

**State of Florida
Department of Highway Safety and Motor Vehicles
Request for Information**

Mobile Data Computer (MDC) platforms

1. REQUEST FOR INFORMATION

The Florida Department of Highway Safety and Motor Vehicles (DHSMV), Division of Florida Highway Patrol (FHP), is seeking information regarding potential hardware replacement solutions for the current Mobile Data Computer (MDC) system. The hardware system must allow field personnel to produce all investigatory, enforcement, and intelligence reports in a mobile environment. Hardware systems must be capable of meeting all Criminal Justice Information Systems (CJIS) security requirements including advanced authentication capabilities and be compatible with the following contracted systems and software:

- CTS America Smart MCT version 8.2.15.22
- CTS America MobileForms version 8.4.26.493
- NetMotion Mobility XE Client version 9.01.1797
- i-Witness Pro version 2.2 (photogrammetry)
- REC-TEC Pro version 20130705 (crash reconstruction)
- VIN Assist version 1.37LE
- DataWorks Plus Rapid ID version 27
- Panasonic Arbitrator 360 version 2.6.12.21
- NDI Recognition Systems – VeriPlate Automated License Plate Reader
- Microsoft Office Professional 2010 Plus
- Impravata Onesign version 4.6.112.88
- ASPEN version 2.14.0.10 (US Dept. of Transportation inspections)
- Cisco Jabber and Movi video conferencing

This request is for a solution provided by or integrated by a single respondent. If third party hardware or service providers are needed to complete the solution, these entities will be subcontractors and will not be additional contracted providers to DHSMV/FHP. The respondent will be responsible to provide deployment, warranty and maintenance of the proposed system for the term of a potential future contract. The complete hardware solution may be single or linked platforms such as tablet, laptop, camera/glasses, etc., but must include at a minimum the following components and capabilities:

- A. Rapid ID fingerprint solution to replace the existing Cogent Systems BlueCheck Reader
- B. Mobile printer capable of 8 ½ x 11 printed pages (connected by USB and Bluetooth/wireless).
- C. High speed commercial cellular, 802.11N, and Bluetooth.
- D. Touch screen capability

- E. If the mobile device uses a standard type keyboard, then it must have the capability of having a backlit keyboard.
- F. Lockable vehicle mounted docking/charging system that allows the device to connect to:
 - 1. A license / ID scanner meeting the AAMVA standards and capable of reading all valid U.S. government issued drivers licenses and ID cards. Must be capable of decoding two dimensional, PDF-417 linear barcodes, Code 39 and Code 128.
 - 2. Mobile printer
 - 3. Rapid ID fingerprint capture device
 - 4. Digital signature pad
 - 5. Panasonic Arbitrator 360 camera system
 - 6. NDI Recognition Systems – VeriPlate Automated License Plate Reader System
- G. Integral GPS components that will provide Automatic Vehicle Locator (AVL) data for the MDC or secondary mobile handheld devices.
- H. Meet the environmental conditions that exist or could exist in a vehicle including the storage of equipment in a patrol vehicle when the vehicle is parked during off-duty and non-patrol hours.
- I. Components that can be operated with a small enough form factor to fit and store on a motorcycle. It is not required that the vehicles and motorcycles have the same hardware solution.
- J. Wireless high speed upload capability for Arbitrator 360 system data.
- K. Capable of installation in a manner that the hardware can be operated/stowed out of the deployment path of vehicle airbags.

The mobile platform must provide full user functionality inside and outside of the vehicle in all environments as well as functioning in a desktop environment for production of more extensive reports and administrative functions for supervisory and investigations personnel. This solution may include no software except operating systems, drivers, and software needed to operate the equipment and the hardware components delivered.

The platform must be able to be moved from vehicle to vehicle and from vehicle to desktop. For the purposes of this RFI, this proposed solution will be referred to as the Mobile Data Computer (MDC) system. The system will include equipping approximately 2,000 troopers with a complete system (including MDC or other mobile device, printer, signature pad, ID scanner, and Rapid ID capture device), and hardware installed in approximately 2,300 vehicles to allow troopers to move MDC or other mobile device from vehicle to vehicle. The solution shall include 500 desktop mounting solutions to be used in field offices to facilitate office. The desktop mounting solutions shall be capable of supporting at least two monitors and will

include connectivity for keyboard, mouse, at least 2 additional USB ports and Local Area Network (LAN) connection. The solution will include mobile device solution for approximately 50 motorcycles. All MDC and mobile devices shall be capable of being connected to standard AC power for charging and use 12 volt vehicle or motorcycle power.

