



# The County of DuPage, IL Warrant Management System Software

RFP Number 24-075-SHF

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## Executive Summary

Here at CloudGavel, we have dedicated ourselves to building innovative solutions for Public Safety and State & Local Governments. We have a deep understanding of local governments and what is expected of their vendors. Our goal has always been to deliver the best product on the market and then follow it up with the best support on the market. No matter how hard we try, there will always be issues that arise and when they do, our trained team will be there with you to address them.

CloudGavel is nationally recognized as the leading voice in electronic warrants. Our leadership team were pioneers in the eWarrant industry and our eWarrant solution, CloudGavel, has become the most widely used eWarrant solution in the country. Because of our extensive experience and knowledge in this field, we have a very good understanding of what the needs are of DuPage County in regard to this RFP.

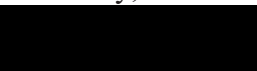
We understand that the needs of our clients are changing and that their systems must be able to adapt to those changes. Because of this understanding, we have designed CloudGavel to be responsive to these changes. Thus, allowing us to make real-time customizations and/or rapid software updates that allow our clients to stay on the cutting edge of functionality and useability.

CloudGavel created the most widely used eWarrant Systems in the country. More than 300 agencies nationwide depend on CloudGavel to meet their eWarrant needs. The state and local government agencies currently using CloudGavel include law enforcement, district attorneys, courts, clerks' offices, sheriff's offices, police departments and more. CloudGavel's law enforcement & Judicial domain user base exceeds 18,000 nationally with agencies that span from a single user to agencies of 2,000+ users. The following map depicts CloudGavel footprint in the country.

Our commitment to delivering that best solution and best customer support in the market has not only allowed CloudGavel to become the premier eWarrant solution in the country but it has also allowed us to have 100% client retention. CloudGavel is now used throughout 17 states by hundreds of agencies and our proudest accomplishment is that no agency has ever left the CloudGavel family.

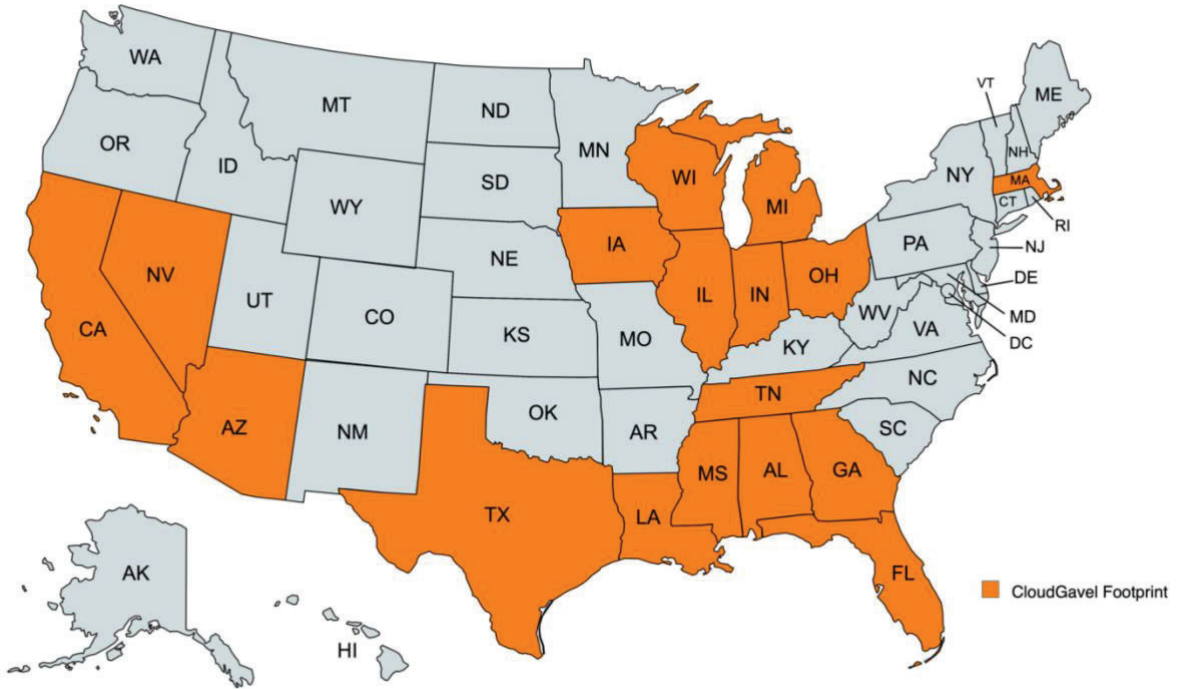
We are most appreciative to have the opportunity to present CloudGavel to DuPage County.

Sincerely,



Casey Roussel  
President / CCO  
CloudGavel LLC

# CloudGavel Client Footprint



## Description of Solution Functionality

The CloudGavel Platform is the industry leader and a robust platform for criminal warrant, bench warrant, and subpoena management. Rather than starting with a custom build, the CloudGavel Platform allows the County to start with a proven solution that can be up and running in days to show participating agencies end-to-end document flow.



The CloudGavel Platform is currently hosted in the AWS government cloud and is built on Microsoft c#.net. The core CloudGavel Platform has eight modules that, when configured, will meet all the requirements of the County.

We will use CloudGavel as the product platform base to start your project and configure it to meet the needs in the RFP, policy documents, supporting documents and items identified during discovery. Our focus will be configuration and closing any gaps in the solution versus long cycle, high risk, low result, bug ridden custom development from scratch.

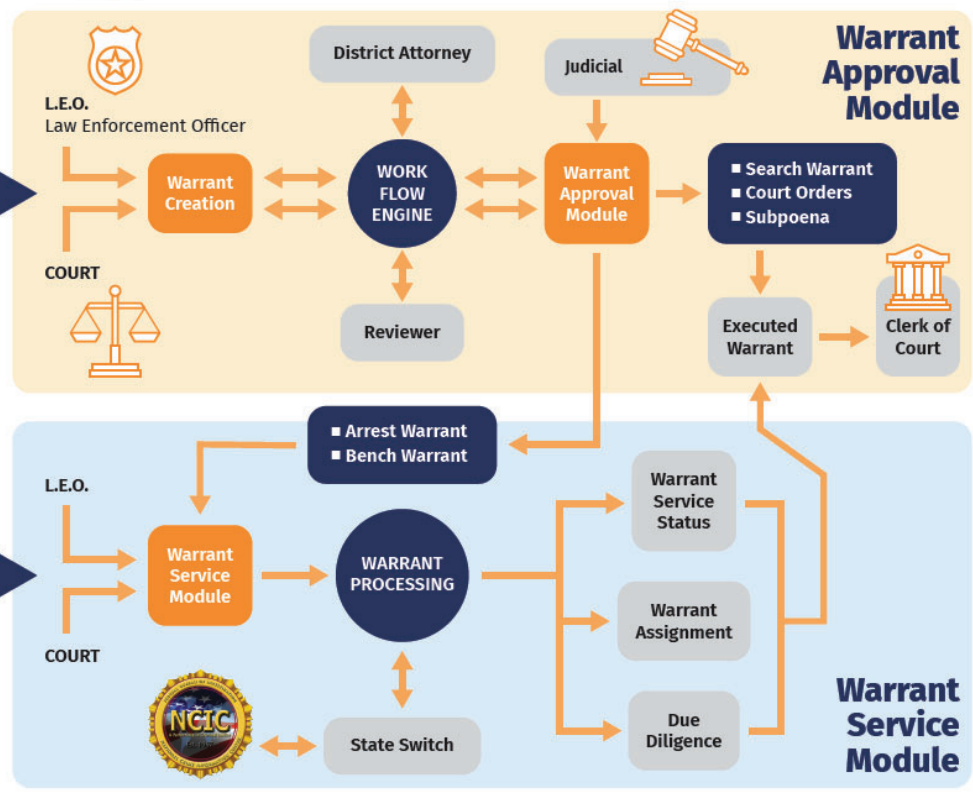
### CloudGavel cradle to grave warrant context diagram

Our team of subject matter experts has decades of government experience conducting one-time data migration from legacy systems into new replacement platforms. We also have vast experience in real-time APIs that are required to seamlessly share data with participating agencies groups through compliant secured encrypted data transmission channels. When the County chooses CloudGavel as their partner, what the County gets is a mature team and a mature CloudGavel platform. The CloudGavel Platform has over seven years of industry intellect and development built into the platform. This provides secure roles and configurable document management specifically for the warrant industry.



We support more than 30 Judicial documents

- Arrest Warrant
- Search Warrant
- Bench Warrant
- Court Orders
- Subpoena



## CloudGavel Application



## User Dashboard

The CloudGavel dashboard is a powerful tool where the user can create documents and see their workload. The dashboard is divided into a search section where the user can select the desired agency or select across agencies. The Warrants templates available to the user are shown as icons at the top of the dashboard so the user can create a new document for data entry.

**CloudGavel** | Agency: Baton Rouge Sheriff's Office | Group: SupervisorGroup

Applications by Agency: Dashboard, Agency, Documents, Archive Document, Scheduler, GLOBAL, State laws

Recent Actions: Arrest Warrant, Search Warrant, GPS Tracking Warrant, Instantor Subpoena Duces Tecum, Business Bank Search and Freez

Document Number	Document Type	Assignee	Actions
Warrant Number Auto Save	Search Warrant	Aayush Dahal	⋮
Bryan Warrant 120	Arrest Warrant	Aayush Dahal	⋮
warr	Arrest Warrant	Aayush Dahal	⋮
warr	Arrest Warrant	Aayush Dahal	⋮
war	Arrest Warrant	Aayush Dahal	⋮
11111	Arrest Warrant	Aayush Dahal	⋮
11111	Arrest Warrant	Aayush Dahal	⋮
1111111111	Arrest Warrant	Aayush Dahal	⋮
234234	Search Warrant	Aayush Dahal	⋮
234234	Arrest Warrant	Aayush Dahal	⋮

Document Number	Document Type	Created By	Actions
Bryan Warrant 120	Arrest Warrant	Aayush Dahal	⋮
warr	Arrest Warrant	Aayush Dahal	⋮
warr	Arrest Warrant	Aayush Dahal	⋮
Warrant Number Auto Save	Search Warrant	Aayush Dahal	⋮
war	Arrest Warrant	Aayush Dahal	⋮

Filters

Map: INDIANA, OHIO, WEST VIRGINIA, PENNSYLVANIA

## Agency Management

The agency management screen lists all agencies in the CloudGavel system. The Super Administrator and Administrator can see the agencies they manage from a single listing. Edit capabilities allow the admin to set up the full configuration of templates, users, and workflow for the agency.

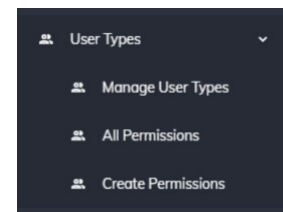


The screenshot shows the CloudGavel 'All Agencies' page. The interface includes a sidebar with navigation options like Agency, Group, User, State laws, Manage Attributes, User Types, Work Flow, Document, Search Document, District Counties, and Manage Document Types. The main area displays a table with columns for Agency Name, Status, License, Created Date, and Action. The table contains 25 rows of agency data, all with a status of 'Deactivated'.

Agency Name	Status	License	Created Date	Action
ServicePlanA	Deactivated	Unlimited License:0	07/16/2019 07:12 AM	[Action]
ServicePlanBA1	Deactivated	Per Warrant Billing:0 Licensed User:20	07/16/2019 07:23 AM	[Action]
Test	Deactivated	Unlimited License:29 Licensed User:12	07/16/2019 11:38 AM	[Action]
TestPlan	Deactivated	Unlimited License:25	08/02/2019 01:00 PM	[Action]
Test Plan	Deactivated	Unlimited License:25	08/02/2019 01:23 PM	[Action]
DemoServicePlan	Deactivated	Unlimited License:25	08/06/2019 10:56 AM	[Action]
BoneeplanA	Deactivated	Unlimited License:25	08/06/2019 11:26 AM	[Action]
Test_PlanBB	Deactivated	Unlimited License:25 Licensed User:25	08/06/2019 12:08 PM	[Action]
Test_PLAN_V	Deactivated	Unlimited License:25 Licensed User:10	08/06/2019 12:09 PM	[Action]
Test001	Deactivated	Unlimited License:25	08/14/2019 06:37 AM	[Action]
Test0001	Deactivated	Unlimited License:25	08/14/2019 06:49 AM	[Action]
10001	Deactivated	Unlimited License:0	08/19/2019 07:05 AM	[Action]
Traffic Homicide	Deactivated	Unlimited License:25	08/20/2019 08:47 PM	[Action]
Test_QARService	Deactivated	Unlimited License:25	08/26/2019 05:56 AM	[Action]
Test_QARServicePlan	Deactivated	Unlimited License:25	08/26/2019 06:02 AM	[Action]
basicPlan	Deactivated	Unlimited License:25	08/26/2019 06:24 AM	[Action]
basicPlan1	Deactivated	Unlimited License:25	08/26/2019 06:26 AM	[Action]
basicPlan2	Deactivated	Unlimited License:25	08/26/2019 06:28 AM	[Action]
basicPlan3	Deactivated	Unlimited License:25	08/26/2019 06:29 AM	[Action]
basicPlan4	Deactivated	Unlimited License:25	08/26/2019 06:29 AM	[Action]
basicPlan007	Deactivated	Unlimited License:25	08/26/2019 03:23 PM	[Action]
Baner_Plan	Deactivated	Unlimited License:25	08/26/2019 04:46 PM	[Action]
Test_ServicePlan	Deactivated	Unlimited License:25	08/21/2019 11:58 AM	[Action]
Test_SericePlan	Deactivated	Unlimited License:25	08/21/2019 11:58 AM	[Action]
TestServicePlan	Deactivated	Unlimited License:25	08/21/2019 11:58 AM	[Action]

## Roles and Privileges

CloudGavel has a robust security module. Security settings are configured in roles, groups, users, guest groups, and workflow depending on which security permission the administrator is configuring. Users and their groups are tied to permissions that are defined in the CloudGavel and give access levels to areas of the User Interface. The graphic on the right depicts the user type menu.



