STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
DIVISION OF STATE POLICE
33 HAZEN DRIVE
CONCORD, NEW HAMPSHIRE 03305

ADDENDUM #1 TO BID INVITATION #RFP DOS 2019-03

DATE OF BID OPENING: 9/6/2018
TIME OF BID OPENING: 2:30 PM (EST)

FOR: STATE POLICE COMPUTER AIDED DISPATCH AND RECORDS MANAGEMENT SYSTEM PROJECT

REQUEST FOR POWER POINT PRESENTATION FROM VENDOR CONFERENCE

PLEASE SEE ATTACHED PDF.

AGENCY CONTACT: Kevin Connor
Email: NHSP-Contracts@dos.nh.gov

NOTE: IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER ____________________________ ADDRESS ____________________________

BY ________________________________         ____________________________
(this document must be signed)

TEL. NO. ____________________________
(please type or print name)

Please visit: https://das.nh.gov/purchasing
(click on “Bid, Proposals...”) for complete bid and addendums.
Computer Aided Dispatch and Records Management System
DOS RFP 2019-03

Vendor Conference

August 01, 2018
WELCOME
COLONEL WAGNER
Computer Aided Dispatch and Records Management System
Vendor Conference Agenda

• Welcome – Colonel Wagner
• Project Overview – Captain Hardcastle
• RFP and Process – Asst. Commissioner Bailey
• Vendor Questions and Answers - Kevin Connor
State Project Team

- Project Sponsor: Major Matthew Shapiro
- Project Manager: Captain Paul Hardcastle
- Project Administrator: Kevin Connor
- IT Liaison: Scott Hopkins
- Business Lead: Captain Paul Hardcastle
- Testing Lead: TFC Sean Faherty
- Training Lead: Sargent Brian Parker
State Police Troop Locations
NHSP Statistics

Services Rendered

• 71,000 Calls For Service Dispatched (Excluding self-initiated stops)
• 83,000 Total Calls For Service (Including Stops and Comm requests)
• 19,000 Total Reports Generated (Items that require a written report)
  – 14,000 Criminal Reports
  – 5,000 Crash Reports
• 148,000 Total Electronic Traffic Activity
  – 1,000 Must Appear Citations
  – 41,000 Plea by Mail Citations
  – 92,000 Warnings
  – 14,000 Check-Ups
NHSP Statistics

• Total Sworn Troopers – 335
  – # Troopers in Uniform Patrol – 234
  – # Detectives – 49
  – # Marine Patrol – 8
  – #HQ and Special Units - 44

• Civilian Admin Staff That Use CAD/RMS - 20

System Users

• 20 Dispatch Workstations Across 3 Locations
  (10 Active at any given time)
• 400 RMS Workstations (350 Laptops Issued to Troopers)
Current Environment

- NHSP currently uses a combination of products from VALOR to accomplish Computer Aided Dispatching (CAD) and Records Management (RMS) - purchased in 2008.

- Electronic Ticketing (e-Ticket) and Crash Records Management (CRMS) are accomplished through the use of separate custom-built software products.

- Investigative Services Bureau (ISB) cannot use the RMS because it does not provide a security model for adequate segregation of data that would allow access to highly sensitive data to be limited to specific users.
PROJECT OVERVIEW
CAPTAIN HARDCASTLE
Background
Current Network Environment
NHSP Dispatch
CAD Screen
SPOTS Screen

OpenFox® Messenger Inbox Folder

From this window you can manage all of the messages that the OpenFox® has sent to you. The Table above this text lists all of these messages.

To view the contents of a message, simply click on the line for a message. From this window you can also delete, save, and print messages.

If you delete a message from this window, it will move into your Trash folder. If you save a message from this window, it will move into your Save folder.