All responses to this Request for Information (RFI) issued by the DHSMV/FHP 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. Propriety information should be clearly marked. The requested information is for planning and testing purposes only. Our goal is to purchase new equipment when the current contract expires in October 2014.

2. BACKGROUND/CURRENT BUSINESS PROCESS

The Division of the Florida Highway Patrol (FHP) is comprised of approximately 2000 sworn officers and 2300 vehicles. These officers must respond promptly to calls for service including but not limited to: crash investigations, commercial motor vehicle enforcement, contraband interdiction, vehicular homicide investigations, driver's license fraud investigations, background investigations, enforcement of traffic laws and regulations on the roadways, and response to manmade and natural disasters. The current system includes a ruggedized touch screen capable MDC. This MDC has onboard capabilities for advanced authentication (integrated fingerprint reader not the portable Rapid ID fingerprint capture device), high speed cellular data connectivity, and GPS. Vehicle docking solution provides connectivity to all vehicle components including external antennas (Wi-Fi, cellular data and GPS) and provides connectivity to the DL scanner, printer, License Plate Reader (LPR) system and arbitrator video recording system. Motorcycle troopers utilize handheld devices and tablets as well as printers. The current MDC hardware solution includes the Dell Latitude E6400XFR and Dell Latitude E6420XFR rugged laptop with Windows 7 Professional, 64 Bit, and a HP 100 inkjet printer with Bluetooth capabilities. The MDC is docked in a Havis docking station mounted on a Havis swivel. It also includes a Dell PR03X docking station with Dell keyboard/mouse/monitor for the office solution.

Current connectivity is accomplished via commercial cellular data utilizing embedded GOBI 3000 modems, 802.11N Wireless Extreme (required for uploading of Arbitrator 360 data to secure servers at video off-load sites), and Bluetooth (for printers and Rapid ID fingerprint capture devices).

These systems remain operational during extended periods of high temperature and direct sunlight exposure during responses to natural disasters as well as use in lowlight environments for traffic enforcement and investigations/surveillance. The mobile printing solutions currently support over 1000 copies per user per month utilizing 8 ½ x 11 printed formats for all reports.

Over the past 12 years, the agency has had a MDC solution in place. Internal evaluation has led us to conclude that our use of technology has had an unintended negative effect of quality human interaction between the public and our sworn Troopers. This is due to the need for Troopers to return to the vehicle to complete technology based tasks. Therefore, we

established an internal vision of developing a "Total Mobile Trooper Concept." This vision includes reduction in the number of separate devices that our personnel must have in their possession to complete tasks. While current technology may not fully support this vision, it is our desire to work towards a single device that can perform all technology supported functions. Respondents should clearly state how their proposed solution supports this vision within their response. Currently, Troopers must have their MDC docked in the vehicle to perform driver license scanning, video camera monitoring/tagging and video upload to server. In addition, they are required to have the following additional technologies that are separate from the MDC:

1. RapidID Fingerprint Capture Device
2. Digital Camera
3. Mobile (in-car) radio
4. In-car Video,
5. License Plate Reader (limited number)
6. Radar Speed Measuring Device
7. Laser Speed Measuring Device

These added components in patrol vehicles have to be considered when designing a system to fit safely within a patrol car or on a motorcycle.

3. Request for General Information

1. Describe your organization.
2. The term "Mobile Data Computer" can describe a wide range of products to deploy with various types of functionality. Describe the types of Mobile Data Computer and other mobile device products provided that would be used to deliver this solution.
3. What kind of hardware and installation support for the testing of your hardware solution in the mobile environment will be provided by your organization?
4. Describe your organization's experience with and expertise in the Mobile Data Computer environment in the Public Safety market space.
5. If possible, describe client organizations/agencies within federal and state government public safety community, who have either previously used or currently use your Mobile Data product(s)/service(s). If not applicable, please describe any commercial companies who use your Mobile Data product(s)/service(s) in a manner similar to public safety use. What was the size and scope of these Mobile Data Computer deployments?
6. What is your current year-to-date (YTD) revenue in the Mobile Data Computer market space for public safety?

7. Provide market penetration and level of financial funding to meet product improvement and marketing goals in the next 5 years.
8. Describe a future roadmap for your organization with your Mobile Data Computer/mobile device products. What features and/or capabilities do you plan to integrate in future versions of your product? Provide a tentative timeline of capability milestones, if applicable.
9. What are your standard contract terms and conditions? The State of Florida has required terms and conditions that may be in conflict with your standard contract language. If conflict exists, are you willing to accept the required contract language that could supersede your standard contract language?
10. Provide any additional information about your organization which you feel distinguishes you as a provider of, or authority on, Mobile Data technology for public safety
11. Are there limitations to what device manufacturers and/or carrier service providers your product supports? If so, please describe.
12. What unique features distinguish your company from the rest in the industry?
13. Can your Mobile solution disable any/all preinstalled applications that come with some commercial mobile devices?

