



STATE OF NEW HAMPSHIRE

Department of Safety
Division of State Police

RFI DOS 2016-1

REQUEST FOR INFORMATION FOR:
STATE POLICE CASE MANAGEMENT

ISSUED: February 25, 2016

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

1. GENERAL INFORMATION

1.1 Purpose

This Request for Information (RFI) is issued by the State of New Hampshire Department of Safety (DOS) Division of State Police to solicit information regarding solutions for their needs for an integrated case management solution.

The NH State Police has a wide area of responsibility that includes:

- a. Traffic Management on State Highways
- b. Field Operations- General enforcement of all criminal and motor vehicle laws, rules & regulations.
- c. Motor Carrier management – (Motor Carrier defined as - highway passenger and freight carrier regulated by the federal government).
- d. Support Services (inventory control/quartermaster, fleet management, purchase and procurement, project management, etc.)
- e. Major Crime investigations
- f. Low level investigations. (Criminal or otherwise, backgrounds etc.)
- g. Narcotics investigations
- h. Internal investigations
- i. Maritime (Inland bodies of water, rivers & coastal area) law enforcement as well as boater licensing & boater education.
- j. Support of local communities without full time law enforcement
- k. Explosive Ordinance Disposal
- l. Airborne Unit - Fixed wing and rotary support for major traffic incidents, motor vehicle enforcement, search and rescue, etc.)
- m. SWAT Operations (after action reports)
- n. K9 Operations (Tracking training and deployments)
- o. Operation of the State Information and Analysis Center.
- p. Administrative Oversight (Training tracking, Policy PSC's)

Over time, the Division of State Police has implemented a number of software tools to conduct and manage their business processes. At this time we are analyzing our current use of these tools and opportunities to improve operations. This will result in a strategic vision for the future allocation of resources to enhance our ability to serve the citizens of New Hampshire.

We are seeking input from the vendor community in the form of responses to this RFI. The questions in Section 2.4 cover a wide range of topics that may not be satisfied by one tool or even one vendor. If your product suite addresses only part of our need, we still urge you to participate.

1.2 Current environment of Software Tools

The current system is a combination of modules; CAD (computer aided dispatch), RMS (records management system) and Mobile (a combination of both CAD and RMS designed to be used in a mobile environment) are the three most often utilized. There are three separate databases within the system. Select data (preconfigured by the vendor) flows from the CAD database to the RMS database automatically; the ability to push data manually is also available. All three modules are installed on all computers and each have the ability to view into each other's data.

The current system is also integrated with our e-911 system. A dispatcher has the ability to open a call created in the state of NH's separate e-911 system and import data.

Our current system allows for network failures in that individual stations may continue to enter and record data even if disconnected from the network.

Currently, laptops in vehicles remotely access the RMS and CAD applications through an encrypted Point to Point VPN connection on a cellular network. This provides full functionality equivalent to a desktop on the network.

Currently, there are also separate, non-integrated systems of varying complexity for the following:

- Permits and Licensing – Concealed carry permits are recorded and issued for out of state residence as well as in-state residents that have no full time police departments

- eTicket - Electronic citation system that issues printed Motor Vehicle Violations "Tickets" to defendants' then electronically records and submits them according to their respective flow.

- CRMS - Electronic Crash Management Records System that electronically records and submits crash reports through an approval process per their respective flow.

- K9 RMS

- EOD (Explosive Ordinance Disposal)

- SWAT

- Major Crimes

- Narcotics Investigations

- Internal Affairs

- [DDACTS \(Data-Driven Approaches to Crime and Traffic Safety\)](#)

- Federal Motor Carrier

- Intelligence Management

1.3 Future System

The objective of a current system would be to provide the New Hampshire State Police with a single integrated solution that fosters data sharing, accessibility, and interoperability between all facets of Law Enforcement including outside agencies. We are interested in learning about vendors that have the comprehensive capacity to provide/recommend hardware, software,

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

installation, training, conversion, and other services as required. The proposed solution will allow a degree of adaptability in terms of modification and expansion that ensures the New Hampshire State Polices' ability to remain relevant and responsive to evolving organizational needs.

