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

Computer Aided Dispatch (CAD) System and Records Management System (RMS)

1. REQUEST FOR INFORMATION

The Florida Department of Highway Safety and Motor Vehicles wants to obtain budget and project implementation information regarding available solutions designed and suitable to replace existing Computer Aided Dispatch (CAD) and Records Management Systems (RMS). Once procurement is decided, it will be a multi-year contract with full installation, implementation and training occurring during the first twelve (12) months. Additional years will include software licensing, software upgrades, and software maintenance and support. All responses to this Request for Information (RFI) issued by the Florida Department of Highway Safety and Motor Vehicles regarding a Computer Aided Dispatch (CAD) System and Records Management System (RMS) must encompass the following core components.

2. BACKGROUND/CURRENT BUSINESS PROCESS

The Florida Highway Patrol has approximately two thousand five hundred (2,500) positions, both sworn law enforcement and civilian personnel. The current CAD and RMS solution is installed on an existing VMware server environment and connected to our current office personal computers, communication centers workstations, laptop computers used as mobile computer terminals (MCTs) and handheld mobile devices. The current solution is back-ended by MS SQL Server 2008R2 in a clustered environment running on MS Windows Data Center Server 2008 R2. All workstations, laptops and MCT's are running Windows 7 Professional, 32 bit and 64 bit. The current system infrastructure is supported by the current CAD and RMS vendor, and by mutual agreement, this contract could include maintenance of the virtual server environment, physical servers and storage that make up the environment that are not included in the standard Dell warranty and maintenance.

3. GOALS

The solution must be capable of handling the following system requirements and components:

Equipment Needs

Session Type	Current Number	Simultaneous Users	Potential Growth	Simultaneous Users
CAD Workstations	150	125	250	250
Mobile Data Terminals	3,000	75%	8,000	75%
PCs accessing CAD/RMS	150	75-100	500	200-250

Management and Configuration

Any solution offered must be capable of being installed as a centralized server application on a virtual server environment with SAN attached storage. In addition to the primary location, there will be a remotely connected Disaster Recovery (DR) Site virtual server environment with attached storage that must be updated in real time. This DR site must be capable of providing all mission critical CAD, RMS and Mobile functionality when needed as a result of a failure at the primary site location. There must be a method of restoring data from the DR site to the primary site which restores normal operations in an efficient and effective manner that ensures little downtime.

The CAD and RMS system must have an enterprise (centralized) management system that will be used for configuration of all CAD, RMS, MCT and mobile devices. The centralized management system will also include an employee management component that will be used to maintain all officers and system users. It must include a comprehensive security module that will control access levels for all components of the system including, devices, users, officers, CAD, RMS and MCT reporting systems. This security component must be capable of providing user level security by CAD, RMS and MCT function which should be established as security roles. The mobile solution for MCT's and handheld devices must meet FBI CJIS Security requirements related to authentication and encryption.

All management and configuration related to drop down menus, options and choices must be table driven and not hard coded into the application. All data fields in all applications or application modules which correspond to an FCIC/NCIC data field must be configured so that data fields can be copied or imported into the CAD, RMS and MCT system data files or screens.

CAD Functionality

The CAD must be capable of operating at seven (7) or more remotely located Regional Communications Centers (RCC) in an efficient manner to allow dispatch services to occur without latency in the application. It must also be capable of simultaneously handling RCC connectivity and multiple remote sessions from any office with network connectivity. This must include connectivity via a VPN connection (currently using NetMotion Mobility). The CAD system must handle incidents from inception to completion. Incident locations and validations will be GEO map driven. The mapping solution must allow for a minimum of fifty (50) user defined layers that will store shape file information with each incident for use with Records Management System (RMS). The map view must show active incidents and any Automatic Vehicle Locator (AVL) information from mobile units at the CAD workstation. The map should be interactive by centering the map on incidents as they are being handled by dispatch personnel. The CAD system must include efficient methods of tracking all officers that are on-duty and must include unit activities and status changes for each officer in the system. All incident information and officer activities information must be permanently stored in the CAD/RMS system.

The CAD must be capable of handling multiple state agencies and the CAD workstation configuration should allow a CAD user to see incidents and officers from any or all agencies. The system must allow any and all agencies to be assigned to any active incident regardless of primary agency assignment. Each incident must be capable of having multiple agency specific case numbers assigned to it.

The CAD screen must be user friendly and present incident and officer information in an efficient manner. There must be the capability for a single CAD user to open more than one simultaneous CAD view. The CAD must use efficient keystrokes and shortcuts, but also allow for command line entry of transactions. There shall be significant and comprehensive help files available that provide intuitive choices and hint information as transactions are performed.

