Puerto Rico Police Bureau

RMS Proposal

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Intelutions

Caliber PUBLIC SAFETY
Protecting Tomorrow-Today.

"At the Puerto Rico Police Bureau we integrate the community to solve public safety problems through proactive prevention strategies in an equitable, respectful and free of prejudice manner."

EXECUTIVE SUMMARY

A SOLUTION BUILT FOR THE NEXT GENERATION OF PUBLIC SAFETY.

EMERES, in collaboration with Caliber Public Safety and Intelutions, presents a comprehensive proposal to provide the Puerto Rico Police Bureau (PRPB) with a next-generation Police Records Management System (RMS). Leveraging EMERES' and Intelutions' extensive experience and deep understanding of PRPB's operational landscape, the initiative aims to modernize PRPB's RMS infrastructure within an aggressive timeline of less than 18 months from project kickoff.

EMERES brings decades of expertise in public safety technology, with a team averaging over 18 years of experience working together. The multicultural and multilingual nature of our staff, coupled with a robust presence in Latin America, ensures an understanding of diverse customer needs and proficient support in languages including Spanish. Our track record includes successful implementations with various government entities worldwide, demonstrating our capability to deliver and support sophisticated public safety solutions.

Partnering with Caliber Public Safety, a leading provider of innovative public safety software platforms, we ensure PRPB receives a state-of-the-art, cloud-based RMS solution. Caliber's Online RMS offers NIBRS compliance, streamlined incident reporting, and real-time data sharing capabilities through InterDEx™, enhancing PRPB's operational efficiency and information sharing capabilities.

Furthermore, our proposal includes comprehensive pre & post cutover support services with Intelutions, a trusted Public Safety solution provider of PRPB for over 20 years, responsible for 24/7 local support of the proposed solution, backed by EMERES & Caliber. Implementation services include comprehensive support services, from system configuration to end-user training, ensuring a seamless transition to the new RMS. Post-implementation, PRPB will benefit from ongoing refresher training, 24/7 technical support, and regular software updates in Spanish, provided by our dedicated team.

Our proposal not only meets PRPB's requirements but also exceeds expectations by offering additional services to maximize project feasibility and user adoption. Our proposal includes 24/7 hardware and OS support for all client devices on which Caliber software will run, throughout Puerto Rico. By partnering with EMERES, Intelutions, and Caliber, PRPB gains a trusted, experienced, and reliable partner committed to enhancing its public safety capabilities.

We appreciate the opportunity to continue our longstanding partnership and are confident that our state-of-the-art products and dedicated team members will significantly improve PRPB's ability to serve and protect the citizens and residents of the Commonwealth.

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Caliber
PUBLIC SAFETY
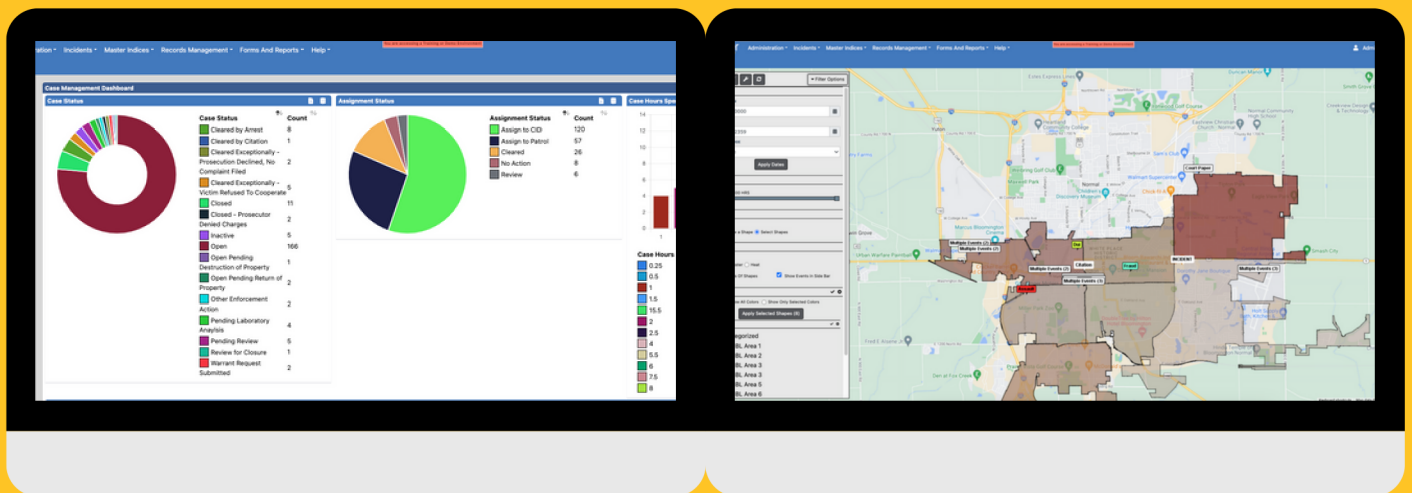Protecting Tomorrow-Today.™

#PartnersNotCustomers

Share in the culture of treating clients and the community as equal partners.

Next Generation Efficiencies

Caliber solutions provide next-generation capabilities and improve efficiencies for all types of first-responder agencies.

Software For Life

Solutions that are built to meet the growing demands of modern, innovative public safety agencies. Solutions that are scalable and will grow and adapt as your needs change in the future.

ONLINE RMS

Trusted by more than 12,000 users across 300 agencies.

Easy Data Retrieval And Analytics
Keyword search incidents/narratives and powerful analytic display

More Time In The Community
Less time writing reports, accessible any time, anywhere, any device with internet connection

Always On Latest and Greatest
No-Touch monthly updates

NEGOCIADO POLICIA DE PUERTO RICO

PROTECCION INTEGRIDAD

CLOUD-BASED RMS SOLUTION

Hosted on 100% SaaS software within Nlets CJIS compliant data centers, operating as a geographically redundant formation in Arizona & Texas, ensuring secure, reliable, and scalable infrastructure for all RMS needs.