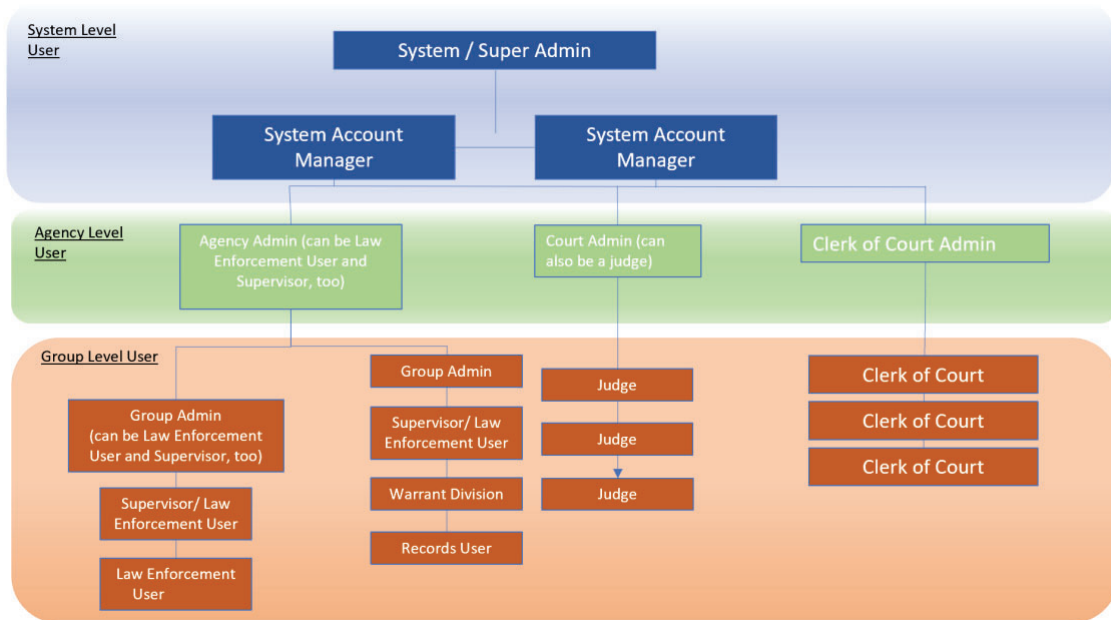
CloudGavel supports:

- **Super Users** - Typically state level staff that will set up agency accounts.
- **Admins** – Administrators at each agency (Court, Sherriff, PD etc.). Will manage the agencies configuration, workflow, user roles, warrant templates and core system administration. Admins can set up Group Admins and users.
- **Group Admins** – Within an agency it is typical for there to be work groups and a taskforce. Group Admins allow an agency to create admins that manage and invite selected users.



- **Users** – Users are invited and configured by Admins or group admins. Users cannot administer system level settings.
- **Guest Groups** – Guest groups can be added to an agency by an Admin. It allows two or more agencies to share users and work on configured warrant groups collectively. This occurs with a special taskforce, cooperative agreements. It also occurs when State Police work in support of an agency.

The graphic on the following page illustrates the administration hierarchy.



## Search

The CloudGavel solution supports search, creation, approve, servicing and updating of warrant request and protection orders. The solution allows the creation of any document type in the template manager (Arrest Warrant and Protection Order). The search screen below will be configured for the primary search parameters needed by the county. As shown on the popup menu (graphic below), after a record is found, the user can view the record, send an email to the parties involved in creating the Warrants and Protection Order or see the audit history.

CloudGavel

CloudGavel

Detective Vishal

Archive Document

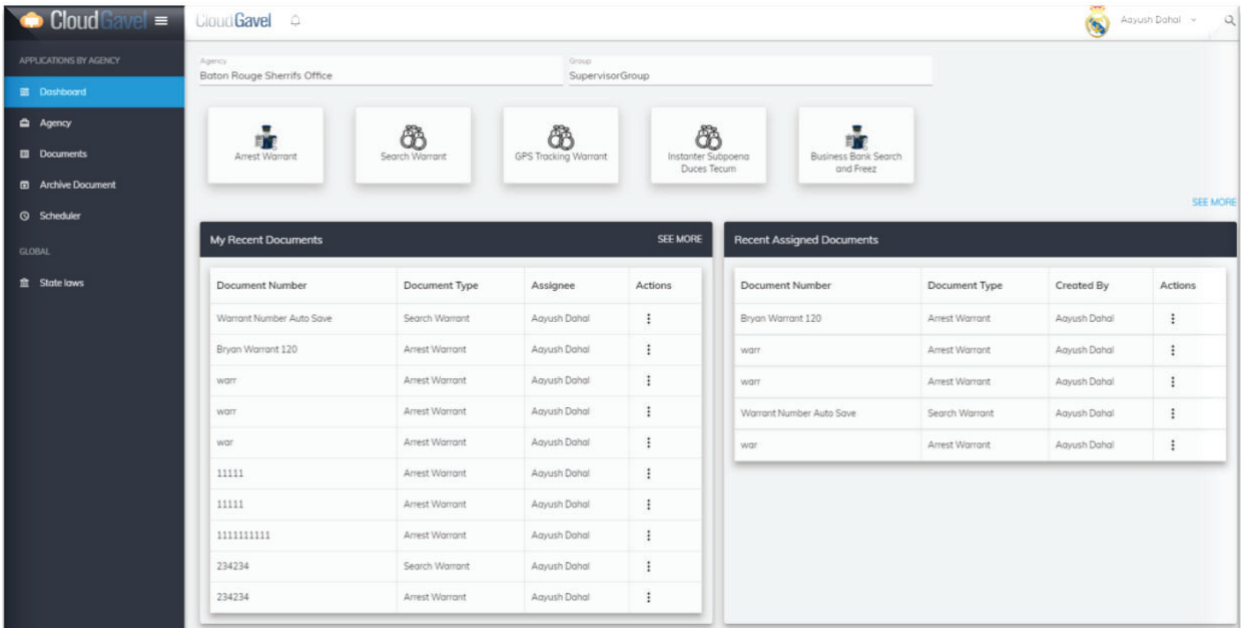
Global Search

Document No	Type	Judge	Status	Reviewer	Suspect	Updated Date	Actions
AWTTYTest	Arrest Warrant	Not Selected	Judge Rejected	Detective Vishal	Vishal Testr Bhongare	Nov 5, 2019	
Arrest002	Arrest Warrant	Not Selected	Recalled	Detective Vishal	Karen Test Nanaoo	Oct 25, 2019	View
Arrest002	Arrest Warrant	Not Selected	Recalled	Detective Vishal	Karen Test Nanaoo	Oct 25, 2019	Send Email
Arrest003	Arrest Warrant	Not Selected	Recall Requested	Detective Vishal	Vishal Bhongare	Nov 8, 2019	Audit Trail
Arrest003	Arrest Warrant	Not Selected	Recall Requested	Detective Vishal	Vishal Bhongare	Nov 8, 2019	
Arrest003	Arrest Warrant	Not Selected	Recalled	Detective Vishal	Karen Test Nanaoo	Oct 25, 2019	
Arrest003	Arrest Warrant	Not Selected	Recalled	Detective Vishal	Karen Test Nanaoo	Oct 25, 2019	
ArrestRecall	Arrest Warrant	Not Selected	Recalled	Detective Vishal	Vishal Bhongare	Nov 8, 2019	
ArrestRecall	Arrest Warrant	Not Selected	Recalled	Detective Vishal	Vishal Bhongare	Nov 8, 2019	
LD S O-00123	DUI Return Of Search	Not Selected	Judge Rejected	Detective Vishal	Vishal Test Bhongare	Oct 14, 2019	
LDSO-005155	Arrest Warrant	Not Selected	Review	Detective Vishal	Vishal TestUser Bhongare	Oct 14, 2019	
LDSO-0051666	Arrest Warrant	Not Selected	Review	Detective Vishal	Vishal Bhongare	Oct 15, 2019	
LDSO-005171	DUI Search	Not Selected	Review	Detective Vishal	Vishal Bhongare	Nov 22, 2019	
Test001	Arrest Warrant	Not Selected	Review	Detective Vishal	Vishal Bhongare	Nov 22, 2019	
Test03	Arrest Warrant	Not Selected	Review	Detective Vishal	Test User	Oct 31, 2019	
TestRecall	Arrest Warrant	Not Selected	Recalled	Detective Vishal	Vishal TestUser Bhongare	Nov 8, 2019	
TestRecall	Arrest Warrant	Not Selected	Recalled	Detective Vishal	Vishal TestUser Bhongare	Nov 8, 2019	
3333333	Arrest Warrant	Not Selected	Recalled	Detective Vishal	First Name Last Name	Oct 24, 2019	
3333333	Arrest Warrant	Not Selected	Recalled	Detective Vishal	First Name Last Name	Oct 24, 2019	
cellPhone001	Cell Phone Search warrant	Not Selected	Review	Detective Vishal	undefined undefined	Oct 17, 2019	
ipfinaltest	LSP19TH JDC APC	Not Selected	Judge Rejected	Detective Vishal	shripad godse	Oct 18, 2019	
newRecall	Recall of Arrest Warrant	Not Selected	Judge Rejected	Detective Vishal	Shripad Godse	Oct 19, 2019	
recallTest	Recall of Arrest Warrant	Not Selected	Judge Rejected	Detective Vishal	Shripad Godse	Oct 19, 2019	
recallWarrant	Recall of Arrest Warrant	Not Selected	Judge Rejected	Detective Vishal	Shripad Godse	Oct 19, 2019	
warrq	Arrest Warrant	Not Selected	Judge Rejected	Detective Vishal	shripad godse	Oct 11, 2019	

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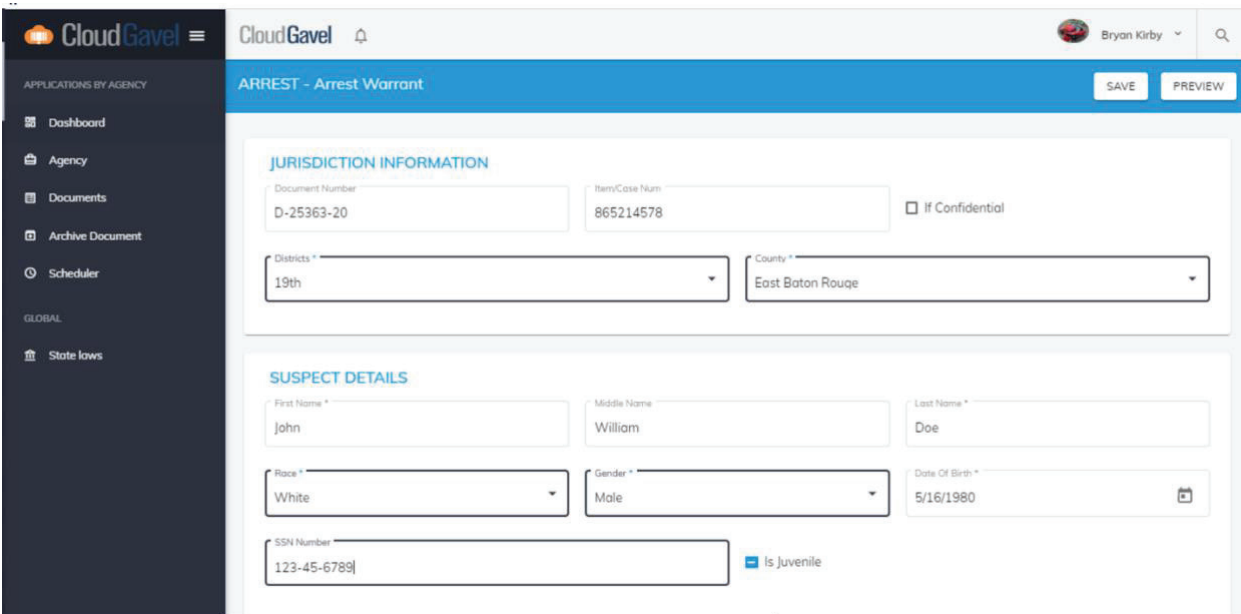
### Add Warrants

The top of the dashboard for each user shows “card icons” to illustrate the type of document the user can add. These cards will be shown based on the users’ permissions. For example, admin users will not have any add document cards. Some user groups will be able to add protection orders while others may not. To add a new Warrant the user will click the desired card icon and a data entry screen will be displayed. The next screenshot shows the dashboard with document add cards.



### Enter Update

The CloudGavel system has robust features for managing Warrants. As shown in the menu on the dashboard below, the user can view, clone, notify, update assignee or update the document based on their user permissions. Clone allows the user to replicate the document with all data to start a new audit trail or create a similar Warrant or Protection Order for another suspect/person under a similar situation. Typically cloning is used when more than one person is being arrested for the same incident. The next screenshot depicts an example data entry screen 1 - Warrants Data Entry.