2. RESPONSE INSTRUCTIONS

2.1. Response Submission and Due Date

Vendors are requested to submit their response by April 4, 2016. Please provide an original and four copies of your response to:

Captain Christopher Wagner
33 Hazen Drive
Concord, NH 03305
Email: Christopher.Wagner@dos.nh.gov

2.2. Schedule of Events

DATE	EVENT
February 26, 2016	RFI Issued
March 11, 2016	Vendor questions due
March 18, 2016	Responses to vendor questions
April 4, 2016 2:30 p.m.	Vendor Responses Due
April 2016	Possible Vendor Presentations

- Vendors may or may not be contacted to provide an oral presentation of their solution.

2.3. RFI Inquiries and Vendor Questions

For inquiries regarding this RFI, please e-mail:

Captain Christopher Wagner
Telephone: (603) 223-8660
E-mail: Christopher.Wagner@dos.nh.gov

Sergeant Brian Parker
Telephone: (603) 223-8701
E-mail: Brian.Parker@dos.nh.gov

2.4 Requested Information

The State is seeking a better understanding in the areas listed below. Please respond concisely and completely. Base responses on current not planned capabilities.

2.4.1 Company Description

2.4.1.1 Briefly describe the vendor's organization, client base, financial stability and history. Please keep generalized marketing material to a minimum.

2.4.1.2 Briefly describe your support team, Number of members.

2.4.1.3 How do you handle support requests, How are they tracked?

2.4.2 Software Interfaces:

2.4.2.1 What approaches do you use to interface with other software packages?

2.4.2.2 Are standard API's in existence? Or are there custom developed interfaces for new integrations?

2.4.2.3 How do you deal with the booking process in regards to fingerprinting and picture taking? Are there interfaces to other systems?

2.4.2.4 What other software packages have you interfaced with in the past?

2.4.2.4.1 How does your software deal with breaks in network communication?

2.4.3 Hardware Architecture:

2.4.3.1 What Operating System and hardware architecture does your software require?

2.4.3.2 Do you offer a hosted solution?

2.4.3.3 What is your approach to system survivability & high availability?

2.4.3.4 Is your systems architecture CJIS compliant?

2.4.3.4.1 How does your hardware deal with breaks in network communication?

2.4.4 Software:

2.4.4.1 Licensing

2.4.4.1.1 What model do you use to license your software (Server based, device based, application based, named user or concurrent)?

2.4.4.1.2 Does your software require additional licensing from other outside vendors? If so what software and what vendors (EG – queries, SQL).

2.4.4.2 Generic

2.4.4.2.1 Describe your security model; to include how confidential information is handled and segregated?

2.4.4.2.2 How are user privileges managed?

2.4.4.2.3 Is your software CJIS compliant?

2.4.4.2.4 Does your software have the ability to customize its' graphical user interface for individual user or group preferences?

2.4.4.2.5 What is your approach to management of attachments (images and documents).

2.4.4.2.6 Can your software accept attachments and how can these attachments be disseminated?

2.4.4.2.7 What is your approach to archiving?

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

2.4.4.2.8 What is your approach to archive retrieval?

2.4.4.3 Reporting

2.4.4.3.1 Does your software have the ability to create Ad Hoc (custom on the fly) Reports?

2.4.4.3.2 How does your software handle crime analysis?

2.4.4.3.3 Can your system provide predictive policing analysis based on data that is entered into the system?

2.4.4.3.4 Does your system have the ability to create report templates?

2.4.4.3.5 How does your software handle repetitive reports?

2.4.4.3.6 How does your software handle DDACTS analysis?

2.4.4.3.7 How does your software report on evidence?

2.4.4.3.8 How does your software handle export reports to NIBRS repositories?

2.4.4.4 CAD (Computer Aided Dispatch)

2.4.4.4.1 Does your software provide a Phase II compliant E-911 interface?

2.4.4.4.2 Does your software have the ability to enter calls made directly to our dispatch center?

2.4.4.4.3 Can your software handle CAD-to-CAD Event Transfer, IE can any linked dispatch station enter data into any active call?

