STATE OF NEW HAMPSHIRE

Department of Safety
Division of State Police

RFI DOS 2018-02

REQUEST FOR INFORMATION FOR:

STATE POLICE COMPUTER AIDED DISPATCHING
AND RECORDS MANAGEMENT SYSTEMS

ISSUED: July 24, 2017
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 need for an integrated computer aided dispatch and 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. Crash investigations and reconstruction.
g. Low level investigations. (Criminal or otherwise, backgrounds etc.)
h. Narcotics investigations
i. Internal investigations
j. Maritime (Inland bodies of water, rivers & coastal area) law enforcement as well as boater licensing & boater education.
k. Support of local communities without full time law enforcement
l. Explosive Ordinance Disposal
m. Airborne Unit - Fixed wing and rotary support for major traffic incidents, motor vehicle enforcement, search and rescue, etc.)
n. SWAT Operations (after action reports)
o. K9 Operations (Tracking training and deployments)
p. Operation of the State Information and Analysis Center.
q. Administrative Oversite (Training tracking, Policy PSC’s)
r. Emergency Service dispatch for multiple 3rd party municipalities (Local PD, Fire, Marine Patrol, etc.).

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 or responses to this RFI. The questions in Section 2.0 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
- e-Ticket - 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 Crime Investigations
- Narcotics Investigations
- Internal Affairs
- DDACTS (Data-Driven Approaches to Crime and Traffic Safety)
- Commercial Vehicle Information Exchange Window (CVIEW)
- Federal Motor Carrier: Safety Net, FMCSA (which includes the FMCSA portal), SmS, AS&I, Query Central, SAFER, inSPECT, CSA outreach, UAS for safety net, ASPEN, CDLIS, ISS, PIQ)
• Intelligence Management : (MEMEx, HSIN, CopLink, EPIC, RISS, ICEN, DICE, ETrace, N-DEX, eGuardian, JABS, BATS)
• Automatic Vehicle Locator (AVL)
• Criminal Records (AFIS, SOR)

1.3 Future System
The objective of a current system would be to provide the New Hampshire State Police with an 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, 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.

The following functionality is considered the core and must be included in the initial phase:

1. Computer Aided Dispatch with an interface to e-911
2. Case management which provides:
   a. Full security model to allow limited access to and segregates sensitive case information and people related to confidential cases such as Investigative Services Bureau (ISB), Major Crime Unit, Narcotics, etc.
   b. Person structure that allows unique individuals to be associated to multiple cases as suspects, witnesses, victims, etc.
   c. Allows businesses to be associated to cases as both suspects and victims.
   d. Case structure to allow CAD events to become cases and track additional information while maintaining a history of all information added.
   e. Case structure to allow reports, witness statements, pictures, video and other documents to be associated with one or more cases.
3. Support working offline when troopers on the road have limited network connectivity resulting in lost network connection. Provide notification of lost connection with ability to sync offline work when connection is reestablished.
4. Analytics and Management Reporting supporting DDACTS (Data-Driven Approaches to Crime and Traffic Safety) as well as adhoc reporting.
5. NIBRS Reporting
6. Interface to Uniform Crime Table (UCT) information residing in NHSP custom J-One application (is browser based, written in Java Enterprise Edition with an Oracle backend).

The following integrated functionality is required by NHSP but may be allocated to a future phase:

8. Interface to query NLETS (National Law Enforcement Telecommunication System) and NCIC (National Crime Information Center) either directly or via State Police Online Telecommunications System (SPOTS).
9. Protective Order and Bail information
10. Interface to NH County Attorneys
11. Licensing and permitting functionality
12. Interface to Federal Motor Carrier portals.
13. Support of EOD (Explosive Ordinance Disposal)

2. REQUESTED INFORMATION
The State is seeking a better understanding in the areas listed below. Please respond concisely and completely. Where applicable clearly indicate current capabilities vs. any planned future enhancements.

2.1. Company Description:
2.1.1. Briefly describe the vendor’s organization, where company is based both corporate and staff offices, existing client base, financial stability and history. Please keep generalized marketing material to a minimum.
2.1.2. Briefly describe your support team, number of members, standard support hours and SLA’s.
2.1.3. Describe how are support requests logged, prioritized and tracked?
2.1.4. Are employees trained in CJIS Security Awareness, background checked, fingerprinted?
2.1.5. Describe other jurisdictions (Federal, State, and Municipal) similar to NH State Police that you currently support.

