1. REQUEST FOR INFORMATION

The Florida Department of Highway Safety and Motor Vehicles (DHSMV) is seeking information regarding potential solutions for a cross-database query tool that allows analysts to perform rapid and robust searches against all DHSMV data stores using a single, user-friendly interface. In addition to decreasing research times by reducing the total number of queries an analyst must perform, the solution would also need to increase the discoverability of data by allowing “unbound” searches against all tabled information and by simplifying searches through auto-generating SQL code from plain language queries. For the purposes of this RFI, this proposed solution will be referred to as the Research, Exploration, and Analysis Convergence Tool (REACT). All responses to this Request for Information (RFI) issued by the DHSMV must encompass all core components contained herein. Note that this RFI is not a Request for Proposal (RFP), and a contract will not be awarded on the basis of response. Proprietary information should be clearly marked. The requested information is for planning purposes only.

2. BACKGROUND/CURRENT BUSINESS PROCESS

The Division of the Florida Highway Patrol (FHP) Bureau of Criminal Investigations and Intelligence (BCII) includes a section comprised of about 20 civilian analysts. This analytic team frequently accesses DHSMV and external law enforcement databases in support of active FHP operations and investigations. Currently, there are approximately 50 internal databases which must be searched individually by the analysts, dependent on the specifics of the case they’re working, in addition to numerous external information sources. Complicating the matter further is that each database has its own unique characteristics, such as specific search parameters, domain host, login requirements, combination of unique and duplicative data, etc. This cumbersome process delays the analysts’ ability to respond promptly to calls for service by Troopers and Investigators.

3. GOALS

There are three (3) goals associated with this RFI.

1. Conduct an inventory and review of all target databases.

Each database would have to be reviewed to determine hosting location, database build type (e.g. SQL, Access, etc.), login/account requirements, included data tables, and any other relevant information needed to complete the remaining goals. Responses to this RFI should enumerate methods and considerations for a complete inventory of the databases, including the time and resources required for such an effort. These internal databases can be broadly categorized by the organizational level at which they reside, i.e. Department, Division, Bureau, and Section. A preliminary list of these, along with basic descriptions of the type of information
they contain, is included below to convey a sense of the scope of this effort. This list includes most of the primary analytic sources but is not exhaustive:

**Department-Level (DHSMV) Databases and Interfaces**

Data Warehouse - DHSMV, as the issuing agency for drivers’ licenses (DL) and vehicle registrations, maintains records related to those services in varying degrees of duplicity in multiple places. The master SQL server, called Data Warehouse, acts as the primary data store for most Department-level information. But access to this information is largely restricted, and is generally gained by accessing one of the other databases/interfaces, such as DAVID, FDLIS, FRVIS, and IRIS.

Driver and Vehicle Information Database (DAVID) – Provides photos, vehicle information, activity (renewals, revocations, etc.), driver name, SSN, date of birth, and address history.

Florida Driver License information System (FDLIS) – Operated by the Division of Motorist Services, FDLIS is the database behind DAVID. It can retrieve information from the examiner, front line employee comments, and citation data.

Florida Real-time Vehicle Information System (FRVIS) – Contains current information on vehicles including insurance company names and addresses, and lien and bank information.

DriveNet – Department DL customer service log, which allows searches by customer name.

Intranet Records Information System (IRIS) – Mirrors the information in DAVID.

**Division-Level (FHP) Databases and Interfaces**

Regional Communication Center Logs – Within the Computer Aided Dispatch and Communications (CADCOM) system, there are seven (7) separate applications for each of the FHP Regional Communications Center logs that have to be searched individually.

Employee Data – Within CADCOM, the analysts can access information about current and former employees. For archived or older information, analysts must access a separate version of CADCOM to search the employee data there as well.

Arrest Reports – Within CADCOM, the analysts can access arrest reports. For archived or older information, analysts must access a separate version of CADCOM to search the arrest reports there as well.

Master Name Index - Within CADCOM, the analysts can access a Master Name Index (MNI) of individuals who have been cited by FHP. For archived or older information, analysts must access a separate version of CADCOM to search MNI data there as well.
Offense Reports - Within CADCOM, the analysts can access offense reports, previously known as incident reports. For archived or older information, analysts must access a separate version of CADCOM to search the offense reports there as well.

