



STATE OF LOUISIANA
Division of Administration
Office of Technology Services

On behalf of Louisiana Department of Public Safety - Office of State Police

REQUEST FOR INFORMATION (RFI)

For

A Record Management System and Computer Aided Dispatch Solution

RFI #: 815200-20161103001

November 03, 2016

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1.0 Purpose of the Request for Information

The State of Louisiana Division of Administration - Office of Technology Services (OTS), on behalf of the Louisiana Department of Public Safety (DPS) - Office of State Police (LSP) is seeking information to better understand the current capabilities vendors can provide in the design, development and implementation of an integrated Law Enforcement Record Management System (RMS) and Computer Aided Dispatch (CAD) solution that supports expansion to a possible Statewide Data management and Dispatch solution. Using the information provided by vendors in response to this Request for Information (RFI), the State of Louisiana will make a determination regarding the future strategy and vision for the RMS/CAD solution. It is the State's vision that the final solution could possibly require the partnership of multiple vendors to provide an effective solution which leverages existing state investments, while allowing flexibility for future expansion at the lowest cost.

The State encourages interested parties who possess applicable Law Enforcement, RMS, CAD, or other data system knowledge to respond to this Request for Information (RFI). Vendors who possess applicable expertise to design, develop, implement and support an appropriate solution or who have the capability of providing a commercial off-the-shelf (COTS) solution, configurable and customizable to meet the State's needs, are encouraged to participate in this response. The State is interested in receiving creative and effective ideas to assist in the development of a Request for Proposal (RFP) for a solution that will support Law Enforcement RMS and CAD solutions with the potential for expansion to a possible Statewide Data management and Dispatch solution.

2.0 Objectives of the Request for Information

The State is issuing this RFI for planning purposes only with the intent of determining the approach to obtain vendor services. This RFI should not be construed as a solicitation for services or an RFP, nor should it be construed as an obligation on the part of the State to purchase services. This RFI is not a means of pre-qualifying vendors for any subsequently issued RFP related to this RFI. The information obtained through this RFI is intended to assist the State in:

- Understanding the level of interest and availability of potential vendors that could provide an RMS and CAD solution to the State of Louisiana that allows for the potential expansion to a possible Statewide Data management and Dispatch solution.
- Gaining a complete understanding of comprehensive data system business models and industry best practices.
- Identifying issues, roadblocks, and barriers to successful system implementations.
- Providing suggestions for possibly a phased implementation for DPS that implements different Law Enforcement areas into the RMS System, in a cost effective manner.
- Identify other benefits of leveraging an RMS and CAD solution.

DPS is preparing to procure a solution to address the immediate needs of the Louisiana State Police programs with the necessary capabilities and flexibility of modern, integrated applications

that paves the way for a RMS and CAD integration. The RMS system will replace multiple legacy applications, integrate others, and address functional requirements to allow DPS and its partners across the State to more efficiently and effectively provide high quality Law Enforcement services. The new solution will increase the technical capacity of the Louisiana State Police, local, State, and Federal Law Enforcement user's data for investigations, issue tracking, analytics, and public safety.

Participation in this RFI is voluntary, and all costs incurred are at the expense of the submitter. The State will not pay for any costs related to the preparation and submission of a response to this RFI.

All submissions in response to this RFI will become the sole property of the State and will not be returned to the Respondent. The provisions of the Louisiana Public Records Act (La. R.S. 44.1 *et. seq.*) apply to this RFI. Pursuant to this act, all proceedings, records, contracts, and other public documents relating to this RFI shall be open to public inspection. Respondents should refer to the Louisiana Public Records Act for further clarification, including protections sought for proprietary and/or trade secret information. Respondents are reminded that any material within a response to this RFI identified as confidential or proprietary must be specifically identified and clearly marked "confidential" in order to claim protection, if any, from disclosure. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

If the Respondent's response contains confidential information, the Respondent should also submit a redacted copy of their response along with their original response. The redacted copy of the response will be the copy produced by the State if a person seeks review or copies of the Respondent's response. **If the Respondent does not submit a redacted copy, it will be assumed that any claim to keep information confidential is waived.**

Respondent shall be prepared to defend the reasons why the material should be held confidential. By submitting a response with data, information, or material designated as containing trade secrets and/or privileged or confidential proprietary information, or otherwise designated as "confidential," the Respondent agrees to indemnify (including attorney's fees) the State and hold the State harmless against all actions or court proceedings that may ensue, which seek to order the State to disclose Respondent's information.

