tracks the usage of all system users. The secure solution contains controls to prevent unauthorized access and facilitates compliance with state and federal guidelines such as 28 CFR Part 23, allowing information to be shared among different law enforcement disciplines and agencies without compromising security or privacy regulations.

Solution workflow can be easily configured to make the submission and approval processes align with existing processes and practices. The extensible workflow capabilities of the solution are BPM compliant and administered through an easy to use designer. Existing workflows can be easily altered whenever workflow processes change.

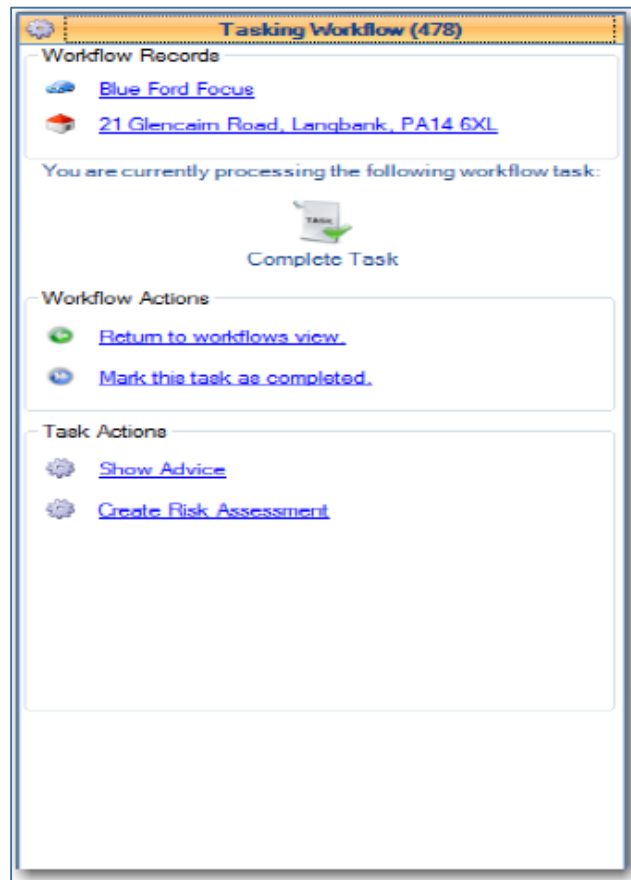


Figure 3: User friendly task panel

The workflow engine supports reminders and escalations as well as automatic forwarding. From a user's perspective, the workflow is presented as a user friendly task panel (as shown in Figure 3), which guides them through the available actions that apply to their current role in the workflow.

The SMP supports the use of analytical techniques and rules to assist the investigator and analyst in making decisions based on sound analytical practices and rules. These rules help maintain compliance with organizational policies, state and federal regulations as well as powering the Memex Advice Engine. The advice engine assist in retaining institutional knowledge and can provide guidance to a user at critical steps in any process or workflow. This capability improves effectiveness while reducing risk to the organization.

The SMP supports multiple options for integration with other systems including APIs for a number of programming languages including Java and C#, as well as web services based interfaces and XML load and extract facilities. These facilities provide a wealth of options for exposing system functionality to third-party systems such as dashboards and reporting tools. This same integration capability exists with ESRI and most other mapping software and GEO Spatial analysis tools.

The final layer of the framework is the operational layer which contains the operational modules desired by a unit or organization. In the case of IMLES this layer will contain the following modules:

- The core SAS Memex Platform
- The Memex Intelligence Module
- The Memex SARS Module, including the eGuardian interface
- The Memex Request for Service Module
- The Memex Confidential Informants Module

2. IMLES shall include a multi-level security user groups.

The SMP features both a role based access control (RBAC) system for all features in the system, and a multi-level security model. This functionality allows record access and security to be applied to 'logical' servers, individual data entities within those logical servers, or at the individual record level. Thus, when one user conducts an ad-hoc query, his/her specific RBAC privileges are enforced as are any security settings placed on records that would return in the results set. If the query is shared with another distinct user, when that user executes the query, his/her specific RBAC privileges are enforced as are any security settings placed on record. Therefore the results set for the same query could possibly result in different results sets if the two user's RBAC and security profiles were different.

The SMP supports a role-based model for the security of data and access to system functions and operations as shown in the following figure. Each user on the system is a member of one or more groups which enables his/her to log onto the system with the rights and privileges afforded to him/her from the aggregate of all the groups from which s/he is a member. Each group is allocated a number of permissions which are available at a level of granularity that allows maximum flexibility without unnecessary administrative overhead (see Figure 4). This allows

user accounts to operate using a least privileged security model where a user has only the rights and privileges s/he requires to perform his/her role.

The ability to access the data on a server depends on two factors:

- Permissions: the settings that determine which modules, menu options and buttons are available to individual users and to the members of different groups
- Record security: the access restrictions applied to individual records

Permissions and security can be assigned and applied either on an individual user basis, or on a group basis, or using a combination of users and groups. Large organizations, find it particularly useful to be able to assign permissions and apply security on a group basis. This makes it easy to ensure that all users at a certain level, or working in a particular area, have identical rights to access data or perform particular actions. Every user is a member of at least one role group and one security group:

- Role groups are sets of system permissions and database access rights. Users are assigned to role groups. Whenever a user is added to a role group, they gain all the permissions assigned to that group. A user's permissions are therefore the sum of the permissions of all the role groups to which they belong, plus any permissions that have been assigned as an individual.
- Security groups are classifications that control access to records. When a user secures a record they specify which security groups have covert or protected access to the record, and which groups are denied access. Whenever a user is added to a security group, they inherit all the access rights of that group. If the group has been specifically denied access to a record, they will no longer be able to access that record.

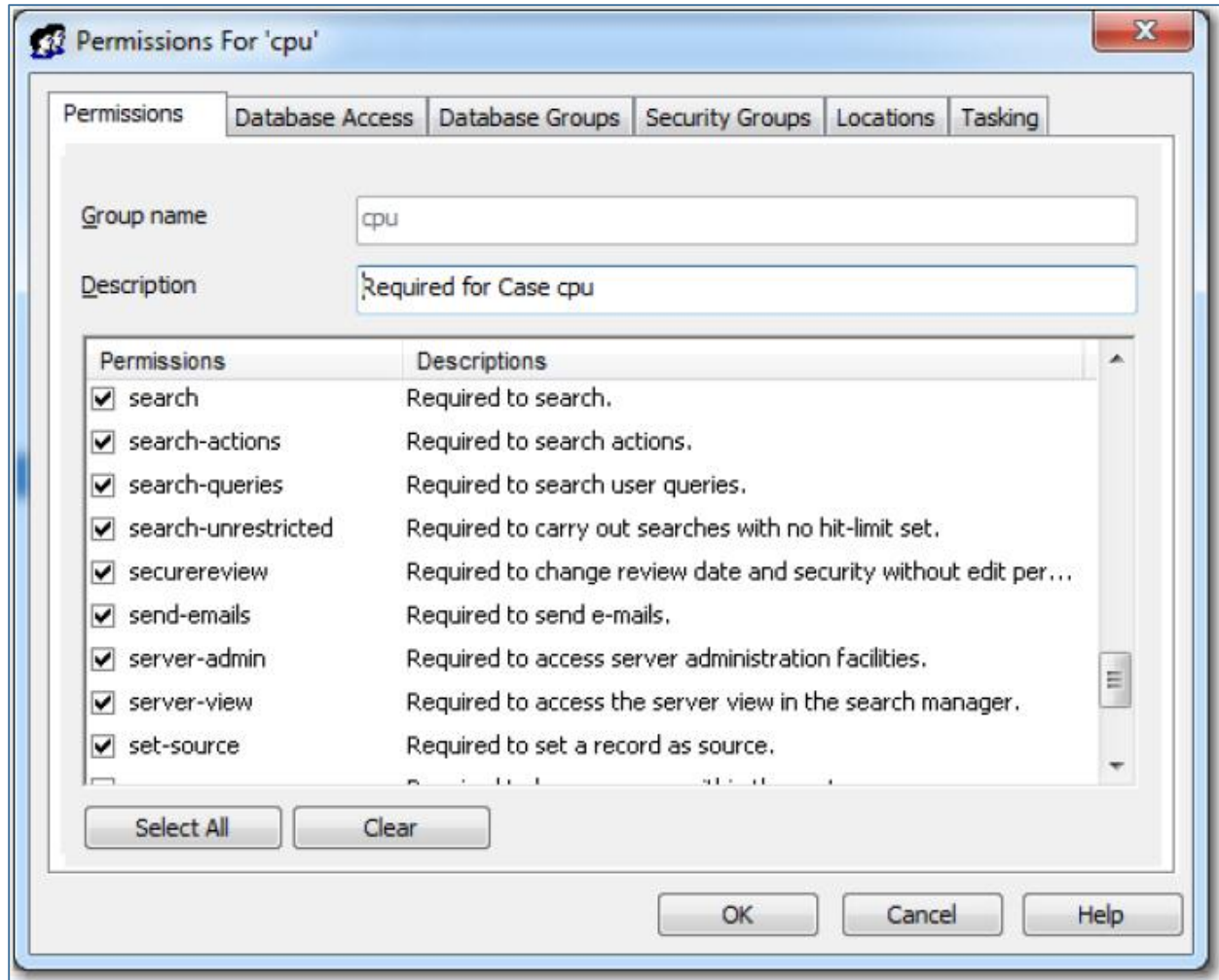


Figure 4: Specific permissions can be set by user or group

3. IMLES shall have security and audit capability.

As a system designed specifically for sensitive law enforcement applications, this solution maintains a complete and comprehensive audit trail of all user activity from the moment a user logs on to the moment they log out, including any failed log in attempts. Full details of searches, views of data, export or printing of data, record creation, modification or deletion, user and system administrative tasks are recorded. This includes the name of the user carrying out the action, date and time information, and workstation from which the activity took place. For searches, the query executed and the data sources against which it was searched are recorded. Any results returned in a hit list are also recorded. If any record is subsequently opened, that too is recorded. Audit data is stored in a repository which allows the full range of search functions to be applied including fielded and free-text searches. Access to the audit trail is generally restricted to administrative and senior supervisory users and the audit trail search functionality does not allow data to be deleted.

The solution's audit manager provides the capability to track user information on changes to reports, viewing of reports, etc. via a view into the centralized auditing mechanism that records all transactions performed on this system from point of log-in to log-out. All transactions can be

searched based on individual users, transaction types, specific records and/or date ranges. All data is searchable in the audit log. Designated users with audit manager permissions can perform searches of the audit system to retrieve and display on a wide range of transaction types, for example, details of activity by a specific user over a specific period of time.

4. IMLES shall have customizable data entry forms.

A wide range of user interface and workflow configuration options exist within the proposed solution that can be implemented without the need to change the existing code base. A complete set of administrative tools are included and the extensive training is provided to appointed SAPD staff. Using this capability, entry screens can be customized using different form views for different user's/group's workflow processes. A powerful Form Designer application is included as a standard module that allows administrative users to design and modify forms and system behavior without the need to modify code or acquire additional services from SAS.

5. IMLES shall have document indexing and archiving.

The SAS Fusion Center Solution includes an automated document indexing feature and a repository that will allow the SWTFC to define multiple locations for storing volumes of documents, files and images with the solution. When the files are added to these repositories, any textual content associated with the file such as author, title, subject, keywords and most importantly, the contents of the files are extracted and made searchable to all users on the system with the correct permission.

In addition to archiving textual content the image upload process also stores the GPS coordinates (if present) of where the image was taken alongside the image itself, adding a geographical context to the image and allows geo-tagged information to be searched and displayed using a map.

Not only does the document repository allow for new documents and images to be uploaded and shared within the agency but, due to the speed at which the files can be uploaded, the system can be used to upload existing documents which may be sitting on disparate PC's to open up the content of those documents quickly and securely to all investigative and analytical staff.

6. IMLES shall have a single sign-on.

SAS will provide access to the solution through the ITSD network. This is accomplished using different technologies. The proposed solution has the option of handling all authentication for access natively, or deferring authentication to a third party application using plug-in adaptors within a single sign-on environment. Support for Microsoft Active Directory is provided out of the box with other authentication providers supported via the creation of suitable adaptors for most networks. The solution includes a high encryption capability across the communication layer using SSL up to 256 bit AES.

7. IMLES shall be deployable via thin client, i.e., web browser Supports duplication of data to MS SQL environment Interface to Microsoft Exchange and ESRI GIS.

The SAS Fusion Center Solution supports both a thin client installed interface as well as a web-based interface. Each of these interfaces is functionally equivalent and users easily transition

from one interface to the other. An analyst can work through the desktop client while in the office but access the solution through the web-based interface when in the field.

To facilitate additional integration functions with reporting or other data exchange requirements the SAS Fusion Center Solution includes the inherent capability to duplicate data to external RDBMS environment including but not limited to MSSQL Server.

To support the user and administrative notification process the SAS Memex Platform includes a default capability to connect to any email environment that support SMTP

An embedded integration capability that interfaces with an existing ESRI implementation is included.

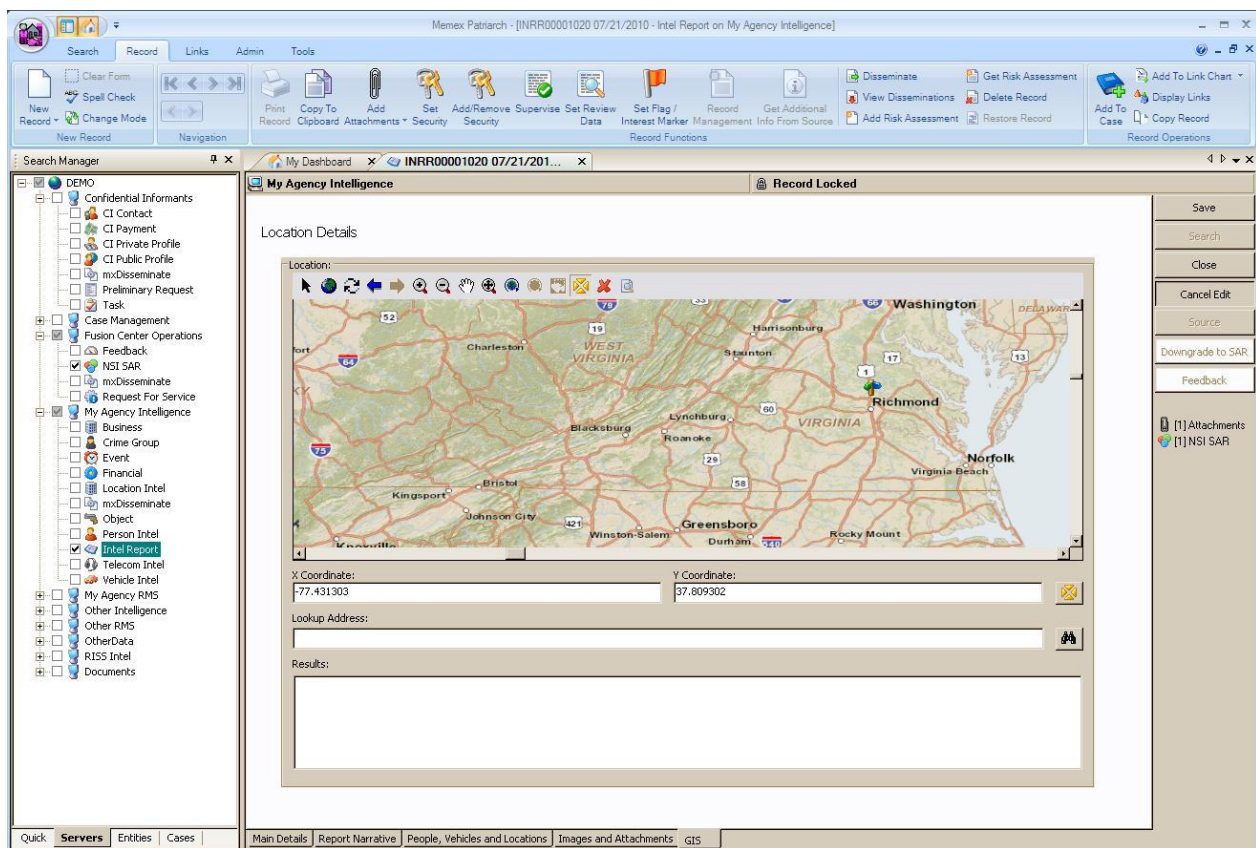


Figure 5: ESRI Integration

8. IMLES must be Commercial-off-the-Shelf (COTS) software to support expedited deployment.

The proposed SAS Fusion Center Solution is COTS product.