2.4.4.4.4 How does your software handle BOLO (Be-On-Lookout) notifications, distributions and management?

2.4.4.4.5 How does your software track/record businesses?

2.4.4.4.6 How does your software track/record alarms?

2.4.4.4.7 How does your software track/record calls for service?

2.4.4.4.8 How does your software identify a specific units' specialty function? (IE: all units are Troopers however some may have a second or third designation SWAT, EOD, DRE, Truck, etc.)

2.4.4.4.9 Does your software support integrated mapping? How?

2.4.4.4.10 Does your software support an Automated Vehicle Location (AVL) system?

2.4.4.4.11 Does your software support address verification?

2.4.4.4.12 Does your software support both land and waterway navigation?

2.4.4.4.13 Does your software give dispatchers unit recommendations (GPS location based)? If so, who has access to this information and can it be a security setting?

2.4.4.4.14 Does your software support Premise/Alert & Hotspot Notifications?

2.4.4.4.15 Does your software support Alpha-Numeric Paging

2.4.4.4.16 Does your software CAD Status Resource Monitor

2.4.4.4.17 Currently the NH State Police dispatches for multiple agencies. How does your software support this type of Multi-Jurisdictional CAD?

2.4.4.4.18 How does your software handle State/NCIC Queries?

2.4.4.4.19 Does your software backfill queried information retrieved from State and Federal databases? If so, what databases do you currently support and would you be willing to support in-house databases as well?

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

2.4.4.4.20 Does your software automate a tow rotation? If so, can it handle multiple companies that may or may not work out of multiple location zones. And that may have specific specialties (ie. AAA, Heavy Equipment, etc.)?

2.4.4.4.21 Do you offer messaging? If so, how does it work?

2.4.4.5 CAD Interfaces:

2.4.4.5.1 Can your system be integrated to pull data from Valor Systems Mini-Cad (This is the state of NH's E-911's CAD system powered by Valor IMS)

2.4.4.5.2 Can your system be integrated with and use the state of New Hampshire's propriety mapping data and software.

2.4.4.5.3 Can your system be integrated with the state of New Hampshire's propriety eTicketing Program (this includes motor vehicle citations)?

2.4.4.5.4 Can your system be integrated with the state of New Hampshire's proprietary CRMS Program (this includes all crashes)?

2.4.4.6 RMS (Record Management Systems)

2.4.4.6.1 How does your software manage and track arrests?

2.4.4.6.2 What type of case management does your software offer?

2.4.4.6.3 What type of disposition tools (for adjudications) does your software offer?

2.4.4.6.4 Citation/Summons (Interface with eTicket see above 2.4.4.5.3)

2.4.4.6.5 How does your software handle Suspect Identification?

2.4.4.6.6 Can your software generate a photographic line-up if given physical descriptors? If so how?

2.4.4.6.7 How does your software handle field contacts that may not be reported to dispatch and events generated.

2.4.4.6.8 How does your software handle incident/offense's?

2.4.4.6.9 Can your software draw from a single or multiple external source(s) that defines laws and offenses?

2.4.4.6.10 Can your software provide an Internet portal with CJIS secure encryption with the purpose of data sharing with Law Enforcement?

