



STATE OF TENNESSEE
Alcohol Beverage Commission

**REQUEST FOR INFORMATION # 31603-15001
AMENDMENT # 1
FOR LAW ENFORCEMENT RECORDS MANAGEMENT
SYSTEM**

DATE: JUNE 3, 2015

RFI # 31603-15001 IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events updates and confirms scheduled RFI dates. Any event, time, or date containing revised or new text is highlighted.

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		05/21/2015
2.	Written Questions and Comments Deadline	2:00 pm	05/28/2015
3.	State Response to Written Questions and Comments		06/3/2015
4.	RFI Response Deadline	2:00 pm	07/1/2015
5.	State Schedules Respondent Demonstrations		July 20-23, 2015 Subject to change based on agency availability
6.	Respondent Demonstrations		August 3-7, 2015 Subject to change based on agency availability

2. State responses to questions and comments in the table below amend and clarify this RFI.

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

QUESTION / COMMENT	STATE RESPONSE
1 Due to the narrative nature of the Technical Information Form, will the Commission extend the current deadline of June 17 to July 1?	See revised schedule of events. The deadline has been extended to July 1 st 2015.
2 Is a Word version of the document	Yes, see attached

QUESTION / COMMENT	STATE RESPONSE
available?	
3 You want only a printed copy submitted, or is an e-mailed copy in Word format okay, or both hard & soft copy?	You may submit your response in .pdf or in Word format to the e-mail address listed in 3.1. on or before the RFI response deadline.
4 If an e-mailed copy is okay, Section 6 asks us to "fill out the following forms..." Do these forms constitute the total response that you want or can we include more detail, such as screen shots, additional narratives, etc. as attachments to our Response?	We would accept any additional detailed information that you would like to provide, in addition to the required response.
5 Has any funding been allocated for the system and if so, from where? The budget? If a grant, which one? If not, where will the Commission look for funding?	The funding is available in the TABC Asset Forfeiture reserve account.
6 Is there an estimated time frame for when the commission would like to release the RFP?	The commission would like to release the RFP or RFQ within the next six months.
7 Is there a technical contact, or project manager in regard to this effort and if so, can you please advise who?	This is a request for information. When the procurement is completed contact information will be provided. If you need to contact someone in reference to the RFI procurement document, please contact: Tamara Byrd, Sourcing Analyst State of Tennessee - Central Procurement Office 312 Rosa L. Parks Ave., Nashville, TN 37243 Phone: 615-532-2314 E-Mail: tamara.byrd@tn.gov
8 Information Item 17-d. Describe recommended security measures for a Law Enforcement Records Management System (RMS).	This is a statement and not a questions, but the ABC is wanting the vendor to describe their security recommendations for their RMS.
9 Whose recommendations are you looking for; ours, (CJIS) Criminal Justice Information, other agencies? the Criminal Justice Information Services division of the FBI. They write and enforce the policies governing the entry, storage, extraction, exchange and security of data used by law enforcement agencies within the U.S. Needless to say, being the Federal government, there's a lot of policies. I downloaded their manual for security of L.E. systems in	The ABC is looking for the vendors recommendations as long as they follow the Standard Functional Specifications for Law Enforcement Records Management Systems that was published by the Bureau of Justice and developed by the Law Enforcement Information Technology Standards Council.