9. IMLES shall support tasks to improved customer service, efficiency, and accuracy.

The solution includes integrated tasking module has been developed to provide an enhanced level of support for task creation and allocation, notification and escalation. It uses a centralized module for the collection and processing of actions assigned to individuals or groups and its

functionality is controlled by the inherent role based access mechanism that allows the task to follow the organizational hierarchy and escalation process.

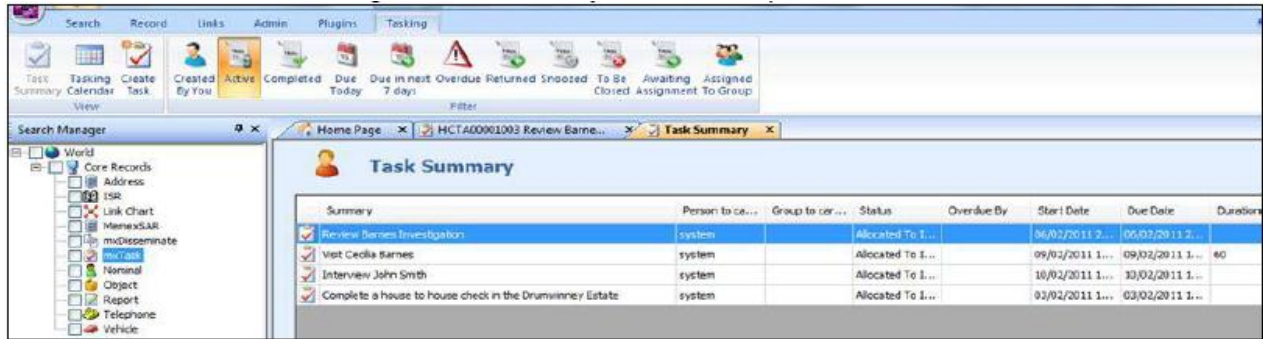


Figure 6: Task summary within the tasking module.

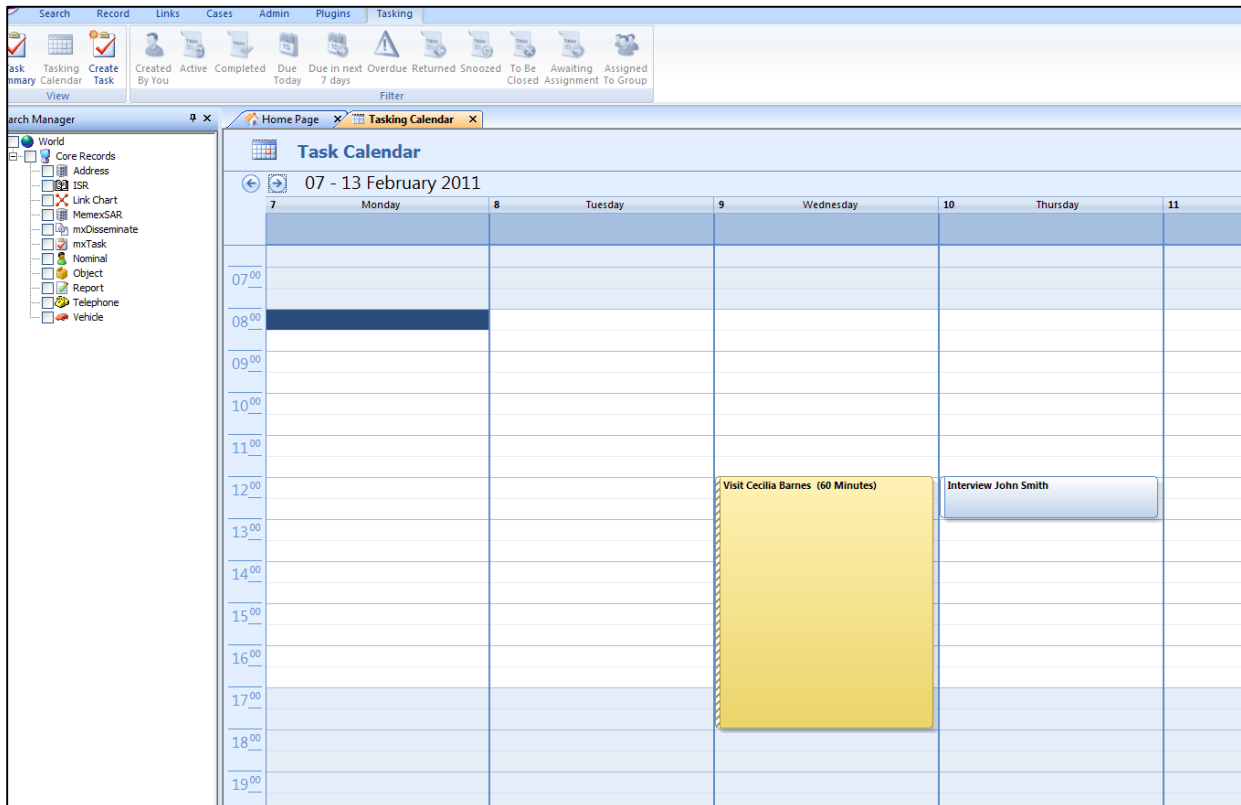


Figure 7: Tasking capability calendar view.

10. IMLES shall leverage existing knowledge base by linking to other critical systems.

SAS provides a flexible data integration platform that supports an unparalleled variety of data integration options. It is not possible that an organization’s entire data integration requirement can be met with a single integration technique.

The SAS solution has the capability to import or export from or to any data source for which a suitable interface is available. Suitable interfaces include SQL based querying, programmatic

APIs, and database dump facilities. This includes all of the major database systems, including Oracle, Microsoft SQL Server, Access, DB2, etc. SAS has integrated many different types of system data into the solution—through integration, as well as through federated searches. This includes custom solutions as well as third-party vendor solutions—with data ranging from sex offender registries, ticketing systems, N-DEx, RMS, CAD, mugshot, jail management and many other data sources.

11. IMLES shall support legal and regulatory compliance.

The SAS solution complies with all requirements of 28 CFR Part 23 and is fully configurable. The retention periods, retention review periods, and deletion rules are fully configurable using a rule based engine that will generate reminder notifications to those performing the retention reviews. This review is based on the handling code assigned to the Intelligence Report by default, but this is also fully configurable.

By the very nature of the solution and its workflow capabilities, the SAS Memex solution can be configured to fit most policies as it pertains to state statutes, standards and regulations as well as fusion center privacy policies. SAS is currently used in 12 US fusion centers to maintain adherence to rules and regulations.

12. IMLES shall integrate with the Nationwide SAR Initiative and eGuardian and allow investigators and analysts to collaborate on the same SAR.

The SAS Fusion Center Solution’s SAR module is NIEM / ISE-SAR compliant and includes an interface to both eGuardian and NSI programs.

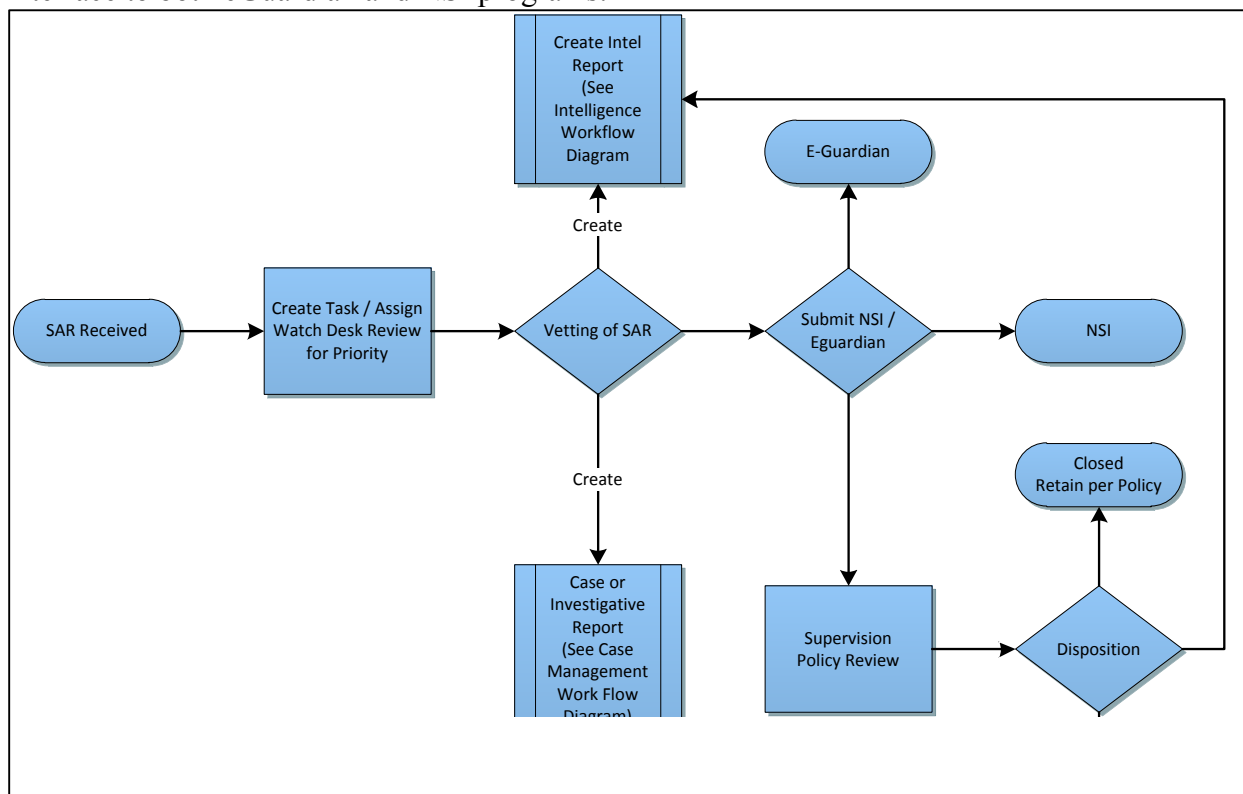


Figure 8: SAR workflow

13. IMLES shall capture, evaluate and refine raw data into actionable intelligence products.

The integrated nature of the proposed solution allows data, captured by a variety of different means and channels, to be managed in a structured manner to produce consistent levels of well substantiate intelligence products

The underlying precepts upon which the SAS intelligence module is built have been tested and proven in the field for almost two decades. The result is an off-the-shelf product that meets both the operational and compliance needs associated with a modern intelligence environment. The module provides a proven process that is deployed within the technology. Together they provide an environment that enforces the classic intelligence lifecycle process and captures, evaluates and refines raw data into actionable intelligence products. Included with the module are the data and workflow controls that offer the safe management and dissemination of intelligence information and products.

All of these combine to facilitate an intelligence initiative that contains controls to facilitate compliance with state and federal guidelines and allows information to be shared among different law enforcement disciplines and agencies without compromising security or privacy regulations.

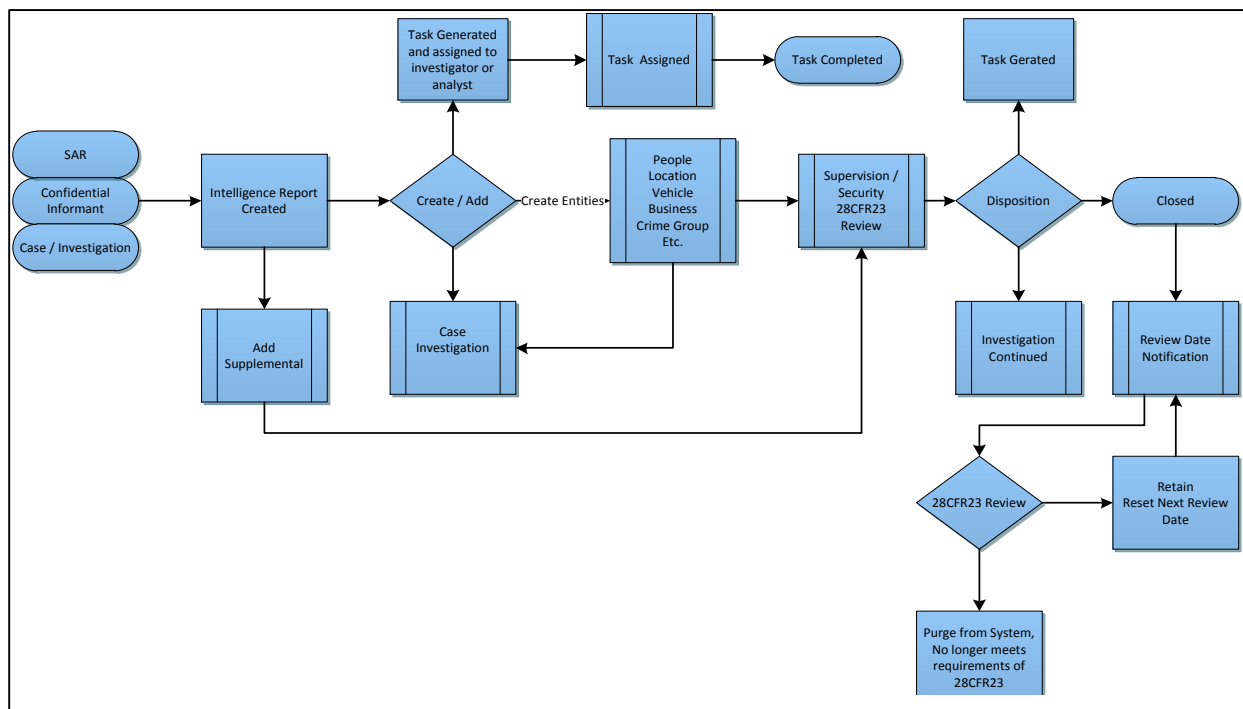


Figure 9: Intelligence report workflow.

14. IMLES shall provide consistent levels of checks and balances to mitigate risk through workflow standardization.

The SAS Fusion Center Solution provides a powerful workflow capability that can be easily configured to make the submission and approval processes align with an organization’s processes and practices. This is nowhere more evident than in the Confidential Informant Management Module (CIMS). CIMS is designed to reduce risk, improve officer safety and

provide de-confliction between different units that utilize confidential informants. The extensible workflow capabilities of the solution are BPM compliant and administered through an easy to use designer. Existing workflows can be altered whenever an organization’s workflow processes change as required by changes in policy, statute or the need to improve efficiency in a specific process.

The workflow engine supports reminders and escalations as well as automatic forwarding to ensure proper checks and balances are supported and enforced to ensure positive results. From a user’s perspective the workflow is presented as a user friendly task panel (as shown in the following figure), which guides them through the available actions that apply to their current role in the workflow.

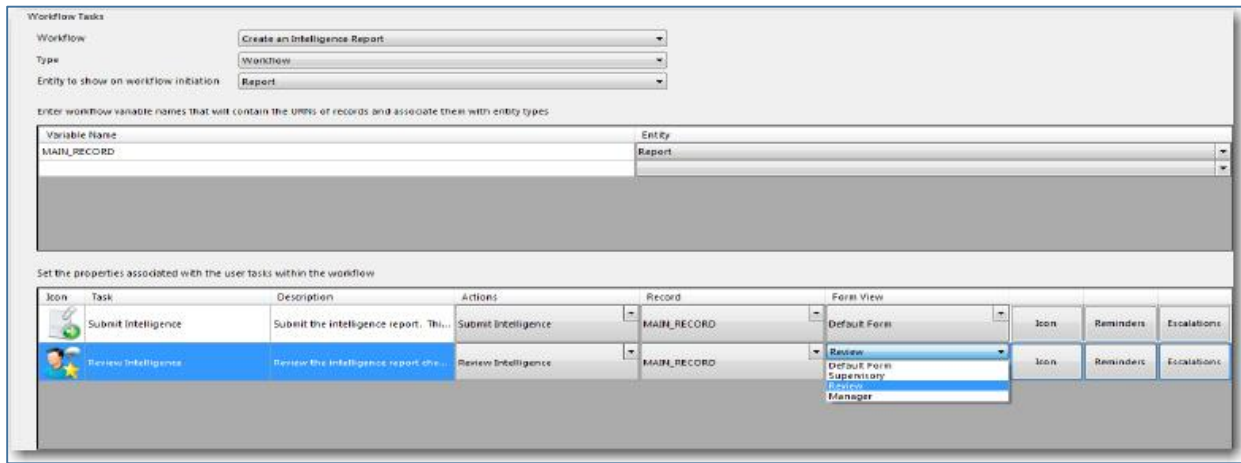


Figure 10: Workflow task example.