Below are sample data entry screens built using the CloudGavel Platform template creation system. As shown in the sample screenshots, the system allows a variety of text boxes, drop down

lists, check boxes, date selectors, and note fields. There is no limit to the number of fields or data types that can be captured in the template designer and then the CloudGavel Platform engine draws the template for data capture.

The screenshot shows the 'ARREST - Arrest Warrant' form in the CloudGavel interface. The top navigation bar includes the CloudGavel logo, a notification bell, the user name 'Bryan Kirby', and a search icon. The left sidebar lists 'APPLICATIONS BY AGENCY' (Dashboard, Agency, Documents, Archive Document, Scheduler) and 'GLOBAL' (State laws). The main content area is titled 'ARREST - Arrest Warrant' and includes 'SAVE' and 'PREVIEW' buttons. The form is divided into two sections: 'SUSPECT ADDRESS OR SEARCH LOCATION ADDRESS' and 'CASE INFORMATION'. The address section contains fields for Address Line 1 (2356 West 14th St.), Address Line 2 (Apt. 12), City (Baton Rouge), State (Louisiana), and Zip (70810). The case information section has a 'Hide Charges' checkbox and two rows of charge details. Each row includes a 'Count' field (5 and 3), a 'Statute Code' dropdown (40:971/B1B and 40:971/C), a 'Charge Description' field (Prohibited acts; all schedules), and a 'Statute Type' dropdown (Felony). An 'Add Charge' button is located at the bottom of the case information section.

The screenshot shows the 'ARREST - Arrest Warrant' form in the CloudGavel interface, focusing on the 'Probable Cause Description' and 'CRIME DATES AND TIME' sections. The top navigation bar and left sidebar are identical to the previous screenshot. The main content area is titled 'ARREST - Arrest Warrant' and includes 'SAVE' and 'PREVIEW' buttons. The 'Probable Cause Description' section features a rich text editor with a toolbar containing various formatting options (bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, indent, outdent, undo, redo, print, help) and a text area containing the placeholder text 'The narrative for the arrest warrant application will go here'. Below this is a 'body' label. The 'CRIME DATES AND TIME' section has radio buttons for 'Single Date' (selected) and 'Date Range', and 'Single Time' (selected) and 'Time Range'. It includes a 'Date Of Crime' field (1/6/2020) with a calendar icon, a 'Time Of Crime' field (01:50 am), and a 'Location of Offense' field (5622 West Adams Drive).

By accessing the ellipses icon in the My Recent Documents dashboard, the user can access several shortcuts to manage a document. These features include the ability to view the document, clone it, notify participants in the workflow, update the next assignment in the workflow, or update the content of the document. These functions are driven by the user's security permission and the rules established in the workflow configuration.

The screenshot shows the CloudGavel interface for the Baton Rouge Sherrifs Office. The main content area is titled "My Recent Documents" and contains a table with the following data:

Document Number	Document Type	Assignee	Actions
Test001	Arrest Warrant	Mayur Nawhare	⋮
	DWI Warrant	Detective Vishal	View
	DUI Search	Detective Vishal	Clone Warrant
LDSO-005171	DUI Search	Mayur Nawhare	Notify
	Arrest Warrant	Detective Vishal	Update Assignee
Arrest003	Arrest Warrant	Judge QAUser	Update
Arrest003	Arrest Warrant	Detective Vishal	⋮
ArrestRecall	Arrest Warrant	Detective Vishal	⋮

The context menu for the "Arrest003" row (Detective Vishal) is open, showing options: View, Clone Warrant, Notify, Update Assignee, and Update.

After opening the view menu, the user can see a snapshot of all contacts associated with the Warrant and Protection Order documents. The summary shows a timeline of when the contact participated in steps in the Warrants document workflow.

**Following are additional examples of data entry screens.**

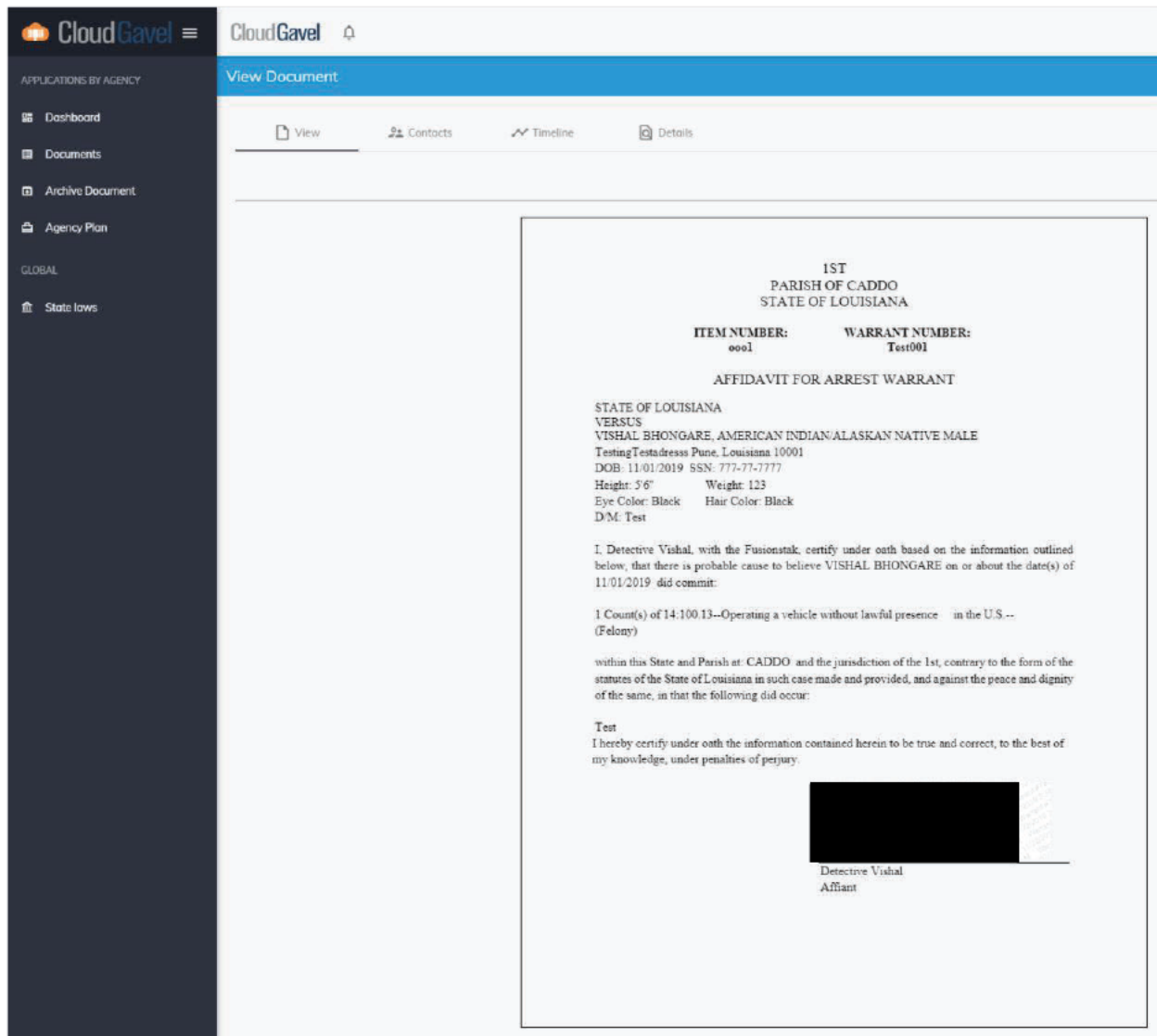
The screenshot shows the "View Document" screen in CloudGavel. The interface includes a navigation menu on the left and a main content area with a "Timeline" tab selected. The timeline displays the following steps:

- Judge QAUser** (11/8/2019 2:24:09 AM): Document transferred from Judge Approved to Recall Requested. Notes: testing
- Detective Vishal** (11/8/2019 10:34:08 AM): Document transferred from Recall Requested to Recalled
- Detective Vishal** (11/7/2019 6:20:53 PM): Document transferred from Judge to Judge Approved. Notes: Test
- Judge QAUser** (11/7/2019 2:19:24 PM): Document transferred from Draft to Judge

After opening the view menu, the user can print the Warrant and Protection Order documents from the print icon. The system will render a PDF document.



Warrants, or any other document capture the state adds to the CloudGavel Platform, are displayed as a PDF inside the CloudGavel application.



The CloudGavel Platform has three robust features for searching: Dashboard, Reporting and the Data Exchange. The dashboard is a user's central location for accessing their working queue of Warrants that they created, reviewed, approved or in service. The reporting system allows users

to search using selected fields and produce a preformatted report or export data to a CSV or XLS file. The Exchange is much like the user's dashboard but is the location where users can search across agencies for warrants. The Exchange allows the client to configure which types of warrants are shareable.

## **Warrant Template Manager**

The CloudGavel forms development engine allows you to create new warrants, subpoenas, court orders, bond orders and any other documentation that requires court approval. The admin users can create the fields for each warrant type, assign permissions to users and CloudGavel will render the warrant for data entry when a user creates a new warrant. Users are assigned to a warrant by user role and group. There is also an option to make the warrant confidential or assign the warrant to a specific person within the authorized list of users. Users can upload PDF files/documents to each warrant. The administrator can do the following when setting up a new warrant template.

- Definition of warrant types
- Configuration of content
- WYSIWYG editing of content with rich text features for bolding, formatting and color content.
- Insertion of pictures, logos and images into content.
- Scheduling of begin and end dates for use of warrant configuration for seamless administration and testing.
- Track changes to each with version control

## **Workflow Engine**

CloudGavel has industry standard workflows for supervisor approval of warrants and flow of warrants between judges and warrant affiants. All of this is out of the box with the ability to configure workflows dynamically. CloudGavel's powerful workflow engine enables the control and automation of the warrant process, documents, and electronic signing. New warrants can be added, and content adjusted at any time.

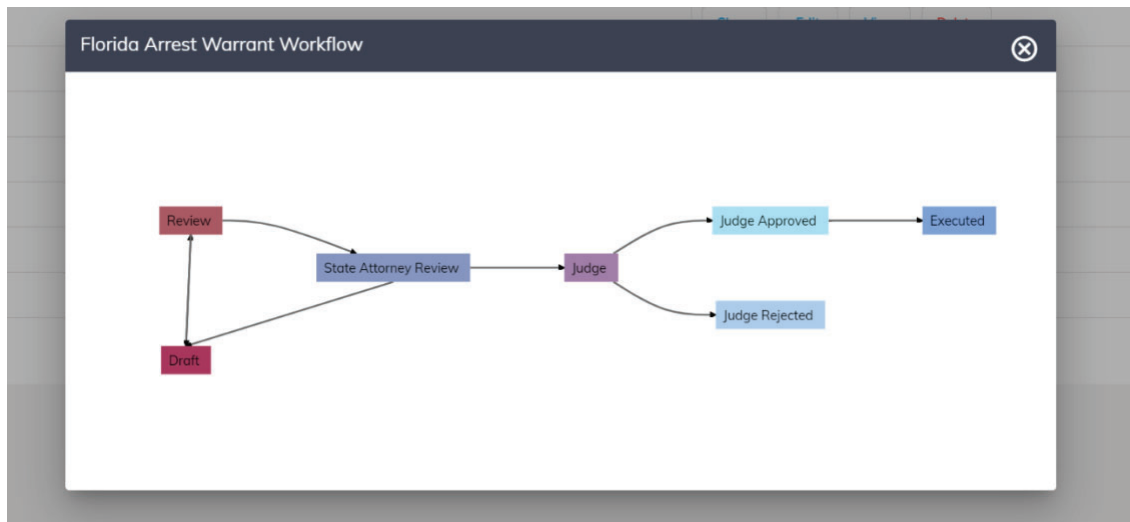
With each workflow, clients can decide what should happen, and modifying workflows is easy for any user skill. CloudGavel's default workflows can be used as is or configured for your specific needs. Workflows can be defined by roles, business processes or schedule. Users are alerted to pending tasks by the notification systems and the dashboard. Configuration is at your fingertips.

- Create simple or multistage workflows
- Delegate approvals in your absence
- Perform complex validation of data before processing.
- Generate notifications via email, SMS and in-app pop-ups
- Push or fetch data from other systems
- Trigger secondary or parallel workflows automatically
- Track workflow history



- Audit log of data changes

The graphic below depicts WYSIWYG workflow engine designer



The solution allows printing of warrants and Protection order information as PDF documents. See printing discussion above under warrant entry and update.

The solution provides an electronic PDF document that is searchable and describes each screen. In addition, each screen has a help link.

CloudGavel Platform has an audit trail that tracks who edited a warrant with the date and time. As the document moves through the workflow engine, comments/notes and other data can be added to the warrant.

CloudGavel Platform has a robust search engine. The user can query data by a variety of information such as warrant number, SSN, agency, etc. During the discovery phase we will collect all the search fields needed and add them to the search screen as filter elements.

CloudGavel Platform will allow users to note and make comments on a warrant. If the user wants to make changes that another user created, the user either adds a note or comment transaction or clones the warrant and makes updates under their user account. This allows the original document content to remain intact. Review or judge can reject and comment on the change needed.