In addition, if there are any ERR messages in your inbox, you can view the original form that caused the error by clicking on the view message button.
Mobile Laptop
Project Overview
(DOS RFP 2019-03 - Section 1. Overview)

- Procure a commercial off the shelf (COTS) software package that provides NHSP with a fully integrated Computer Aided Dispatch and Records Management System.
- Vendor hosted and maintained solution in a secure hosting environment, preferably in the cloud, providing all necessary hardware, software, system and database administration and Internet bandwidth to manage the application including all test, training and production environments.
- An integrated solution that fosters data sharing, accessibility, and interoperability between all facets of Law Enforcement including outside agencies.
- Role based security that supports the full breadth of State Police operations.
- Interfaces to existing New Hampshire State Police systems as well as external systems.
Key Functionality

• Entity Management – once a person or vehicle is entered the record can be shared across events.
• Confidential Events and Persons - ability for role based security to be set at the event and person levels to limit access to specialty units only.
• Mapping – robust mapping and AVL capabilities including ability to import custom map layers.
• Mobile Application – allows completion of work in progress when connectivity is lost.
• Robust ad-hoc reporting including DDACTS
• Vendor Hosted – Vendor provides support and maintenance of fully hosted environment.
Enhancing Functionality

• NHSP needs the ability to:
  – Support the Data Driven Approaches to Crime and Traffic Safety (DDACTS).
  – Support NHSP functions such as Motor Carrier Safety (Troop G), K-9 support, Explosive Ordinance Disposal and Accident Reconstruction.
  – Pass electronic information to the NH Department of Justice or County Attorneys when cases move to the prosecution phase.
THE RFP AND PROCESS
ASST. COMMISSIONER BAILEY
Must Do’s

• Submit on Time
• No Assumptions
  – Ask the question now, get an answer
• Terms and Conditions
  – Get your legal team involved now
  – Very limited ability to negotiate T&Cs
  – Ask now, seek a change
• No Travel or Expenses
  – Fully load any costs or rates
System Requirements


2. The system must be NIBRS compliant and include at a minimum all NIBRS required fields, codes and rules per most recent National Incident-Based Reporting System User Manual Version available at: https://ucr.fbi.gov/nibrs/nibrs-user-manual/view.
3. The system must have a role based security model to control user access to features and data throughout the system.

4. The systems security model must provide a method to easily limit access to sensitive case information and people related to confidential cases.

5. The Vendor must host and maintain the system in a secure hosting environment providing all necessary hardware, software, system and database administration and Internet bandwidth to manage the application including all test, training and production environments of the system.
Detailed Requirements Compliance
(DOS RFP 2019-03 - Section 5.1 Adherence to Mandatory Requirements (Pass/Fail)

The proposed solution must satisfy a minimum of 90% of the mandatory detailed system requirements.
**Vendor Response Column:** Place a “Yes” if the current release of the software can fully support ALL the functionality described in the row, without special customization. A “Yes” can only be used if the delivery method is Standard. Otherwise, enter an "No"; A "No" can only be used with delivery method Future, Custom, or Not Available/Not Proposing.

**Delivery Method Column:** Complete the delivery method using Standard, Future, Custom, or Not Available/Not Proposing that indicates how the requirement will be delivered.

<table>
<thead>
<tr>
<th>Req #</th>
<th>Requirement Description</th>
<th>Criticality</th>
<th>Vendor Response</th>
<th>Delivery Method</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>B1.1</td>
<td>The vendor’s Dispatch (CAD) and Records Management Systems (RMS) are fully integrated providing but not limited to the following functionality:</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1.1.1</td>
<td>Each event is automatically assigned a unique identifier by the system which is used to track the record throughout the entire event workflow from initial call intake and or event creation to final event disposition.</td>
<td>M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1.1.2</td>
<td>All event information and data, including updates, must be shared throughout the system (CAD, RMS, Mobile, etc.) without user intervention.</td>
<td>M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1.2</td>
<td>The system can support the ability to define an organization structure (see RFP Appendix A Background Information, Section A-1) and support the assignment of resources and tracking of events based on this structure.</td>
<td>M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1.3</td>
<td>The system supports the ability to assign and maintain resources concurrently at multiple levels of the organizational structure.</td>
<td>P</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1.4</td>
<td>Assignment of resources to levels of the organizational structure includes assignment start and end dates and retains assignment history.</td>
<td>P</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
System Interfaces

(DOS RFP 2019-03 – Attachment C: Table C-2 Business Requirements Vendor Response Checklist)

Mandatory System Interfaces:

• The system shall query and process responses from the State Police Online Telecommunications System (SPOTS).

• The system shall accept event information from Valor CAD used by the Bureau of Emergency Communications (E911).

• Interface to Beyond 2020 NIBRS repository Crime Insight Version 2.5.2.2.

• Vendor's system shall subscribe to and comply with the Uniform Charge Table (UCT).
State Police Online Telecommunications System Interface

• The new system shall query and process responses from the State Police Online Telecommunications System (SPOTS).