Crash Reports - Within CADCOM, inside the Mobile Forms application, the analysts can access crash reports. For archived or older information, analysts must access a separate version of Mobile Forms to search the crash reports there as well.

Citizen Assistance Reports - Within CADCOM, inside the Mobile Forms application, the analysts can access citizen assistance reports. These are generated when Troopers render roadside assistance (e.g. flat tire) to motorists. For archived or older information, analysts must access a separate version of Mobile Forms to search the citizen assistance reports there as well.

Field Intelligence Reports (FIRs) - Within CADCOM, inside the Mobile Forms application, the analysts can access FIRs. These reports are purged at the end of one (1) year, and so older FIRs are not available in the archived version of CADCOM.

Citations - Within CADCOM, inside the Mobile Forms application, the analysts can access citation data. Citations include tickets for violations such as speeding or reckless driving. For archived or older information, analysts must access a separate version of Mobile Forms to search the citation data there as well.

Warnings - Within CADCOM, inside the Mobile Forms application, the analysts can access warning citation data. These are generated when Troopers provide a verbal warning (as opposed to a formal citation) for infractions. For archived or older information, analysts must access a separate version of Mobile Forms to search the warning citation data there as well.

Tow Logs - Within CADCOM, inside the Mobile Forms application, the analysts can access tow logs. These are generated when service tows are given. For archived or older information, analysts must access a separate version of Mobile Forms to search the tow logs there as well.

Driving Under the Influence (DUI) Citations - Within CADCOM, inside the Mobile Forms application, the analysts can access DUI citation data. For archived or older information, analysts must access a separate version of Mobile Forms to search the DUI citation data there as well.

Homicide Investigations Tracking System (HITS) – HITS is FHP’s database to store information related to current or historical Traffic Homicide Investigations (THI). This database is accessed through user login on the Department’s Intranet.
License Plate Reader Feed – A limited number of FHP vehicles are equipped with automated license plate readers as part of a test pilot program. These readers actively collect and run tags in close proximity which it is able to visually “read” using a camera in order to alert the Trooper to anomalies.

Commercial Vehicle Enforcement (CVE) Mobile Forms – CVE recently merged with FHP and, as a result, the systems are not yet fully integrated. CVE investigators still use a version of Mobile Forms that is specialized to commercial vehicles.

CVE Citations – CVE citations are not stored in Mobile Forms but are housed in a separate application/database.

Bureau-Level (BCII) Databases and Interfaces
Case Information System – BCII uses an internally-hosted Access Database to manage and store information about current and historical investigations cases. This DB includes information such as case numbers, dates, analyst comments, suspect information, and case status.

Electronic Freight Theft Management System (EFTMS) – EFTMS was developed by the University of Central Florida in 2005 with funding from the Florida Department of Transportation, Motor Carrier Compliance and is currently administered by FHP. It was designed to replace a fax alert system, and contains information about commercial freight theft including locations, value of stolen goods, cargo type, etc.

iEvidence – As the name implies, iEvidence is FHP’s digital inventory of evidence items relating to current or past investigations. It is hosted on the DHSMV Intranet site.

Bureau SharePoint/Network Storage – Certain information is hosted either in one of numerous network storage drives or on BCII’s SharePoint site. For example, Criminal Interdiction Unit reports as well as high-profile case briefings reside in various locations and are not uniform in their file type or contents.

Section-Level (Analyst) Databases and Interfaces
Section SharePoint/Network Storage – Certain information is hosted either in one of numerous network storage drives or on the analyst section’s SharePoint site. For example, the Virtual Intelligence Center (which stores disseminated Intelligence Bulletins) is hosted on SharePoint, while other reporting is stored on the local network drives.