15. IMLES shall be designed in compliance with existing handling policies, consent decrees, court orders and other legislation

Controls have been implemented through-out the proposed solution that addressed specific mandates for the variety of policies and procedures that are associated with the capture and management of SAR, Intelligence Management and Confidential Informant data. These include:

- Mandatory field controls
- 5x5x5 intelligence evaluation controls
- Confirmation of compliance with threshold standard for the collection of intelligence information
- Automated security applied to classified content
- Notifications of specific events (Example – CI Payment)

Included with the solution workflow controls that provides the check and balances requirement for the safe management and dissemination of intelligence information. These include multi-level, group based security, automated generation of intelligence review dates, data flagging and notifications, and an unparalleled audit mechanism that tracks the usage of all system users. All of these combine to facilitate an intelligence initiative that contains controls to facilitate compliance with state and federal guidelines and allows information to be shared among different law enforcement disciplines and agencies without compromising security or privacy regulations.

C. City Hosted Solution

City purchases the software and the solution runs on City hardware servers, provide detailed breakdown of recommended server size and storage requirements based on historical data. Provide a list of all software involved and extent of license rights as requested in RFCSP Attachment F.

Server Specifications

This following outlines the technical specifications and prerequisite requirements for the SAS Fusion Center solution as proposed at San Antonio Police Department.

Virtualized Server Architecture

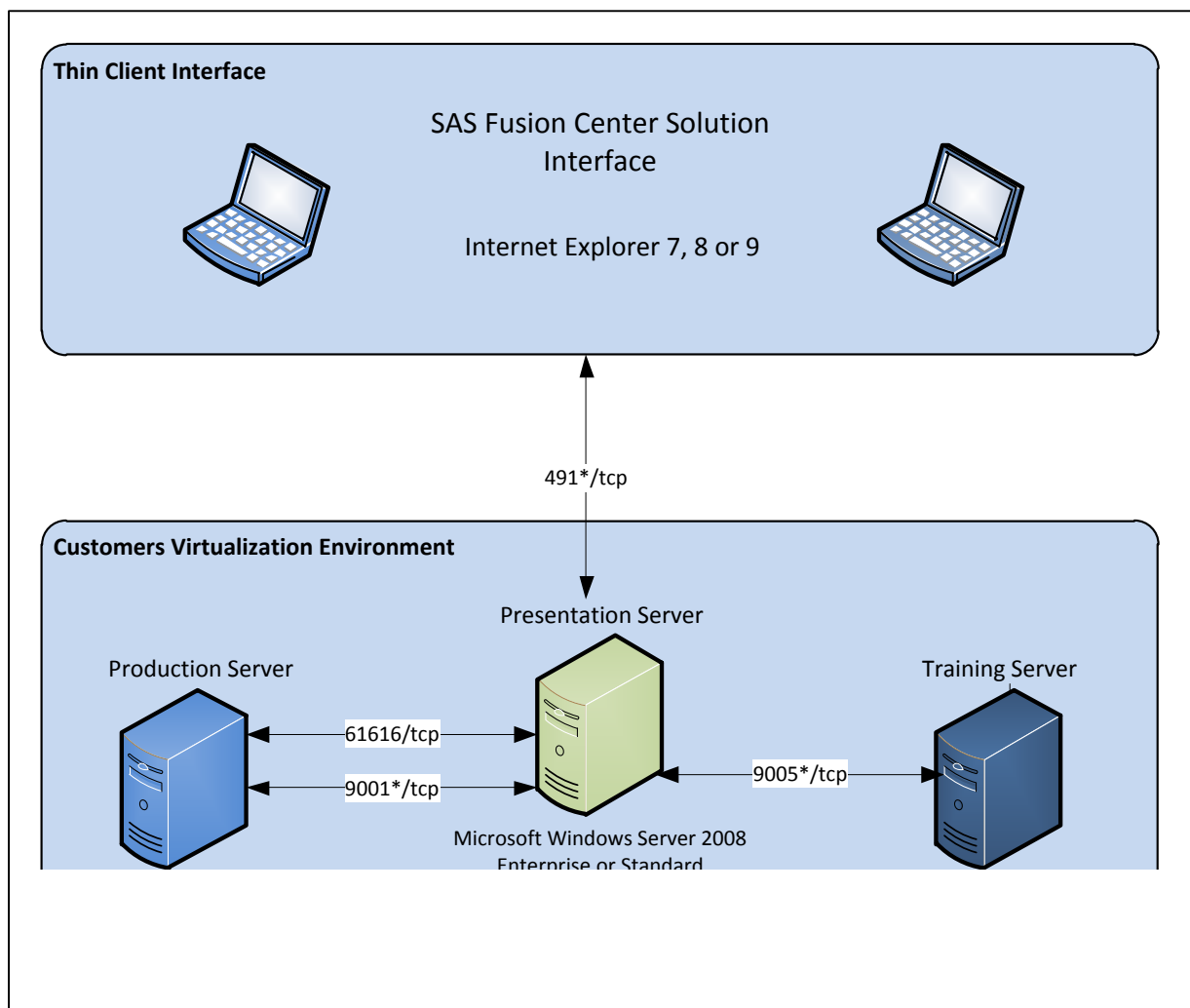


Figure 11: Production and Training Hardware Environment

Presentation Server

The presentation server will host the third party application “GoGlobal”, a web enabling solution that allows client applications to be accessed via your corporate internet browser.

The following specifications are recommended.

Memory Requirements	2GB RAM
CPU Requirements	1 CPU Core

Production Server

For the proposed solution the production server is a self-sufficient environment containing all software components required to deploy and operate the solution. The software components installed and configured on the Production server are:

- Memex Intelligence Engine which includes:
 - The data repositories for the SAS Fusion Center Solution
 - The indexing engine for the management and search of structured and unstructured data
 - Authentication process
 - Security process
 - Auditing process
 - Batch services for email notifications
- SAS Fusion Center Solution meta data configuration for the following modules
 - Intelligence Management
 - Suspicious Activity Reporting
 - Request For Service
 - Confidential Informant Management
 - User Group database

Memory Requirements	8GB RAM
CPU Requirements (Assuming 2 GHz CPU speed)	2 CPU Cores
Estimated Disk Space Requirements	200 GB

Training Server

This server contains the exact configuration as the production server but will be used for training activities. Any optional components added to the production server will also be added to the Training Server. Typically the training server does not need the same level of hardware resources as the production server. As this machine is virtualized it can be turned off when not in use. Port 9005 is typically the default port used by the SAS Memex Server although this can be configured to another port if required.

Memory Requirements	1GB RAM
CPU Requirements (Assuming 2 GHz CPU speed)	1 CPU Core

Estimated Disk Space Requirements	100 GB
--	--------

Client Environment

For SAS Software Release	2.13
Operating Systems	Microsoft Windows XP with Service Pack 3 Microsoft Windows 7 32-bit and 64-bit
Supported GIS Map Viewers	ESRI ArcGIS 9.3, 10.0 and 10.1
Deployment Mechanism	Full Client Installation / Web Browser Deployment
Client Prerequisites	
Microsoft Office	Microsoft Office 2003, 2007 or 2010
Microsoft .NET Framework	.NET 3.5 SP1
Adobe Flash	Server-based WebHelp requires Adobe Flash Player to be installed on the client computer
Document iFilters	To make the text of a document attached to a Memex record searchable, the appropriate iFilter for the file type must be installed on the computer on which SAS Memex is installed.

More technical information is available upon request.

Licenses products: SAS Fusion Center Solution

This includes the following modules:

- Request for Service (RFS) Module
- Intelligence Management Module
- Suspicious Activity Reporting (SARS) Module
- Confidential Informant Management Module

Please see next the response to the next question for information on license rights.

The City prefers broad license rights for all software and other technology, including perpetual, fully-paid and royalty free use rights for commercial off the shelf software. The City also strongly prefers ownership of all custom software and interfaces. The City will require a source code escrow agreement where applicable. The City will make a business decision for selecting a Vendor-Hosted Solution or a City Hosted Solution.

SAS’ standard licensing model for the software described in this response is based on an annual, rather than perpetual model. SAS and the City have previously licensed software on such an annual basis and SAS is confident such a model will meet the requirements set forth by the City in the RFP. All right, title, interest, and ownership in the software and any resulting work product from the services described in this response will remain with SAS Institute Inc. at all times. Any mutually agreed upon license agreements for such software and services will set forth appropriate license terms for the City.

Consistent with Section 015 of the RFP, SAS does not intend to enter into a source code escrow agreement with the City for the solution described in this response.

D. Third Party Products/Options Software

The Respondent must explicitly state the name of any third-party products that Respondent will be providing as part of the proposed solution. Respondent must have, and must demonstrate upon request, that it has authorization to transfer any rights of use and warranties for third-party products to the City. The Respondent will be responsible for interacting with third party product providers on all third-party warranty claims. The chosen Respondent will ultimately be responsible for providing all services, rights of use, service levels, and warranties on both components and the System as a whole regardless of whether subcontractors perform certain services or provide certain technologies.

License Type	Product	Comments
Commercial	Go Global	Web Enabling
Open Source	Activiti	BPMN Workflow
Open Source	Postgresql	Workflow datastore
Open Source	Jetty Web Server	Internal Web Services

E. Maintenance and Support

Respondent should specify the prime contractor and software vendor(s) who plan to carry out post-implementation and ongoing support, including:

1. Telephone support (include toll-free support, hours of operation). A hotline that provides at least 12 hours, 5 days per week availability Monday through Friday from 7:00 a.m. to 7 p.m.

Technical support is available to SAS customers five days a week from 8 a.m. to 6 p.m. Eastern time. Outside of these hours, SAS has customer support staff on call to handle any issues that arises. SAS’ customer support team can be contacted via telephone, e-mail or the web. The SAS license and maintenance agreement provides technical maintenance and support at no additional charge that includes the following:

- Updates to software and documentation
- Software patches and bug fixes
- Help with system configuration problems, end-user problems, and with other aspects of using the proposed software system

2. Delivery method for future upgrades and product enhancements including frequency of upgrades.

Future upgrades and product enhancements can be downloaded from the SAS website and are free of additional charge; they are part of the standard service covered by the renewal fee. SAS uses three kinds of software releases:

- Major Releases: These releases contain significant design and functionality enhancements. These releases are available every 2 or 3 years.

- **Minor Releases:** These releases contain additions to existing functionality and minor enhancements and updates. On average these releases are available once a year.
- **Maintenance Releases:** These releases contain small additions of functionality and bug fixes. These releases are usually available twice every year.

3. Problem reporting and resolution procedures.

SAS technical support can be contacted via telephone, e-mail or the web. All problems reported are initially handled by a consultant who works with the customer to identify and (in many cases) solve the problem. If the consultant cannot resolve the problem on primary contact, he/she assigns it a tracking number and does additional research on the problem or passes it to a specialist. Goals for initial follow-up after a problem in production software is first reported are based on the nature and severity of the problem; and the consultant will make every attempt to contact the customer within these response time goals. If the normal support process does not produce the desired results, or if the problem has changed in priority, the problem can be escalated as follows:

- The customer should first contact the consultant working on the problem and request that the priority of the problem be escalated
- If additional escalation is required, the customer may request to speak with a Technical Support manager
- If continued escalation is required, the problem may be referred to the head of Technical Support

SAS has won numerous awards from software publications for the quality and responsiveness of its technical support. A recent survey found that over 83% of SAS users rated SAS' technical support as "better" or "much better" than other software support. On average, more than 58 percent of the questions for technical support in the U.S. are resolved on the first phone call; 77 percent are resolved within one day; and 87 percent are resolved within five days.

4. Delete.

Per Addendum III this requirement was deleted.

5. Bug fixes and patches.

Software maintenance for the SAS system is normally provided through replacement executable modules, or hot fixes. Availability of hot fixes is announced on SAS' technical support web site. SAPD can be notified of the availability of hot fixes via e-mail by subscribing to an automated mailing list.

6. Performance tunings and incremental enhancement.

Through SAS' Customer Care Program, SAPD may procure a block of hours for additional ad hoc consulting support on an ongoing basis to assist with performance tunings, incremental enhancement, and miscellaneous system support issues above and beyond normal technical support. All services are procured on a time and materials basis in accordance with a corresponding services agreement. The hourly rates for this are consistent with those quoted for the initial development resources of the project. Travel is generally billed at cost, but can also be built into the hourly rate if required.

7. On-line support.

SAS has an Online SAS Knowledge Base that provides a convenient way to locate information, answer questions, and ensure task completion. SAS knows that not all problems require technical support; therefore, this area provides self-help and assistance resources to our customers.

Maintenance and support will begin after the expiration of a two-year warranty period and last for the remainder of the initial term, and include the optional extension terms. Warranty period shall begin upon final written acceptance of system by City.

SAS standard licensing model issues software licenses to customers on an annual basis, subject to renewal by mutual agreement of the parties. SAS' prices offered to the City with respect to the software described in this response assumes a coterminous twelve (12) month period of support and maintenance and twelve (12) month warranty period, beginning on the date a contract with the City is executed. SAS acknowledges the City's desire for a twenty-four (24) month software license period. Accordingly, any resulting license for the software will be for a two year license period, which includes a (i) twenty-four (24) month warranty period, and (ii) twenty-four (24) month period of maintenance and support. The warranty, maintenance, and support for such software will begin on the date any contract with the City is executed. Any renewals to the software following such initial two year period will be upon mutual agreement of the parties.

F. Training and Costs

Provide training options and details of training plans and costs. Provide training costs on a per trainee basis. Training options should include web-based and classroom-based training.

Training Plan

- **Fusion Center Solution User Training:** SAS Consultants will provide 3 onsite user training classes, each lasting 3 days, covering the use of the SAS Fusion Center solution that will include RFS, SAR and Intelligence Module Training. Up to 12 people may attend each class. It is assumed staff attending the training will not have any prior experience of using the Memex system.
- **Confidential Informant Management System (CIMS) Module Training:** SAS Consultants will provide up to 3 x 1 day onsite training classes for up to 12 users per class who are involved in the confidential informant management process. (Note. It is currently unknown what the total number of CIMS users will be. This proposal assumes up to 35 users may need to be trained on this module) CIMS students must have completed Fusion Center Solution User Training.
- **Memex Administrator Training:** SAS Consultants will provide 1 system administrator training class, lasting 2 days, covering the administration of the SAS Memex system upon which the Fusion Center Solution is built. The course will cover managing system users and permissions as well as server ‘housekeeping’ activities. It is assumed attendees will have some experience of administering similar systems.
- **Fusion Center Solution Refresher User Training:** SAS Consultants will provide 2 days of refresher training to users of the system at a mutually agreed time after the system becomes operational. The purpose of this training is to optimize knowledge transfer and retention. This training can be provided in a consolidated format onsite in a classroom environment or remotely via the web as part of a series of the short (60 – 90 minute) tactical training classes totaling 16 hours that will focus on specific components or modules. These webinar training sessions will be recorded and will be available for download by the customer for future use as part of a library of training videos.

The costs below are based on the following assumptions:

- Thirty five (35) users will need to be trained on User and CIMS applications
- Five (5) users will be need to be trained on the Administrator functions
- A limit of 12 students per User and CIMS session
- A limit of 5 students per Administrator session
- Time includes training preparations and setup effort.
- Individual trainee pricing has been provided below however these training costs are based on training group classes with a maximum of 12 attendees.

User Type	SAS Prep Hrs	Train Hrs	Total Hrs	Cost per Hr	Training Session Cost	Cost per Student	Sessions needed	Total Cost
User	12	24	36	\$190	\$6,840	\$570.00	3	\$20,520
CIMS	8	8	16	\$190	\$3,040	\$253.33	3	\$9,120
Administrator	8	16	24	\$190	\$4,560	\$912.00	1	\$4,560

Refresher	N/A	16	16	\$190	\$3,040	\$253.33	1	\$3,040
								\$37,240

Training Plans – User, CIMS and Administrator

SAS Memex classroom training uses near real-life scenarios to keep the instruction engaging and effective. Using law enforcement and homeland defense training examples culminates in increased user retention and adoption of SAS Memex.