2.2. Hardware Architecture:
2.2.1. Hosted Solution
    2.2.1.1. Is your hosted solution SSAE 16 or SSAE 18 certified?
    2.2.1.2. Describe hosting environment including hardware, software, and internet bandwidth.
    2.2.1.3. What is your approach to system survivability & high availability?
    2.2.1.4. Describe the system backup and recovery model.
    2.2.1.5. Do you currently have clients in a CJIS compliant production environment?
    2.2.1.6. Describe how your data center is physically secured.

2.2.2. Installed Solution
    2.2.2.1. What Operating System and hardware architecture does your software require?
    2.2.2.2. Describe any other hardware of software required to support your system.

2.3. Software Architecture:
2.3.1. What language is application written in?
2.3.2. Describe the database supporting the application.
2.3.3. What is the architecture of the user interface? (Browser, Thick Client, etc.)
2.3.4. Do you support customization of your software for clients with specific state requirements?

2.4. **Software Licensing:**
   2.4.1. Describe your software licensing model for both hosted and installed implementations. (Server based, device based, application based, named user or concurrent)?
   2.4.2. Does your software require additional licensing from other outside vendors in either a hosted or installed implementation? If so what software and what vendors (EG – queries, SQL).
   2.4.3. Describe your maintenance model for software licensing.

2.5. **System Security:**
   2.5.1. Describe your security model, include how confidential information is handled and segregated from other user groups and system administrators.
   2.5.2. How are user privileges managed?
   2.5.3. What is the authentication model?
   2.5.4. Can the security be externalized into an enterprise identity store such as Microsoft Active Directory?
   2.5.5. Describe data encryption. Is data encrypted when at rest? When in transit?

2.6. **General:**
   2.6.1. Does your software have the ability to customize its’ graphical user interface for individual user or group preferences?
   2.6.2. Describe your systems ability to attach documents, photos, and video to cases. Are there limits on quantity and/or size of attachments? How can these attachments be disseminated?
   2.6.3. What is your approach to archiving and retrieval?
   2.6.4. Do you offer instant messaging within your application? Does it allow messaging between CAD and Mobile? If so, how does it work?
   2.6.5. Does your software include an online help function? Describe how it works.
   2.6.6. Do you provide a training environment to support class room training?

2.7. **Reporting:**
   2.7.1. Does your software have the ability to create Ad Hoc (custom on the fly) Reports?
   2.7.2. How does your software handle crime analysis?
   2.7.3. Can your system provide predictive policing analysis based on data that is entered into the system?
   2.7.4. How does your system handle redaction of information (Juvenile, CJIS, etc.) in specific fields and narrative content on reports? Can redactions be rule based as well as manual?
   2.7.5. Does your system have the ability to create report templates?
   2.7.6. Does your system support scheduled reports (daily, monthly, etc.)?
   2.7.7. How does your software handle DDACTS analysis?
   2.7.8. How does your software report on evidence?
2.7.9. How does your software handle export reports to NIBRS repositories? If so what version of NIBRS specifications are you using?

2.7.10. Does your software interface with any industry standard analytical reporting tools?

2.8. CAD (Computer Aided Dispatch):

2.8.1. Does your software provide a CIU (CAD Interface Unit) to receive ANALI medical data and GIS mapping?

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

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

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

2.8.5. How does your software track/record businesses?

2.8.6. How does your software track/record alarms?

2.8.7. How does your software handle CAD-to-CAD Event Transfer, IE can any linked dispatch station enter data into any active call?

2.8.8. 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.)

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

2.8.10. Does your software support address verification?

2.8.11. Does your software support both land and waterway navigation?

2.8.12. 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?

2.8.13. Does your software support Premise/Alert & Hotspot Notifications?

2.8.14. Does your software support SMS?

2.8.15. Does your software include a CAD Status Resource Monitor?

2.8.16. Currently the NH State Police dispatches for multiple agencies (Local PD, Fire, Marine Patrol, etc.). How does your software support this type of Multi-Jurisdictional CAD?

2.8.17. How does your software handle State/NCIC Queries?

2.8.18. 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?

2.8.19. 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 (i.e. AAA, Heavy Equipment, etc.)?