2. Design, build, and field the REACT solution.
The REACT solution should be comprised of four (4) functional elements. Its primary function is to allow for analysts to conduct searches against multiple disparate databases simultaneously using a single, simple interface. Within this function, analysts should be able to configure the search parameters on a case-by-case basis to hasten searches and increase relevance. Whether data is searched against the external DBs real time or replicated and indexed in a separate REACT DB should be answered by RFI
respondents. Second, the solution should ensure the searches performed are not restricted based on the inherent limitations of the target DB/interface. For example, the DAVID DB includes address information but there is currently no way to search for addresses using the DAVID interface. Third, REACT should simplify searches by auto-generating SQL (or other DB coding) queries from plain language searches. For example, if an analyst wants to search the DHSMV SQL database for a black, 2007-2011 Chevy Malibu in Brevard County with a partial license plate number “UBB” (a very common type of search), as currently configured, they must run the following SQL query:

```sql
Select
DISTINCT
  mt.License_Plate_Number,
  mt.LICENSE_PLATE_CODE,
  mt.Identification_Number,
  mt.Year_Make,
  mt.Make_Code,
  mt.Major_Color_Code,
  mt.Body_Code,
  mt.CUSTOMER1_RESIDENCE_COUNTY,
  mt.CUSTOMER1_DRIVERLICENSENUMBER,
  mt.CUSTOMER1_FULL_NAME,
  mt.CUSTOMER1_SEX,
  ind.RACE_CODE,
  at.R_STREETADDRESS,
  at.R_CITY,
  at.R_STATECODE,
  at.R_ZIPCODE,
  mt.MAIL_TO_ADDRESS_NUMBER,
  mt.CUSTOMER2_DRIVERLICENSENUMBER,
  mt.CUSTOMER2_FULL_NAME,
  mt.CUSTOMER2_SEX
FROM
  MVHistory.MOTORIST_TRANS mt
left join MVCurrent.CUSTOMER at on at.CUSTOMERNUMBER = mt.CUSTOMER1_NUMBER
left join DLData.INDIVIDUAL_SUMMARY ind on ind.LICENSE_NO = mt.CUSTOMER1_DRIVERLICENSENUMBER
WHERE
  mt.Make_Code='chev' AND
  --mt.YEAR_MAKE BETWEEN '2007' AND '2011' AND
  mt.CUSTOMER1_RESIDENCE_COUNTY='19' and
  mt.IDENTIFICATION_NUMBER like ('___[ZN][ABCDEFGHJKLMSTUW]%') and
  mt.MAJOR_COLOR_CODE='blk' and
```
mt.License_Plate_Number like ('%ubb%')
--mt.LICENSE_PLATE_CODE IN ('UFA','UFR','UFP')

REACT should allow the analyst to search, either through drop down menu or open textual searches, for this information without having to know the SQL code behind the search. Finally, REACT should provide an administrative interface that allows for user account management (creation, deletion, and access levels), security, and systems use auditing. Records should be maintained of all user activity, including the queries and databases accessed during their session. It must include a comprehensive security module that will control access levels for all components of the system including users and individual systems access.

3. Include as many relevant external databases as possible in the REACT search
It is assumed for the purposes of this RFI that internal Department databases will be easier to link to the REACT interface due to Department’s common ownership. However, it would be ideal for REACT to include as many external databases as possible. Examples of external databases include:

- FCIC/NCIC
- South East LinX (NCIS Law Enforcement Data Sharing)
- R-LEx (Regional Law Enforcement Exchange)
- DFACTS
- eGUARDIAN
- Florida Intelligence Unit (FIU)
- Florida Justice Exchange
- InSITE
- Judicial Inquiry System (JIS)
- National Insurance Crime Bureau (NICB) DB
- VINCheck

In identifying which external databases can be included, there will likely be a point of diminishing returns where cost, access complications based on technical, legal, or account issues, or encumbering system speed become deciding factors in what is included or excluded.

Technical Specifications
Any solution offered must be capable of being installed as a centralized server application on a virtual server environment with SAN attached storage. Because of our enterprise licensing model, we have a preference of using MS-SQL as our database application. Other database applications would be considered based on costs and functionality for the installation and both first year / recurring costs for future years of the contract. REACT should be thin client or web-based to allow it to function efficiently across a wide area network or aircard. The REACT interface shall be capable of functioning efficiently on workstations that are using other applications including email, office productivity applications, internet, etc. The analysts would access REACT using Department-issued laptops running Microsoft Windows.
(currently 64-bit Windows 7 Enterprise build, Service Pack 1 with 8GB RAM, 2.5GHz processor). It must be accessible from remote locations throughout the state. All management and configuration related to drop down menus, options and choices must be table driven and not hard coded into the application.

Finally, respondents should indicate their ability to make customized changes to all components of REACT to meet the agency’s needs. Alternative solutions which provide the same functionality will be considered when requesting changes. Respondents are requested to provide feedback on functional feasibility and cost of the REACT solution as proposed.