The CAD system must provide a method for FCIC/NCIC queries to be made from the CAD environment and the information returned shall be capable of pasting into CAD screens and back-end systems.

The CAD system must include a timer system that tracks the time of each officer when assigned to an incident. The timer system will notify the appropriate CAD users when any timer expires so that the welfare of the officer can be verified. When an officer is on normal patrol and not assigned to a specific incident or status, a time of day timer will track the officers time since last checked and provide notification that the timer has expired. Timers should be designed so that times can be configured in the management component based on time of day and unit assignment. Timers must not be hardcoded into the CAD application. Timers should be intuitive and reset automatically as CAD/MCT assignments and transactions occur.

Mobile Client Functionality

The CAD system must include a mobile client component that will efficiently operate on a laptop operating in a mobile environment via broadband connectivity. This client will be required to operate via a Virtual Private Network, (currently Net Motion Mobility). This component must include a fully operational self-dispatching functionality for mobile units. Mobile units must be capable at a minimum to; log on duty, log off duty, initiate traffic stops or other incidents discovered while on duty, and allow the officer the ability to initiate status changes in the same manner as the CAD workstation. The MCT module will allow an officer to open the incident he/she is assigned and perform any function or complete any CAD screen associated with that incident in the same manner as a user on a CAD workstation in dispatch.

The mobile client must be capable of displaying a map view that will include information related to active incidents and the AVL information of officers that are within the map view. The map view must be updated often enough that the information presented is current and meaningful to the MCT user. The map function must also provide the automatic capability for the officer to get directions to assigned calls from their current location and also be able to plot directions to other unassigned calls or officer locations. Maps must be interactive and provide active voice to the officer with driving directions as he/she is driving.

The mobile client must have a forms management system that works with or is part of the RMS system. This forms management system will include a component that manages the issuance, completion and submission of forms that are tracked by pre-assigned numbers. It will also be the component used to electronically submit citations into the court system, crash reports to the Department of Highway Safety and Motor Vehicles and Booking reports to local county jail management systems (JMS). The forms system must have a robust method to establish edit rules to ensure that all submitted forms meet the edit criteria before review and final submission. The rules engine must provide the agency the ability to create rules without having to implement programmatic changes to the User Interface by programmers. The forms system will also need to have an approval process in place allowing reports that are submitted to be reviewed prior to becoming available for sale as a public record.

The mobile client should have a message system that will allow for messaging to occur between mobile users and CAD workstation users. All messages shall also be logged and stored in the RMS system.

The MCT client must provide a method for FCIC/NCIC queries to be made from the MCT environment and the information returned should be capable of pasting information into CAD/MCT screens or into the forms management system.

The MCT client should have a comprehensive voice to text/text to voice capability and shall be capable of reading messages and responses received by the MCT. CAD transactions performed by CAD workstations that generate an assignment to an MCT user must be audible and visual to alert a mobile user while driving.

The MCT client should have a method of deploying updates and changes to the component and also be capable of delivering changes to configuration tables that are needed in the mobile client or forms management components. These updates shall be delivered via the broadband or network connection and shall not require physical access or delivery of equipment to specific locations for manual changes.

Records Management System (RMS)

Any proposed solution must include a fully functional and robust data warehouse and records management system that aggregates the CAD, MCT and mobile forms management information. This system will provide user-friendly reporting and analytics that can be used to assist with staffing and enforcement programs. The RMS must integrate with GEO mapping to provide visual analysis of report analytics. This system will provide the method to deliver all public records requests for CAD/MCT data, completed reports and statistical information. It will provide CAD/MCT incident, activities, work hours analysis and RCC management reports. In many cases, these reports will be customized to meet agency reporting requirements. It must include the ability to develop and add statistical reports that can be used as needed and also have an ad-hoc report writer that can be used to develop reports on an as needed basis. The RMS system must be capable of handling remote connections from any computer with network access to the CAD server environment to allow for the sale and delivery of reports and other public records request.

RMS must have an archive method to allow for records to be automatically removed from the production environment when records are no longer required as a public record or when they loss their statistical value. Records shall be capable of being purged using accepted standards.

RMS must include an index for names and businesses (Master Name Index)(MNI) that are entered into the CAD as well as information entered into the RMS mobile forms that will be used to provide historical information about the person or business when it is entered into the CAD system or when it is requested by an MCT user.

RMS must include a Uniform Crime Reporting (UCR) component that will meet the FDLE/FBI crime reporting requirements. It must include a Case Management and Intelligence gathering component to manage criminal and intelligence case reports and to facilitate staff review and approval for those reports.

Evidence

The CAD/RMS solution should have an evidence tracking system that will allow for evidence to be linked to CAD incidents and users. It will provide a complete chain of custody for court presentation and will document all steps of evidence handling from discovery to destruction. The evidence component will include a method of periodic auditing of all evidence that has not been destroyed.