QUESTION / COMMENT	STATE RESPONSE
<p>data centers a couple months ago ---- around 200 pages. I'm using it to update our policies since Valor Systems now offers "hosted" applications for law enforcement agencies (i.e. Software as a Service, or SaaS). Thanks for replying. I look forward to seeing all the questions & answers.</p>	
<p>10 How are calls/cases currently generated? Are you expecting an interface to a current CAD system, or to have a CAD included as part of you RMS acquisition, or will you be generating your own calls/cases solely through RMS?</p>	<p>The calls/cases are currently complaint driven, self-initiated and or assigned by the assigned supervisor. We will be generating our own calls for service solely through the RMS.</p>
<p>11 In regard to the video system: Are you currently, or wish to, capture video in the field and then attaching to a case? Or are you capturing video in the field and then downloading to a server for future retrieval/viewing/duplicating at a later time? Are you downloading via a Wi-Fi hotspot or manually?</p>	<p>The ABC needs the ability to capture and store video/audio from multiple sources including CCTV, body cameras, key fobs and any future surveillance needs. Currently we transfer video manually with portable media.</p>
<p>12 Do you have any computerized records that you are expecting to be converted? If so, what types of files, such as names, arrests, etc.</p>	<p>Yes, we expect to migrate current records that are in Adobe PDR, MS Word, MS Excel, and or JPEG files into the new system.</p>
<p>13 Should Tennessee move forward with an RFP, will it be expected that the vendor be TIBRS Compliant at the time of RFP response or Contract Award?</p>	<p>Yes.</p>
<p>14 Are the TIBRS Incident-Based reporting specifications the same as the FBI's NIBRS standards?</p>	<p>Yes and No. TIBRS would have their own specifications. TIBRS is for TN law enforcement and all TN law enforcement agency's submit report to TBI. TBI is audited by FBI NIBRS.</p>
<p>15 Which law enforcement information sharing systems are you anticipating to build an interface with?</p>	<p>DL with TN Dept of Safety TIBRS/Fusion with TBI</p>
<p>16 Ref. 17.b., what transaction, function, and file data security access control features would you desire to see in the application?</p>	<p>The ABC is looking for the respondents recommendations.</p>
<p>17 Ref. 22.a., which systems do you expect to perform data exchange with? Do you have a pre-determined process/policy standard that you would like the vendor to follow?</p>	<p>TN Fusion Center (TNCOP), NCIC, RISNET, License Plate Lookups. Standard Functional Specifications for Law Enforcement Records Management Systems that was published by the Bureau of Justice and developed by the Law Enforcement Information Technology Standards Council</p>

QUESTION / COMMENT	STATE RESPONSE
18 Ref. 22.c., can you provide some examples of external organizations to which automatic submissions would be made and what data would be submitted?	TN Fusion Center (TNCOP), NCIC, RISNET.
19 Ref. 22.g., what are the multiple systems that you would expect to access from a single RMS workstation?	Other Law Enforcement data gathering organizations.
20 “interface with law enforcement information sharing systems” - Which information sharing systems.	TN Fusion Center (TNCOP), NCIC, RISNET, License Plate Lookups.
21 “ incident reporting” - Are you talking about Tennessee NIBRS Reporting?	Incident reporting would be submitted to Tennessee Incident-Based Reporting System (TIBRS) which would then submit it to National Incident-Based Reporting System (NIBRS)

3. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.



STATE OF TENNESSEE
Alcohol Beverage Commission

REQUEST FOR INFORMATION
FOR
Law Enforcement Records Management System

RFI # 31603-15001
05/21/2015

1. STATEMENT OF PURPOSE:

The State of Tennessee, Alcohol Beverage Commission issues this Request for Information ("RFI") for the purpose of identifying a vendor that may be able to provide an existing highly configurable Commercial off the Shelf Law Enforcement Records Management System (RMS) Software Solution. We appreciate your input and participation in this process.

2. BACKGROUND:

The Tennessee Alcoholic Beverage Commission's (TABC) core business functions are enforcing the laws related to the sales and distribution of alcoholic beverages, not only is the TABC responsible for enforcing the laws related to alcohol we are also on the Governor's Task Force on Marijuana Eradication. The TABC works with several other joint law enforcement special task forces. The TABC consists of a Director, Chief Law Enforcement Officer, forty agents, three lawyers, and two law enforcement administrative support staff at this time. The TABC works in all of Tennessee's ninety five counties.