3.0 Background

The Louisiana State Police examined the current business process, procedures, and information systems supporting its current operations and identified many disparate software applications that serve multiple business functions. These various software applications perform a host of services and include:

- Motor Carrier System (MCSAP)
- Existing LSP Case Management System
 - IRS (Incident Reporting System)
- Various Lotus Notes Databases, including:
 - DARS – Daily Activity Reporting

- TARS – TESS Daily Activity Reporting
- Troop Desk Logs
- Towing & Recovery log
- Ticket Accountability System
- Use of Force Database
- Pursuit Forms
- LSP Roadside Safety Checkpoints
- Letter Logs
- Non-IA Case Management
- LSP Witness Fees
- LSP In-Service Registration
- LSP Daily Deposits
- URAC - User Request Approval Cycle
- SAR Issuance – Suspicious Activity Report
- Gaming Case Management
- Gaming Enforcement Database
- EGD Shipments – Electronic Gaming Devices
- Casino License Information
- Licensed Establishment Database
- Gaming Letter Log
- Gambler Exclusion
- Command Duty Journal
- Video Gaming Compulsive Gamblers (Advisory Notice Info.)
- Ticket Accountability Database
- LSP Gaming Employees
- Commissioned Personnel
- LADPS Domino Directory
- Gaming Revenue Reports
- Casino License Information
- Gaming Letter Log
- Gaming Enforcement Division Policy & Procedure
- Gaming Case Management Work Schedule
- Gaming Desk Log
 - Active Shifts
 - All Shifts
 - Gaming Agent List
 - Tax Clearance
 - Tax Recommendations
 - Non-Tax Recommendation
 - Arrests / I & Is (Current Fiscal Year)
 - Violation/Inspection (Current Fiscal Year)
 - Current Fiscal Year Activities by Agent
 - Entries w/out assigned SAR
 - Response Type
 - Revised Statutes

- Patron Disputes
- Self-Exclusion
- Jackpots
- Counterfeit
- After Hours Call Out
- CAT 2
- BOI IE Funds Tracking

In addition, the intent of the RMS Solution is to potentially interface with a large number of existing Law Enforcement systems including:

- National Crime Information Center (NCIC)
- National Data Exchange (NDEX)
- Louisiana Computerized Criminal History System (LACCH)
- Automated Fingerprint Identification System (AFIS)
- National Law Enforcement Telecommunications System (NLETS)
- Louisiana Drunk Driving Data Management System (LADRIVING)
- Louisiana State Crash Reporting System (LACRASH)
- Louisiana Sex Offender Registry (SOCPR)
- Louisiana Concealed Handgun System
- Justice Trax Crime Lab System (LIMS-PLUS)
- Combined DNA Index System (CODIS)
- Louisiana Integrated Gaming System (LIGHTS)
- National Precursor Log Exchange (NPLex)
- Prescription Monitoring Program (PMP)
- SyTech Advanced Digital Audio Collection System (ADACS)
- Louisiana Office of Motor Vehicles - Driver's License System (DL)
- Louisiana Office of Motor Vehicles – Vehicle Registration System (VR)
- Louisiana Real Time Insurance Verification Interface (LAIVS)
- Louisiana License Plate Recognition Cameras (LPR)
- Federal Motor Carrier Safety Alliance – ASPEN System
- WNYARD software

The legacy systems for the Louisiana State Police are difficult to maintain for various reasons including the age of the applications/databases, and their respective IT infrastructures. The incongruent nature of the data and lack of integration created by these systems results in redundant data entry, maintenance delays, reporting issues, and technical difficulty in providing a cohesive unified view of Law Enforcement in Louisiana.

Current State Analysis

The following is a high-level list of statistics including number of State users, sections, sites, etc. for both the RMS and CAD systems. These are estimates only and are not a complete view of current State investments.