## Warrant Service Module

**Warrant Entry (Option 1)** – CloudGavel Electronic Warrant (eWarrant) application  
 The CloudGavel Electronic Warrant Module allows for officers and courts to fill out warrant applications, court orders and subpoenas in the online document processing application. For example, if an officer needs to get an arrest warrant for a suspect determined during the course of an investigation, that officer will begin this process in the eWarrant Approval Module.

First, the officer will fill out the affidavit and application for the warrant. In this affidavit, the LEO will include all relevant information concerning the suspect, the elements of the crime and the probable cause narrative. Once this application and affidavit is completed, the LEO will then send the document to the next step in the process. This may include review of the application / affidavit by a supervisor or a prosecuting attorney.

Next, the application / affidavit is sent to the “on duty” judge to be reviewed and, if approved, signed by the judge. During this step, the judge may also set up the amount of bond and any conditions for bond for the associated warrant. The judge’s signature is added electronically, and the warrant is sent back to the requesting officer and the Warrants Division of the DuPage County Sheriff’s Office.

The Warrants Division user is then notified that a warrant has been submitted. They then open the submission and review the information that was provided in the application. This information is limited to the suspect and the elements of the charges from the warrant; the information from the probable cause narrative is not available to the Warrants Division users. Once the Warrants Division user verifies the information provided on the warrant, the warrant is then confirmed and entered into the CloudGavel Warrant Service Module and LEADS.

Note that any document that needs to be processed by the Law Enforcement Agencies, prosecuting attorneys or the courts can be created, distributed, and signed within the CloudGavel eWarrant Module. This can include Arrest Warrants, Bench Warrants, Search Warrants, Subpoenas, Court Orders and any other document type.

***Warrant Entry (Option 2)*** – Manual entry into the CloudGavel Warrant Service Module This option follows more closely the existing warrant entry method. The application and affidavit are created manually by the officer and printed out. The printed copy is carried to the on-duty judge to be signed by hand. The officer then carries the signed warrant to the Warrants Division at the Sheriff’s Office where it will be manually entered in the Warrant Service Module and CLETS.

Once the Warrants Division receives the paper copy of the warrant, the user then enters the suspect information, related charges, and bond information into the Warrant Service Module. (This is the same information that would be imported from the CloudGavel Warrant Module.)

***Warrant Entry (Option 3)*** - Warrants can be auto-entered through an integration between CloudGavel and a third-party records management system operated by the Courts, Clerks, etc...

### **Warrant Assignment**

Both entry methods will allow the warrants division user to select the “Originating” agency (required), the “Agency Assignment” (optional). If the user selects the Agency Assignment, they can also pick a user OR user group to which the warrant would be

assigned for execution. If no agency is selected at the time of warrant entry, the warrant division users at the Sheriff's Office would need to select that agency later. If an Agency is selected, but no user or user group is selected, the warrant division user OR an agency administrator at the assigned agency could select the user or user group assigned to the warrant for execution.

### **Submission To LEADS/NCIC**

After the warrant entry / import process has been completed, the Warrant Division user will be prompted to submit the warrant information to LEADS/NCIC. Upon confirmation, the warrant information will then be submitted to the State Switch and sent to NCIC and LEADS.

Warrant updates made through the Warrant Service Module can also be confirmed and pushed to NCIC/LEADS. This will include status changes, charge/bond changes and suspect information/details updates. After the change is made by authorized personnel, the user will be prompted to update the NCIC/LEADS entry through the Warrant Service Module.

### **Warrant Service/Due Diligence**

Once entered, the assigned agency will be responsible for maintaining, updating, and correcting the warrant in the Service Module. Specific users, including users responsible for the administration and execution of the warrant, will have access to the warrant for administrative purposes. These two roles can be, but do not have to be, assigned to the same user. (i.e. – the release to agency may have a “warrants division” user assigned to administer the warrant and a separate officer assigned to execute the warrant.) Each of these roles and what they can do will be based on role-based permissions. These functions include, but are not limited to, the following items:

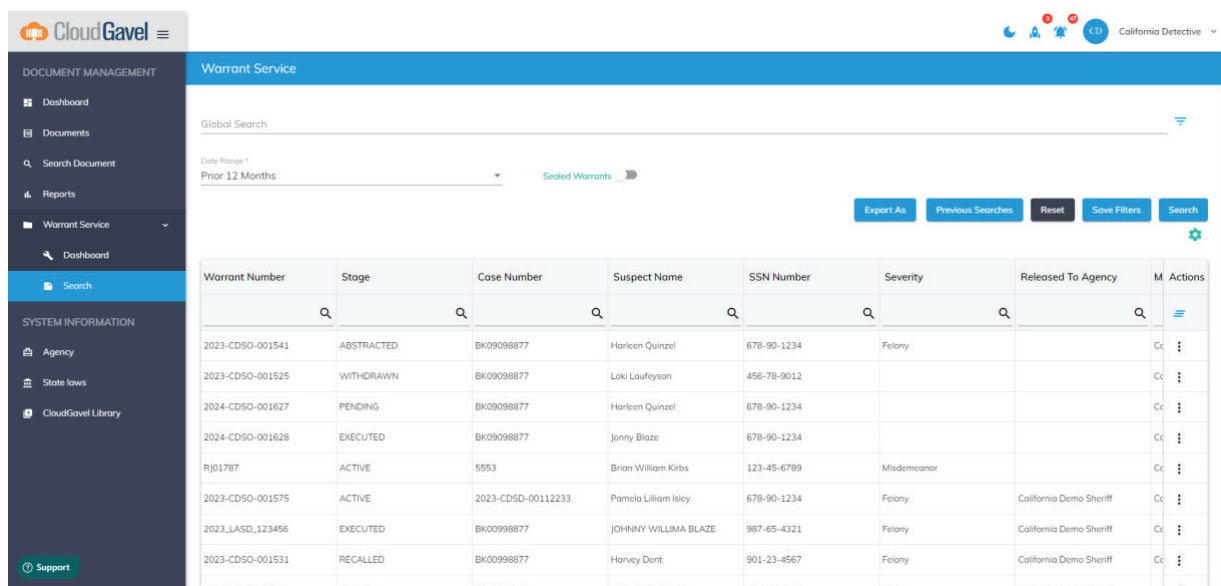
- Update suspect name, suspect demographic information, suspect identifiers (SSN, FBI, LEADS, etc.),
- Suspect location information including current, last known, and suspected addresses and, if incarcerated, that the suspect is incarcerated and the location of incarceration
- Charging and bond information
- Updating State and status (Active, On Hold, Outstanding, Served, Recalled, Error) and the states relative status
- Adding, editing, or updating warrant service notes, including reports on Due Diligence
- Assigning the warrant to a specific user or user group to be served
- Print, download to PDF or email the warrant abstract
- Print, download to PDF or email the warrant information sheet
- Print, download to PDF or email the warrant service history, including due diligence
- Run on demand or schedule agency level reports. These reports may be printed, downloaded as PDF or emailed to other users inside the system.

## Warrant Information Access

After the execution or recall of the warrant, the assigned agency or the warrant division of the Sheriff's Office can update the warrant status to reflect this change. Once moved to the status of served, recalled or error and placed in inactive status, only users with the specifically assigned permission would be able to move the warrant from these stages/statuses back to "active."

At any point during the warrant service process, all authorized parties can access the warrant information in a "view only." This may include the Courts, the Clerk of Court's office, county prosecutors and approved Law Enforcement Agencies.

## Warrant Service Module Screen Shots and Text



The screenshot displays the CloudGavel Warrant Service interface. On the left is a dark sidebar with navigation options: DOCUMENT MANAGEMENT (Dashboard, Documents, Search Document, Reports, Warrant Service, Dashboard, Search) and SYSTEM INFORMATION (Agency, State laws, CloudGavel Library, Support). The main content area is titled "Warrant Service" and features a "Global Search" bar, a "Date Range" dropdown set to "Prior 12 Months", and a "Sealed Warrants" toggle. Below these are buttons for "Export As", "Previous Searches", "Reset", "Save Filters", and "Search". The central part of the screen is a data table with columns: Warrant Number, Stage, Case Number, Suspect Name, SSN Number, Severity, Released To Agency, and M Actions. Each column has a search icon. The table contains several rows of warrant data.



Warrant Number	Stage	Case Number	Suspect Name	SSN Number	Severity	Released To Agency	M Actions
2023-CDSO-001541	ABSTRACTED	BK09098877	Harleen Quinzel	678-90-1234	Felony		Cc ⋮
2023-CDSO-001525	WITHDRAWN	BK09098877	Loki Laufeyson	456-78-9012			Cc ⋮
2024-CDSO-001627	PENDING	BK09098877	Harleen Quinzel	678-90-1234			Cc ⋮
2024-CDSO-001628	EXECUTED	BK09098877	Jonny Blaze	678-90-1234			Cc ⋮
RJ01787	ACTIVE	5553	Brian William Kirbs	123-45-6789	Misdemeanor		Cc ⋮
2023-CDSO-001575	ACTIVE	2023-CDSD-00112233	Pamela Lilliam Isley	678-90-1234	Felony	California Demo Sheriff	Cc ⋮
2023_LASD_123456	EXECUTED	BK00998877	JOHNNY WILLIMA BLAZE	987-65-4321	Felony	California Demo Sheriff	Cc ⋮
2023-CDSO-001531	RECALLED	BK00998877	Harvey Dent	901-23-4567	Felony	California Demo Sheriff	Cc ⋮







### Warrant Service Module – Search Results Grid

- Results can be sorted by clicking in the header of each column. This will alternate between ascending and descending order.
- Results can be filtered by adding a value in the column filter (beside the magnifying glass).
- Results can also be filtered by adding a value to the Global Search at the top.
- Once the correct warrant is located, that entry can be viewed by clicking the "action button" in the far-right column and selecting view. Other actions can be added to the main page as needed.

← California Demo Region / Arrest Warrant - CA / 2023-CDSO-001575 / 2023-CSDS-00112233

Warrant Info   Warrant Service Notes   Attachment   Audit Log

Global Search Due Diligence   


<input type="checkbox"/>	Entry Details	Actor Name	Created Date ↓	Entry Type	Actions
<input type="checkbox"/>	RESON FOR RETURN TO ACTIVE WARRANT WAS ACTIVATED BY JUDGE	California Detective	04/19/2024 10:25 AM	Due Diligence	
<input type="checkbox"/>	DATE RETURNED TO ACTIVE 04/19/2024	California Detective	04/19/2024 10:25 AM	Due Diligence	
<input type="checkbox"/>	WARRANT STAGE HAS BEEN UPDATED FROM EXECUTED TO ACTIVE	California Detective	04/19/2024 10:25 AM	Due Diligence	
<input type="checkbox"/>	Warrant has been assigned to California Demo Police Department	California Warrants	04/19/2024 10:23 AM	Warrant Note	
<input type="checkbox"/>	Warrant has been assigned to California Warrants in Agency- California Demo Sheriff	California Detective	04/19/2024 10:22 AM	Warrant Note	 
<input type="checkbox"/>	Warrant has been assigned to California Demo Sheriff	California Detective	04/19/2024 10:21 AM	Warrant Note	 
<input type="checkbox"/>	Warrant has been assigned to California Demo Sheriff	California Detective	04/19/2024 06:54 AM	Warrant Note	 
<input type="checkbox"/>	EXECUTION NOTES Test	CaseyCA Detective	01/23/2024 08:48 AM	Due Diligence	
<input type="checkbox"/>	DATE OF EXECUTION 01/23/2024	CaseyCA Detective	01/23/2024 08:48 AM	Due Diligence	
<input type="checkbox"/>	WARRANT STAGE HAS BEEN UPDATED FROM ACTIVE TO EXECUTED	CaseyCA Detective	01/23/2024 08:48 AM	Due Diligence	
<input type="checkbox"/>	WARRANT STAGE HAS BEEN UPDATED FROM RECALLED TO ACTIVE	CaseyCA Detective	01/23/2024 08:47 AM	Due Diligence	













### Warrant Service Notes / Due Diligence Log

Lists all activity and entries made for the specific warrant. Users can download a list of the entries into CSV or PDF. New warrant notes and Due Diligence activities can be added from this page. Data updates, document uploads, assignments and status/stage changes are automatically entered on this page. Entries can be sorted and filtered by utilizing the column header (to sort) and the column filters. Global search will search/filter all columns for the entered data. Actions, including viewing and updating the entries, can be taken by clicking the button in the action column and selecting the appropriate action.