The User Training Plan will cover the following topics:

- Configuration Overview
- Getting Started
- Getting to Know the Main Window
- Viewing your User Profile
- Finding Information
- Building Search Queries
- Entering Information - SAR
- Entering Information - Intel Report
- Entering Information - RFS
- Setting a Flag or Interest Marker
- Working with Notifications and Messages
- Linking Information
- Printing Records
- Deleting Records
- Working with Tasks
- Organizing Security
- Working with Bulletins
- Working with GIS
- Importing information from CSV files
- Using Memex Query Language

The CIMS Training Plan will cover the following topics:

- Introduction
- CIM Process Overview
- CIM User Setup
- Create and submit a Preliminary Request
- De-Confliction Checks by Level 3 Supervisors
- Approve, Deny or PFI - Preliminary Requests
- Create Private Profile
- Complete and Submit Private Profile
- Submitting a Private Profile
- Approve, Deny, PFI or Undesirable - Private Profile
- Create Public Profile
- Record CI Contact
- Adding Contact without Payment
- Adding Contact with Payment
- Approval of Contact

- Create an Intelligence Report from a CI Contact
- View Payments made to a CI – 2 ways
- Viewing all CI Contacts
- Deactivation of CI
- Request Deactivation
- Deactivation Request Response
- Reactivation of CI
- Request Reactivation
- Reactivation Request Response
- Changing Handler on Private Profile form
- Transition of CIs to new Handler or Supervisor

The Administrator Training Module will cover the following topics:

- Configuration Overview
- Getting Started
- Getting to Know the Main Window
- Finding Information
- Organizing Security
- Working with Bulletins
- Working with GIS
- Importing information from CSV files
- Using Memex Query Language
- Memex Patriarch Help
- Related documentation
- Configuring Memex Patriarch
- Managing users and user groups
- Creating and maintaining picklists
- Auditing user activity
- Restoring and archiving information
- Application logging
- Shutting down and restarting servers
- Importing information from CSV files
- Using Memex Query Language

G. Travel

If the selected Respondent is not located within the corporate limits of the City of San Antonio, the selected Respondent shall include the cost of travel to San Antonio or any other location for the performance of the services contemplated herein to be included. Meetings (with the exception of the exception of the presentation(s) may be conducted telephonically.

Assumptions:

- Remote access to all networks and servers involved with project will be provided.
- Meetings and training will be conducted at or near downtown San Antonio
- Due to the short time line for implementation and travel expected around the holiday season, travel expenses will be higher than average.

- SAS is estimating 12 employee trips to San Antonio for this project. Each trip may have 1-3 individuals travelling.

Estimated Travel Cost:

Flights	Hotel (per night)	Food (per day)	Transport (per day)
\$300-600	\$150-\$200	\$75-100	\$80-120

Example:

5 day, 4 night stay for 2 SAS employees	
Traveler 1:	Denver to San Antonio
Flight	\$368
Hotel	\$650
Food	\$300
Transport	\$400
Traveler 2:	Detroit to San Antonio
Flight	\$550
Hotel	\$650
Food	\$300
Transport	NA
Total:	\$3,218

H. TECHNICAL REQUIREMENTS

The proposed system solution should be able to integrate with the current Information Technology Environment Description Standards. Refer to RFCSP Exhibit 5.

The City of San Antonio Information Technology Services Department (ITSD) will provide computing and infrastructure services for the selected hardware and software solution in one or both of two datacenters that are currently in operation. The two datacenters are interconnected by redundant high-speed Dense Wavelength Division Multiplexing (DWDM) links with servers and storage hosted in both environments.

ITSD will manage the Data Center Layer, Networking Layer, Device Layer, Operating System Layer, and Application Infrastructure Layer for the information technology components of the proposed system in accordance with a SLA to be jointly developed by ITSD, the system provider, and the business owner of the system. Management of the application layer (business logic) will be determined by SLA.

If any information technology equipment necessary to support the system must be deployed outside of the City’s managed datacenter environment, the Respondent must include in their

response the scope necessary to provide appropriate environmental and compliance controls for the proposed system.

RFCSP Exhibit 5 has been reviewed and the proposed solution will integrate and operate within the documented environment.

As of the submission of this proposal no information technology equipment is required to be deployed outside of the City's managed datacenter environment.

005 ADDITIONAL REQUIREMENTS

SAS looks forward to putting in place a mutually agreeable contract for the software and services described herein. SAS agrees in principle with the provisions referenced in Section 005 of the RFP; provided, however, that SAS' response to the RFP does not constitute a contract with the City of San Antonio and is contingent upon the parties' agreement to separately negotiated, mutually acceptable contract terms and conditions should SAS be selected as the vendor. Such terms and conditions include, but are not limited to (i) the inclusion of license terms governing the City's use of the software and work product resulting from the delivery of any services, (ii) a statement that title to intellectual property is not transferred by any resulting contract and that the ownership of SAS' proprietary software and work product remains with SAS at all times, and (iii) the inclusion of a mutually agreed upon limitation of liability. Nothing in the RFP or SAS' response thereto shall be deemed to constitute an agreement between SAS and the City of San Antonio.

Notwithstanding anything else contained in the RFP to the contrary, all of SAS' ideas, products, services, solutions, and other information remain with SAS at all times.

Respondent Questionnaire: Attachment B

The Respondent Questionnaire: Attachment B is provided on the following pages in hard copy and as a separate PDF file on the CD.

019 RFCSP ATTACHMENTS

RFCSP ATTACHMENT B

RESPONDENT QUESTIONNAIRE

1. **Respondent Information:** Provide the following information regarding the Respondent.

(NOTE: Co-Respondents are two or more entities proposing as a team or joint venture with each signing the contract, if awarded. Sub-contractors are not Co-Respondents and should not be identified here. If this proposal includes Co-Respondents, provide the required information in this Item #1 for each Co-Respondent by copying and inserting an additional block(s) before Item #2.)

Respondent Name: SAS Institute Inc.

(NOTE: Give exact legal name as it will appear on the contract, if awarded.)

Principal Address: 100 SAS Campus Drive

City: Cary State: North Carolina Zip Code: 27513-2414

Telephone No. (919) 677-8000 Fax No: (919) 677-4444

Website address: www.sas.com

Year established: 1976

Provide the number of years in business under present name: 37

Social Security Number or Federal Employer Identification Number: 56-1133017

Texas Comptroller's Taxpayer Number, if applicable: 15611330174

(NOTE: This 11-digit number is sometimes referred to as the Comptroller's TIN or TID.)

DUNS NUMBER: 040046724

Business Structure: Check the box that indicates the business structure of the Respondent.

Individual or Sole Proprietorship If checked, list Assumed Name, if any: _____

Partnership

Corporation If checked, check one: For-Profit Nonprofit

Also, check one: Domestic Foreign

Other If checked, list business structure: _____

Printed Name of Contract Signatory: Victoria P. Clayton

Job Title: Senior Contracts Manager

Provide any other names under which Respondent has operated within the last 10 years and length of time under for each:

Not Applicable

Provide address of office from which this project would be managed:

City: Cary State: NC Zip Code: 27513-2414

Telephone No. (919) 677-8000 Fax No: (919) 677-4444

Annual Revenue: \$ 2.87 billion (2012)

Total Number of Employees: 13,732 worldwide

SAS has customers in 135 countries and more than 65,000 business, government and university sites. SAS Customers represent 90 of the top 10 companies on the 2012 FORTUNE Global 500® list.

Total Number of Current Clients/Customers: _____

Briefly describe other lines of business that the company is directly or indirectly affiliated with:
Not Applicable

List Related Companies:
Not Applicable

2. Contact Information: List the one person who the City may contact concerning your proposal or setting dates for meetings.

Name: Andrew Coulter Title: Associate Inside Sales Account Rep

Address: SAS Institute Inc., 100 SAS Campus Drive

City: Cary State: North Carolina Zip Code: 27513-2414

Telephone No. (919) 531-5791 Fax No: (919) 677-4444

Email: Andrew.Coulter@sas.com

3. Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months?

Yes No

4. Is Respondent authorized and/or licensed to do business in Texas?

Yes No If "Yes", list authorizations/licenses.

SAS' has a Certificate of Authority to do business in Texas as a foreign corporation under Charter Number 0006484906.

5. Where is the Respondent's corporate headquarters located? Cary, North Carolina

6. Local/County Operation: Does the Respondent have an office located in San Antonio, Texas?

Yes No If "Yes", respond to a and b below:

a. How long has the Respondent conducted business from its San Antonio office?

Years _____ Months _____

b. State the number of full-time employees at the San Antonio office.

If "No", indicate if Respondent has an office located within Bexar County, Texas:

Yes No If "Yes", respond to c and d below:

c. How long has the Respondent conducted business from its Bexar County office?

Years _____ Months _____

d. State the number of full-time employees at the Bexar County office. _____

7. **Debarment/Suspension Information:** Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?

Yes ___ No X If "Yes", identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

8. **Surety Information:** Has the Respondent ever had a bond or surety canceled or forfeited?

Yes ___ No X If "Yes", state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.

9. **Bankruptcy Information:** Has the Respondent ever been declared bankrupt or filed for protection from creditors under state or federal proceedings?

Yes ___ No X If "Yes", state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.

10. **Disciplinary Action:** Has the Respondent ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations? If "Yes", state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.

Not to SAS' knowledge after commercially reasonable investigation

11. Previous Contracts:

a. Has the Respondent ever failed to complete any contract awarded?

Yes ___ No X If "Yes", state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

Not to SAS' knowledge after commercially reasonable investigation

b. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?

Yes ___ No X If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

Not to SAS' knowledge after commercially reasonable investigation; SAS also provides that personnel actually assigned to the project, upon award of any contract with the city, will be dependent upon availability.

c. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?

Yes No If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

Not to SAS' knowledge after commercially reasonable investigation; SAS also provides that personnel actually assigned to the project, upon award of any contract with the city, will be dependent upon availability.

References

Provide three (3) references, that Respondent has provided services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

To ensure the most effective use of the State's and our customers' time, SAS would be happy to arrange a mutually convenient time for representatives of your organization to speak with a reference customer. Please contact our Customer Reference Manager, Donna Daniels, at (919) 531-6174 or Donna.Daniels@sas.com to coordinate customer reference calls.

The completed reference form is provided on the following pages in hard copy and as a separate PDF file on the CD.

REFERENCES

Provide three (3) references, that Respondent has provided services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

Reference No. 1:

Firm/Company Name Pennsylvania State Police

Contact Name: Lt. Colonel George Bivens Title: Lt. Colonel

Address: 333 South Grand Ave.
Lansing State: MI Zip Code: 48909-0634

Date and Type of Service(s) Provided: Initial Project Start: 1999, Initial Project Completion: 2000 Multiple enhancements: Through 2011. Services provided include: COTS intelligence management solution supporting the agency's intelligence-led policing philosophy Development of custom database interfaces; Expansion of solution to incorporate a tips and leads module; Expansion of solution to include the MDT/Officer safety interface; Integration with RISSNET; Move to 24/7 intelligence center

Reference No. 2:

Firm/Company Name Michigan State Police/Michigan Intelligence Operations Center (MIOC)

Contact Name: 1) D/Sgt. Gene Aldrich Title: MIOC Privacy Officer / MCIS Administrator
2) D/Lt. Paul Pummill Title: MIOC Assistant Commander

Address: 333 South Grand Ave.
City: Lansing State: MI Zip Code: 48909-0634

Telephone No. 1) 517-335-0181 2) 517-335-4296 Email: 1) [REDACTED] 2) [REDACTED]

Date and Type of Service(s) Provided: Initial Project Start: End of 2008, Initial Project Completion: 2010, Multiple enhancements: Through 2013. Services provided include: COTS state-wide intelligence management solution supporting the agency's intelligence-led policing philosophy; Fusion Center Support modules (SAR, RFS. Public SAR Web site); Data Integrations; Expansion of solution to interface with the Nationwide SAR Initiative (NSI); Integration with RISSNET

Reference No. 3:

Firm/Company Name: State of Nebraska/Nebraska Information and Analysis Center (NIAC)

Contact Name: Captain Kevin Knorr Title: Captain

Address: 3800 NW 12th Street
City: Lincoln State: NE Zip Code: 68521

Telephone No. 402-479-4930 Email: [REDACTED]

Date and Type of Service(s) Provided: Initial Project Start: End of 2009; Initial Project Completion: 2013; Multiple enhancements: Through 2013. Services provided include: COTS state-wide intelligence management solution supporting the agency's intelligence-led policing philosophy; Fusion Center Support modules (SAR, RFS); 17 Data Integrations; Expansion of solution to interface with the Nationwide SAR Initiative (NSI); Integration with RISSNET; Expansion of solution to include Gang intelligence functionality

Experience, Background, Qualifications

Prepare and submit narrative responses to address the following items. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. Describe Respondent's experience relevant to the Scope of Services requested by this RFCSP. List and describe three relevant projects of similar size and scope performed over the past four years. Identify associated results or impacts of the project/work performed.

The following references from Michigan State Police/Michigan Intelligence Operations Center (MIOC), State of Nebraska/Nebraska Information and Analysis Center (NIAC) and Pennsylvania State Police/Pennsylvania Criminal Intelligence Center (PaCIC)

Pennsylvania State Police

Pennsylvania State Police (PSP) initiated a search for an Automated Intelligence System (AIS) to replace their aging mainframe system (MOSAIC) in the mid 1990's and selected the SAS solution over a number of vendors to supply an enterprise wide intelligence and analysis system to Intel Officers throughout the Commonwealth. SAS' Memex Solutions Team was engaged to provide a set of integrated technologies that addressed specific intelligence gathering, management and analysis requirements and align them with the Commonwealth's adoption and deployment of the Intelligence Led Policing (ILP) model. In the capacity of prime contractor, SAS provided off-the-shelf intelligence software to address the PSP requirements in addition to custom-designed external interfaces. These custom features permitted authorized end users to search other proprietary Commonwealth databases including the Commonwealth Law Enforcement Assistance Network, Pennsylvania Department of Transportation, and the Pennsylvania Justice Network. Data migration programs were also developed to convert existing data held in a variety of database formats and systems into the SAS environment to allow comprehensive searches to be performed across multiple data sources.

The SAS team was embedded into the PSP environment and worked closely with operational intelligence personnel and the Bureau of Information Technology to design, manage, test and deploy the system across the state. Finally, SAS prepared the Commonwealth for success by providing end user and technical training prior to full deployment to 50 users, supporting many missions including: Major Crimes,

Summary

- *State Police Initiative*
- *Intensive selection process for replacement intelligence system*
- *COTS intelligence management solution supporting agencies Intelligence Led Policing philosophy*
- *Development of custom database interfaces*
- *Solution expanded to incorporate Tips and Leads module, soon to migrate to SARs*
- *RISSNet expansion*
- *Officer Safety Expansion*
- *Move to 24/7 Intelligence Center*
- *Ten year customer continuing to expand the functionality of the SAS solution*

Counter-Terrorism, Counter- Narcotics, Outlaw Motorcycle Gangs, Street Gangs, Organized Crime, Homeland Security, Screening / Watch-list, and First Responder Coordination. Today, there are more than 300 officers statewide that access the SAS solution via the web.

With the introduction of public tips and leads submissions, PSP engaged SAS to address the need to effectively capture and process incoming information for future assignment and analysis. The inherent flexibility of the SAS solution allowed the system to be expanded at no cost and, within weeks, an automated tip and lead capture mechanism was being used to stream incoming email submissions from the public into the existing SAS platform. The team is now working with the PSP, BJA and IJIS to schedule the replacement of the Tips and Leads module with the SARs module for integration with the NSI and the automated export of SARs data to the shared space.

In 2004, as part of the Commonwealth's Integrated Information Management System (IIMS) primed by Lockheed Martin, SAS used the new web services interface to open the PSP Automated Intelligence System to third party systems and allow access to subsets of data from mobile data units. The driving principle was Officer Safety, and by permitting automated search access to filtered intelligence information, SAS was able to provide relevant data or Officer Safety warnings to the patrol units anywhere in the Commonwealth.

In 2010, PSP became a Type 1 RISSNet Node and deployed SAS' RISSConnect software to push their data onto the RISS Network.

Most recently, PSP has contracted with SAS to deploy our SARs solution and to establish a pointer index system between the PSP Fusion Center Solution and the Lehigh Valley Data Sharing Initiative.

State of Nebraska/Nebraska Information and Analysis Center (NIAC)

The Nebraska Information and Analysis Center (NIAC) selected SAS via a competitive procurement to provide a turnkey, commercial off-the-shelf (COTS) software solution for use in the information and intelligence fusion process that can be used at remote sites, connect multiple databases and other sources of data, and provide for intelligence/intelligence case management and analytical capabilities including crime analysis. The NIAC's stakeholders include the Nebraska State Patrol, Lincoln Police Department and the Omaha Police Department.