2.9. RMS (Record Management Systems):

2.9.1. How does your software manage and track arrests?

2.9.2. What type of case management does your software offer?

2.9.3. How does your software handle incidents / offenses?

2.9.4. Does your software have a workflow process that supports supervisory approval of complaints?

2.9.5. What type of disposition tools (for adjudications) does your software offer?
2.9.6. How does your software handle Suspect Identification?
2.9.7. Can your software generate a photographic line-up if given suspects physical descriptors? If so describe how this feature works.
2.9.8. Does your system have the capability to create field contact lists, including segregated confidential contacts?
2.9.9. Describe your systems ability to share CJIS compliant data with other law enforcement agencies.
2.9.10. How does our software handle animal services?
2.9.11. How does your software manage and track evidence?
2.9.12. Will your software allow for multiple defendants to be linked to a single piece of evidence?
2.9.13. Will your software print barcoded labels for evidence?
2.9.14. How does your software handle tracking gangs?
2.9.15. Does your software have a provision to scan a driver license and/or vehicle registration? If so how does it work?
2.9.16. Does your software support search of all authorized records and attachments by keyword? Does search support confidentiality of SIU cases?
2.9.17. Does your software have a master file for person’s name and information, addresses and vehicles? If so how does it work? Are these files linked to other files? If so to what and how are they linked?
2.9.18. Does your software meet state NIBRS reporting requirements? If so what are typically failure rates?
2.9.19. How does your system process warrants?
2.9.20. How does your system track real time bail conditions?
2.9.21. Does your system provide the capability to issue, record and maintain concealed carry firearm permits for out of state residents as well as in-state residents?
2.9.22. How does your software handle confidentiality for units such as - Intelligence, Narcotics, Major Crimes, Internal Affairs, Professional Standards, SWAT, Explosive Ordinance Disposal, etc.?
2.9.23. How does your software handle Multi-Troop/geographical boundaries and how does it segregate data in RMS?

2.10. Software Interfaces:
2.10.1. Does your system have a published standard API that can interface with NHSP systems that are browser based, written in Java Enterprise Edition with an Oracle backend (See Section 1.3 Future System, Bullet #7)? Or are there custom developed interfaces for new integrations?
2.10.2. 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) or other E-911 systems?
2.10.3. Can your system interface to standard GIS software solutions?
2.10.4. Does your software support a standard interface with AFIS (Automated Fingerprint Identifications Systems) and picture taking systems?
2.10.5. Does your system have an integrated or interface with CAD systems? If so what is the data flow?
2.10.6. How does your software interface with Leads Online?
2.10.7. How does your software interface with Federal DOT programs (Safety Net, FMCSA (which includes the FMCSA portal), SmS, AS&I, Query Central, SAFER, inSPECT, CSA outreach, UAS for safety net, ASPEN, CDLIS, ISS, PIQ)
2.10.8. How does your software interface with Federal EOD programs IE: communicate (data share) with outside federal databases?
2.10.9. How does your software handle interfaces for evidence Crime Lab software? Is it bidirectional?
2.10.10. Does your system have a standard API to interface with Body/Dash Cam Video systems?
2.10.11. What other software packages do you interface with currently?

2.10.12.

2.11. Administrative Information:
2.11.1. Describe how your system supports rosters and scheduling (IE: duty roster, additional duty details, construction details, etc.).
2.11.2. Does your software interface with a standard scheduling application?
2.11.3. How does your software handle notifications? (IE: incident notifications to appropriate/predefined user groups)
2.11.4. Describe how your system provides record keeping of K9 training and deployments.
2.11.5. Does your software handle any training/certification tracking? If so how does it work?
2.11.6. Does your software have a document workflow capability? If so describe the high level features and functions.

2.12. Mobile Application:
2.12.1. Does your solution offer full functionality through a laptop running a MS Windows operating system?
2.12.2. Does your solution offer any functionality through a tablet or smart phone? If so what Operating Systems are supported? Does your system have a Responsive UI?
2.12.3. What type of connection is required for a mobile device?
2.12.4. How does your system support working offline when troopers on the road have limited network connectivity resulting in lost network connection. Does your system provide notification of lost connection with ability to sync offline work when connection is reestablished?
2.12.5. 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?
2.12.6. 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?
2.12.7. How does your mobile software handle Queries (NCIC, Drivers, Vehicles, etc.)? Can information be backfilled into a call?
2.12.8. How does “self-dispatching” from the mobile application work if available?