Nlets, or the National Law Enforcement Telecommunications System, provides a secure infrastructure that is essential for law enforcement agencies to manage their records effectively. By hosting an RMS on this platform, agencies can benefit from a secure, reliable, and scalable solution that supports their CJIS operational needs.

This setup ensures that the data management and storage is highly secure, which is critical for sensitive law enforcement information. The SaaS model also allows for easy scalability as the needs of the agency grow, and since it's hosted at Nlets, it leverages their established network and security protocols. This combination can help law enforcement agencies maintain high standards of data integrity and accessibility while adapting to changing requirements.

NIBRS REPORTING

Simplified, accurate, and timely reporting in alignment with the National Incident Based Reporting System (NIBRS) standards, enhancing data quality and compliance.

INCIDENT REPORTING EFFICIENCIES

The use of incident templates and CAD data spills to enter data rapidly and accurately without officers having to rekey information, as well as the ability to add offenses in mass, streamline reporting processes, reducing the workload, and allowing officers to engage more with the community.

INTEGRATION WITH EMERES CAD

Seamless connectivity with the existing CAD solution used by the Bureau enables real-time alerts from RMS about previous contacts and automates data entry by spilling call data directly into police reports.

The mission of the Oklahoma County Sheriff's Office is to provide professional and quality law enforcement, custodial, and court related services to all persons and to effectively perform all duties mandated to us by the laws of the United States of America and the State of Oklahoma in a professional, ethical, and cost efficient manner. We work as partners with our citizens, sharing our plans and strategies, and providing ongoing honesty and candor in communications. We recognize our badge as a symbol of public trust and expect exemplary behavior from our employees both in the performance of their duties and in their personal lives.

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Caliber Public Safety has a portfolio of applications that meet and or exceed industry standards. Working with Caliber and its staff, they're not only professional but always responsive to our needs.

Captain David Baisden
Oklahoma County Sheriff's Office, OK

EXTENSIBILITY OF SOLUTION

The custom forms module allows for the creation of an unlimited number of data capture screens, complete with workflows for routing, review, and action, tailoring the system to the Bureau's unique operational needs.

TRUSTED PARTNERSHIP

The continuation of a 20+ year relationship with EMERES and Intelutions, reinforcing a stable foundation for the Next Generation Police RMS solution.

EXPERIENCED PROVIDER

The solution is delivered by a provider with a proven track record, supporting over 50,000 users across large scale, complex environments. As part of our base proposal, this modern RMS solution is guaranteed to be compliant with, and will be seamlessly integrated with, the EMERES CAD system currently in use by PRPB.

LOCALIZATION & ACCESSIBILITY

Localization of the RMS solution to Spanish will meet the linguistic needs of both the Bureau's staff and the communities they serve.

LOCAL SUPPORT

Ongoing local support from Intelutions a trusted provider, ensures quick resolution of issues and continuous system optimization.

DATA SHARING & ANALYTICS

Advanced data sharing capabilities & analytics provide actionable insights, fostering proactive policing strategies and better resource allocation.

With these advancements, the Puerto Rico Police Bureau is setting a new standard for efficiency and community-focused policing, significantly enhancing both officer effectiveness and public engagement.
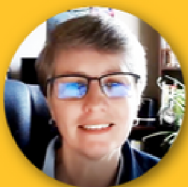
InterDEx

The power of Data Sharing...

InterDEx allows agencies to share information easily, increase their interoperability, and improve their situational awareness.

> *"We went live on InterDEx™ on December 12, 2013. That first week we were live, 24 warrants from Indiana were served in Kentucky. One week just sharing data across that state line into Kentucky. That was the beginning of 'Oh my God, this is going to be amazing', and it has been. There's hundreds of stories I can share."*
>
> Kelly Dignin, Executive Director
> Integrated Public Safety Commission (IPSC)

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Intelutions has been a trusted local partner to PRPB since 2006 and has direct experience working with PRPB to configure, implement, train, roll out, and maintain new technology solutions including the EMERES CAD system in use by PRPB since that time.

Intelutions' detailed understanding of PRPB's current processes, procedures, and incident forms will aid in streamlining the migration to the Online RMS solution. Perhaps most importantly, Intelutions' detailed knowledge of PRPB culture and change management best practices and local 'feet on the street' will help ensure an on-time project delivery.

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Above and beyond the PRPB RFP requirements, the EMERES Team proposal includes the following services which we believe will maximize the feasibility of achieving the proposed project timeline of 18 months to Go Live for the first region.

- Assist PRPB personnel to gather information on relevant PRPB business processes to be input into the RMS system.

- Assist PRPB personnel to configure the RMS system.

- Assist PRPB to load data into the RMS system.

- Assist PRPB trainers to conduct end user training at 14 training academy sites as well as at other sites designated by PRPB.

- Ensure that PRPB site networks are properly configured to securely connect to the Caliber NLETS Hosting facility.

- Ensure PRPB desktop and mobile computers are prepped to run the RMS application and securely connect to the Caliber NLETS Hosting facility.

Above and beyond the PRPB RFP requirements, the EMERES Team proposal includes the following local services after Go Live:

- Refresher training to trainers and end users in Spanish on demand, as needed, a) remotely, b) at 14 training academies and c) at police stations as required.

- 24/7 Tier 1 local technical support in Spanish for software issues and questions, user login issues as well as networking and PRPB hardware related issues throughout the PRPB territory. Intelutions will use PRPB's hardware/OS inventory to deliver replacement hardware to end users as needed.