TABC is looking to purchase a COTS Law Enforcement Records Management System (RMS) software solution to use for our Law Enforcement division within the Tennessee Alcoholic Beverage Commission. The COTS product will provide the Alcoholic Beverage Commission a Law Enforcement Records Management System for the storage and retrieval of records and documents, pertaining to law enforcement operations.

The Law Enforcement Records Management System (RMS) application will replace an existing out-of-date process using a paper filing system and Microsoft Office products. The main objectives for this system is to eliminate the need for paper records, promote information sharing, and create immediate, accurate and reliable information from the field. The RMS system should enable agents to enter, update and query information from the field while doing investigations.

The Tennessee Alcoholic Beverage Commission envisions the new RMS will include such features as calls for service; investigation documentation; arrests; warrants; evidence and property management; asset management; case management; tasking\assignments; incident

Reporting, records management; personnel and training management automated quality assurance, checks that can operate efficiently with or without human intervention; tailored and flexible workflows to meet the mission critical and changing business needs; no single point of failure; a statistical reporting system; interface with law enforcement information sharing systems. This system will need to be accessed on computers in the offices and from mobile devices in the field. The System must be able to be configured with the appropriate level of access to the system by users, utilizing concept of least privilege.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Tamara Byrd, Sourcing Analyst
 State of Tennessee - Central Procurement Office
 312 Rosa L. Parks Ave.,
 Nashville, TN 37243
 Phone: 615-532-2314
 E-Mail: tamara.byrd@tn.gov

3.2. Please feel free to contact the Central Procurement Office with any questions regarding this RFI. The main point of contact will be:

Tamara Byrd, Sourcing Analyst
 State of Tennessee Central Procurement Office
 312 Rosa L. Parks Ave.,
 Nashville, TN 37243
 Phone: 615-532-2314
 E-Mail: tamara.byrd@tn.gov

3.3. Please reference RFI # 31603-15001 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		05/21/2015
2.	Written Questions and Comments Deadline	2:00 pm	05/28/2015
3.	State Response to Written Questions and Comments		06/3/2015
4.	RFI Response Deadline	2:00 pm	06/17/2015
5.	State Schedules Respondent Demonstrations		July 1-3, 2015 Subject to change based on agency availability

6.	Respondent Demonstrations		July 20-24, 2015 Subject to change based on agency availability
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5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is **not a prerequisite** for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI #31603-15001
TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. Provide a description of your company's experience providing this type or similar custom Law Enforcement Records Management System (RMS).
a. Provide any examples where the core solution has been fully implemented in a State/County/City of similar size.
4. Have you provided services to an agency of this size or comparable to the Tennessee Alcoholic Beverage Commission? a. If so what services have you performed? b. Can you supply a copy of that contract?
5. What should the state know or expect going into this type of project about your companies capabilities for this type of project?
6. Does your company outsource any part of the process? If so, which parts and describe the outsourcing process?
7. Describe the use of industry best practices in the development and delivery of similar solutions.
8. Software Packages and Licensing:
a. Describe and provide clarity of existing in-production/custom Law Enforcement Records Management System (RMS) core and optional options/modules.
b. Describe the optional options/modules not included in your core solution. (i.e. mobile, asset management, etc.)
c. Please describe all 3rd party software required or recommended for the solution, including Database, Operating Systems, report writers, GIS, compilers, etc.
9. Training:
a. Describe your overall user training approach. (e.g. one-on-one, train the trainer, etc).
b. Describe your training formats. (e.g. online, manuals, classroom)
c. Provide a sample training plan in your response.
10. Interfaces:
a. Describe the system's ability to interface with other external Law Enforcement agencies system's for sharing information. (e.g. NCIC, TNCop/TIBRS Tennessee Incident Based Reporting System, TRACE, License Plate Lookups.)
b. Describe the system's ability to generate inquiries to internal and external data sources.