3. RESPONSE INSTRUCTIONS

3.1. Response Submission and Due Date

Vendors are requested to submit their response by September 29, 2017. Please provide an original and four copies of your response to:

Business and Project Administration
Department of Safety
Division of State Police
33 Hazen Drive
Concord, NH 03305

3.2. Schedule of Events

<table>
<thead>
<tr>
<th>DATE</th>
<th>EVENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 24, 2017</td>
<td>RFI Issued</td>
</tr>
<tr>
<td>September 6, 2017</td>
<td>Vendor questions due</td>
</tr>
<tr>
<td>September 15, 2017</td>
<td>Responses to vendor questions</td>
</tr>
<tr>
<td>October 6, 2017</td>
<td>Vendor Responses Due</td>
</tr>
<tr>
<td>October 23, 2017</td>
<td>Optional Vendor Presentations</td>
</tr>
</tbody>
</table>

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

3.3. RFI Inquiries and Vendor Questions

For inquiries regarding this RFI, please e-mail:

Business and Project Administration
Department of Safety
Division of State Police
33 Hazen Drive
Concord, NH 03305
Email: NHSP-Contract@dos.nh.gov
3.4. Vendor Contact
   Each response needs to contain a main contact name, address, e-mail address, and telephone number.

4. 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.

5. 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.

6. 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.
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 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.

<table>
<thead>
<tr>
<th>Description</th>
<th>Volume / Quantity (2014)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total NH Population</td>
<td>1,432,730</td>
</tr>
<tr>
<td>County’s</td>
<td>10</td>
</tr>
<tr>
<td>Inhabited Areas</td>
<td></td>
</tr>
<tr>
<td>- 13 cities</td>
<td></td>
</tr>
<tr>
<td>- 221 towns</td>
<td></td>
</tr>
<tr>
<td>- 25 unincorporated places</td>
<td></td>
</tr>
<tr>
<td>Waterways</td>
<td></td>
</tr>
<tr>
<td>- 950 Public Lakes &amp; Ponds</td>
<td></td>
</tr>
<tr>
<td>- Public Rivers &amp; Streams</td>
<td></td>
</tr>
<tr>
<td>- Tidal waters</td>
<td></td>
</tr>
<tr>
<td>Number of Troop Stations / Units</td>
<td>12</td>
</tr>
<tr>
<td>Number of Local Police Departments interacted with</td>
<td>218</td>
</tr>
<tr>
<td>Services Rendered (All are approximate &amp; rounded up for simplicity)</td>
<td></td>
</tr>
<tr>
<td>- Calls For Service Dispatched (Excluding self-initiated stops)</td>
<td>67,000</td>
</tr>
<tr>
<td>- Total Calls For Service (Including Stops and Comm requests)</td>
<td>79,000</td>
</tr>
<tr>
<td>- Total Report numbers generated (Items that require a written report).</td>
<td>21,000</td>
</tr>
<tr>
<td>o Criminal Reports generated.</td>
<td>15,000</td>
</tr>
<tr>
<td>o Charges (electronically reported)</td>
<td>16,000</td>
</tr>
<tr>
<td>o Crash Reports generated.</td>
<td>6,000</td>
</tr>
<tr>
<td>- Total Electronic Traffic Activity</td>
<td>148,000</td>
</tr>
<tr>
<td>o Must Appear Citations</td>
<td>1000</td>
</tr>
<tr>
<td>o PBM (Plea By Mail) Citations</td>
<td>47,000</td>
</tr>
<tr>
<td>o Warnings</td>
<td>101,000</td>
</tr>
<tr>
<td>o Check-Ups</td>
<td>14,000</td>
</tr>
<tr>
<td>Number of CAD workstations</td>
<td>20</td>
</tr>
<tr>
<td>Total Number of RMS workstations (All Troopers are issued laptops)</td>
<td>400</td>
</tr>
<tr>
<td>Concurrent Number of RMS workstations</td>
<td>150</td>
</tr>
<tr>
<td>Number of Mobile Laptops (All Troopers are issued laptops)</td>
<td>350</td>
</tr>
<tr>
<td>Concurrent Number of Mobile Laptops (access’s RMS &amp;CAD data)</td>
<td>200</td>
</tr>
</tbody>
</table>