SAS provides a platform for intelligence management, information exchange, case management, and analytical capabilities to NIAC. Some 200 law enforcement officials throughout Nebraska

Relevance

The PSP solution addresses the following goals:

- *Intelligence-Led Policing model*
- *Centralized intelligence management platform*
- *Supports a broad range of users' roles and responsibilities, including browser-based usage*
- *Integration of legacy data*
- *Integration with third party systems*
- *Integration with law enforcement initiatives and networks, such as RISSIntel*
- *Advanced structured and unstructured search capability*

will use the SAS Memex platform (the foundation for the SAS Fusion Center Solution) connecting 17 different law enforcement data sources through an indexed search of selected data and federated search model. Among those data repositories are Records Management Systems (RMS), Computer-Aided Dispatch (CAD), Mug Shot Integration, Penlink (subscription and toll records), RISS and Automated Fingerprint Identification System (AFIS). The NIAC is also using SAS to export SARs in conformance with the NSI. As a result of its compliance with the FBI's National Data Exchange (NDEX) system, SAS can also make it possible for NIAC and its sister agencies to easily export and share RMS data that is migrated into the solution. The solution is automating the collection, collation and processing of intelligence and criminal data in an all-hazards environment. The solution is automating the dissemination of intelligence information to law enforcement personnel internally and externally to the NIAC and its stakeholders. Additionally, SAS provided the hardware specifications for the solution, which the state subsequently procured.

The State has secured an enterprise license for the software, which will permit every jurisdiction in the state to use the solution to access the 17 data sources being made available. The RMS and CAD data from the Nebraska State Patrol, Lincoln PD and Omaha PD are all being brought into the solution, and many of the remaining data sources will be accessed via federated queries. SAS is also providing its Comp Stat module to support standard reporting.

The state is also in the process of deploying the Gangs module as well as the Confidential Informants (CI) module, providing a single-source portal for the state's SARs, Intelligence, and Criminal Information needs.

Michigan State Police/Michigan Intelligence Operations Center (MIOC)

Implemented in November, 2010, the Michigan Criminal Intelligence System (MCIS) serves as the primary criminal intelligence processing system in the State of Michigan. It will potentially provide access to more than 600 law enforcement agencies, 21,300 certified police officers and numerous state and federal departments. The MIOC selected SAS Memex Platform (the foundation for the SAS Fusion Center Solution) as the foundation for MCIS to gather, collate, track, analyze and disseminate terrorism intelligence information. Additionally, the MCIS will

Relevance

The NIAC solution addresses the following goals:

- *Centralized data sharing and intelligence management platform*
- *Supports a broad range of users roles and responsibility, including browser-based usage*
- *Integration of legacy data*
- *Integration with third party systems*
- *Multi-jurisdictional deployment*
- *Hardware recommendations and architecture deployed*
- *Advanced structured and unstructured search capability*
- *Integration with RISS, Penlink, RMS Systems and SARs export*

be used to counteract conventional criminal activity, including street gangs, organized crime and high-volume crimes.

SAS replaced the existing legacy Statewide Intelligence System and migrated the data to the SAS Fusion Center Solutions Intelligence module. In addition to criminal intelligence data, SAS is also laying the foundation for the sharing of CAD and RMS data in the MCIS.

The MCIS also includes a “Tip Tool” to store and process suspicious activity information received through various reporting methods, including a public-facing web page we developed. Most recently, SAS has expanded this capability by providing a web service interface to the FBI’s eGuardian solution permitting the automated export of this data to the FBI. SAS has also provided a bi-directional interface with the Regional Information Sharing System (RISS) that permits intelligence data from Michigan to be shared with the RISS, and to read information contained on the RISS network.

Finally, the solution has also been integrated within the Michigan Criminal Justice Information Network (MiCJIN) portal for user authentication. The MiCJIN portal is compatible with eDirectory and Active Directory LDAP directory structures, utilizing industry standard SAML 2.0.

2. Indicate the number of years Respondent has been in the business of working in a Major City Intelligence Unit or recognized Fusion Center, respectively. Indicate if Integrated Information and Intelligence Management Law Enforcement Solutions is the Respondent’s primary line of business. If not, state the Respondent’s primary line of business.

SAS has been delivering solutions to the Criminal Intelligence marketplace in the US since 1998 giving the proposed team 15 years of software development and implementation experience in this vertical. Prior to the events of 9/11/2001 and the inception of the Fusion Center concept in 2002 the Justice and Public safety arm of SAS had already implemented their criminal intelligence platform to State Police departments in Pennsylvania and New Jersey and a nationwide intelligence management solution for the National Insurance Crime Bureau. These initiatives leveraged previous Law Enforcement successes in the United Kingdom where since 1995 the solution was being deployed to support large national, major city and major county Intelligence Led Policing initiatives including the London Metropolitan Police where today 40,000 registered users operate on the platform that is being proposed for the SWTFC.

Customers continue to use the next generation of intelligence products and solutions produced by SAS and as of this response’s submission date 12 Fusion Center and Terrorist Early Warning Group environments have been recipients and still operate the proposed solution.

SAS is the global leader in business analytics software and services, and the largest independent vendor in the business intelligence market. SAS services 10 major market verticals providing industry specific business solutions that are built on the SAS Analytics Framework. The system proposed is a business solution that has been specifically designed to meet the needs of a Fusion Center environment and is the spearhead application for ILP based customers who are serviced by the SAS State and Local Government business unit.

3. List all Integrated Information and Intelligence Management Law Enforcement Solution projects that the Respondent has completed in the last four years.

New law enforcement projects include:

Primary Customer	Customer Entity	Project Title	Description
State of Michigan	State Police / Michigan Intelligence Operation Center	Michigan Criminal Information System (MCIS)	<ul style="list-style-type: none"> ➤ Fusion Center based solution including ➤ Request For Service ➤ NSI-SAR ➤ ISE-SAR Integration ➤ Multi-Agency Intelligence Management
State of Nebraska	State Police / Nebraska Information and Analysis Center	Nebraska Fusion Information Network	<ul style="list-style-type: none"> ➤ Fusion Center based solution including ➤ Integration of 17 multi-jurisdictional data sources including RMS & CAD ➤ Request for Service ➤ NSI-SAR ➤ Multi-Agency Intelligence Management ➤ Confidential Informant Management ➤ Gang Intelligence ➤ RISS Integration
City of Phoenix	Homeland Defense Bureau - Arizona Counter Terrorism Information Center (Phoenix Police Dept.)	NA	<ul style="list-style-type: none"> ➤ Intelligence Management ➤ Confidential Informant Management ➤ Case Management
City of Philadelphia	Philadelphia Police Depart. Integrity Control Office.		<ul style="list-style-type: none"> ➤ Confidential Informant Management ➤ RISS Integration
Ohio Dept. of Public Safety	Strategic Analysis and Information Center		

Law enforcement project extensions with existing customers active within the last four years include:

Primary Customer	Customer Entity	Project Title	Description
State of Michigan	State Police / Michigan Intelligence Operation Center	Michigan Criminal Information System (MCIS)	<ul style="list-style-type: none"> ➤ Sex Motivation Crime Reporting ➤ School Violence Reporting System
State of Delaware	Delaware Information and Analysis Center		<ul style="list-style-type: none"> ➤ Dept. of Corrections – Security Threat Group Data Exchange ➤ Statewide RMS Integration
Maryland State	Maryland Coordination & Analysis Center		<ul style="list-style-type: none"> ➤ LPR Data Integration Project ➤ RISS Integration
Commonwealth of Pennsylvania	Pennsylvania Criminal Intelligence Center		<ul style="list-style-type: none"> ➤ Bi-Directional External Agency Search Interface
City of Roanoke	Roanoke Area Criminal Justice Information Network	RACJIN	<ul style="list-style-type: none"> ➤ Jail System Data Integrations ➤ N-DEx Search Interface ➤ Intelligence Management
Kansas City MO. Police Dept.	Kansas City Terrorist Early Warning Group		<ul style="list-style-type: none"> ➤ ISE-SAR Integration ➤ External Agency RMS & CAD Integration
Central California Intelligence Center	CCIC		<ul style="list-style-type: none"> ➤ eGuardian Integration ➤ Public Facing SAR Web Site Integration
Tennessee Bureau of Investigation	Tennessee Fusion Center		<ul style="list-style-type: none"> ➤ ISE-SAR

4. List all Integrated Information and Intelligence Management Law Enforcement Solution projects that Respondent has in progress as of the proposal due date. For each project listed, give the target date of completion, and the contact name, phone number, and email address for the project manager.

Customer	Project	Estimated Completion Date	PM Contact Name	Phone Email
Philadelphia Police Department	RISS – Federated search	10/31/2013	Brooke McGinn	(215) 439-2518 [REDACTED]
Delaware State Police	Confidential Informant Management	10/31/2013	Lt William Crotty	(302) 741-2760 [REDACTED]
Michigan State Police	School Violence Reporting	10/15/2013	Rose Muckenthaler	(517) 335-1351 [REDACTED]
Maryland Coordination and Analysis Center	MCAC LPR Integration	9/30/2013	Victor Williams	(443) 436-8804 [REDACTED]
Central California Intelligence Center	CCIC eGuardian Updates	10/31/2013	Melody Lafond	(916) 874-1327 [REDACTED]

5. Describe Respondent's specific experience with public entities clients, especially large municipalities or authorities. If Respondent has provided services for the City in the past, identify the name of the project and the department for which Respondent provided those services.

For nearly four decades, SAS has delivered the latest technology to our government customers, taking their operations to new levels. Our U.S. government practice helps federal, state and local departments and agencies meet their missions and goals faster and more accurately than ever before. SAS' goal is to be the most valued competitive weapon in government decision making. As the leader in business analytics software and services, and the largest independent vendor in the business intelligence market, SAS serves more than 65,000 government, university, and business sites in over 130 countries, including 90 of the top 100 FORTUNE Global 500® companies. SAS solutions are used extensively by all 15 federal departments, approximately eighty-five percent (85%) of federal sub-agencies and quasi-governmental affiliates, and all 50 states.

Within a Law Enforcement context SAS has been delivering operational support systems to State and Local Police departments, its core market vertical in the US, since 1998. The platform that

has been proposed for the SWTFC has been implemented in nine large state level entities including State Police and State Departments of Public Safety and State Fusion Centers. Major cities and urban area customers include the cities of Phoenix, Philadelphia, Los Angeles, Kansas, Cincinnati and Cleveland.

6. If Respondent is proposing as a team or joint venture or has included sub-contractors, describe the rationale for selecting the team and the extent to which the team, joint ventures and/or sub-contractors have worked together in the past.

SAS will provide all services for this project. No sub-contractors will be used.

7. Provide an organizational chart showing how the Respondent proposes to staff the project. For each position reflected on the organizational chart:

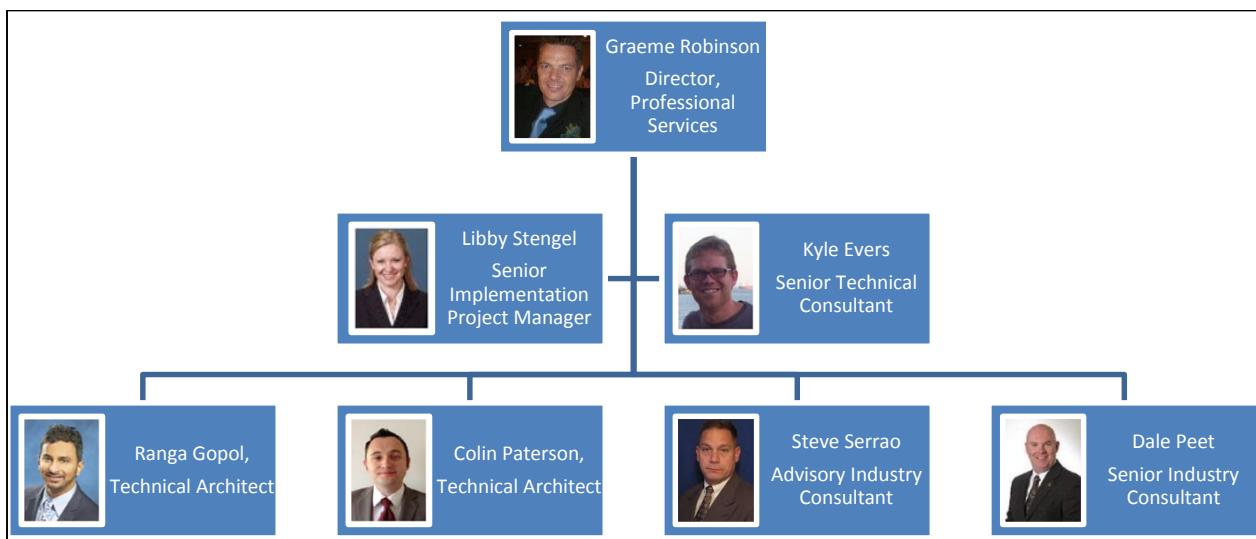


Figure 12: The proposed project team.

a. Identify each individual’s relationship with the Respondents organization – employee, contractor, 3rd party service/software provider

All individuals assigned to this project are SAS employees. No contractors, 3rd party service or software providers will be used.

b. Identify the number and professional qualifications (to include licenses, certifications, associations)

Steve Serrao

- Certified Police Officer. NJ State Police
- Member, International Association of Chiefs of Police (IACP)
- Member, ASIS International – (ASIS is the largest international organization for professionals responsible for security, including managers and directors of security)
- International Association of Law Enforcement Intelligence Analysts (IALEIA)
- Member and Former Mid-Atlantic Chapter President

Dale Peet

- Certified Police Officer Michigan State Police
- Certificate, Northwestern University School of Police Staff and Command
- FBI National Academy Graduate 222
- Member, International Association of Chiefs of Police (IACP)
- Member, FBI National Academy Associates
- Member, Fraternal Order of Police

Graeme Robinson

- Microsoft Certified Solution Developer
- Advanced instructor level qualifications in small boat sailing
- Certificated Private Pilot

Kyle Evers

- Certificate of Applied Computer Science – Purdue University
- Certificate of Sound Engineering & Music Production – RECW

Libby Stengel

- Member, International Association of Crime Analysts (IACA)
- Member, International Association of Chiefs of Police (IACP)

Ranga Gopal

- Microsoft Certified Professional
- SAS Data Integration Studio Essentials
- Teradata Basics

Colin Paterson

- Bachelors of Science Honors in Computer Science – University of Glasgow

c. Identify relevant experience on projects of similar size and scope

Resumes with more detailed experience information are located in Appendix A.

Steve Serrao

Captain Steve Serrao (NJSP – Retired) serves as a subject matter expert for our fusion center, intelligence and law enforcement operations in support of current and new product development efforts, as well as being frequent trainers for deploying our intelligence management solutions. Steve is often published and quoted on topics ranging from establishing and managing fusion centers, data sharing and leveraging intelligence assets to combat crime.

Steve retired from the New Jersey State Police in 2006 at the rank of Captain after twenty-five years of service in several assignments – including, Intelligence Management & Analysis, Counter-Terrorism, and Special Assistant to the Superintendent – as well as mover than two dozen Letters of Commendation for work as an Intelligence Officer and Investigator. Steve has significant experience investigating traditional organized crime and has also supervised the State Police participation with the FBI - Joint Terrorism Task Force and held the position of Assistant Director of Operations at the NJ Office of Counter-Terrorism. He has held top secret security

clearances and has been involved in communicating with the US National Intelligence Community regarding intelligence on terrorists and support cells. Steve served as a Special Assistant to Colonel J.R. Fuentes, Superintendent of the NJ State Police, where he was instrumental in the early design and set-up of the State of New Jersey Fusion Center known as the Regional Operations and Intelligence Center (ROIC). Steve was also the Project Manager for the design, purchase and deployment of the multi-million dollar Statewide Intelligence Management System in New Jersey.

Michigan Intelligence Operations Center (MIOC)

- Hosted design working groups and provided assistance in the deployment and training of users for the Michigan Criminal Information System.

Nebraska Information Analysis Center (NIAC)

- Provided assistance in the deployment and training of users at the NIAC.

Philadelphia Police Department

- Hosted design working groups for the Intelligence Management and Confidential Informants Management Projects and provided training for all sworn user

Dale Peet

Besides his experience being a 23 year veteran of the Michigan State Police, Mr. Peet has worked with many law enforcement agencies in a consulting capacity. He has assisted our customers with design, configuration, deployment and ongoing support of all modules of SAS Memex software. Mr. Peet has also provided user training for SAS Memex Solutions at many customer sites. Mr. Peet has worked in local agencies with 10-20 users all the way up to agencies with 500+ users.