c. Provide examples where your solutions have interfaced with other external partners?
11. Describe the technical architecture of existing solutions.
12. Hardware:
a. List all compatible hardware types your solution supports?
b. Describe any optional hardware your core solution or options/modules requires? (e.g. Hand Held Scanners, Portable Printers. Document Scanners i.e.)
c. Describe how you system print documents from the field?
d. Describe how you system scans documents while in the field?
13. System Integration:
a. Does the system provide Microsoft Active Directory integration? Please describe integration capabilities in detail.
14. Implementation :
a. Does your company provide implementation services or do you use a third party?
b. Describe the expected timeframe to configure, test, train, convert and implement the solution.
c. Describe suggested customer and vendor staffing based on your most successful partnership with similar implementations.
d. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.
15. Support and Maintenance:
b. What vendor support options are available?
c. Describe your company's service & support philosophy, how it is carried out and how success is measured.
d. Describe ongoing services and support, such as a toll free 24 x 7 customer service number, annual training classes, online customer service web site and online software maintenance. If support is provided by a third party, please provide a thorough description of the company, number of support personnel, and total number of current customers.
e. Provide a thorough description of help desk services including dial-in, web support and ongoing maintenance.
f. Describe how you service and troubleshoot problems for your current clients?
16. Reporting:
a. Describe the system's ability for users to tailor system provided reports, retaining application level security and performance.
b. Describe the system's ability for user's to create user defined reports.

17. Security:
a. Describe the levels of security within the system. (e.g. role-based, file-based, field-based).
b. Does the system provide multiple levels of data security access control by user, station, terminal, or department and by transaction, function, and file?
c. Describe the system ability to restrict access to records internally based on users and groups.
d. Describe recommended security measures for a Law Enforcement Records Management System (RMS).
18. System:
a. Describe the system's ability to store audio and video files captured from external types of video and audio equipment. (e.g. CCTV systems, phones, cameras)
b. Describe the system's ability to playback audio and video captured from external equipment. What codecs are needed?
c. Describe the technical architecture of existing core solutions.
19. Workflow:
a. Describe the system's workflow.
20. User roles:
a. Describe each of the different user's roles within the system.
21. System Admin User Roles:
a. Describe the agencies system administrator's role supporting the system.
22. Provide a detailed description of how your company's existing system address the following:
a. Describe and include examples of the process/policy standards you adhere to for data exchange.
b. Single Entry. (I.e. data that is entered once and then reused by other modules as necessary)
c. Automatic submission of data to external organizations as defined by the agencies.
d. Use of authoritative standardized code tables.
e. Ability to enter and query narrative(s)/text fields.
f. Spell check and formatting capability on narrative(s)/text fields.
g. Ability to access multiple systems from a single RMS workstation including mobile devices.
h. Single database.
i. Validation on data entry.
j. Global Justice Reference Architecture (JRA).

k. DOJ's NIEM.
l. Global Justice XML data model.
m. Rules-based engine.
n. NCIC Standardized codes list.
o. Describe the system's ability to reuse and/or import data returned from external sources.
p. Business Rules Engine.
q. Internal system workflow. (Case Management Workflow)
23. Describe the necessary agency Positions that will be required to support the system after go-live? (Example: Database admin, System Admin, System Analyst, Server Admin.)
24. Describe the skills necessary to support the system after go-live? (Example: SQL, Oracle, .NET, JAVA, HTML, etc...)

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, Option, module etc.):
2. Please give a range of costs for each module/option in order for the State to estimate the budget required to implement your solution. (for example: separate costs for each module plus implementation costs on a per hour basis plus annual maintenance renewal) Again, please do not provide specific pricing amounts in response to this RFI.
3. How are change orders addressed and priced for the scope of services when implementing a system?
4. What types of software license purchasing arrangements does your company offer? Please provide details; (example – perpetual licensing with annual maintenance charges)

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State:
2. Please outline potential problems/risks with the procurement as you understand it.
3. Describe any lessons learned from other projects that the State may consider when implementing a Law Enforcement Records Management System (RMS).

Vendors may also be required to make detailed demonstrations and/or provide written clarifications of proposed application software for their responses at the request of the Agency.