← California Demo Region / Arrest Warrant - CA / 2023-CDSO-001575 / 2023-CSDS-00112233

Warrant Info   Warrant Service Notes   Attachment   Audit Log

Global Search 

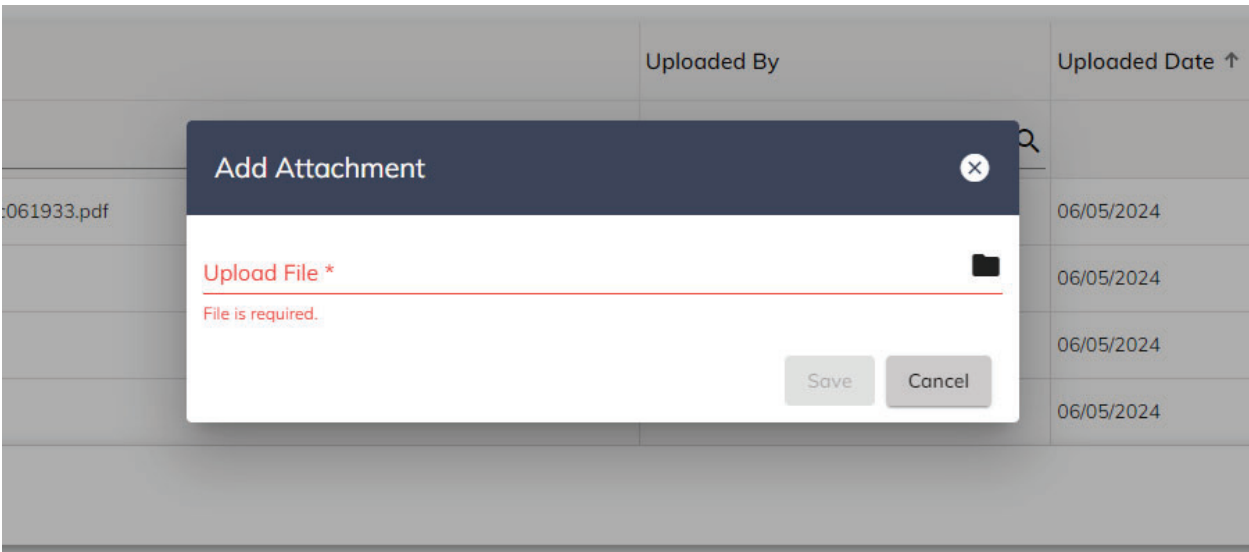
File Name	Uploaded By	Uploaded Date ↑	Actions
2ee25afd-87f0-4378-921b-af24ac061933.pdf	California Detective	06/05/2024	  
Booking Photos.jpg	California Detective	06/05/2024	  
Order to Unseal Warrant.docx	California Detective	06/05/2024	  
Order to Seal Warrant.docx	California Detective	06/05/2024	  

Items per page: 50   1 - 4 of 4   << < > >>

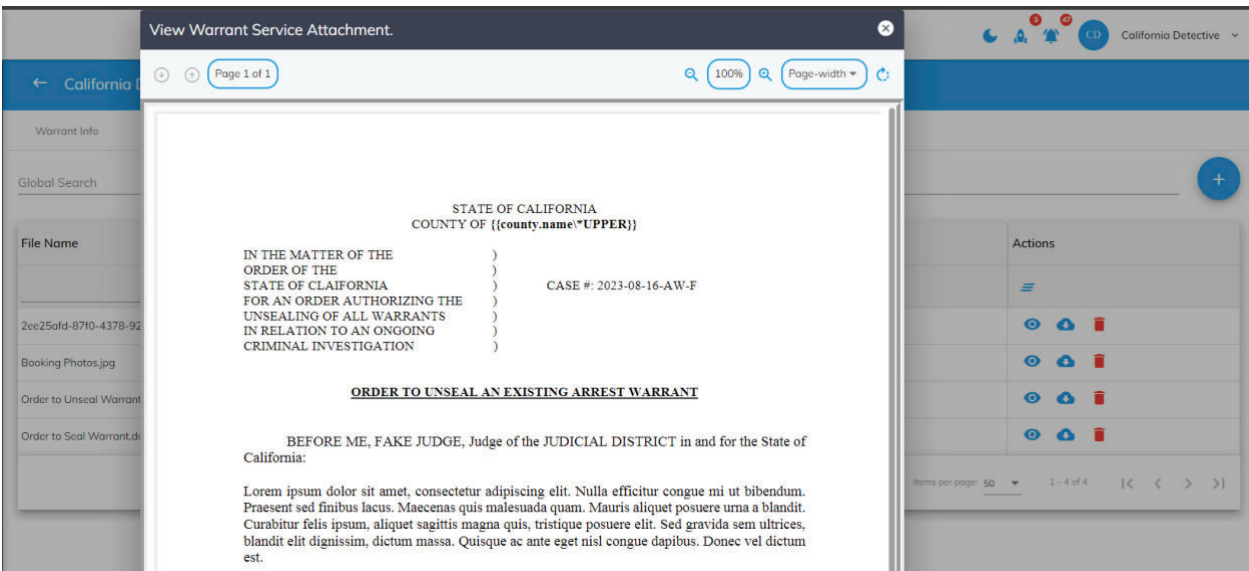
### Attachment / Document View

Externally generated documents can be uploaded to and accessed from the attachment page. New documents are added by clicking the add button (top right of the grid) and uploading the document by file selection or drag/drop. Uploaded documents can be viewed in an iFrame

window by clicking the “view” icon. Uploaded documents can be downloaded to the user’s local machine by clicking the “download” icon.



## File Upload Utility



## Uploaded File iFrame Window View

← California Demo Region / Arrest Warrant - CA / 2023-CDSO-001575 / 2023-CDSD-00112233

Warrant Info    Warrant Service Notes    Attachment    Audit Log

Global Search

Action Date ↓	Action Performer	Action	Browser / App Version	IP Address
	🔍	🔍	🔍	🔍
06/05/2024 12:13 PM	California Detective	Downloaded Attachment: Order to Unseal Warrant.docx	Chrome 125.0.0 (x64)	174.79.83.37
06/05/2024 12:12 PM	California Detective	Attachment(s) uploaded: 2ee25afd-87f0-4378-921b-af24ac061933.pdf	Chrome 125.0.0 (x64)	174.79.83.37
06/05/2024 12:12 PM	California Detective	Attachment(s) uploaded: Booking Photos.jpg	Chrome 125.0.0 (x64)	174.79.83.37
06/05/2024 12:12 PM	California Detective	Attachment(s) uploaded: Order to Unseal Warrant.docx	Chrome 125.0.0 (x64)	174.79.83.37
06/05/2024 12:11 PM	California Detective	Attachment(s) uploaded: Order to Seal Warrant.docx	Chrome 125.0.0 (x64)	174.79.83.37
04/19/2024 10:25 AM	California Detective	WARRANT STAGE HAS BEEN UPDATED FROM EXECUTED TO ACTIVE	Chrome 124.0.0 (x64)	104.9.253.223
04/19/2024 10:22 AM	California Detective	WARRANT SERVICE HAS BEEN ASSIGNED IN California Demo Sheriff	Chrome 124.0.0 (x64)	104.9.253.223
01/23/2024 08:48 AM	CaseyCA Detective	WARRANT STAGE HAS BEEN UPDATED FROM ACTIVE TO EXECUTED		
01/23/2024 08:47 AM	CaseyCA Detective	WARRANT STAGE HAS BEEN UPDATED FROM RECALLED TO ACTIVE		
01/23/2024 08:45 AM	CaseyCA Detective	WARRANT STAGE HAS BEEN UPDATED FROM ACTIVE TO RECALLED		
01/23/2024 08:25 AM	CaseyCA Detective	Warrant Updated by: CaseyCA Detective		

### Warrant Service Audit Log

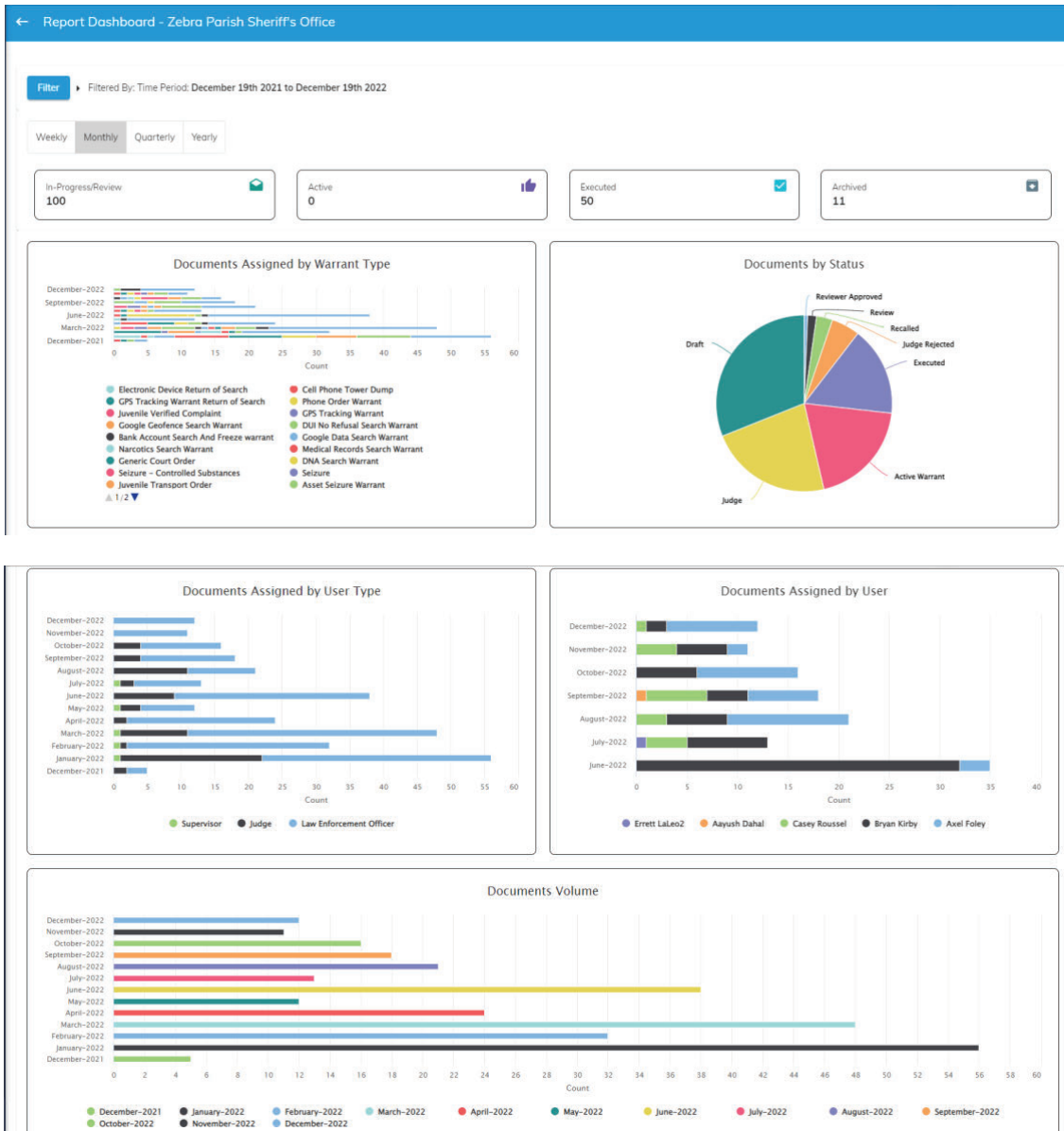
All actions taken on the warrant entry, including view, print and export, are recorded. Information from the grid can be exported to CSV or PDF.

## CloudGavel Warrant Dashboard

### Reporting

CloudGavel platform supports configurable dashboards and extensive reporting which are capable of being pulled for various warrant types in the Status/Stages in the system. Filters can be added to allow you to see warrants by any captured parameters. You can generate reports in graphical or in tabular format which can be exported to CSV or Excel.



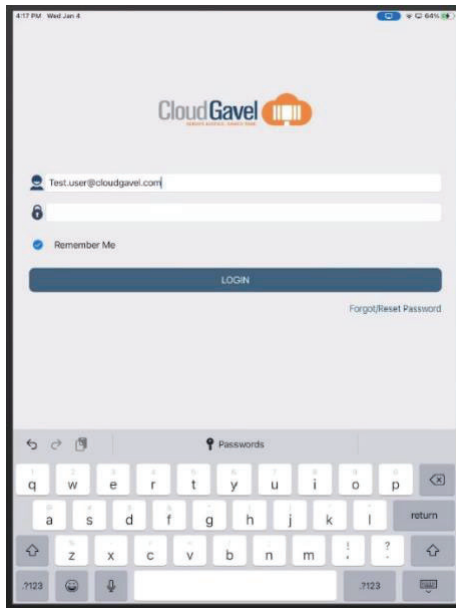


## GIS

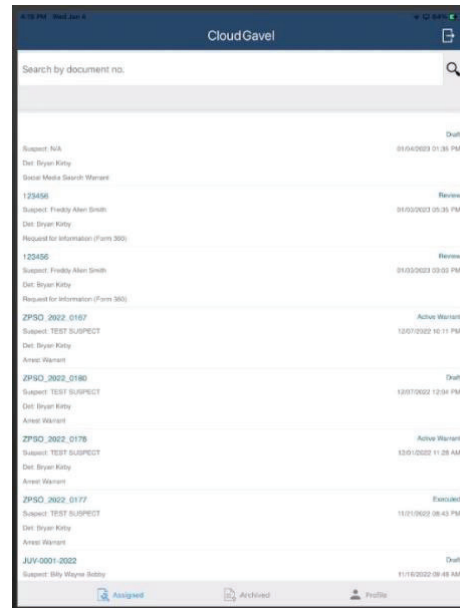
The CloudGavel Platform geographic information system uses location-based technology services to geographically show where Warrants and Protection Orders are located when they have a geographic address. This system allows for identification of hot spots of activity and optimizes the serving of warrants by allowing a user to organize activity around a geographic location. During the setup of a warrant template, the administrator identifies which addresses should be geocoded and CloudGavel automatically converts those addresses for geographic presentation on the user's dashboard.

