



STATE OF TENNESSEE  
**TENNESSEE BUREAU OF INVESTIGATION**

**REQUEST FOR INFORMATION # 34800-042417**  
**AMENDMENT # 2**  
**FOR SOLUTION FOR DATA EXCHANGE BETWEEN**  
**DIVERSE RECORD MANAGEMENT SYSTEMS AND**  
**STATE'S CONSOLIDATED RECORD MANAGEMENT**  
**SYSTEM (CRMS)**

DATE: **June 19, 2017**  
 RFI # **34800-042417** IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events updates and confirms scheduled RFP 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		May 22, 2017
2.	Question and Answers		June 12, 2017
3.	Responses to Question and Answers		June 19, 2017
4.	RFI Response Deadline		July 10, 2017

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

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

QUESTION / COMMENT		STATE RESPONSE
1	How many agencies have an RMS that needs to be replicated?	Up to 200 agencies will participate in the replication of data to the CRMS.
2	Does the vendor need to provide hardware for each remote agency?	The vendor is responsible for defining hardware specifications and industry standard pricing required to support their solution. The vendor will be responsible for installation and

QUESTION / COMMENT	STATE RESPONSE
	implementation services at the remote sites. This would include hardware installation, software installation and network connectivity
3 What is the expected deployment and go-live time frame?	<p>The projected deployment and go live time frame include:            Expect an RFP to be available within 1 year.            The expected project time line is up to 18 months.</p> <p>The vendor is responsible for defining hardware specifications and industry standard pricing required to support their solution. The vendor will be responsible for installation and implementation services at the agency remote sites. This would include hardware installation, software installation and network connectivity.</p>
4 Is it expected that the vendor be required to be on-site at each remote agency or can any software be installed remotely with some minimal involvement by the agency?	<p>The vendor is responsible for defining hardware specifications and industry standard pricing required to support their solution. The vendor will be responsible for installation and implementation services at the agency remote sites. This would include hardware installation, software installation and network connectivity.</p>
5 What data elements from the agency RMS needs to be replicated?	<p>The Information Exchange Package Documentation (IEPD) will be provided. This documentation outlines fields required for arrests, custody, warrants, incidents, and</p>

QUESTION / COMMENT	STATE RESPONSE
	<p>incarcerations. We expect additional questions once the IEPD is reviewed.</p> <p>In order to provide the IEPD, all potential vendors must sign a Non-Disclosure Agreement or Memorandum of Understanding.</p>
<p>6 Who will define the business rules for data replication?</p>	<p>The business rules for data replication are outlined in the IEPD.</p>
<p>7 At what frequency does the data need to be replicated (i.e. real time, or some latency)</p>	<p>The data must be replicated as near to real time as possible. The maximum data latency must be less than 24 hours</p>
<p>8 Will the new system act as the system of record or will the data need to be saved into a current TBI database?</p>	<p>The vendor will be allowed to use the intermediary repository; however, the data will ultimately be stored within the TBI repository.</p>
<p>9 What is the estimated maximum number of concurrent users that could be on the system?</p>	<p>The State anticipates having 8,000 named query users and as many as 1,000 concurrent query users. These numbers apply to the query function, although the primary function of this RFI is to gather information pertaining to the replication of data between the agencies and the TFC CRMS.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>10 What are the expectations of the participating LEAs regarding the new solution?</p>	<p>From the agency's prospective – Their expectations include; consistent replication of quality information. Response time to replication error conditions within 48 hours. Expectation to have visibility of solution operations, and know the status of the replicator. The solution must include an operation dashboard which provides the agency with monitoring capabilities to include; status of the replicator, statistics information, and historical information such as last replication time/date.</p> <p>From the Vendor's prospective – Vendor can depend on assistance with connectivity, power requirements, and single point of contact.</p>
<p>11 Are there LEAs that do not participate today and are expected to participate with the new solution?</p>	<p>Up to 200 agencies will participate in the replication of data to the CRMS.</p>
<p>12 What is the format of the data being exchanged?</p>	<p>It is fair to assume there are currently 17 different source formats of data; however, the solution will provide one comprehensive industry standard XML compliance with Global Justice XML Data Model (GJXDM).</p>
<p>13 How many endpoints (agencies, departments, etc.) will be exchanging data</p>	<p>Up to 200 agencies will participate in the replication of data to the CRMS.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>14 What is the transaction volume?</p>	<p>Typical incoming transaction volume would be between 250,000 and 550,000 and in some instances as many as 800,000 records per month. The increased volume is typically driven by the addition of new agencies, which results in backlog replication.</p>
<p>15 Should the search and query capabilities be included in our RFI response?</p>	<p>We would entertain a pre-existing query engine, although the primary function of this RFI is to gather information pertaining to the replication of data between the agencies and the TFC CRMS.</p>
<p>16 What software and hardware do the local record management systems use?</p>	<p>Windows Operating System and Windows compliant servers. Less than 10 of the 200 agencies use platforms other than Windows.</p>
<p>17 How many local agencies contribute to CRMS?</p>	<p>Up to 200 agencies will participate in the replication of data to the CRMS.</p>
<p>18 What software and hardware is the current CRMS?</p>	<p>The CRMS is using Windows Server 2012 operating system, Windows Server 2012 compliant servers, Tomcat Web services, JAVA programming, and SQL Server 2012 data repository.</p>
<p>19 How is record collection and ingestion into CRMS performed now? What is the method of connecting to remote RM sources? Do you collect a file, then parse the records into CRMS, or is it an API call to get new data?</p>	<p>The current architecture involves software installed at the agency</p>