4. RFI PROCESS

Responses to this RFI will be reviewed by the Department for informational purposes only and will NOT result in the award of a contract. Any request for cost information is for budgetary purposes only. Vendors submitting answers to an agency’s Request for Information are not prohibited from responding to any related subsequent solicitation.

5. RESPONSE FORMAT

Responses to this Request for Information will be typed, formatted to follow the paragraphs in this section, and contain the information identified below. Additionally, a demonstration of the proposed solution may be requested by the Department following the response. Responses must include eight (8) total paper copies and one (1) CD or DVD with an electronic copy. The electronic copy must also include a redacted version of your response suitable for public release, if you deem anything within your response to be proprietary. Include the following in your written responses:

1. Overview:
   a. A description of the Vendor’s understanding and approach to accomplish the goals described in Section 2 entitled “Goals”
   b. A description of the suggested solution
   c. An explanation of why the suggested solution was chosen

2. Product Components – Provide a detailed list of products that will be necessary to support the Department’s business needs to include system requirements for any necessary:
   a. Software
   b. Hardware
   c. Third party products

3. Functionality – Provide narrative of the system functionality as it relates to:
   a. System Architecture
   b. Security
   c. Licensing
   d. User Interface
   e. Level of component integration
   f. Storage
4. **Cost** – Provide the estimated cost associated with products implementation as well as a cost benefit analysis:
   a. Product or Line Item
   b. Quantity Required – Number of each product/line item required
   c. Cost per product or line item
   d. Overall Initial Cost
   e. Total cost over 5 years and total cost over 10 years
   f. Return on investment analysis
   g. License fees associated with the solution

5. **Proposed Implementation/Maintenance** – Provide the following details for the proposed solution:
   a. An overview of the implementation process and it’s complexity along with a realistic estimate of the timeframe required for implementation phase
   b. The complete level of effort to implement the system as proposed
   c. The requirements (both financially and staffing related) to maintain the system

6. **Vendor Background** – Provide the following information about your company and proposed partner, if applicable:
   a. A history of the proposed application
   b. Your market presence in the United States
   c. Any experience working with government agencies

7. The Department’s intent is to identify potential products that can fulfill the functional requirements. Respondents should address all of the needs listed above.

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**6. RESPONSE DATE**

Responses must be in accordance with the timeline below, and must address each RFI request/question(s) point by point. **Responses must be received no later than 2:30 p.m., EST May 13, 2013.**

Responses must be sent via mail to:

**Florida Department of Highway Safety and Motor Vehicles**
**Attention: Jenny Marshall**
**2900 Apalachee Parkway, MS-31**
**Tallahassee, FL, 32399-0500**
**Phone: (850) 617-2337**

**Timeline:**
- **April 11, 2013** RFI posted on the Vendor Bid System (VBS)
- **April 25, 2013** Vendor Questions Due
- **May 2, 2013** DHSMV Post Responses on the Vendor Bid System (VBS)
- **May 13, 2013** Typed Vendor Responses Due
- **June 17, 2013** Schedule Vendor Demonstrations (if applicable)
- **June 24, 2013** Begin Vendor Demonstrations (if applicable)
7. QUESTIONS
Please feel free to contact the Department of Highway Safety and Motor Vehicles with any questions regarding this Request for Information. Questions should be directed to Jenny Marshall via email at: JennyMarshall@flhsmv.gov

8. DEMONSTRATIONS
If after receiving vendor responses, it is determined a vendor demonstration is necessary, the Department will work with the vendor to establish a date and time for presentations. The purpose of this presentation will be for the vendor to provide a demonstration of the product, and any information that they believe will be of value to the Department.

9. PROPRIETARY INFORMATION
If a response to this request includes any information that constitutes a trade secret of the respondent, such information shall be clearly marked as “Confidential.” An entire page or paragraph in which such information appears should not be marked confidential unless the entire page or paragraph consists of such confidential information. Only the confidential portion(s) should be so identified and marked.

10. VENDOR COSTS
Vendors are responsible for all costs associated with the preparation, submission, and any potential demonstration or meeting to discuss this Request for Information. The State of Florida, Department of Highway Safety and Motor Vehicles will not be responsible for any vendor related costs associated with responding to this request.