2.4.4.6.11 Collisions (Interface with CRMS see above 2.4.4.5.4)

2.4.4.6.12 How does our software handle animal services?

2.4.4.6.13 How does your software manage and track evidence?

2.4.4.6.14 How does your software handle interfaces for evidence, specifically interfacing with a Crime Lab?

2.4.4.6.15 Will your software allow for multiple defendants to be linked to a single piece of evidence?

2.4.4.6.16 Will your software print barcoded labels for evidence?

2.4.4.6.17 How does your software handle Document Scanning & Storage?

2.4.4.6.18 Is there a maximum limit of attachments that can be added to a case file?

2.4.4.6.19 Is there a limit to the size of files that can be attached to a case?

2.4.4.6.20 How does your software handle tracking gangs?

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

- 2.4.4.6.21 How does your software handle photos taken during booking?
 - 2.4.4.6.22 Does your software have a master name file or a central storage for names and person's information? If so how does it work? Are these files linked to other files? If so to what and how are they linked?
 - 2.4.4.6.23 Does your software have a master location file or a central storage for addresses? If so how does it work? Are these files linked to other files? If so to what and how are they linked?
 - 2.4.4.6.24 Does your software have a master vehicle file or a central storage for vehicles? If so how does it work? Are these files linked to other files? If so to what and how are they linked?
 - 2.4.4.6.25 Does your software meet state NIBRS reporting requirements? If so what are typically failure rates?
 - 2.4.4.6.26 How does your software handle warrants?
 - 2.4.4.6.27 Currently the State of NH issues/records/maintains concealed carry firearm permits for out of state residents as well as in-state residents that have no full time police departments. How would your software handle this?
 - 2.4.4.6.28 How does your software handle confidentiality for units such as - Intelligence, Narcotics, Major Crimes, Internal Affairs, Professional Standards, SWAT, Explosive Ordinance Disposal, etc?
 - 2.4.4.6.29 How does your software handle Multi-Troop/geographical boundaries and how does it segregate data in RMS?
 - 2.4.4.6.30 How does your software handle confidential Explosive Ordinance requests?
 - 2.4.4.6.31 Does your software have anything that can monitor Pawn Shop entries and compare them to items that have been reported as stolen? If so how?
 - 2.4.4.6.32 Does your software have any type of Sex Offender Registry? If so, how does it work?
 - 2.4.4.6.33 Does your software provide an Internet portal giving citizens access to locations of Sex Offenders and crime mapping.
 - 2.4.4.6.34 Can your system handle tracking and maintaining training records? If so how?
- 2.4.4.7 RMS Interfaces:
- 2.4.4.7.1 How does your software interface with CAD systems? What is the data flow?
 - 2.4.4.7.2 Does your software support bi-directional data flow with AFIS (Automated Fingerprint Identifications Systems) terminals?
 - 2.4.4.7.3 How would you propose to communicate (data share) with other outside agencies (Courts, other PD's etc)?
 - 2.4.4.7.4 Would you be willing to customize your software to comply with the State of NH J-One requirements (NH based data routing)
 - 2.4.4.7.5 Would you be willing to customize your software to comply with the State of NH UCT (NH based Universal Charge Table)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

- 2.4.4.7.6 How does your software interface with Leads Online.
- 2.4.4.7.7 How does your software interface with Federal DOT programs (Safety Net, FMCSA (which includes the FMCSA portal), SmS, AS&I, Query Central, Safer, CSA outreach, UAS for safety net, ASPEN)
- 2.4.4.7.8 How does your software interface with Federal EOD programs IE: communicate (data share) with outside federal databases?
- 2.4.4.7.9 How does your software handle work with Fire investigations?
- 2.4.4.7.10 In NH, the Fire Marshal's office works closely with our EOD unit, (Hazardous/explosive materials inspections) How would your software handle that?
- 2.4.4.8 Administrative Information
 - 2.4.4.8.1 How does your software handle Rosters?
 - 2.4.4.8.2 How does your software handle scheduling? (IE: duty roster, additional duty details, construction details, etc)
 - 2.4.4.8.3 How does your software handle notifications? (IE: incident notifications to appropriate/predefined user groups)
 - 2.4.4.8.4 Does your software support Internet-based view-only access of scheduling?
 - 2.4.4.8.5 How does your software handle record keeping relative to K9 training?
 - 2.4.4.8.6 How does your software handle K9 Deployments?
 - 2.4.4.8.7 Do you offer user messaging? If so, how does it work?
 - 2.4.4.8.8 Does your software offer any fleet management/inventory control tools? If so how do they work?
 - 2.4.4.8.9 Does your software handle any training/certification tracking? If so how does it work?
 - 2.4.4.8.10 Does your software handle any document workflow? If so, how does it work?
- 2.4.4.9 Mobile Application:
 - 2.4.4.9.1 Does your solution offer full functionality through a laptop running a MS Windows operating system?
 - 2.4.4.9.2 Does your solution offer any functionality through a tablet or smart phone? If so what Operating Systems are supported?
 - 2.4.4.9.3 What type of connection is required for a mobile?
 - 2.4.4.9.4 How does your software handle breaks in network communication?
 - 2.4.4.9.5 Does your software offer vehicle tracking? If so, how does it work, and what system requirements are there? If so, who has access to this information and can it be a security setting?
 - 2.4.4.9.6 Do you have a navigation system capable of giving verbal, turn by turn directions in your software? If so, how does it work, and what system requirements are there?
 - 2.4.4.9.7 How does your mobile software handle Queries (NCIC, Drivers, Vehicles, etc)? Can information be backfilled into a call?