QUESTION / COMMENT	STATE RESPONSE
	which detects changes, adds, and deleted records, and builds XML messages sent to a web service at the queuing repository. The queuing repository is queried for records to be inserted into the CRMS.
20 What kinds of data are collecting? Is it documents, or are they structured (database) records?	Structured database records as outlined in the IEPD
21 What causes the current system to “break”? Changes in the connection? Changes in the data structure?	The current system “breaks” due to network connection issues, and database changes caused by a new RMS system or an upgrade to the RMS system. The more common issues are caused by database changes.
22 If content is indexed for search, is there a unique URL to the CRMS content that an external index can “point to” as a result link?	CRMS is accessible through an SSL URL.
23 What sorts of security is required for access to the local agency repository, CRMS, and subsequently any resulting indexed content?	Proposed solutions must comply with the Criminal Justice Information Systems (CJIS) security policy available on the FBI’s public website.
24 Has a funding source been identified for this effort; and if so, which source(s) may be used?	Funding for this project has been identified.
25 Who is the project manager / technical contact for this effort?	The project manager / technical contact is to be determined.
26 Which vendor provided the current consolidated record management system and approximately how long have they been the incumbent?	National Law Enforcement Training Center (NLETC). Support for the system is currently handled by an outside service provider with 1 year history. Prior

QUESTION / COMMENT	STATE RESPONSE
	to that, service was provided by Scientific Research Corporation for a period of 11 years.
27 Which vendor developed the generic replicator?	Agisent Corporation.
28 Has the TBI determined an estimated cost for this effort; and if so, what is the cost?	The TBI has allocated funds to address this project. The cost of this project is dependent on the scope of the solution.
29 Will the TBI contract for any additional services as part of this effort, but not within the scope of the data exchange, such as: staff augmentation, systems integration, data migration, QA, PMO, IV&V, etc.? If so, please provide the procurement method and time frame for each subsequent procurement. Also, please indicate if any of the services will be combined or if each will be acquired individually.	It is expected the vendor provide a turn-key solution. The vendor may sub-contract certain aspects of the project. Please note all persons must be cleared through a TBI background check, to include all sub-contractors.
30 Is there an estimated time frame in which the TBI would like to see the Data Exchange implemented?	The projected deployment and go live time frame include: Expect an RFP to be available within 1 year. The expected project time line is up to 18 months.
31 If the TBI moves forward with a procurement, approximately when would that take place?	The projected deployment and go live time frame include: Expect an RFP to be available within 1 year. The expected project time line is up to 18 months.
32 Analytic Product Enhancements – Has a procurement taken place for this effort? If not, are you able to indicate a possible time frame in which one may take place?	TBI anticipates the inclusion of an analytical engine compatible with the endpoint repository; however, requirements for the analytical engine