Michigan Intelligence Operations Center (MIOC)

- Provided assistance in the deployment and training of users for the Michigan Criminal Information System to include RFS, CIM and SAR.

Nebraska Information Analysis Center (NIAC)

- Provided assistance in the deployment and training of users at the NIAC.

Arizona Counter Terrorism Information Center (ACTIC)

- Provided assistance with the implementation of a city wide SAS Memex CIM, CI, Case Management and federated search of RISS

Graeme Robinson

Mr. Robinson has been with SAS Memex for 12 years. In that time, he has implemented all SAS Memex modules available at numerous customer sites, small to very large. Now as Director of Professional Services, Mr. Robinson oversees all projects to ensure proper implementation.

Kyle Evers

Mr. Evers has successfully led the technical consultation, deployment and administrator training efforts for SAS Memex Solutions at many customer sites. Below are examples of customers similar in size and scope to SAPD.

Nebraska Information Analysis Center (NIAC)

- Responsible for state wide technical implementation of SAR, CIM, RFS, four unique RMS/CAD integrations and a federated search to Regional Intelligence Sharing System.
- 400+ users

Arizona Counter Terrorism Information Center (ACTIC)

- Responsible for the technical implementation of a city wide SAS Memex deployment of CIM, CI, Case Management and federated search of RISS
- Designed curriculum and presented all SAS Memex administrator training at customer site
- 400+ users

Pennsylvania Criminal Intelligence Center (PACIC)

- Responsible for technical implementation of RISS searching capability and Lehigh County federated search module
- 200+ users

Kansas City Regional Terrorism Early Warning Group (KCTEW)

- Responsible for implementing a Field Interview data integration. This integration is functioning as a statewide repository for intelligence information
- 200+ users

Libby Stengel

Ms. Stengel has successfully led the consultation, managed deployment and conducted user training efforts for SAS Memex Solutions at a wide range of local, regional, national and international customer sites. Below are examples of customers similar in size and scope to SAPD.

Nebraska Information Analysis Center (NIAC)

- Managed a state wide SAS Memex deployment of SAR, CIM, CI, RFS, four unique RMS/CAD integrations and a federated search to Regional Intelligence Sharing System
- Designed curriculum and presented all user and train-the-trainer instruction modules at customer site
- 400+ users

Arizona Counter Terrorism Information Center (ACTIC) – Phoenix Police Department

- Managed a city wide SAS Memex deployment of CIM, CI, Case Management and federated search of RISS
- Designed curriculum and presented all user and train-the-trainer instruction modules at customer site
- 400+ users

Roanoke Area Criminal Justice Information Network (RACJIN)

- Managed the deployment of CIM and the integration of six unique data integration sources into Memex SAS
- Designed curriculum and presented all user and train-the-trainer instruction modules at customer site
- 300+ users

Ranga Gopal

Mr. Gopal has made significant contributions to SAS's Justice and Public Safety practice through customer specific services work on the design and development of complex solutions and data integration projects. Below are examples of customers similar in size and scope to SAPD.

Nebraska Information Analysis Center (NIAC)

- Responsible for a number of the data integration and federated search interfaces for the multi-agency Nebraska Fusion Intelligence Network system.
- Responsible for the technical implementation and configuration of the SAS Confidential Informant Management Module
- 400+ users

Michigan Intelligence Operations Center (MIOC)

- Primary technical lead and responsible for the technical implementation of the SAS Fusion Center Solution at MIOC
- Responsible for the development of SAS's RISS Connect interface that supports the connection to the RISSNET environment and allows secure bi-directional access to data between RISS and the Michigan State Police
- 400+ users

Confidential Informant Management Solution

- Sole responsibility for the development and implementation of the SAS Confidential Informant Management System which he has successfully deployed at the following agencies over the past 12 months
- Phoenix Police Department / Arizona Counter Terrorism Intelligence Center
- Nebraska State Police / Nebraska Information and Analysis Center
- Delaware State Police / Delaware Information and Analysis Center
- Philadelphia Police Department

Colin Paterson

Mr. Paterson has successfully led enterprise level development, architectural design, deployment, training, requirements gathering, installation and project management at a number of customer sites. Below are some examples

Surry Police Department

- Led a team of 30 engineers, project managers, software testers, technical authors and support engineers during the design, development and implementation of Enterprise System at a major police department.
- 3,000+ users

Tennessee Bureau of Investigation

- Responsible for design and development of file and data import module at TBI as well as onsite implementation and training.

New Jersey State Police

- Responsible for user and administrator training of Intelligence Module to over 50 users during the roll out of statewide operational intelligence module

Pennsylvania State Police

- Responsible for training over 60 users on site at Pennsylvania state police in the use and continual operation of operational intelligence system.

British Transport Police

- Led team responsible for the implementation the Covert Informants Module at British Transport Police including architectural design, development, deployment and training.

Albanian Ministry of Public Order

- Responsible for roll out of Intelligence module and Data Warehousing solution including implementation, and training for the national police department of Albania.

Her Majesty's Prison Service

- Responsible for the implementation, training and roll out of Covert Informants Module throughout the London HQ of the UK Prison Service.

d. State the primary work assignment and the percentage of time to be devoted to the project.

Libby Stengel, Project Manager, Configuration Consultant – 95%

Role/Responsibility for this Contract

- Libby will be leading this project in a capacity of a Project Manager and Configuration Consultant. She will work to keep the project on time, within budget and meeting the customer's expectations. Libby will work with the customer to identify configuration requirements and manage the implementation of the SMP, SAR, CI, CIMS and RFS as well as any data migration/integrations. She will also oversee and/or conduct all user training associated with SAS Memex.

Kyle Evers, Technical Lead – 95%

Role/Responsibility for this Contract

- Kyle will be leading this project in a capacity of a Technical Lead. Kyle will be designing/managing configuration changes of the SMP, SAR, CI, CIMS and RFS modules.

Ranga Gopal, Technical Architect – 80%

Role/Responsibility for this Contract

- Due to Ranga's experience with the Confidential Informants Management module he will be primarily focused on the successful deployment of the that module into the SWTFC environment

Colin Paterson, Technical Architect – 80%

Role/Responsibility for this Contract

- Colin will be primarily focused in integration with the ESRI GIS and MS SQL Server environments

Dale Peet, Industry Consultant – 75%

Role/Responsibility for this Contract

- Dale will be the main consultant for this project. Dale will be lead working groups that help outline the design and workflow of the SMP, SAR, CI, CIMS and RFS. He will also assist leadership in defining key decision points.

Steve Serrao, Industry Consultant – 50%

Role/Responsibility for this Contract

- Steve will be assisting Dale with consultation on this project. Steve will be lead working groups that help outline the design and workflow of the SMP, SAR, CI, CIMS and RFS. He will also assist leadership in defining key decision points.

Graeme Robinson, Director of Professional Services – 35%

Role/Responsibility for this Contract

- Graeme will provide oversight for all activities associated with this project. He will assist with any technical or configuration issues, as needed.

e. Identify the length of service individual has been employed by the Respondent's organization

- Graeme Robinson—12 years
- Steve Serrao—7 years, 5 months
- Dale Peet—2 years, 11 months
- Kyle Evers—3 years, 5 months
- Libby Stengel—5 years, 10 months
- Ranga Gopal—3 years, 6 months
- Colin Paterson—13 years, 1 month

f. Provide resumes as an appendix to submitted proposal

Resumes are provided in Appendix A.

8. Describe the company's support organization and volume of support inquiries managed per month over the past 2 years.

SAS has over 13,000 SAS employees in 400 SAS offices in more than 50 countries. SAS has a large staff of experienced technical representatives, including more than 1,500 expert consultants worldwide. SAS has a dedicated state and local government practice to help departments and agencies meet their missions and goals faster and more accurately than ever before. The SAS state and local government practice draws upon the talents of many other SAS consulting and research and development organizations to provide specific technical expertise when needed. This includes over 1,000 technical resources available to provide implementation assistance as needed.

In addition SAS has a dedicated customer loyalty team with the express purpose of helping customers get the most out of their SAS investment. This team is committed to responding quickly to customers' urgent needs and making certain long-term needs are addressed. Often, the customer loyalty team serves as a liaison to other support service teams at SAS. The customer loyalty team is also charged with understanding how customers are using SAS solutions, which contributes to SAS' ability to create innovative software that solves real business issues.

SAS technical support handles about 15,000 inquires per month. SAS has won numerous awards from software publications for the quality and responsiveness of its technical support. A recent survey found that over 83% of SAS users rated SAS' technical support as "better" or "much better" than other software support. On average, more than 58 percent of the questions for technical support in the U.S. are resolved on the first phone call; 77 percent are resolved within one day; and 87 percent are resolved within five days.

9. List the number of customers currently using the proposed solution. Include company name, type of business, city & state.

The names and project details of our customers, remain confidential until we have received their permission to release specific information about their applications. The following are some of our customers who are currently using the proposed solution.

No.	Name	Type	City	State
1	Belize Police Department (BPD)	Law Enforcement	Belize City	Belize
2	Bermuda Police Service (BPS)	Law Enforcement	Hamilton	Bermuda
3	Bibb County SO	Law Enforcement	Macon	Georgia
4	Chandler Police Department (CPD)	Law Enforcement	Chandler	Arizona
5	Cherokee County SO, GA	Law Enforcement	Canton	Georgia
6	Cobb County Police Dept. GA.	Law Enforcement	Marietta	Georgia
7	Delaware State Police (DSP)	Law Enforcement	Dover	Delaware
8	Gwinnett County Police Department	Law Enforcement	Lawrenceville	Georgia
9	Hamilton County Ohio Homeland Security (HCOHS)	Law Enforcement	Cincinnati	Ohio
10	Kansas City Police Department	Law Enforcement	Kansas	Missouri
11	Kansas City Terrorism Early Warning Group (KCTEW)	Law Enforcement	Kansas	Missouri
12	Maryland Coordination and Analysis Center (MCAC)	Law Enforcement	Baltimore	Maryland
13	Mexico City Federal District Police	Law Enforcement	Mexico City	Mexico
14	Motion Picture Association of America (MPAA)	Commercial Anti-Piracy	Encino	California
15	National Insurance Crime Bureau (NICB)	Commercial Insurance Fraud	Chicago	Illinois
16	NE Ohio Regional Fusion Center (Cleveland Area TEW)	Law Enforcement	Cleveland	Ohio
17	Nebraska State Police / Nebraska Information and Analysis Center	Law Enforcement	Lincoln	Nebraska
18	New Hampshire State Police (NHSP)	Law Enforcement	Concord	New Hampshire
19	Ohio Office Of The Attorney General (BCI)	Law Enforcement	Dublin	Ohio
20	Ohio DPS – Strategic Analysis and Information Center	Law Enforcement	Columbus	Ohio
21	Overseas Territories Regional Criminal Intelligence System (OTRCIS)	Law Enforcement	Miami	Florida
22	Pennsylvania State Police (PSP)	Law Enforcement	Harrisburg	Pennsylvania
23	Phoenix PD / Arizona Counter Terrorism Information Center	Law Enforcement	Phoenix	Arizona
24	Philadelphia Police Department	Law Enforcement	Philadelphia	Pennsylvania

25	Central California Intelligence Center	Law Enforcement	Sacramento	California
26	Michigan State Police / Michigan Intelligence Operations Center	Law Enforcement	Lansing	Michigan
27	Roanoke Area Criminal Justice Information Network	Law Enforcement	Roanoke	Virginia
28	Richmond County Police Dept. GA	Law Enforcement	Augusta	Georgia
29	Tennessee Bureau of Investigation / Fusion Center	Law Enforcement	Nashville	Tennessee
30	Farmers Insurance	Commercial Insurance Fraud	Irvine	California

10. List a least three (3) references for customers which Respondent has recently been engaged with on similar projects. Include company name, type of business, city & state. Describe high level business function delivered as part of the project.

To ensure the most effective use of the State’s and our customers’ time, SAS would be happy to arrange a mutually convenient time for representatives of your organization to speak with a reference customer. Please contact our Customer Reference Manager, Donna Daniels, at (919) 531-6174 or Donna.Daniels@sas.com to coordinate customer reference calls.

Company name	Pennsylvania State Police
Type of business	State police
City & State	Harrisburg, PA
High level business function delivered	COTS agency-wide intelligence management solution supporting agency’s intelligence-led policing philosophy and Fusion Center operations

Company name	Michigan State Police
Type of business	State police
City & State	Lansing, MI
High level business function delivered	COTS state-wide intelligence management solution supporting agency’s intelligence-led policing philosophy and Fusion Center operations

Company name	State of Nebraska
Type of business	State Information and Analysis Center
City & State	Lincoln, NE
High level business function delivered	COTS state-wide intelligence management solution supporting agency's intelligence-led policing philosophy, Fusion Center operations and regional Law Enforcement data sharing needs

11. What percentage of existing customers are in the annual support phase of the contract?

Current figures from the SAS Customer Retention team indicates that out of all customers currently using the SAS Memex Platform software, at least 96% are current on their annual support and maintenance contracts.

Contracts Disclosure form: Attachment C

The Contracts Disclosure form: Attachment C (including the conflict of interest questionnaire) is provided on the following pages in hard copy and as a separate PDF file on the CD.



City of San Antonio Contracts Disclosure Form

Office of the
City Clerk

Please fill out this form online, print completed form and submit with proposal to originating department. All questions must be answered.

For details on use of this form, see [Section 2-59 through 2-61](#) of the City's Ethics Code.

*This is a New Submission or Correction or Update to previous submission.

*1. Name of person submitting this disclosure form.			
First: <u>Victoria</u>	M.I. <u>P.</u>	Last: <u>Clayton</u>	Suffix: _____

*2. Contract information.	
a) Contract or project name:	<u>Request for Competitive Sealed Proposal No. 6100003495 (RFCSP-013-096)</u>
b) Originating department:	<u>San Antonio Police Department</u>

*3. Name of individual(s) or entity(ies) seeking a contract with the city (i.e. parties to the contract).
<u>SAS Institute Inc.</u>

*4. List any individual(s) or entity(ies) that is a partner, parent, joint venture, or subsidiary entity(ies) of the individual or entity listed in Question 3.
<input checked="" type="checkbox"/> Not applicable. Contracting party(ies) does not have partner, parent, joint venture, or subsidiary entities.
<input type="checkbox"/> Names of partner, parent, joint venture or subsidiary entities, and all the board members, executive committee members, and officers of each entity:

*5. List any individuals or entities that will be subcontractors on this contract.
<input checked="" type="checkbox"/> Not applicable. No subcontractors will be retained for this contract.
<input type="checkbox"/> Subcontractors may be retained, but have not been selected at the time of this submission.
<input type="checkbox"/> List of subcontractors, including the name of the owner(s), and business name:

*6. List any attorneys, lobbyists, or consultants retained by any individuals listed in Questions 3, 4, or 5 to assist in seeking this contract.
<input checked="" type="checkbox"/> Not applicable. No attorneys, lobbyists, or consultants have been retained to assist in seeking this contract.
<input type="checkbox"/> List of attorneys, lobbyists, or consultants retained to assist in seeking this contract:



City of San Antonio Contracts Disclosure Form

Office of the
City Clerk

7. Disclosure of political contributions.

List any campaign or officeholder contributions made by the following individuals in the past 24 months totaling more than \$100 to any current member of City Council, former member of City Council, any candidate for City Council, or to any political action committee that contributes to City Council elections:

- a) any individual seeking contract with the city (Question 3)
- b) any owner or officer of entity seeking contract with the city (Question 3)
- c) any individual or owner or officer of an entity listed above as a partner, parent, or subsidiary business (Question 4)
- d) any subcontractor or owner/officer of subcontracting entity retained for the contract (Question 5)
- e) the spouse of any individual listed in response to (a) through (d) above
- f) any attorney, lobbyist, or consultant retained to assist in seeking contract (Question 6)

Not applicable. No campaign or officeholder contributions have been made in preceding 24 months by these individuals.

List of contributions:

Updates on Contributions Required

Information regarding contributions must be updated by submission of a revised form from the date of the submission of this form, up through the time City Council takes action on the contract identified in response to Question 2 and continuing for 30 calendar days after the contract has been awarded.