4. GOALS

There are four (4) goals associated with this RFI.

1. Conduct a survey of available mobile technologies and review of all feasible mobile platforms, fixed in-vehicle solutions and mobile handheld device solutions.

Feasible platforms must be capable of withstanding temperature variations, shock resistant, water resistant, and able to be secured and charged within the officer's vehicle when not in use or while the officer is engaged in other law enforcement actions/ duties outside of the vehicle. Systems must be capable of being used from the driver's side of the vehicle and not impede safe vehicle operation in normal driving or in emergency operation modes. The installation cannot interfere with the vehicle airbags and the solution must be capable of being mounted in normal police vehicles, motorcycles, SUV type vehicles used for K9 and Commercial Vehicle Enforcement vehicles including the Ford Crown Victoria, Ford F-150/F250/F350 pickups, Dodge Charger, and Chevy Tahoe and Motorcycles. Proposed systems must be capable of being fully deployed to all division personnel within 9-12 months for in vehicle, out of vehicle, and office configurations.

Hand held devices must be able to be secured and operated by the officer in normal daylight conditions, nighttime conditions and during inclement weather. Devices must be able to either be powered up quickly or able to operate in a standby mode to conserve on battery power. Handheld devices must have either a fixed keyboard or screen keyboard to allow for data entry.

2. Determine mounting solutions in department vehicles and office use capabilities

Systems must be capable of being moved from a vehicular and/or motorcycle mount to a desktop mount or to be used outside of the vehicle for collection of information while conducting investigations or enforcement actions. System mounts must provide for power and hardwire connections to printing options, Rapid ID fingerprint capture device, NDI VeriPlate License Plate Readers, Arbitrator 360 camera systems (except motorcycles) and for wireless transmission of Mobile Forms citations and reports. Desktop mounts must be capable of supporting at least 2 monitors.

3. Determine existing software/hardware compatibility

All solutions offered must be compatible with existing software applications as well as adapt to new emerging applications for both the windows OS environment and other handheld device OS systems.

Finally, respondents should indicate their ability to make customized changes to all components of the MDC 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 MDC solution as proposed.

4. Supports concept of a "Total Mobile Trooper" Vision

All responses should describe how the solution meets the "Total Mobile Trooper" vision described in section 2 as well as future changes under development that would make your solution compliant with this vision.

5. 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.

6. 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. The response should be limited to 50 pages and can include limited sales literature, brochures or other material if it is needed to meet one of the areas of response requested in this RFI. 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 (please see Section 10 for additional details).** 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
 - d. Warranty
 - e. Maintenance & Support

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
 - f. Return on investment analysis
 - g. License fees associated with the solution (including initial first year costs and recurring annual costs.
 - h. Warranty for the term of a 5 year contract
 - i. Maintenance & Support for term of a 5 year contract

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
 - d. Method to support the products during the term of the contract

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 public safety agencies

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

7. 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, October 25, 2013.** Responses must be sent via mail to:

**Florida Department of Highway Safety and Motor Vehicles
Attention: Jenny Marshall
Bureau of Purchasing & Contracts
2900 Apalachee Parkway, MS-31
Tallahassee, FL 32399
Phone: (850) 617-3203**

Timeline:

September 24, 2013	RFI posted on the Vendor Bid System (VBS)
October 4, 2013	Vendor Questions Due, no later than 3:00 PM Eastern Time
October 11, 2013	Anticipated Posting of Responses to Questions on the VBS
October 25, 2013	Vendor Responses Due, no later than 2:30 PM Eastern Time
November 8, 2013	Schedule Vendor Demonstrations (if applicable)
December 2, 2013	Begin Vendor Demonstrations (if applicable)

8. QUESTIONS

Please feel free to contact the Department of Highway Safety and Motor Vehicles with any questions regarding this Request for Information. Questions to this RFI are encouraged to ensure that each response provides the desired information. All answers to all questions will be posted on the VBS and will be available for anyone to view. Questions must be directed to Jenny Marshall via e-mail at: JennyMarshall@flhsmv.gov.

9. 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.

10. PROPRIETARY INFORMATION

Any portion of the submitted response which is asserted to be exempt from disclosure under Chapter 119, Florida Statutes, shall be clearly marked "exempt", "confidential", or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secrets shall be marked "trade secret as defined in Section 812.081, Florida Statutes". Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and the Department will provide such records in response to public records requests without notifying the respondent. Designating material simply as "proprietary" will not necessarily protect it from disclosure under Chapter 119, Florida Statutes.

11. 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.