QUESTION / COMMENT	STATE RESPONSE														
	have not been outlined and are outside the scope of this RFI.														
<p>33 Also, I am wondering which procurement method may be used to acquire the Enhancements? Statewide License Plate Reader Systems – Is the TBI still intending to release an RFP to acquire the Systems; and if so, is there an anticipated time frame in which one may be let?</p>	This solution may include support for data repositories outside the scope of law enforcement and would be considered separately.														
<p>34 Pawn Shop Data System - Is the TBI still intending to release an RFP to acquire the System; and if so, is there an anticipated time frame in which one may be let?</p>	This solution may include support for data repositories outside the scope of law enforcement and would be considered separately.														
<p>35 Single System Sign On Solution – have funding issues been resolved enough to move forward with this effort? Is this Solution still anticipated to be developed in-house?</p>	TBI will consider single sign on as an option. This would be identified as a separate line item.														
<p>36 Are there any additional anticipated projects outside of those listed above that are required and/or requested as part of the Fusion Center?</p>	Vendors can provide options outside of the scope of replication, and data exchange, however, they must be delineated from the primary objective of this RFI.														
<p>37 What RMS vendors are utilized/supported within the State currently?</p>	<table border="1"> <thead> <tr> <th data-bbox="1122 1337 1312 1371">Software</th> </tr> </thead> <tbody> <tr><td data-bbox="1122 1371 1312 1409">ADSI</td></tr> <tr><td data-bbox="1122 1409 1312 1446">APPRISS</td></tr> <tr><td data-bbox="1122 1446 1312 1484">ARCHONIX</td></tr> <tr><td data-bbox="1122 1484 1312 1522">DENALI</td></tr> <tr><td data-bbox="1122 1522 1312 1560">Eagle</td></tr> <tr><td data-bbox="1122 1560 1312 1598">EMERGITECH</td></tr> <tr><td data-bbox="1122 1598 1312 1635">In-House</td></tr> <tr><td data-bbox="1122 1635 1312 1673">M&amp;M</td></tr> <tr><td data-bbox="1122 1673 1312 1711">METRO</td></tr> <tr><td data-bbox="1122 1711 1312 1749">NEW WORLD</td></tr> <tr><td data-bbox="1122 1749 1312 1787">PAMET</td></tr> <tr><td data-bbox="1122 1787 1312 1824">PTS</td></tr> <tr><td data-bbox="1122 1824 1312 1862">SOUTHERN</td></tr> </tbody> </table>	Software	ADSI	APPRISS	ARCHONIX	DENALI	Eagle	EMERGITECH	In-House	M&M	METRO	NEW WORLD	PAMET	PTS	SOUTHERN
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QUESTION / COMMENT		STATE RESPONSE
		SPILLMAN Superior TRITECH TYLER Visionair
38	Does TBI dictate a specific format or transfer protocol from the local agencies?	It must comply with the GJXDM standard, however, a new standard can be proposed.
39	What specific formats or transfer methods are used today to transfer RMS data?	Windows web services, and XML messages compliance with GJXDM.
40	How often is CRMS updated today (e.g., daily, weekly, monthly)?	Data exchange is expected to be near real time, not to exceed 24 hours. CRMS system modifications occur as frequently as monthly.
41	Is an electronic response submission acceptable?	Yes
42	CRMS is referenced, do you have vendor and application name for CRMS?	Consolidated Records Management System. We currently use an experienced contract vendor for CRMS support.
43	A Records Management system is referenced who is the vendor and application name?	Agencies currently use multiple RMS available on the open market. It is anticipated the solution would function with any vendor on the open market.
44	What is the existing generic replicator, vendor and application name?	The replicator has four distinct parts. <ol style="list-style-type: none"> <li>1. Responsible for detection of RMS add, change, or delete.</li> <li>2. Responsible for retrieving affected records from RMS.</li> <li>3. Responsible for</li> </ol>

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	<p>translation of queried data into GJXDM compliant XML messages.</p> <p>4. Responsible for data exchange to include XML messages and status messages.</p> <p>Parts 1 &amp; 2 are considered plug-ins. Parts 3 &amp; 4 are considered the generic replicator. The current vendor is Agisent.</p>
45 What types of changes need to be made regarding the replicator?	The current replicator expectations include detection and correction of changes made to the agency RMS with little or no involvement of TBI personnel.
46 How many users do you have?	<p>Up to 200 agencies will participate in the replication of data to the CRMS.</p> <p>The State anticipates having 8,000 named query users and as many as 1,000 concurrent query users. These numbers apply to the query function, so if the vendor prescribes this function as part of this project.</p>
47 What is the data size?	<p>Destination Data size is 8 TB.</p> <p>Originating agency could be as much as 200 GB of Raw Data.</p> <p>XML messages are typically 10 MB.</p>
48 How many Originating agencies and how many users in total?	<p>Up to 200 agencies will participate in the replication of data to the CRMS.</p> <p>The State anticipates</p>