# Mobile Application

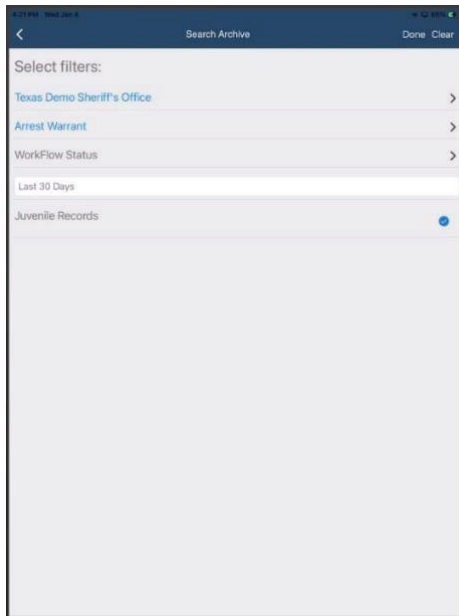
The CloudGavel Mobile application is available on iOS and Android. It allows users to search for warrants by present parameters, view warrant information / documents (as permitted), and update warrant statuses. The app also meets all LEADS and CJIS security requirements for mobile devices connecting to CJJ data, including the use of Apple FaceID and Android Biometric Authentication for Two Factor Authentication.



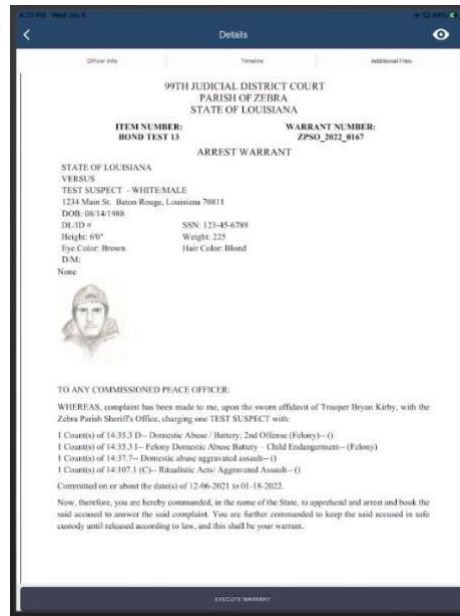
Standard log in procedures with 2FA



Assigned Warrant Pick List



Warrant Search Filters



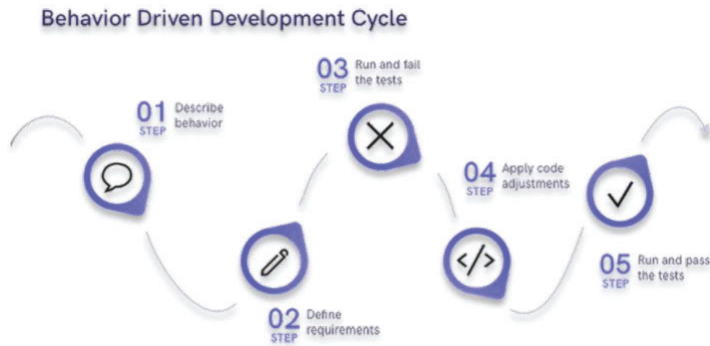
Warrant view (if desired) with status update ability

# Description of Technical Architecture

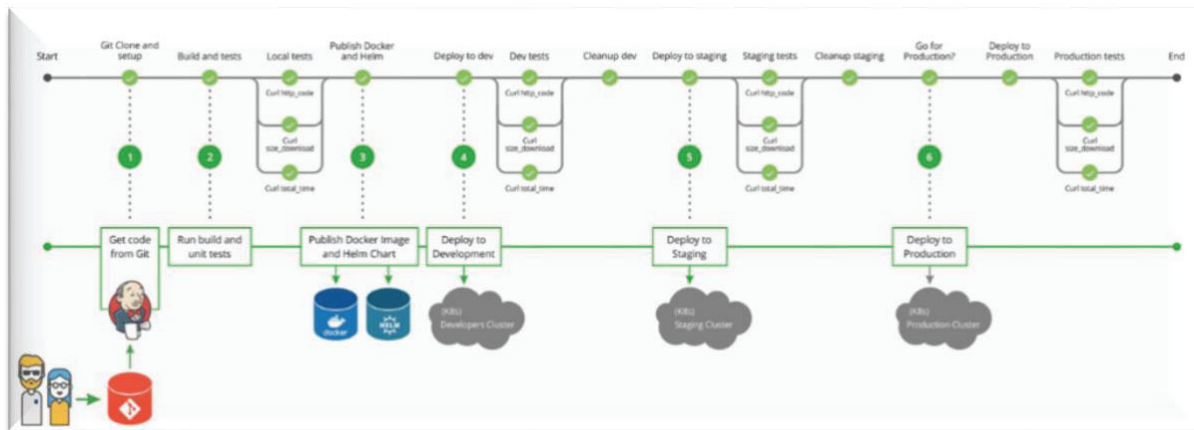
## CloudGavel Application Platform

CloudGavel’s API-driven decoupled layer application architecture is built on the Microsoft .net Core using a SQL server as the backend database. We currently host 250 agencies in the AWS Government cloud in a multi-tenant SAAS (Software as a Service) environment. One customer in Florida hosts the system on-premises. CloudGavel is a CJIS-compliant solution hosted in AWS GovCloud (US) using the latest Full Stack development technologies. Based on the requirement of the agency, we can support LA ’s system as stand-alone database or part of multi-tenant architecture.

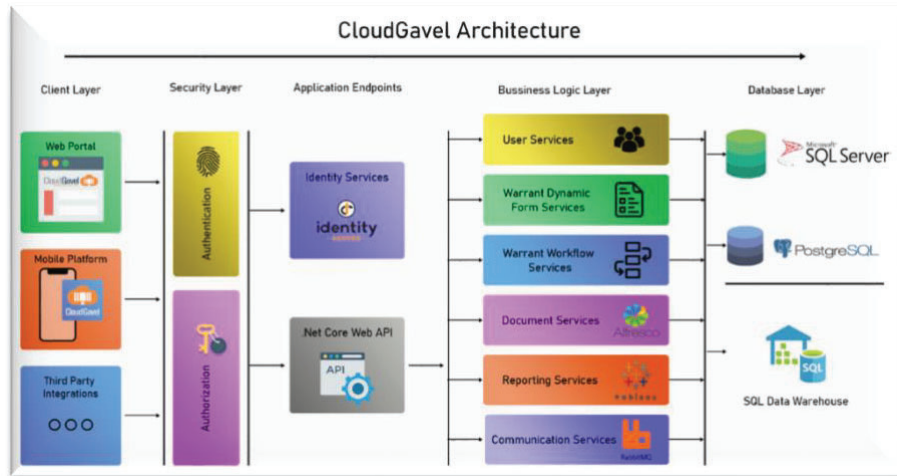
CloudGavel uses Agile project management methodologies running two weeks sprint for enhancements and continuous development of the platform. Our behavior-driven development (BDD) process encourages collaboration among developers, QA and non-technical or business participants in a software project.



At the conclusion of each requirements analysis and throughout, the Scrum master will aggregate all the requirements gathered and develop a backlog of work to be performed. We will develop this in collaboration with stakeholders to ensure that the correct priority is being given to each item. Following CloudGavel’s priority scoring framework, priority will be determined by assigning a score to each the urgency of the item and the value of the item. CloudGavel, as an agile software delivery group, will deliver each item iteratively through the sprint life cycle. The following steps show end-to-end SDLC of CloudGavel Platform.



CloudGavel technology stack uses the latest best-in-breed development tools to provide a robust framework for application engines.



**Client Layer** - CloudGavel is a 100% web-based solution accessible using all modern web browsers. CloudGavel is also available as native IOS app downloadable from an app store. Platform is using Angular as client-side script with modern responsive theme. External products like CMS, jail management system exchange data and communicate with CloudGavel platform using authorized API end points. Development stack:

- Angular
- HTML 5
- IOS
- Material UI

**Security Layer** - The CloudGavel Platform is fully compliant with all aspects of the CJIS Security Policy that are applicable to the services we propose to provide the State. Deployed on Amazon Web Services (AWS), the CloudGavel Platform benefits from the industrial- strength AWS security infrastructure. CloudGavel platform uses Amazon Web Services (AWS) utilities and tools to encrypt their criminal justice data in AWS GovCloud (US) employing FIPS 140-2 validated encryption in-transit services and FIPS-197 compliant encryption for data at-rest. Please refer to application security document for detailed security layers architecture of CloudGavel Platform. Development stack:

- AWS WAF
- Identity Server
- Two-factor authentication
- OWASP top 10 vulnerability management & penetration testing

**Application Endpoint** – Application endpoints are the bridge establishing secure & authenticated connections between business logic and user layers. The user (resource owner) initiates an authentication request with the identity server. If the credentials are valid and everything checks

out the authorization server obtains end-user consent and grants the client application an access token. System generate signed JWT token once the user authentication is verified. The token contains user identity and authorization details of the user. Every communication endpoint requires a JWT token to be sent with HTTPS call.

Development stack

JWT authorization token

**Business Logic Layer** - The business logic layer is the core of CloudGavel Application platform. In the logic layer, classes decide what information they need to solve their assigned problems, request data from the data layer, manipulate that information as required, and return the ultimate results to the presentation layer for formatting. Platform has further divided the layer into following smaller group for easy of management and classification.

- User Services: Users role and permission management services
- Dynamic form services: Engine to create dynamic data capture forms based on JSON configuration.
- Workflow services: Engine to configure document approval workflow with multiple business rules and stages transition
- Document services: Document storage and retrieval
- Reporting services: Customizable reports and dashboards. Analytical visualization tools
- Communication services: Message queuing, email and SMS notification

**Database Layer** - CloudGavel platform uses RDS SQL Server with Multi-AZ configuration.

### **API Platform - Real Time Data Exchange using CloudGavel**

CloudGavel's de-coupled application architecture offers a flexible data management and exchange solution using JSON-based Restful API framework.

For the Law enforcement domain that needs strong and seamless integration, pulling a constant stream of data from one or more sources is critical. CloudGavel set of APIs is designed to decrease development time, save storage space on endpoint devices, and overcome any differences in the standards or programming languages used to create the data that lives at either end of the bridge.

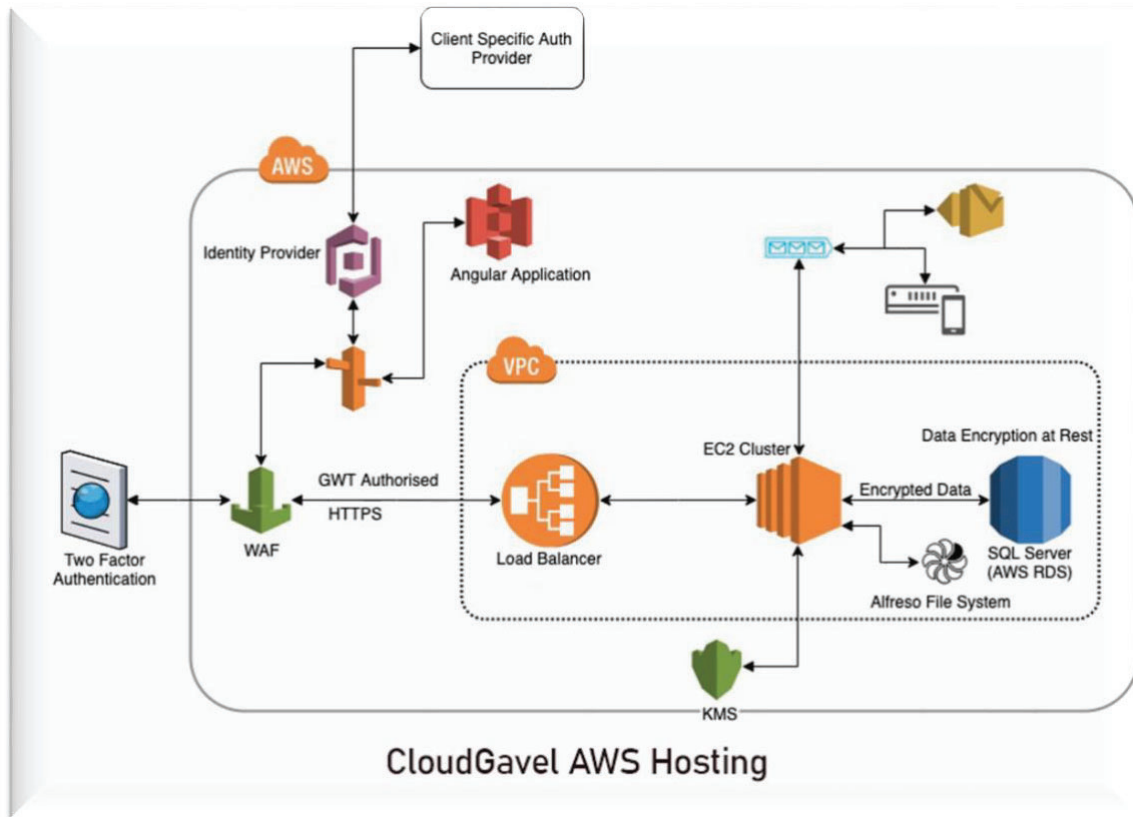
The CloudGavel data tier provides the logical storage location and processing for all database related information and file type media. CloudGavel utilizes a redundant, cloud-based relational database architecture to house client data in federated databases, ensuring maximum data integrity and performance when exchanging data with the business logic tier. File type media management is also controlled by the data tier and stores data on redundant, high availability cloud storage platform.

CloudGavel Platform makes several API endpoints available for County integration who wish to interact and integrate with the data within the platform.