• SPOTS is the clearing house for Criminal Justice Information in New Hampshire. It connects to:
  – FBI's NCIC and NLETS systems
  – New Hampshire Judicial Branch (NHJB)
  – NH DOS Criminal History Records and Sex Offender Registry
  – NH Division of Motor Vehicles Driver Records (VISION)
  – NH Division of Motor Vehicles Registration Records (MAAP)

• Computer Professionals of Illinois (CPI) has published an Interface Specification for OpenFox Markup Language (OFML) that is utilized by all end points.

• The responses include text that can be used in law enforcement decisions, and XML that can be used to populate fields within the vendor's system.

• The XML responses depend on the type of query; Criminal History responses will comply to CHIEF, Division of Motor Vehicle responses contain DMV-specific XML from VISION MAAP.
Valor CAD System Interface

• The Division of State Police are replacing Valor CAD/RMS with the vendor's system, but E911 is keeping Valor CAD.

• Some events created by E911 will be transferred to the vendor's system using a subset of the Automatic Location Identification (ALI) data exchange format published by the National Emergency Number Association (NENA).

• ALI data exchange over TCP/IP.
Crime Insight (Beyond 20/20) System Interface

- Crime Insight Version 2.5.2.2 is used DOS as a NIBRS reporting repository.
- Local Law Enforcement Agency files (160+) containing NIBRS offense and arrest data are imported monthly.
- Repository creates monthly FBI NIBRS submission file to be sent to the FBI UCR Unit for addition to the National NIBRS Database.
- Beyond 20/20 is currently developing a XML Web Service interface for file submissions.
Uniform Charge Table System Interface

• Vendor's system shall subscribe to and comply with the Uniform Charge Table (UCT).
• The NH State Attorney General's Office publishes a table of uniform charges that Law Enforcement can bring against Defendants based on the Statutes written into law by the Legislature.
• Vendor's system will present the list of charges to Law Enforcement for when they are generating a Complaint that will be filed in Court.
• The XML also contains a list of sentence enhancer and inchoate statues that can be used as modifiers to UCT codes.
• In addition, the UCT XML contains a mapping from NH RSAs to the codes used by the National Incident-Based Reporting System (NIBRS), which is crucial for reporting records to the FBI.
• Interface is XML over Secure FTP. The schema is in Attachment E of the RFP.
Uniform Charge Table

• A comprehensive list of every criminal offense and violation defined in the NH Statutes

• We need the UCT to support:
  – J-One Network - an integrated network for criminal justice information
    • Police will be able to file complaints electronically
    • Courts will send dispositions electronically
    • E-ticketing
  – Common language to identify criminal offenses and violations is essential

• UCT is that language
Structure of the UCT

• Every criminal charge has been given a unique code called a “Smart Code”
• Smart Code contains:
  – Offense statute – ex. RSA 632-a, l(a)
  – Penalty statute (if applicable)
  – Degree of offense
  – Unique number
Example of Smart Code

6312-AI(A)  ..  MB 0309

Offense Statute

Penalty Statute (.. If N/A)