Information

1. Total Louisiana State Police Officers – 1250
2. LSP Officers that would use CAD and RMS – 900
3. User that would just use RMS - 200
4. 1 HQ and 9 Troop Locations
 - a. Head Quarters – Baton Rouge
 - b. Troop A – Baton Rouge
 - c. Troop B - Kenner/New Orleans
 - d. Troop C – Gray
 - e. Troop D – Lake Charles
 - f. Troop E – Alexandria
 - g. Troop F – Monroe
 - h. Troop G – Shreveport/ Bossier
 - i. Troop I - Lafayette
 - j. Troop L – Mandeville

Additional LSP information can be obtained on their website - <http://www.lsp.org>

4.0 Administrative Information

Respondents may submit written inquiries to the RFI Coordinator via email according to the Schedule of Events provided herein.

OTS shall provide responses to all written inquiries, according to the Schedule of Events, in the form of an RFI addendum, posted to the LaPAC at:

<https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

RFI Coordinator

1. Requests for copies of the RFI and written questions or inquiries must be directed to the RFI coordinator:

Matthew Vince
Office of Technology Services
P.O. Box 94095
Baton Rouge, LA 70804-9095
Phone: 225-342-7105
Fax: 225-219-9465
Email: pmo@la.gov

2. All communications relating to this RFI must be directed to the RFI Coordinator named above. All communications between Respondents and OTS/DPS staff members concerning this RFI will be strictly prohibited.
3. This RFI is available in PDF format at the following web link:
<https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

Schedule of Events

All responses must be received according to the following schedule. OTS reserves the right to revise this Schedule of Events at any time.

Schedule of Events		
Public Notice of RFI	November 03, 2016	
Deadline for Respondent Inquiries	November 14, 2016	10:00 AM CT
Deadline for OTS Response to Inquiries	November 22, 2016	
Deadline for Receipt of RFI Responses	December 08, 2016	10:00 AM CT

Response Submission

Response submissions must include seven (7) hardcopies and two (2) flash drives submitted via U.S. Mail, courier, or hand-delivered to:

If courier mail or hand-delivered

Matthew Vince
Office of Technology Services
Claiborne Building
1201 N. Third St., Suite 2-130
Baton Rouge, LA 70802

If delivered by U.S. Mail

Matthew Vince
Office of Technology Services
P.O. Box 94095
Baton Rouge, LA 70804-9095

All responses must be received by the due date and time indicated on the Schedule of Events. Responses received after the due date and time may not be considered. It is the sole responsibility of each Respondent to assure that its response is delivered at the specified location prior to the deadline. Responses which, for any reason, are not so delivered may not be considered.

All responses become the property of the State and will not be returned to the Respondent. The State retains the right to use any and all ideas or adaptations of ideas contained in any document received in response to this solicitation. All responses received become subject to the Louisiana Public Records Act.

Format of Response

All responses shall be submitted in hardcopy and digital format (PDF or Word is required), not to exceed 120 pages, in 10pt. or larger size font according to the following outline:

- Administrative Information

Responder shall provide the following administrative information:

- Company Name
- Division/Location
- Headquarters Location
- Total Number of Employees
- Contact Name
 - Title
 - Email Address
 - Phone Number
- Corporate Background and Experience

Responder shall provide a brief description of their company, including a brief history, corporate structure, and organization and the number of years in business.

- Business Model for Contracting of Services

Responder shall describe its approach to the contract process for its services should it be awarded a contract through a subsequent RFP, but without providing any cost information in its response.

- Approach and Methodology

Responder shall describe its proposed solution including delivery of services.

- Implementation Timeframe of Solution

Responder shall indicate the minimum timeframe from contract execution to full implementation for its solution, inclusive of hardware and software acquisition, configuration, design, development and testing.

**No cost information shall be included in this RFI response.*

5.0 Optional Discussion Session

To solicit feedback and ask follow-up questions based upon vendor RFI responses, OTS reserves the right at its sole discretion to conduct a structured “discussion” for Respondents to this RFI only. If the “discussions” are scheduled to take place, the discussion session will begin with a presentation by OTS. Following the presentation, State representatives and the vendor community will participate in a structured question and answer session. An agenda, specific questions and other expected topics for discussion will be e-mailed to the vendor prior to the discussion. Respondents may be asked to give a presentation/demonstration.