### **CloudGavel Hosting & Network Diagram**

CloudGavel Platform uses AWS to manage and secure their applications, data, and other CJIS resources in the AWS GovCloud (US). AWS GovCloud (US) Regions consist of US data centers hosting services authorized to FedRamp High, managed by US citizens, and offering the FIPS validated endpoints necessary to build CJIS-compliant solutions.

One critical control is the use of independently tested and validated encryption to protect sensitive information both in-transit and at-rest, regardless of physical location. Another critical control involves limiting access to individuals that hold or manage encryption keys, allowing CloudGavel to define and limit the universe of users with logical access to CJIS.



AWS empowers CloudGavel Platform to encrypt their criminal justice data in AWS GovCloud (US) employing FIPS 140-2 validated encryption in-transit services and FIPS-197 compliant encryption for data at-rest.

## Authentication

Support for 2-Factor Authentication

Support for Azure activity directory and OKTA authentication software

Application Security:

- Core components of the application architecture are secured within a private VPC
- All requests to the application are governed by WAF (Web Application Firewall)
- All the API requests are made over HTTPS



- All the keys are managed in Key Management System (KMS) with restricted access

### Data Security

In compliance with CJIS standards, all critical data is encrypted in rest and in motion

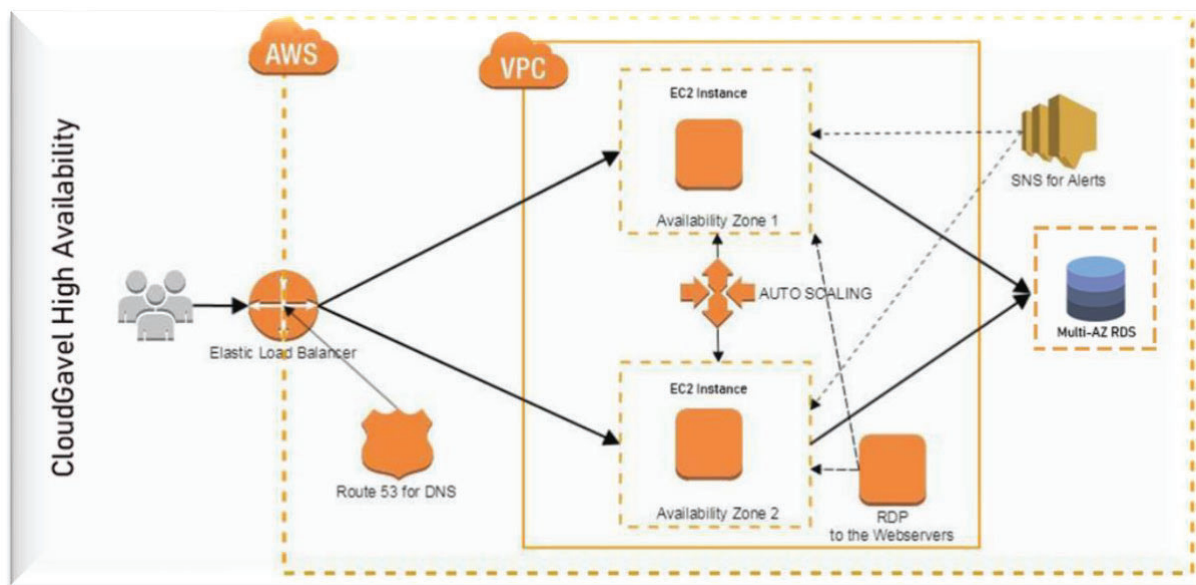
### Scalability

Application is hosted on an EC2 cluster front ended by Application load balancer for seamless scalability

### Monitoring & Alert

Set Up CloudWatch for application monitoring and Alerting

The graphic below depicts CloudGavel high availability structure




### CloudGavel Application Security

CloudGavel Platform is fully compliant with all aspects of the CJIS Security Policy that are applicable to the services we propose to provide the State.

Deployed on AWS the CloudGavel Platform benefits from the industrial- strength AWS security infrastructure. CloudGavel platform uses AWS utilities and tools to encrypt their criminal justice data in AWS GovCloud (US) employing FIPS 140-2 validated encryption in-transit services and FIPS-197 compliant encryption for data at-rest.

Platform addresses all stated DAS/ODPS security requirements including logging, data center security, encryption, antivirus, network security, access and identity management and data handling.



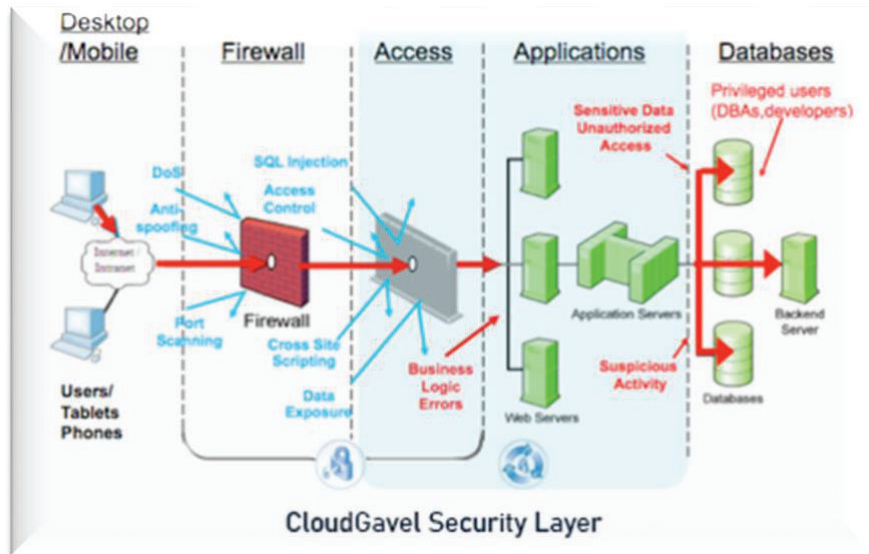


### AWS

- 100% managed by resources in the US
- Puts strong safeguards in place for added data protection
- All data is stored in highly secure AWS data centers
- Provides several security capabilities to increase privacy & control network access
- Network firewalls built into Amazon VPC
- Encryption in transit with TLS
- Manages dozens of compliance programs

Certifications / Attestations	Laws, Regulations, and Privacy	Alignments / Frameworks
DoD SRG	DNB [Netherlands]	CJIS
FedRAMP	EAR	CLIA
FIPS	EU Model Clauses	CMS EDGE
IRAP	FERPA	CMSR
ISO 9001	GLBA	CSA
ISO 27001	HIPAA	FISC
ISO 27017	HITECH	FISMA
ISO 27018	IRS 1075	G-Cloud
MLPS Level 3	ITAR	GxP (FDA CFR 21 Part 11)
MTCS	My Number Act [Japan]	ICREA
PCI DSS Level 1	U.K. DPA - 1988	IT Grundschutz
SEC Rule 17-a-4(f)	VPAT / Section 508	MITA 3.0
SOC 1	EU Data Protection Directive	MPAA
SOC 2	Privacy Act [Australia]	NIST
SOC 3	Privacy Act [New Zealand]	PHR
UK Cyber Essentials Plus	PDPA - 2010 [Malaysia]	Uptime Institute Tiers
	PDPA - 2012 [Singapore]	UK Cloud Security Principles
	Privacy Shield	
	Spanish DPA Authorization	

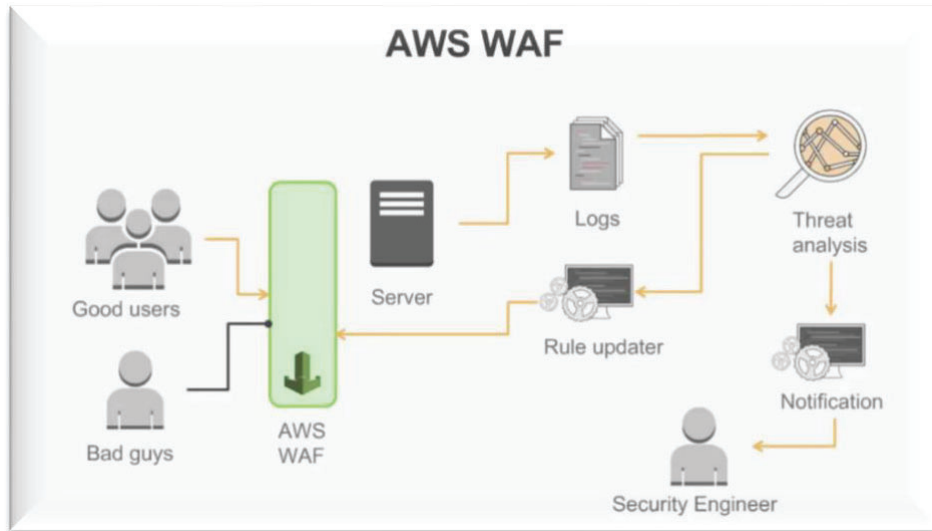
CloudGavel platform has implemented layered security structure for robust and configurable security needs as per modern cloud platform.



We also use AWS WAF for application-level firewall to detect common web exploits that may affect availability, compromise security, or consume excessive resources.

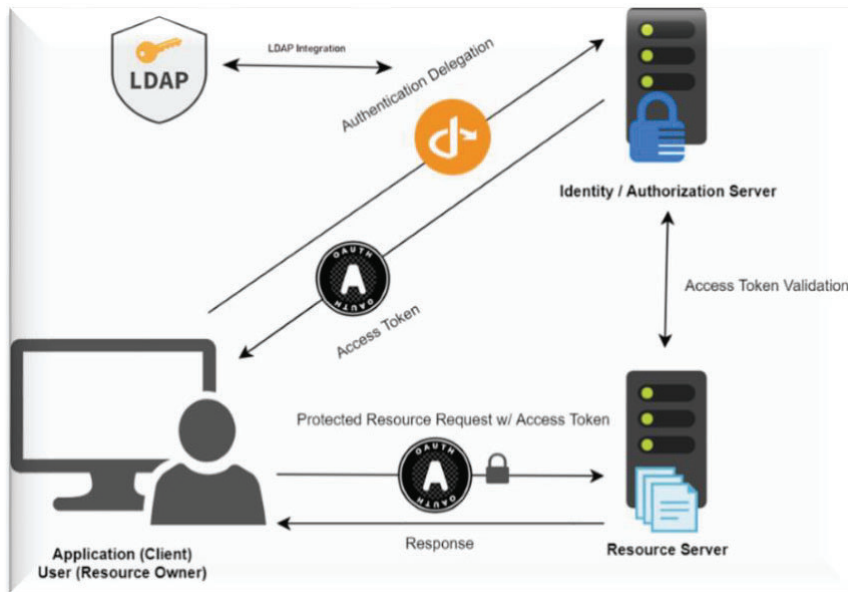
All data communication over the internet is secured via Transport Layer Security protocol (TLS) using HTTPS. Security certificate is created using 2048 bits key for the highest possible encryption.

CloudGavel Platform uses AWS WAF in conjunction with CloudWatch for application-level firewall. WAF monitors HTTP and HTTPS requests for Application Load balancer to secure and protect our traffic against DDoS or malicious attack.



CloudGavel Platform uses 2-factor authentications with an option for single sign on integration using Azure active directory or OKTA authentication software.

The following is a diagram showing the process flow for authentication and authorization for the CloudGavel SSO architecture:



The user (resource owner) initiates an authentication request with the identity server.

If the credentials are valid and everything checks out, the authorization server obtains end-user consent and grants the client application an access token.

The access token is attached to subsequent requests made to the protected resource server. The authorization server validates the access token; if successful the request for protected resources is granted, and a response sent back to the client application.

CloudGavel incorporates OWASP (Open Web Application Security Project) top 10 security prevention and detection steps in their SDLC. Third party tool Qualys is continuously used for penetration testing during development and in production.



CloudGavel Platform adheres to the following best practices for the database security:

The database layer is configured to run in private VPC and only accessible by web server over secure TCP protocol.

- We encrypt both live and backup database files
- We continually Audit and monitor database activity

CloudGavel follows CJIS policy listing our disaster recovery and backup plan.

## Project Timeline Estimate

<u>Steps</u>	<u>Start Date</u>	<u>End Date</u>
Kick Off	08/05/2024	-----
Discovery & Gap Analysis	08/07/2024	08/23/2024
Requirement Validation	08/26/2024	09/06/2024
Data Migration	09/09/2024	10/18/2024
Custom Development	09/09/2024	10/18/2024
Configuration & Implementation	09/30/2024	10/31/2024
Training	11/04/2024	12/06/2024
UAT	11/18/2024	12/16/2024
Go Live	01/06/2025	-----

### The DuPage County Sheriff's Office Warrant Management Software Implementation Plan August 5<sup>th</sup> 2024 – Jan 6<sup>th</sup> 2025



## Product Support & Maintenance

CloudGavel will develop a training plan working in conjunction with the County and provide as part of the initial deliverable. The training methodology on this project will consist of the train-the-trainer concept. We will develop course material and conduct training for administrators and helpdesk at the state level. We will conduct training of the administrator and super users for agencies. Each of these trained trainers will be responsible for training users under their respective domains.

## **Training Plan**

The Training Plan Methodology will address, at a minimum, the following topics:

Training goals/standards and the specific plan for training technical personnel and end users.

Strategy for providing training early in the project to allow the training goals to be implemented throughout the project life cycle.

Tasks, deliverables and resources necessary to complete the training effort and identify tools and documentation necessary to support proposed effort.

The different types of training, the specific courses and course materials, the training approach for both technical personnel and end users, and how training effectiveness shall be measured and addressed.