Degree

Unique #

Simple Assault, RSA 631:2-a, I(a), Misdemeanor B
Spreadsheet View of RSA 631:2-a

<table>
<thead>
<tr>
<th>Smart Code</th>
<th>Offense Statute</th>
<th>Descriptor</th>
<th>Statute Title</th>
<th>Degree</th>
<th>Inchoate</th>
<th>Sentence Enhancer</th>
</tr>
</thead>
<tbody>
<tr>
<td>6312-Al(A)..V03093</td>
<td>631:2-A,I(A)</td>
<td>Simple Assault; Physical Contact or Bl</td>
<td>Simple Assault</td>
<td>V</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>6312-Al(A)..MA03099</td>
<td>631:2-A,I(A)</td>
<td>Simple Assault; Physical Contact or Bl</td>
<td>Simple Assault</td>
<td>MA</td>
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<td>Y</td>
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<tr>
<td>6312-Al(A)..MB03102</td>
<td>631:2-A,I(A)</td>
<td>Simple Assault; Physical Contact or Bl</td>
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<td>MB</td>
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<td>Y</td>
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<tr>
<td>6312-Al(B)..MA03094</td>
<td>631:2-A,I(B)</td>
<td>Simple Assault; Bl</td>
<td>Simple Assault</td>
<td>MA</td>
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<td>Y</td>
</tr>
<tr>
<td>6312-Al(B)..MB03095</td>
<td>631:2-A,I(B)</td>
<td>Simple Assault; BI</td>
<td>Simple Assault</td>
<td>MB</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>6312-Al(B)..V03096</td>
<td>631:2-A,I(B)</td>
<td>Simple Assault; Bl</td>
<td>Simple Assault</td>
<td>V</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>6312-Al(C)..MA03097</td>
<td>631:2-A,I(C)</td>
<td>Simple Assault; Deadly Weapon &amp; Bl</td>
<td>Simple Assault</td>
<td>MA</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>6312-Al(C)..V03098</td>
<td>631:2-A,I(C)</td>
<td>Simple Assault; Deadly Weapon &amp; Bl</td>
<td>Simple Assault</td>
<td>V</td>
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<td>Y</td>
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<td>6312-Al(C)..MB03100</td>
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<td>Simple Assault</td>
<td>MB</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
SP Electronic Ticketing (eTicket) and Crash Records Management System (CRMS) Systems

• If Vendor’s solution does not provide eTicket and CRMS then an interface to the State’s eTicket and/or CRMS is required.

• eTicket will call a vendor supplied web service containing the Defendant information and violation level charges to be escalated in RMS.

• CRMS must be compliant with Model Minimum Uniform Crash Criteria (MMUCC) standards. MMUCC 4th edition compliance is mandatory, MMUCC 5th edition compliance preferred. Interface will call a vendor supplied web service with appropriate parameters to locate the event number assigned to the crash event by the vendor's system.

• Both interfaces are SOAP over https, possibly using Charging Service Specification from it.ojp.gov/GIST
Important Areas of Compliance

• Don’t be late submitting proposal
  – Due by September 06, 2018 by 2:30 PM EDT

• Don’t request changes to terms and conditions in your proposal
  – Ask the questions during the Vendor Inquiry Period and the Vendor Conference
# Project Schedule

(DOS RFP 2019-03 - Section 2. Schedule of Events)

<table>
<thead>
<tr>
<th>EVENT</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP released to Vendors</td>
<td>6/22/2018</td>
<td></td>
</tr>
<tr>
<td>Vendor Inquiry Period begins</td>
<td>6/22/2018</td>
<td></td>
</tr>
<tr>
<td>Notification to the State of the number of representatives attending</td>
<td>7/20/2018</td>
<td></td>
</tr>
<tr>
<td>the Optional Vendor Conference</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Optional Vendor Conference; location identified in</td>
<td>8/1/2018</td>
<td></td>
</tr>
<tr>
<td>General Instructions, Section 4.3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vendor Inquiry Period ends (final inquiries due)</td>
<td>8/8/2018</td>
<td></td>
</tr>
<tr>
<td>Final State responses to Vendor inquiries</td>
<td>8/17/2018</td>
<td></td>
</tr>
<tr>
<td>Final date for Proposal submission</td>
<td>9/6/2018</td>
<td>2:30 PM ET</td>
</tr>
<tr>
<td>Invitations for oral presentations</td>
<td>9/17/2018</td>
<td></td>
</tr>
<tr>
<td>Vendor presentations/discussion sessions/interviews, if necessary</td>
<td>10/1/2018</td>
<td></td>
</tr>
<tr>
<td>Initiate Contract Negotiations</td>
<td>10/12/2018</td>
<td></td>
</tr>
<tr>
<td>Anticipated Governor and Council approval</td>
<td>11/14/2018</td>
<td></td>
</tr>
<tr>
<td>Anticipated Notice to Proceed</td>
<td>Upon G&amp;C</td>
<td>approval</td>
</tr>
<tr>
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</tbody>
</table>
QUESTIONS AND ANSWERS
KEVIN CONNOR
Vendor Questions and Answers

Stipulations that apply to this Q & A segment include:

• All responses during the Vendor Conference are preliminary and are not binding;

• All questions must be received in writing by August 8, 2018;

• Official responses to all questions will be published on or before August 17, 2018; and

• Responses to some questions during the Vendor Conference may be deferred pending further review.
RFP Communication Information

NH DOS Point of Contact

Kevin Connor
kevin.connor@dos.nh.gov
603-223-4300
Thank you for attending!