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	having 8,000 named users and as many as 1,000 concurrent users. These numbers apply to the query function, so if the vendor prescribes this function as part of this project.
49 Can you provide details on the current CRMS queueing mechanism?	Please reference the IEPD for data exchange information. Also, please reference the conceptual illustration for a general representation of the current solution.
50 Changes or Modification described in this section. Can you provide details on what are the specific changes/modifications?	Changes typically involve field level alterations, addition, or removal as required to maintain compliance with the National Information Exchange Model (NIEM) message standards for incident, arrest, custody, warrant, and corrections data
51 Changes or Modification described in this section. Can you provide examples of these changes/modifications?	Changes typically involve field level alterations when new data sources are attached to the system such as Sex Offender Registry, Meth Task Force Database, or other investigatory data sources.
52 Changes or Modification described in this section. Can you detail how often these changes/modifications occur?	Typically receive update requirements from FBI twice a year. This includes changes to as many as 25 business rules.
53 Is there a website we can access to get the answers others submitted and to obtain information if updates are posted for this RFI?	The questions/answers associated with this RFI will be posted in the same location as the RFI.
54 Which Replicator Software solution(s) is the State of TN using with their Consolidated Record Management System?	Some replicators are specific to the RMS

QUESTION / COMMENT	STATE RESPONSE
	<p>system located at the agency. The majority of the replicators are the generic replicator with plug-ins specific to the RMS system. Each agency replicator exchanges information with a single replicator at TBI. Agency RMS systems are selected and purchased by the individual agencies.</p>
<p>55 How many connections for the replicator software are being used in the current implementation?</p>	<p>There is a single software replicator located in the TBI Datacenter and responds to as many as 200 agency replicators</p>
<p>56 Do you plan to replace the Consolidated Record Management System?</p>	<p>The CRMS is considered a strategic repository and would not be included in the solution to this RFI.</p>
<p>57 What is the format of the data being exchanged? .</p>	<p>Data exchange is GJXDM XML Messages for Law Enforcement Incident, Arrest, Warrant and Custody. There are other data sources that we wish to add to that list, however, we are unaware of those Information exchange models</p>
<p>58 How many endpoints (agencies, departments, etc.) will be exchanging data</p>	<p>Up to 200 agencies will participate in the replication of data to the CRMS.</p>
<p>59 What is the transaction volume?</p>	<p>Typical incoming transaction volume would be between 250,000 and 550,000 and in some instances as many as 800,000 records per month. The increased volume is typically driven by the addition of new agencies added causing backlog replication</p>

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<p>61 Does TBI dictate a specific format or transfer protocol from the local agencies?</p>	<p>TBI currently requires GJXDM XML message flow between the agency and TBI and those are compliant with the GJXDM. We are open to other standards that are recognized by the industry.</p>																			
<p>62 What specific formats or transfer methods are used today to transfer RMS data?</p>	<p>TBI currently requires GJXDM XML message flow between the agency and TBI and those are compliant with the GJXDM standard. Messages are exchanged via web services. We are open to other standards that are recognized by the industry</p>																			
<p>63 How often CRMS is updated today (e.g., daily, weekly, monthly).</p>	<p>The replicators operate on adds, changes and deletes of information as changes occur and data is exchanged in real-time. However, the replicators at the agencies having queuing mechanisms to accommodate network</p>																			