6.0 Questions by Category

In addition to the information requested to be submitted in the Format of Response section, the Respondent should include responses to the following questions. Some of the questions contained in this section may not be relevant to your particular situation, system, or experience. Please answer all questions and share your ideas. The purpose of this RFI is to gather information and foster discussion.

6.1 General

1. Provide your company's definition of an RMS (Records Management System) and a CAD (Computer Aided Dispatch) solution.
2. Please describe how your solution handles uploading large documents using various web browsers (Internet Explorer, Firefox, Chrome, etc.) and supported or unsupported versions of those browsers. Does your solution have any innovative ways to index files upon upload?
3. Provide an overview of your company's RMS and CAD business model, strategy, and scope of services.
4. If your company does not currently have an existing RMS and CAD or is missing one of these areas in your solution, how would you build this type of solution?
5. Has your company implemented a similar **RMS** solution in a State, Federal government agency or large municipality or county? If so, what was the outcome relative to the following:
 - a. Planning and Development
 - b. Deployment and implementation
 - c. Management and support
 - d. Efficiencies achieved
 - e. Quantifiable savings
 - f. Include specific details as to the size of the areas where the solution was implemented and the actual implementation timeframes.
6. Has your company implemented a **CAD** solution in a State, Federal government agency or large municipality or county? If so, what was the outcome relative to the following:
 - a. Planning and Development
 - b. Deployment and implementation
 - c. Management and support
 - d. Efficiencies achieved
 - e. Quantifiable savings
 - f. Include specific details as to the size of the areas where the solution was implemented and the actual implementation timeframes.
7. What challenges have been encountered when implementing an **RMS** solution with government clients? Detail any technical delays, operational barriers or policy questions that may have occurred and how they were resolved.
8. What challenges have been encountered when implementing a **CAD** solution with government clients? Detail any technical delays, operational barriers or policy questions that may have occurred and how they were resolved.

9. What challenges have been encountered when implementing a solution that includes both **RMS and CAD**, with government clients? Detail any technical delays, operational barriers or policy questions that may have occurred and how they were resolved.
10. How does your system capture, measure and report accountability and analytical statistics to the users?
11. How does your system support the ability for remote locations across the State to enter data into the RMS system (Offline Mode, Client Software, etc.)? How would you approach data entry or the capture of data from very remote locations with no/limited Internet access?
12. How has your company handled converting data duplicated across multiple tables into a common table? How is one true picture of the data resolved?
13. Describe your company's experience in providing a middleware solution.
14. What is the typical project timeframe required to implement a fully integrated **RMS** solution? Be specific as to the various stages of implementation, such as planning, assessment, deployment, and ongoing support.
15. What is the typical project timeframe required to implement a fully integrated **CAD** solution? Be specific as to the various stages of implementation, such as planning, assessment, deployment, and ongoing support.
16. How does your system approach fraud prevention, auditing, prediction and detection?
17. Describe your company's experience in providing IT Security and especially meeting IT Law Enforcement / CJIS security standards.
18. What leading industry practices would you recommend in managing or collecting data to improve Law Enforcement effectiveness? Does your system provide analytics or other key metrics to analyze trends? What innovative features does your product use for management reporting, policing, etc.? Please describe.
19. Does your RMS system support data migration from legacy systems? If so, please describe.
20. Does your RMS solution have the ability to interface with ASPEN reporting software or any other Federal Motor Carrier Safety Alliance provided reporting software? Please describe.
21. Does your RMS solution have the ability to interface with WNYARD software that is already being used by the State? Please describe.
22. Does your RMS solution include using a standardized or proprietary Data Warehouse? Please describe.
23. Does your solution provide and allow two-way API?
24. Is your solution built on "Open Architecture"? Please describe.

25. Can you Import and Export to other ARMS systems? Please describe
26. Does your solution interface or provide any E-Ticketing functionality? Please describe.