Notice Regarding Contribution Prohibitions for "High-Profile" Contracts

Under Section 2-309 of the Municipal Campaign Finance Code, the following listed individuals are prohibited from making a campaign or officeholder contribution to any member of City Council, candidate for City Council or political action committee that contributes to City Council elections from the 10th business day after a contract solicitation has been released until 30 calendar days after the contract has been awarded:

- a) Legal signatory of a high-profile contract
- b) Any individual seeking a high-profile contract
- c) Any owner or officer of an entity seeking a high-profile contract
- d) The spouse of any of individual listed in response to (a) through (c) above
- e) Any attorney, lobbyist, or consultant retained to assist in seeking a high-profile contract

Penalty. A high-profile contract cannot be awarded to the individual or entity if a prohibited contribution has been made by any of these individuals during the contribution "black-out" period, which is the 10th business day after a solicitation has been released until 30 calendar days after the contract has been awarded.

8. Disclosure of conflict of interest.

Are you aware of any fact(s) with regard to this contract that would raise a "conflict of interest" issue under Sections 2-43 or 2-44 of the City Ethics Code for any City Council member or board/commission member that has not or will not be raised by these city officials?

I am not aware of any conflict(s) of interest issues under Section 2-43 or 2-44 of the City Ethics Code for members of City Council or a city board/commission.

I am aware of the following conflict(s) of interest:



City of San Antonio Contracts Disclosure Form

Office of the
City Clerk

9. Prohibited Interest in Contracts.

Currently, or within the past twelve (12) months, have you, your spouse, sibling, parent, child or other family member within the first degree of consanguinity or affinity served on a City board or commission?

Currently, or within the past twelve (12) months, has an owner, partner or employee of a business entity in which you, your spouse, parent, child own 10% or more of the voting stock or shares, or 10% or more of the fair market value served on a City board or commission?

Currently, or within the past twelve (12) months, has an owner, partner, or employee of a business entity who owns 10% or more of the voting stock or shares, or 10% or more of the fair market value, that will be a subcontractor for this contract, served on a City board or commission?

No

Yes

Notice Regarding Prohibited Interest in Contracts.

Please be aware, the City's Charter and Ethics Code prohibits members of certain more-than-advisory boards and commissions, as well as their close family members and any businesses they or their families hold a 10% or greater ownership interest from obtaining a contract with the City during their board or commission service. The prohibition extends to subcontracts on City contracts, and would also apply to parent, subsidiary or partner businesses owned by the member of the board or commission and their family. Please see [Section 141 of the City Charter](#) and [Section 2-52 of the City Ethics Code \(Prohibited Interests in Contracts\)](#) for complete information.

Former members of certain more-than-advisory boards and commissions, their family members and the businesses they own will continue to be prohibited from obtaining any discretionary contracts for one year after leaving City service. Please see [Section 2-58 of the City Ethics Code \(Prohibited Interest in Discretionary Contracts\)](#) for complete information.

Please note that any contract in place at the time the applicant becomes a City officer may remain in effect, but cannot be amended, extended, modified, or changed in any manner during the officer's City service on the more-than-advisory board.

If you have any questions, please contact the Office of the City Attorney to request to speak with a member of the Ethics staff: (210) 207-8940.

Acknowledgements

1. Updates Required

I understand that this form must be updated by submission of a revised form if there is any change in the information before the discretionary contract, housing and retail development incentive, or the purchase, sale, or lease of real estate to or from the City is the subject of action by the City Council, and no later than 5 business days after any change has occurred, whichever comes first. This includes information about political contributions made after the initial submission and up until 30 calendar days after contract has been awarded.

2. No Contact with City Officials or Staff during Contract Evaluation

I understand that a person or entity who seeks or applies for a city contract or any other person acting on behalf of that person or entity is prohibited from contacting city officials and employees regarding the contract after a Request for Proposal (RFP), Request for Qualification (RFQ), or other solicitation has been released.

This no-contact provision shall conclude when the contract is posted as a City Council agenda item. If contact is required with city officials or employees, the contact will take place in accordance with procedures incorporated into the solicitation documents. Violation of this prohibited contacts provision set out in Section 2-61 of the City Ethics Code by respondents or their agents may lead to disqualification of their offer from consideration.



City of San Antonio Contracts Disclosure Form

Office of the
City Clerk

3. Contribution Prohibitions for "High-Profile" Contracts

- This is not a high-profile contract.
- This is a high-profile contract.

*4. Conflict of Interest Questionnaire (CIQ)

Chapter 176 of the Local Government Code requires all contractors and vendors to submit a Conflict of Interest Questionnaire Form (CIQ) to the Office of the City Clerk, even if contract is not designated as "High Profile".

- I acknowledge that I have been advised of the requirement to file a CIQ form under Chapter 176 of the Local Government Code.

*Oath

- I swear or affirm that the statements contained in this Contracts Disclosure Form, including any attachments, to the best of my knowledge and belief are true, correct, and complete.

Your Name: Victoria P. Clayton



Title: Senior Contracts Manager

Company Name or DBA: SAS Institute Inc.

Date: 09/23/2013

Please fill this form out online, print completed form and submit with proposal to originating department. All questions must be answered.

If necessary to mail, send to:

Purchasing
P.O. Box 839966
San Antonio, Texas 78283-3966

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor or other person doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.
This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).
By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.
A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of person who has a business relationship with local governmental entity.

SAS Institute Inc.

2 Check this box if you are filing an update to a previously filed questionnaire.

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3 Name of local government officer with whom filer has employment or business relationship.

* Lisa Mendoza

Name of Officer

*Procurement Officer in connection with Request for Competitive Sealed Proposal 6100003495 (RFCSP-013-096)

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

Yes No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

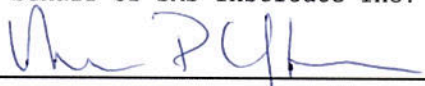
Yes No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

Yes No

D. Describe each employment or business relationship with the local government officer named in this section.

4 ** On behalf of SAS Institute Inc.


* Signature of person doing business with the governmental entity
Victoria P. Clayton, Senior Contracts Manager



September 23, 2013

Date

Litigation Disclosure: Attachment D

Litigation Disclosure: Attachment D is provided on the following pages in hard copy and as a separate PDF file on the CD.

RFCSP ATTACHMENT D
LITIGATION DISCLOSURE FORM

Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

Yes No *

Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the City of San Antonio or any other Federal, State or Local Government, or Private Entity?

Yes No *

Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the City of San Antonio or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

Yes No *

If you have answered "Yes" to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.

*SAS' responses to these questions are made based on commercially reasonable investigation of those individuals currently anticipated to work on any resulting contract with the City. Personnel ultimately delivering any services to the City may change and SAS will notify the City of any subsequent change to such representations. SAS Institute Inc. makes only those second or third representations.

SBEDA Form: Attachment E

The SBEDA Form: Attachment E is provided on the following pages in hard copy and as a separate PDF file on the CD.



CITY OF SAN ANTONIO SUBCONTRACTOR/SUPPLIER UTILIZATION PLAN

SOLICITATION NAME: *Intelligence Management Solution for SAPD/Southwest Texas Fusion Center*

RESPONDENT NAME: SAS Institute Inc.

SOLICITATION API: *Emerging Small Business Enterprise (ESBE) Prime Contract AND Small Business Enterprise (SBE) Prime Contract Programs*

API REQUIREMENTS: In order to receive the **ten (10)** evaluation preference points associated with the ESBE Prime Contract program and/or **ten (10)** evaluation preference points associated with the SBE Prime Contract program on this solicitation, ESBE and SBE Prime Respondents must document on this form that at least 51% of this contract shall be self-performed or shall be subcontracted to other certified Emerging Small Business Enterprises and/or Small Business Enterprises with a Significant Business Presence within the San Antonio Metropolitan Statistical Area.

ESBEs and/or SBEs must be certified with the South Central Texas Regional Certification Agency and be headquartered or have Significant Business Presence in the San Antonio Metropolitan Statistical Area to receive preference points. For further clarification, please contact Catherine Olukotun at (210) 207-8088.

Section 1. Enter Respondent's (Prime) proposed contract participation level. Leave blank for revenue generating contracts.

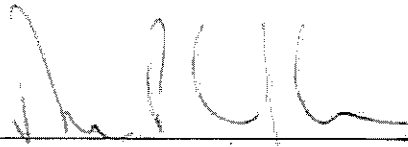
Section 2. List ALL subcontractors / suppliers that will be utilized for the entire contract period, excluding possible extensions, renewals and/or alternates. Use additional sheets if necessary.

	PARTICIPATION DOLLAR AMOUNT	% LEVEL OF PARTICIPATION	CERTIFICATION TYPE AND NUMBER	TYPE OF WORK TO BE PERFORMED (BY NIGP CODE)
SECTION 1. PRIME				
Name: SAS Institute Inc.	\$	100%	#:	
SECTION 2. SUBCONTRACTOR(s):				
1. Name:	\$	%	#:	
2. Name:	\$	%	#:	
3. Name:	\$	%	#:	
4. Name:	\$	%	#:	
5. Name:	\$	%	#:	
6. Name:	\$	%	#:	
Total Prime Participation:	\$	%	#:	
Total Sub Participation:	\$	%	#:	
Total Prime & Sub Participation*:	\$	%	#:	
Total Certified Sub Participation:	\$	%	#:	

**Total Prime & Sub participation must equal your base bid amount.*

If a business is not certified, please call the Small Business Program Office at (210) 207-3900 for information and details on how subcontractors and suppliers may obtain certification.

I HEREBY AFFIRM THAT I POSSESS DOCUMENTATION FROM ALL PROPOSED SUBCONTRACTORS/SUPPLIERS CONFIRMING THEIR INTENT TO PERFORM THE SCOPE OF WORK FOR THE PRICE INDICATED ABOVE. I FURTHER AFFIRM THAT THE ABOVE INFORMATION IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF. I UNDERSTAND AND AGREE THAT, IF AWARDED THE CONTRACT, THIS DOCUMENT SHALL BE ATTACHED THERETO AND BECOME A BINDING PART OF THE CONTRACT.



SIGNATURE OF AUTHORIZED AGENT

Victoria P. Clayton
Senior Contracts Manager



TITLE

September 25, 2013

(919) 677-8000

DATE

PHONE

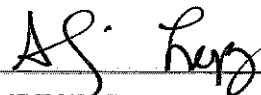
FOR CITY USE

Action Taken:

Approved

Denied

for



DIRECTOR
ECONOMIC DEVELOPMENT

Pricing Schedule: Attachment F

The Pricing Schedule: Attachment F is provided on the following pages in hard copy and as a separate PDF file on the CD.

ATTACHMENT F - City Hosted Solution Cost Detail

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Repondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of 0. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

	Occurrence (1)	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	Notes
HOSTING COST (If Vendor hosted Solution)							
SOFTWARE LICENSE AND FEES WITH ONE YEAR WARRANTY	One-Time	103,590					SAS Fusion Center Solution includes: Fourteen (14) named user license Includes the following modules: • Request for Service (RFS) Module • Intelligence Management Module Suspicious Activity Reporting (SARS) module (10 named user license) Confidential Informant Management Module (8 named user license)
PROFESSIONAL SERVICES							
PROJECT EXECUTION PLANNING	One-Time	10,540					
CONFIGURATION	One-Time	6,080					
INTERFACES	One-Time	75,410					
TESTING	One-Time	16,840					
TRAINING	One-Time	37,240					
ANNUAL MAINTENANCE & SUPPORT	Annual	included	included	23,793	24,983	26,232	

TOTAL COSTS	-	249,700	-	23,793	24,983	26,232
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Other/Growth Costs	Occurrence (1)	Cost	M&S (3)	Notes

NOTES:

- (1) - One-Time, Monthly, Bi-Monthly, Qrtrly, etc
- (2) - Field device monitoring, management reporting, AVL tracking/reports, ??
- (3) - Maintenance & Support costs asosciated with addition of software licenses, hardware components and/or optional features.
- (4) - List any additional features that may be considered with solution yet not requested.
Include any additional costs for growth in hardware, software components.

Functional Requirements: Attachment G

The Functional Requirements: Attachment G is provided on the following pages in hard copy and as a separate PDF file on the CD.

Respondent must enter a valid response under column labeled "Vendor Response" and any applicable comment. Reference legend below matrix for vendor response options. Respondent must submit this file in native unprotected excel format along with hardcopy version.

No.	Requirement	Priority Mandatory=	Vendor Response	Comments
1	General			
1.1	Single platform that includes functionality for suspicious activity reporting, service request management, intelligence management and confidential informant management	M	Y	
1.2	Multi-level security user groups	M	Y	
1.3	Security and audit capability	M	Y	
1.4	Customizable data entry forms	M	Y	
1.5	Document indexing and archiving	M	Y	
1.6	Single sign-on	M	Y	
1.7	Supports active directory authentication	D	Y	
1.8	Deployable via thin client, i.e., web browser	D	Y	
1.9	Supports duplication of data to MS SQL environment	D	Y	
1.10	Currently deployed and operational in Major City Intelligence Unit or recognized Fusion Center	M	Y	
2	Suspicious Activity Reporting (SAR) Functionality			
2.1	Software must be compliant and integrate with the National SAR Initiative (NSI)	D	Y	
2.2	Software must have ability to interface with NSI Shared Space and/or eGuardian	D	Y	
2.3	Software must have capability to interface with ESRI GIS platform	M	Y	
2.4	Currently deployed and operational in Major City Intelligence Unit or recognized Fusion Center	M	Y	
3	Service Request Functionality			
3.1	Records, manages, and monitors service calls	M	Y	
3.2	Provides performance metrics at organizational and individual levels	M	Y	
3.3	Currently deployed and operational in Major City Intelligence Unit or recognized Fusion Center	M	Y	
4	Intelligence Management Functionality			
4.1	Supports 28 CFR Part 23 compliance	M	Y	
4.2	Single federated search capability	M	Y	
4.3	Real time electronic alerts and notifications	D	Y	
4.4	Supports customization of data entry and input	M	Y	
4.5	Supports multiple level review and approval process	M	Y	
4.6	Currently deployed and operational in Major City Intelligence Unit or recognized Fusion Center	M	Y	
5	Confidential Informant Management Function			

5.1	Supports the vetting, approval, and handling of registered informants	M	Y	
5.2	Single federated search with anonymous pointer	M	Y	
5.3	Supports deconfliction process	D	Y	
5.4	Informant interaction tracking and payment audit process	M	Y	
5.5	Supports ESRI GIS tracking/mapping	D	Y	
5.6	Currently deployed and operational in Major City Intelligence Unit or recognized Fusion Center	M	Y	

(1) - Vendor Response Legend

Y	Functionality is resident in the software solution, neither configuration nor customization is required Requested information has been submitted within proposal.
C	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development)
C\$	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development) at a cost to the client. Respondent must provide cost details within proposal section.
D	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development.
D\$	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development at a cost to the client. Respondent must provide cost details within proposal section.
N	Functionality is not resident in the software solution and vendor is not willing to provide this functionality.

Signature Page: Attachment H

The Signature Page: Attachment H is provided on the following pages in hard copy and as a separate PDF file on the CD.

RFCSP ATTACHMENT H

SIGNATURE PAGE

Respondent, and co-Respondent, if any, must complete City's Certified Vendor Registration (CVR) Form prior to the due date for submission of proposals. The CVR Form may be accessed at: <http://www.sanantonio.gov/purchasing/>.

By submitting a proposal, whether electronically or by paper, Respondent represents that:

If Respondent is a corporation, Respondent will be required to provide a certified copy of the resolution evidencing authority to enter into the contract, if other than an officer will be signing the contract.

If awarded a contract in response to this RFCSP, Respondent will be able and willing to comply with the insurance and indemnification requirements set out in RFCSP Exhibits 1 & 2.

If awarded a contract in response to this RFCSP, Respondent will be able and willing to comply with all representations made by Respondent in Respondent's proposal and during Proposal process.

Respondent has fully and truthfully submitted a Litigation Disclosure form with the understanding that failure to disclose the required information may result in disqualification of proposal from consideration.

Respondent agrees to fully and truthfully submit the Respondent Questionnaire form and understands that failure to fully disclose requested information may result in disqualification of proposal from consideration or termination of contract, once awarded.

To comply with the City's Ethics Code, particularly Section 2-61 that prohibits a person or entity seeking a City contract - or any other person acting on behalf of such a person or entity - from contacting City officials or their staff prior to the time such contract is posted as a City Council agenda item.

(S)he is authorized to submit this proposal on behalf of the entity.

If submitting your proposal by paper, complete the following and sign on the signature line below. Failure to sign and submit this Signature Page will result in rejection of your proposal.

SAS Institute Inc.
Respondent Entity Name
* Signature: [Handwritten Signature]
Printed Name: Victoria P. Clayton
Title: Senior Contracts Manager

*SAS Institute Inc.'s signature hereto does not indicate acceptance of the terms and conditions included in the RFP, and any resulting contract with the City of San Antonio will be subject to mutual agreement by the parties.