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	transmission interruptions. Replicators poll the network until the network returns and begins transmission again automatically
64 "...the State has interest in increasing the search and query capabilities of the proposed system, including ad hoc, text and geospatial queries. Please provide a solution regarding migration of existing data for search and query capabilities." <i>Please elaborate: Doesn't the CRMS already provide these capabilities? The RFI functionality focuses on sending standardized data from RMSs to the CRMS. This requirement seems out of scope.</i>	The primary focus of the RFI is data replication.
65 <i>Please elaborate on the specific State and federal reporting requirements expected of this solution in addition to NIBRS/TIBRS.</i>	<i>We no longer require NIBRS/TIBRS compliance however; certain records of the CRMS are part of an Extract, Translate and Load (ETL) for the FBI National Data Exchange.</i>
66 <i>What are the "mobile and portability functions" expected of the "system".</i>	The primary focus of the RFI is data replication. The vendor is welcomed to prescribe other portable functionality
67 Do the existing TIBRS/NIBRS data file contents meet the data requirements of the CRMS or does the CRMS have additional data requirements? Would adding CRMS specific segments to a NIBRS/TIBRS data file meet the CRMS data requirements or are there completely different types of information being synchronized with the CRMS?	We no longer require NIBRS/TIBRS compliance.
68 What were the challenges with having agency RMS systems replicate directly to the TBI CRMS that led to cost and time efficiency problems before implementing the generic replicator?	The replicators have never exchanged data directly with the CRMS. That model was determined to be too intrusive on the performance of the query engine. The inclusion of staging areas or queues were implemented to overcome performance issues and connectivity issues. Queues are implemented at both the agency end as well as the CRMS end of

QUESTION / COMMENT	STATE RESPONSE
	replication.
69 Please describe the current CRMS queueing mechanism RE: "State also seeks Contractor to simplify the current CRMS queueing mechanism."	Currently, queues are implemented at the agency as well at the host CRMS to isolate single points of failure such as network outages as well as performance issues.
70 Could FBI N-DEX format schema be used?	Provided that the NDEx schema included the data typically found in the agency RMS. JMS. We have found NDEx to be a subset of our CRMS data element collection.
71 Could any hardware provided by TBI to agency be used for this project? Or should it all be replaced?	The vendor is responsible for defining hardware specifications and industry standard pricing required to support their solution. The vendor will be responsible for installation and implementation services at the remote sites. This would include hardware installation, software installation and network connectivity.
72 Can you describe in more detail how the current process works? What technologies are used to send data to the replicator (Web services, FTP, ODBC)? Is there a standardized message?	<p>A replicator has four distinct parts.</p> <ol style="list-style-type: none"> <li>1. Responsible for detection of agency add, change, or delete.</li> <li>2. Responsible for retrieving affected records from RMS.</li> <li>3. Responsible for translation of queried data into GJXDM compliant XML messages.</li> </ol>

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	<p>4. Responsible for data exchange to include XML messages and status messages.</p> <p>Parts 1 &amp; 2 are considered plug-ins. Parts 3 &amp; 4 are considered the generic replicator.</p> <p>The replicators operate on adds, changes and deletes of information as changes occur and data is exchanged in real-time. However, the replicators at the agencies having queuing mechanisms to accommodate network transmission interruptions. Replicators poll the network until the network returns and begin transmission again automatically. Exchange of data is accomplished via web services that would need to be part of the desired solution.</p>
73 Can you give an example of what changes cause the replicator to fail?	<i>The system “breaks” due to connection issues, data structure changes associates with vendor software upgrades or complete replacement of an RMS Vendor.</i>
74 Can you provide a file format/data model for the TIBRS submission?	We no longer require TIBRS compliance
75 What is meant by “migration of existing data for search and query capabilities?	The primary focus of the RFI is data replication. The vendor is welcomed to prescribe other search and query functionality.
76 Does the TBI plan on keeping the existing CRMS system or will it be replaced as part of this project?	The CRMS is considered a strategic repository and would not be included in the solution

QUESTION / COMMENT	STATE RESPONSE
	to this RFI.
77 If the existing CRMS system is kept, will it be modified as part of this project to meet the goal of “increasing the search and query capabilities of the proposed system, including ad hoc, text, and geospatial queries”? If the CRMS system is to be modified, what technology is the CRMS based on i.e. programming language, database type, operational environment, etc.	The CRMS is considered a strategic repository and would not be included in the solution to this RFI.
78 What is the projected volume of data exchanged with the CRMS e.g. number of local law enforcement agencies, average number of records exchanged per agency per day?	Up to 200 agencies will participate in the replication of data to the CRMS. Typical incoming transaction volume would be between 250,000 and 550,000 and in some instances as many as 800,000 records per month. The increased volume is typically driven by the addition of new agencies added causing backlog replication. Monthly query volume varies between 15,000 and 18,000 and we expect that to grow exponentially during the next two years.
79 Would a cloud solution acting as an intermediate processor/aggregator be acceptable or must all software execute within State and/or local agency data centers?	No

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.