6.2 Hardware & Software

1. What type of solution do you offer (Hosted, OnPrem, Both)? Please describe your Hosted and OnPrem solutions.
2. Provide the type of equipment required by your company's RMS and CAD solutions. Do you support multiple manufacturers and existing equipment or is your RMS and CAD solution hardware dependent?
3. Describe the WAN/LAN network requirements for your solution (Both CAD and RMS). Describe key dependencies and connectivity requirements.
4. Who owns the equipment under your company's solution?
5. What is your recommended approach for leveraging existing State owned or leased equipment and how to update these models over time?
6. What are the recommended features for ensuring security and privacy of data? How is information security handled in your software?
7. What is your recommended strategy for implementing an RMS and CAD solution leveraging existing hardware?
8. Can data be submitted to the CAD and RMS solutions from multiple different device types, i.e., PC, laptops, iPads, phones, other mobile devices? Please describe.

6.3 Services

1. Provide an overview of the key service areas and metrics that are part of your company's typical Service Level Agreement (SLA).
2. What is your recommendation for the type and frequency of training your company would provide to users? What types of training services do you offer?
3. What is your recommended hardware, software, and technician deployment approach given the existence of multiple State agency locations across the State? How does your organization handle decentralized client operations?
4. For an On-Prem solution, does your company provide 24/7 maintenance, repair, and replacement services for Hardware? Please describe.
5. Describe your levels of on-site technical support. What is your recommendation for the type of helpdesk support to be provided and standard resolution timeframes for key activities such as software and equipment fixes, etc.?
6. What is your strategy for coordinating with other vendors and establishing clear roles and responsibilities under an RMS and CAD implementation? If significant subcontracting or

teaming is utilized by your company in order to deliver these services, please address the administrative and management structure of such arrangements.

6.4 Pricing

1. Without providing the actual system costs in this response, please explain your company's RMS and CAD system pricing models in detail. For example, is the pricing model on a tiered basis by number of users or is it modularly priced, etc.? (Please break this discussion out by RMS and then by CAD).
2. Is hardware pricing one-time or monthly?
3. Are services priced separately from the hardware/software? Please explain.
4. What information must the State gather and provide to potential bidders to respond to any potential RFP solicitations for the RMS and CAD systems?
5. Does your pricing solution offer "site" licenses as opposed to "per seat" licenses?

6.5 Reporting

1. Describe the reporting features offered by your company to enable the customer to generate "canned reports."
2. Describe the reporting features offered by your company to enable the customer to generate "ad hoc" reports.
3. Describe your reporting capabilities in breaking down costs/financials into separate cost pools. To what level can cost/financials be broken down?
4. Describe suggested Service Level Agreements (SLA). How will your RMS and CAD solutions provide reports on meeting SLAs in terms of supporting the LSP environment?

6.6 Return on Investment

1. What are some of the key benchmarks used to measure solution savings? Separate hard dollar savings from soft productivity savings.
2. What opportunities should the State concentrate on to maximize its financial return on investment? What are the tradeoffs between speed of implementation, costs, and potential long term benefits?
3. Given the existence of the initiatives described in Section 1, what is your expectation for realistic and achievable implementation timeframes?
4. How can the State's current investments be leveraged to achieve a fully integrated system?

6.7 Success Factors

1. What are the key reasons that RMS, CAD, and other Law Enforcement projects fail or fall short of intended goals?
2. What are the major risks to comprehensive Law Enforcement data projects and what strategies for risk mitigation do you recommend? What challenges would you see the State encountering as it moves forward with administering a comprehensive CAD/RMS solution?
3. What challenges would you see the State encountering with streamlining existing antiquated Record Management Systems into one RMS/CAD solution?

Glossary of Terms

- **CAD** – *Computer-aided dispatch* - also called computer-assisted dispatch, is a method of dispatching emergency services assisted by computers.
- **DPS** – Department of Public Safety
- **LSP** – Louisiana State Police
- **OTS** – Office of Technology Services
- **RMS** – *Records Management System* - also known as records and information management or RIM, is the professional practice of managing the records of an organization throughout their life cycle, from the time they are created to their eventual disposal. This includes identifying, classifying, storing, securing, retrieving, reporting, tracking and destroying or permanently preserving records.