(NOTE: If proposal is submitted by Co-Respondents, an authorized signature from a representative of each Co-Respondent is required. Add additional signature blocks as required.)

If submitting your proposal electronically, through City's portal, Co-Respondent must also log in using Co-Respondent's log-on ID and password, and submit a letter indicating that Co-Respondent is a party to Respondent's proposal and agrees to these representations and those made in Respondent's proposal. While Co-Respondent does not have to submit a copy of Respondent's proposal, Co-Respondent should answer any questions or provide any information directed specifically to Co-Respondent.

Co-Respondent Entity Name
Signature: _____
Printed Name: _____
Title: _____

Proposal Checklist: Attachment I

The Proposal Checklist: Attachment I is provided on the following pages in hard copy and as a separate PDF file on the CD.

RFCSP ATTACHMENT I

PROPOSAL CHECKLIST

Use this checklist to ensure that all required documents have been included in the proposal and appear in the correct order.

Document	Initial to Indicate Document is Attached to Proposal
Table of Contents	LD
Proposal RFCSP Attachment <u>A</u>	LD
Respondent Questionnaire RFCSP Attachment <u>B</u>	LD
*Contracts Disclosure form RFCSP Attachment <u>C</u>	LD
Litigation Disclosure RFCSP Attachment <u>D</u>	LD
*SBEDA Form RFCSP Attachment <u>E</u> ; and Associated Certificates, if applicable	LD
Pricing Schedule RFCSP Attachment <u>E</u>	LD
Functional Requirements RFCSP Attachment <u>G</u>	LD
*Signature Page RFCSP Attachment <u>H</u>	LD
Proposal Checklist RFCSP Attachment <u>I</u>	LD
Proof of Insurability (See RFCSP Exhibit 1) Insurance Provider's Letter Copy of Current Certificate of Insurance	LD
Financial Information	LD
One (1) Original, ten copies, and one (1) CD of entire proposal in PDF format if submitting in hard copy.	LD

→ Separate mailing

*Documents marked with an asterisk on this checklist require a signature. Be sure they are signed prior to submittal of proposal.

Proof of Insurability

Submit a letter from insurance provider stating provider's commitment to insure the Respondent for the types of coverages and at the levels specified in this RFCSP if awarded a contract in response to this RFCSP. Respondent shall also submit a copy of their current insurance certificate.

A copy of SAS' current certificates of insurance is provided on the following pages in hard copy and as a separate PDF file on the CD. SAS looks forward to negotiating an acceptable form of contract with the City and as part of such negotiation, will work with the City to put in place mutually agreeable insurance coverage for the types of services described in this response.



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
04/29/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Aon Risk Services South, Inc.
Atlanta GA Office
3565 Piedmont Rd NE, B1g1, #700
Atlanta GA 30305 USA

CONTACT NAME:
PHONE (A/C. No. Ext): (866) 283-7122 **FAX (A/C. No.):** 800-363-0105
E-MAIL ADDRESS:

INSURED
SAS Institute Inc.
SAS Campus Dr.
Cary NC 27513 USA

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Lloyd's Syndicate No. 2623	AA1128623
INSURER B:	Zurich American Ins Co	16535
INSURER C:		
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES

CERTIFICATE NUMBER

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURER	SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY						Limits shown are as requested	
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR						EACH OCCURRENCE	
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						DAMAGE TO RENTED PREMISES (Ea occurrence)	
	AUTOMOBILE LIABILITY						MED EXP (Any one person)	
	<input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS						PERSONAL & ADV INJURY	
	<input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						GENERAL AGGREGATE	
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE						PRODUCTS - COMP/OP AGG	
	<input type="checkbox"/> DED <input type="checkbox"/> RETENTION						COMBINED SINGLE LIMIT (Ea accident)	
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						BODILY INJURY (Per person)	
	<input type="checkbox"/> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
							EACH OCCURRENCE	
							AGGREGATE	
							WC STATUTORY LIMITS	OTHER
							E.L. EACH ACCIDENT	
							E.L. DISEASE-EA EMPLOYEE	
							E.L. DISEASE-POLICY LIMIT	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER**CANCELLATION**SAS Institute Inc
SAS Campus Drive
Cary NC 27513 USA

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services South Inc



ADDITIONAL REMARKS SCHEDULE

AGENCY Aon Risk Services South, Inc.		NAMED INSURED SAS Institute Inc.	
POLICY NUMBER See Certificate Number: [REDACTED]			
CARRIER See Certificate Number: [REDACTED]	NAIC CODE	EFFECTIVE DATE:	

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER	
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
	OTHER							
A	E&O-MPL-Primary			[REDACTED]	04/01/2013	04/01/2014	Each Occurrence	\$1,000,000
							Aggregate	\$1,000,000



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
04/01/2013

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PRODUCER
Aon Risk Services South, Inc.
Atlanta GA Office
3565 Piedmont Rd NE, Bldg 1, #700
Atlanta GA 30305 USA

CONTACT NAME:
PHONE (A/C. No. Ext): (866) 283-7122 **FAX (A/C. No.):** (847) 953-5390
E-MAIL ADDRESS:

INSURED
SAS Institute Inc.
SAS Campus Drive
Cary NC 27513 USA

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Travelers Property Cas Co of America	25674
INSURER B:	Phoenix Ins Co	25623
INSURER C:	The Travelers Indemnity Co.	25658
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES

CERTIFICATE NUMBER: [REDACTED]

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVC	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			[REDACTED]	04/01/2013	04/01/2014	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			[REDACTED]	04/01/2013	04/01/2014	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			[REDACTED]	04/01/2013	04/01/2014	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			[REDACTED]	04/01/2013	04/01/2014	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000
C				[REDACTED]	04/01/2013	04/01/2014	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Physical Damage Limit \$2,500 per occurrence / \$50,000 aggregate / with \$1,000 Collision deductibles. The General Liability Policy certified above, is written under The St. Paul Travelers Companies form number CG 04 17 07 08, which includes the following language: Any organization that the named insured agrees in a written contract to add as an additional protected person under this agreement is a protected person, but only for covered bodily injury or property damage that results from the named insureds work.

CERTIFICATE HOLDER

SAS Institute Inc.
SAS Campus Drive
Cary, NC 27513 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services South Inc

Holder Identifier : sas5403

Certificate No : [REDACTED]

Financial Information

Submit a recent copy of a Dun and Bradstreet financial report, or other credit report, on Respondent and its partners, affiliates and subtenants, if any.

SAS has the necessary financial resources to meet the performance requirements of this contract. SAS has maintained its unbroken chain of growth and profitability since the company was founded over 37 years ago. SAS' worldwide annual revenue was \$2.87 billion in 2012 and has topped \$1 billion for each of the last 14 years. Our consistent growth and profitability mean you can depend on SAS, not only today, but into the future as well.

Dun and Bradstreet financial reports are copyrighted and SAPD must request this report directly from D&B. SAS' DUNS Number is 04-004-6724. Alternatively SAS can provide you with financial information that is comparable to the data we provide to D&B each year. SAS policies require that Finance provide this data directly to government customers as we do not release this information to our internal employees outside of Finance. This information has been mailed separately directly to SAPD. This data is intended solely for your use in considering our RFCSP response.

Appendix A: Resumes

Steve Serrao, Advisory Industry Consultant

Education

- Thomas Edison State College, Trenton, New Jersey
- Pursuing Bachelor of Science Degree (Completed Approx. 106 Credits towards BS)
- New Jersey State Police Academy, Sea Girt, N.J.
- Certified Police Officer Training, Graduated April 3, 1981

Role/Responsibility for this Contract

- Steve will serve as the Subject Matter Expert (SME) for this project. Working with the different user populations to ensure that the system configuration and any data migration/integrations meet the needs of the DPS.

Experience

- Advisory Industry Consultant For Law Enforcement Solutions, SAS Institute Inc. Memex Solutions Team, May 2, 2006 to the present
 - Kansas City Regional Terrorism Early Warning Group
 - Philadelphia Police Department – Intelligence Division
 - Los Angeles Regional Intelligence Center
 - Northern California Regional Intelligence Center
 - Central California Regional Intelligence Center
 - Roanoke Area Criminal Justice Information Network
 - Mountain Empire Criminal Justice Information Network
 - Pennsylvania Criminal Intelligence Center
 - Michigan Criminal Information System
 - Ohio Department of Public Safety
 - Nebraska Information Analysis Center
 - Arizona Counter Terrorism Information Center
 - Philadelphia Police Department – Integrity Control Office
 - Bermuda Police Force
 - Belize National Police Department
 - Jamaica Constabulary Force
 - Mexico City Federal District Police

Captain - Bureau Chief, New Jersey State Police, West Trenton, New Jersey,
April 3, 1981 to May 1, 2006

Dale Peet, Senior Industry Consultant

Education

- Bachelors of Science, Business Management, University of Phoenix
- Certificate, Northwestern University School of Police Staff and Command
- FBI National Academy Graduate 222

Experience

- SAS Institute Inc. - Memex Solutions Team
- Senior Industry Consultant – 2 years, 11 months
 - Nebraska Information Analysis Center (NIAC)
 - Arizona Counter Terrorism Information Center (ACTIC)
 - Michigan Criminal Information System (MCIS)
 - Georgia Terrorism Intelligence Project (GTIP)
 - Northeast Ohio Regional Fusion Center (NEORFC)
- Michigan State Police – 23 years, Retired
 - Detective First Lieutenant
 - Fusion Center Commander, Michigan Intelligence Operations Center
 - MIOC IT Project Manager
 - RMS Unit Commander
 - Battle Creek Post Commander
 - Wayland Post Commander
 - Southwest Enforcement Team Leader
 - Battle Creek Post Detective
 - Tobacco Tax Team Detective
 - New Buffalo Post - Trooper

Graeme Robinson, Director of Professional Services

Education

- Bachelor of Science (with Honors) in Computer Science - The University of Strathclyde in Glasgow, Scotland

Experience

- SAS Institute Inc. - Memex Solutions Team
- Director of Professional Services – 12 years
 - Nebraska Information Analysis Center (NIAC)
 - Michigan Criminal Information System (MCIS)
 - Northeast Ohio Regional Fusion Center (NEORFC)
 - Ohio Department of Public Safety
 - Kansas City Terrorism Early Warning Group
 - Maryland State Police
 - State of Delaware
 - Philadelphia Police Department (PPD)
 - Northern California Regional Intelligence Center
 - Central California Regional Intelligence Center
 - National Insurance Crime Bureau
 - Roanoke Area Criminal Justice Information Network

Kyle Evers, Senior Technical Consultant

Education

- Bachelors of Science in Informatics – Indiana University
- Certificate of Applied Computer Science – Purdue University
- Certificate of Sound Engineering & Music Production – RECW
- Successful Project Management – PMI (Project Management Institute)
- Developing Business Processes and Integration Solutions Using MS BizTalk Server 2006

Experience

- SAS Institute Inc. - Memex Solutions Team
 - Senior Technical Consultant – 3 years, 5 months
 - Kansas City Regional Terrorism Early Warning Group
 - Nebraska Information Analysis Center
 - Arizona Counter Terrorism Information Center
 - Pennsylvania Criminal Intelligence Center
 - Ohio Department of Public Safety
 - Michigan Criminal Information System
 - Philadelphia Police Department – Integrity Control Office
- Molina Healthcare, Programmer Analyst
- Perot Systems Government Service (PSGS), Application Developer / Analyst

Technical Expertise

Hardware	IBM, SUN, Compaq/HP, Dell servers and components
Software	Visual Studio.NET, Enterprise Manager, SQL Query Analyzer, MS SharePoint, Visual SourceSafe, MS SQL Server Management Studio, Eclipse, NetBeans, Subversion, and TextPad
Databases	MS SQL, Oracle, MySQL, MS Access
Programming Languages	NET Framework v2.0/v3.0/v3.5, WWF, WCF, ASP.NET, C#, JAVA (EE, SE, ME), JavaScript, AJAX, XML, VB.NET, BizTalk, PHP, SQL, HTML, and Action script
Operating systems/environments	Windows 3.x/95/98/2000/NT/XP/7, Linux/Unix, Mac

Libby Stengel, Senior Implementation Project Manager / Consultant

Education

- BS in Psychology, Minor in Military Science – South Dakota State University
- Certified Emergency Medical Technician – Basic
- United States Army Military Intelligence Officer Basic Course

Experience

- SAS Institute Inc. - Memex Solutions Team
- Project Manager, Consultant and Trainer – 5 years, 10 months
 - Kansas City Regional Terrorism Early Warning Group
 - Nebraska Information Analysis Center
 - Roanoke Area Criminal Justice Information Network
 - Trinidad and Tobago Police Intelligence
 - Arizona Counter Terrorism Information Center
 - Suriname Federal Police Intelligence
 - Northern California Regional Intelligence Center
 - Central California Regional Intelligence Center
 - Pennsylvania Criminal Intelligence Center
 - Bermuda Police Force
 - National Insurance Crime Bureau
 - Iraqi Ministry of Interior
 - Mountain Empire Criminal Justice Information Network
- United States Army Military Intelligence Officer – 4 years
 - Iraqi Criminal Intelligence Trainer
 - Logistics, Budget and Maintenance Officer
 - Company Executive Officer
 - Intelligence Analyst Team Leader, Intelligence Fusion Center

Ranga Gopal, Principal Technical Architect

Education

- Masters of Information Systems - Australian Catholic University, Sydney, Australia
- Bachelors of Business Administration - Annamalai University, India
- Microsoft Certified Professional

Role/Responsibility for this Contract

- Confidential Informant Management Solution Implementation

Experience

- SAS Institute Inc. - Memex Solutions Team
- Principal Technical Architect – 3 years, 7 Months
 - Michigan Criminal Information System
 - Nebraska Information Analysis Center
 - Philadelphia Police Department – Integrity Control Office
 - Maryland Coordination and Analysis Center
 - Delaware Information and Analysis Center
- Information Systems of Florida, Senior Technical Lead / Project Manager – 3 Years
- NCR Corporation, USA, Component Team Leader, Financial Solution Division (FSD) – 1 year
- NCR Australia Pty Ltd, Australia, Business Systems Support Specialist II, Worldwide Customer Services (WCS) – 6 years
- Lityan Holdings, Malaysia, Lead Technical Consultant, E-commerce Division – 1 year
- Angler Web Services, India, Senior Developer, E-commerce Division – 2 years

Technical Expertise

Operating systems	Windows 200x, UNIX, Vista, Windows 95/98/XP, LINUX, Solaris
Databases	MS SQL Server, MS-Access, Oracle, Mysql, Postgresql
Programing Languages	.NET, Perl, PHP, JAVA
Web Servers	IIS, Apache, JBoss
Security Toolset	IBM Appscan, Qualys PCI, Acunetix Web Vulnerability Scanner
Data Integration Platform	Microsoft SQL Server Integration Services, SAS Data Integration Studio

Colin Paterson, Principal Technical Architect

Role/Responsibility for this Contract

- Memex Platform Installation – MSSQL Serve Integration.

Experience

- SAS Institute Inc. - Memex Solutions Team
- Senior Software Engineer, Project Manager, Head of Research & Development, Senior Solution Manager Principal Technical Architect – 13 years, 2 months
 - Tennessee Bureau of Investigation
 - Michigan Criminal Information System
 - New Jersey State Police
 - Pennsylvania State Police
 - Los Angeles Joint Regional Intelligence Center
 - London Metropolitan Police Service
 - Surrey Police Force
 - Bermuda Police Service
 - British Transport Police
 - Her Majesty's Prison Service
 - Durham Police Force
 - Nottinghamshire Police Force

Technical Expertise

Hardware	SUN, Compaq/HP, Dell Servers
Software	Visual Studio 2002 - 2012, Full Microsoft Office Suite, Microsoft Sql Server Management Studio, Oracle Sql Developer, Esri Arcgis Desktop & Server, Subversion Source Control Management, Cruise Control.
Databases	MS SQL Server, Oracle, MySQL, MS Access, PostgreSQL, Informix, Firebird, FoxPro.
Programming Languages	NET Framework v2.0/v3.0/v3.5/v4.0, WCF, ASP.NET, C, C++, C#, JAVA, JavaScript, XML, VB.NET, VB6, SQL, PERL, HTML, TCL
Operating Systems/Environments	Windows 3.x/95/98/2000/NT/XP/7, Windows Server 2003, 2008, CentOS 5/6, Sun Solaris 8/9/10, Red Hat Enterprise Linux 4/5/6, Apple iOS, Symbian