A description of deliverables to support initial and ongoing training including user manuals, system manuals, on-line help, and training materials for technical/non-technical personnel.

Knowledge Transfer to enable State personnel to operate, maintain, configure and modify the new systems including operation of the testing tools, supporting infrastructure, and security.

Metrics for tracking progress in achieving training and knowledge transfer objectives.

Reporting progress of training and knowledge transfer activities.

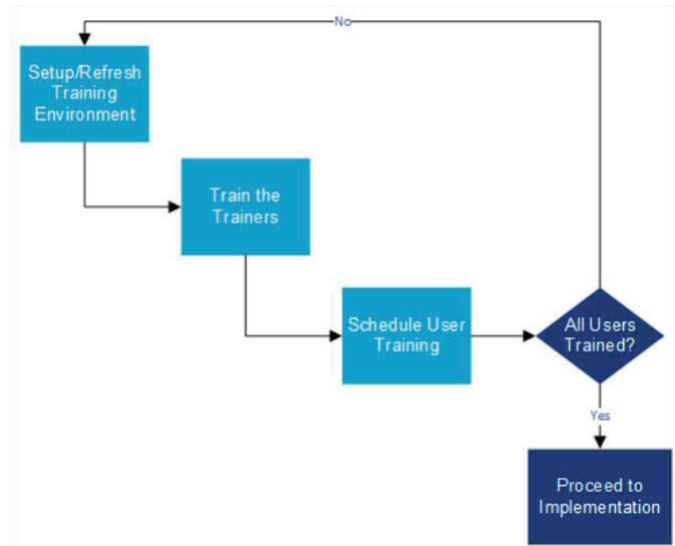
Strategy to minimize impact to business operations during transition to new system.

- Deliverables and Training Courses to be Addressed in Training Plan
- Knowledge Transfer for User Support
- System Administration and Configuration
- Server hosting, backup and DR plan
- In depth training for each module of the CloudGavel product

## **Training Environment**

All training will occur on the latest build of the software in the Training cloud environment setup on AWS. The appropriate data will be staged to make the training meaningful. A separate database server will be set up for training purposes. Before each training session, the training database will be reloaded with the latest release from the data migration process, and the server will be loaded with the latest test version of the CloudGavel application.

Training will be a combination of webcast, in-person and online self-serve videos. For smaller groups and for judiciary training will be via a webcast. For train the trainer and key technical resources we will provide onsite training over a 4-hour period that covers 2 shifts of workers. We will have five sessions of train the trainer training which will be defined the training program submitted to the County during initial planning phase. We will work with County local IT and training resources responsible for setting up any local equipment for training. Team CloudGavel will not



provide training equipment other than a laptop and projector for the trainer. The graphic on the right depicts the methodology for training process flow

### **Develop and Provide Training Materials**

CloudGavel will develop the training material required to train County staff, users, technical and operational teams. A plan for the various training material will be submitted to the County for review and approval. After the plan is approved, training material will be created and submitted to the County for final approval. Training materials will be available in online help, and in PDF format. We will provide all source files to the County in Microsoft Word format or other native file formats. This training material will cover the system's operation from a user standpoint and the configuration and maintenance components of the system for continued system administration. Team CloudGavel has developed a custom documentation program consisting of the following deliverables:

- Training Materials
- Plan for Development of Training Materials
- System Administration and Configuration
- User Training materials for Judges, Clerks, and Law Enforcement

### **Support**

The proposed solution for DuPage County would include two tiers of support.

County Application Administrators and Local Agency Administrators would handle Tier One support. CloudGavel currently has several user types that would allow local HR or IT support personnel to handle these functions from the County or Local level without having access to any CJI. These functions would include, but are not limited to:

- User account creation
- User account deactivation
- User password reset (in addition to self-service password reset functions)
- FAQ on common workflow and process issues
- Updates for system configuration at the Application Administrator level

Tier One support should be available at a local telephone number, by email and by an integrated support portal inside the system. This contact information will be available inside the application on the primary login page and in a “support” link.

Tier Two support would be handled by the CloudGavel Support Specialist team. Members of this team would be readily available for contact during normal business hours and on an “on call” basis any time after normal business hours, weekends and holidays. Team members that are available “on call” are fully trained in the Warrant Service Module and will be able to assist with any questions at any time.

Tier Two support should be contacted by local support personnel if any issues need to escalate beyond Tier One support. Tier Two support can also be contacted directly by County or Local agencies if needed or if Tier One support is not available. Contact information for Tier Two support will be made readily available to Tier One support personnel as well as provided directly to the Application and Agency administrators.

CloudGavel also currently has a support portal managed in the Fresh Desk CSM application. This application runs outside of CloudGavel and is used to maintain a library of FAQs, contact information and training materials. This portal would be utilized as deemed appropriate by DuPage County for the Warrant Service Module. Fresh Desk also allows CloudGavel to manage support requests with a ticketing system and can be used in collaboration with DuPage County Sheriff support personnel.



## Corporate Information & References

PROPOSED STAFF
<b>Business Relationship Management</b>
<p>The Business Relationship Team comprises <b>Casey Roussel as the CloudGavel Engagement Manager</b>. Casey will be CloudGavel's senior leadership responsible for the overall success of the project and execution of the contract. He will serve as the escalation point for the County's Project Team in anything related to the delivery team, contract, and client satisfaction.</p>
<b>Project Management</b>
<p><b>Bryan Kirby, Project Manager</b> Bryan is the Project's Key Resource and serves as Project Manager to ensure the project is managed and executed through the initiate, plan, execute, monitor, and close phases. Bryan has worked on projects with multiple law enforcement agencies in the public safety and justice area for over 9 years.</p>
<b>Technical Team</b>
<p>The Technical Team is responsible for gathering interface requirements, developing interfaces to the ISD external systems, and performing additional product enhancements to meet the County's business requirements.</p> <p>The Technical Team is led by <b>Sunil Shahi, Solution Architect</b>. Sunil will provide technical support to the project team, including network and server infrastructure. Sunil has over 10 years of experience as a product engineer and has played an integral role in 100+ CloudGavel implementations over the past few years.</p> <p><b>Aayush Dahal, Interface Lead</b>. Aayush will be responsible for the design of the CloudGavel solution through an understanding of the client's business needs and requirements. Aayush drives the company's product vision and roadmap to support the organization's business strategy. Aayush, has over 6 years of related work experience.</p> <p><b>Robert Jones, Data Conversion Lead</b>: Robert will perform all database administration and engineering tasks consistent with the requirements, designs, test cases, and project standards. Robert has over 10 years of experience as a Database (DB) Administrator and has performed numerous data conversions for projects similar in size and scope to the proposed project.</p> <p><b>Suman Sahu, Business Analyst</b>: Suman will provide analyst services to the team during the Requirements, Data Conversion, and Testing phases. Business Analyst. Suman has extensive knowledge of requirements elicitation, documentation, traceability, testing, and client training. His experience with System Functional Testing, User Acceptance Testing, and Regression Testing contributes to his ability to develop quality testable requirements and business rules. He has experience through the entire Software Development Lifecycle, which gives him the macro lens to identify areas for continuous improvement on projects. Suman has an Entry Certificate in Business Analysis (ECBA) from the International Institute of Business Analysis.</p>

## References

**SIMILAR CONTRACTS/RFPS PERFORMED:** List below contracts under which the Proposer has provided similar services during the past three (3) years from the release date of this RFP. At least three (3) references are required. It is the prospective proposer's responsibility to inform the reference contact person that we will be contacting them.

Proposer's technical and support capabilities will be verified through reference checking, which may include site visits and contact with other clients or vendors.

**REFERENCE NAME #1: 6<sup>th</sup> Judicial Circuit, Florida (Pinellas/Pasco County)**

**ADDRESS:**

400 South Fort Harrison Ave., Clearwater, Florida 33756

**CONTACT PERSON:**

Adam Ross

Executive Director - Florida State Attorney's Office

Sixth Judicial Circuit of Florida

PHONE NUMBER: 727-464-6228. EMAIL: adamross@flsa6.gov

DATE OF CONTRACT: January 1, 2022, through perpetual

**DESCRIBE PROJECT/SERVICES**

Our CloudGavel Solution is deployed throughout the entire 6<sup>th</sup> Judicial Circuit. This includes all Sheriff's Office, all municipal police departments, and all state agencies. Agencies use CloudGa generate, process, and track criminal warrants through the entire warrant life cycle.

**REFERENCE NAME #2: Palm Beach County Sheriff's Department, Florida**

**ADDRESS:**

3228 Gun Club Road, West Palm Beach, Florida 33406

**CONTACT PERSON:**

Trina Hayes

Division Manager – IT Program Management

Palm Beach County Sheriff's Office

PHONE NUMBER: 561-688-3511 EMAIL: HayesT@pbso.org

DATE OF CONTRACT: Sept. 2016 through perpetual

**DESCRIBE PROJECT/SERVICES:**

Our CloudGavel Solution is deployed throughout the entire County of Palm Beach Florida. This includes all Courts, the Sheriff's Office, all municipal police departments, and all state

agencies. Agencies use CloudGavel to generate, process, and track criminal warrants through the entire warrant life cycle.

**REFERENCE NAME #3: Las Vegas Justice Court**

ADDRESS: 200 Lewis Ave, Las Vegas, Nevada 89155

CONTACT PERSON:

Judge Cynthia Cruz  
Chief Judge  
Las Vegas Justice Court

PHONE NUMBER: 702-671-3381 EMAIL: [Cynthia.Cruz@clarkcountynv.gov](mailto:Cynthia.Cruz@clarkcountynv.gov)

DATE OF CONTRACT: November 2021 through perpetual

DESCRIBE PROJECT/SERVICES:

Our CloudGavel Solution is deployed throughout the entire State of Nevada. This includes all Courts, Law Enforcement Agencies, and the Nevada Highway Patrol. Agencies use CloudGavel to generate, process, and track DUI warrants through the entire warrant life cycle.

**SECTION 9 - PROPOSAL FORM**

(PLEASE TYPE OR PRINT THE FOLLOWING INFORMATION)

Full Name of Offeror	CloudGavel LLC
Main Business Address	4305 Bluebonnet Blvd.
City, State, Zip Code	Baton Rouge, LA 70809
Telephone Number	866-297-5155
Fax Number	
Proposal Contact Person	Casey Roussel - President/CCO
Email Address	casey.roussel@fusionstak.com

The undersigned certifies that he is:

- the Owner/Sole Proprietor     
  a Member of the Partnership     
  an Officer of the Corporation     
  a Member of the Joint Venture

herein after called the Offeror and that the members of the Partnership or Officers of the Corporation are as follows:

<u>Pratyush Kumar</u> (CEO)	<u>Casey Roussel</u> (President / CCO)
<u>Devika Singh</u> (Secretary / Treasurer)	

Further, the undersigned declares that the only person or parties interested in this Proposal as principals are those named herein; that this Proposal is made without collusion with any other person, firm or corporation; that he has fully examined the proposed forms of agreement and the contract specifications for the above designated purchase, all of which are on file in the office of the Procurement Manager, DuPage Center, 421 North County Farm Road, Wheaton, Illinois 60187, and all other documents referred to or mentioned in the contract documents, specifications and attached exhibits, including Addenda No. 1, \_\_\_\_\_, and \_\_\_\_\_ issued thereto;

Further, the undersigned proposes and agrees, if this Proposal is accepted, to provide all necessary machinery, tools, apparatus and other means of construction, including transportation services necessary to furnish all the materials and equipment specified or referred to in the contract documents in the manner and time therein prescribed. Further, the undersigned certifies and warrants that he is duly authorized to execute this certification/affidavit on behalf of the Offeror and in accordance with the Partnership Agreement or by-laws of the Corporation, and the laws of the State of Illinois and that this Certification is binding upon the Offeror and is true and accurate.

Further, the undersigned certifies that the Offeror is not barred from proposing on this contract as a result of a violation of either 720 Illinois Compiled Statutes 5/33 E-3 or 5/33E-4, proposal rigging or proposal-rotating or as a result of a violation of 820 ILCS 130/1 et seq., the Illinois Prevailing Wage Act.

The undersigned certifies that he has examined and carefully prepared this proposal and has checked the same in detail before submitting this proposal, and that the statements contained herein are true and correct.

If a Corporation, the undersigned further certifies that the recitals and resolutions attached hereto and made a part hereof were properly adopted by the Board of Directors of the Corporation at a meeting of said Board of Directors duly called and held and have not been repealed, nor modified and that the same remain in full force and effect. (Offeror may be requested to provide a copy of the corporate resolution granting the individual executing the contract documents authority to do so.)




Further, the offeror certifies that he has provided services comparable to the items specified in this contract to the parties listed in the reference section below and authorizes the County to verify references of business and credit at its option.

Finally, the offeror, if awarded the contract, agrees to do all other things required by the contract documents, and that he will take in full payment therefore the sums set forth in the cost schedule.

**PROPOSAL AWARD CRITERIA**


This proposal will be awarded to the most responsive, responsible vendor meeting specifications based upon the highest score compiled during evaluation of the proposals outlined in the selection process.

The Contractor agrees to provide the service described above and in the contract specifications under the conditions outlined in attached documents for the amount stated.

X  President / cco  
(Signature and Title)

CORPORATE SEAL  
(If available)

**PROPOSAL MUST BE SIGNED FOR CONSIDERATION**

Subscribed  on this 6<sup>th</sup> day of June AD, 2023 4

My Commission Expires: @ death  
(Notary Public)