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

2.4.4.9.8 How does “self-dispatching” from the mobile application work if available?

2.4.4.9.9 Do you support versions available for use on mobile devices?

2.5 Vendor Contact

Each response needs to contain a main contact name, address, e-mail address, and telephone number.

3. VENDOR PRESENTATION

Based on the review of the responses and the review of responses to this RFI, vendors may be invited to present an overview of their company and services to representatives of the State. There is no guarantee that a vendor will be asked to provide a presentation. All presentation costs incurred by the vendor shall be borne by the vendor.

4. LIABILITY

This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent. This solicitation for information does not commit the State to publish an RFP or award a contract. The State shall not be held liable for any costs incurred by the Vendor in the preparation of its response. The RFI is not a pre-qualification process for any further purchasing process.

5. CLOSING

The NH Division State Police thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State’s decision-making process.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

6. STATISTICS

Estimated Volumes and Quantities

The table below summarizes the estimated volumes of transactions and records associated with the New Hampshire State Police’s application processing requirements. The New Hampshire State Police desires a system that can expand as new technology becomes available and or the needs of the state change. For example the ability to add a more robust J-One interface or Data-Driven Approaches to Crime and Traffic Safety (DDACTS) as new technology emerges and becomes available.

Description	Volume / Quantity (2014)
Total NH Population	1,326,595
Counties	10
Inhabited Areas	13 cities 221 towns 25 unincorporated places
Waterways	950 Public Lakes & Ponds Public Rivers & Streams Tidal waters
Number of Troop Stations / Units	12
Number of Local Police Departments interacted with	218
Services Rendered (All are approximate & rounded up for simplicity)	
• Calls For Service Dispatched (Excluding self-initiated stops)	71,000
• Total Report numbers generated.	22,000
○ Criminal Reports generated.	• 4,300
▪ Charges (electronically reported)	○ 7,000
○ Crash Reports generated.	• 11,000
○ Other Reports generated.	• 6,700
• Total Electronic Traffic Activity	145,000
○ Must Appear Citations	• 3,500
○ PBM (Plea By Mail) Citations	• 41,000
○ Warnings	• 92,000
○ Check-Ups	• 10,000
Number of CAD workstations	18
Total Number of RMS workstations (All Troopers are issued laptops)	375
• Concurrent Number of RMS workstations	150
Number of Mobile Laptops (All Troopers are issued laptops)	342
• Concurrent Number of Mobile Laptops	200

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
STATE POLICE CASE MANAGEMENT
RFI DOS 2016-1

System Configuration

- Current Network
 - The States Network is Microsoft Windows Based System running Windows Server 2003, 2008, and 2012. The system is a 2008 R.2 Domain. The network is connected through Cisco Switches. Many workstations are running Windows 7 but we are currently migrating over to Windows 10.
- Current System Configuration
 - Currently the Agency uses Windows based servers, both standalone and virtual.
 - The applications outlined in this RFI are intended to replace the applications currently operating as described above, as well as manual processes where automation is not currently utilized. The proposed applications will be required to operate in a Windows environment.
- Legacy Data Access
 - The New Hampshire State Police is interested in converting the following data into the new system; however, it is open to alternative approaches and will rely on the Proposers to identify the most effective manner in which to access legacy data.

Legacy Data Description	
Vendor and System Version	Valor IMS v8
Years in Use	8
Database Type	MS SQL Server (2012)
Database Approximate Size (Total)	174 GB
CAD	2.9 GB
RMS	1 GB
ValMaster	170 GB
Export File Type	Txt, Excel, DB
Number of Name Records (Approximate)	131000
Number of Vehicle Records (Approximate)	165000
Number of CAD (Calls for Service) Records (Approximate)	486000
Number of RMS Case Numbers (Approximate)	70000
List of Modules to be Converted	CAD & RMS