Auditing and Tracking:

The CAD/RMS must have an auditing/tracking system that records additions, modifications and deletions made to the enterprise configuration management system or the employee management components. This auditing/tracking system shall also record all transactions made in the CAD/MCT system and track printing of reports. The auditing/tracking system must provide the means to review all previous CAD/RMS transactions and system changes to determine when the transaction occurred, the nature of the transaction/change and who made the change.

General Requirements for all CAD/RMS Components:

The CAD/RMS should be thin client or web based to allow them to function efficiently across a wide area network or broadband wireless connection. All components of the CAD, MCT and RMS systems shall be capable of functioning efficiently on workstations that are using other applications including email, office productivity applications, internet, etc.

The CAD/RMS must designed so that information will not be lost or inadvertently deleted because of more than one user making simultaneous changes to the same incident screen. This must not prevent more than one CAD, RMS or MCT user from viewing information at the same time even if one of the users is making a change to the data.

Timers, database/incident change notifications, messages received or other notifications should be conspicuous to the CAD, RMS and MCT users but should not interfere with CAD, RMS or MCT tasks being performed. Notifications should be capable of being both audible and visual.

CAD, MCT, RMS and mobile forms management screens shall have day/night views that allow information to be clearly seen under varying light conditions without causing ambient lighting conditions for the MCT users that interfere with driving.

The system will m have a method to expunge/seal any records or specific information within a record based on a court order in CAD, RMS and Mobile Forms and note that the information as expunged/sealed.

Because of our enterprise licensing model, we have a preference to using MS-SQL as our database application. Other database applications will be considered, based on costs and functionality for the installation year and recurring costs for future years of the contract.

Mobile forms must be capable of operating in a disconnected state from Wide Area Connectivity and be able to retain the information locally on a user MCT. Mobile forms consist of the following modules:

    a. Traffic Citations
    b. DUI Citations
    c. Warnings/Equipment Correction Notices
    d. Commercial Vehicle Citations/Automatically calculates fines based on F.A.C and F.S.S. for weights and over dimensional violation as contained in the Florida Trucking Manual/ability to edit fine tables based on legislative changes? Query overdue list/query permit database/IRP and IFTA Queries/CVISN/Prism lookups for Federal Out of Service Orders.
    e. Boating Citations
    f. Vehicle/Vessel Crash Report
    g. Offense/Incident Report
    h. Arrest/Booking Report
    i. DUI Report
    j. Field Intelligence Report
    k. Suspicious Activity Report
    l. Personal Property Inventory
    m. Vehicle Property Inventory/should include ability to add trailer information/multiple trailers and track damage to all vehicles
    n. Vehicle Tow Report/should include ability to add trailer information/multiple trailers and track damage to all vehicles
    o. Hireback Report
    p. Off-Duty Employment Report
    q. ASPEN Inspection Report (FMCSA/CVE)/ability to edit violation codes and out of service criteria/ includes ISS, PIQ, Query Central and CDLIS queries. This needs to include Capri/ Compliance Review Software

       r.   Daily Activity Report/includes capturing beginning and ending vehicle mileage for EMIS/ability to capture Trooper activity based on activity codes (MCSAP Reporting)

       s.   Supervisor's Review of Pursuits

       t.   Supervisor's Review of Use of Force Incidents

       u.   Evidence Submission Reports

Customization to the CAD solution:

Respondents must be willing to make customized changes to all components of the CAD, RMS, MCT and Mobile Forms system to meet the agency needs. Alternative solutions which provide the same functionality will be considered when requesting changes.

Florida Administrative Code has specific requirements regarding the operations of the Rotation Wrecker System. These rules must be designed into the CAD system in a way that we are fully compliant and also that prevent a CAD/MCT users from circumventing this administrative code.

Reporting and MCT forms management function will require that reports be designed to meet legal and departmental requirements. They must also provide a comprehensive edit checking process that validates that information meets requirements. The edit rules cannot be hard coded into an application or form.

CAD Testing and Training Environment:

The CAD solution must provide a training environment to allow new users to operate the CAD system and MCT client in a non-production environment. This system must be maintained at the same version as the production environment so that the user is exposed to a true production experience. The solution must also have a testing environment that is used to test CAD or MCT client's updates prior to updates being installed in the production and training environment. This test environment must provide interactive operability between the CAD clients and the mobile environment to allow preproduction testing to provide the same experience as will be found when the updates are moved into the production environment.

Interface with External Systems:

The data warehouse and CAD/RMS database must be capable of providing information to several external systems. The interface requirements will include delivery of active data to our traffic web application, E511 (Florida Department of Transportation Traffic Incident Management), and other external partners. In addition to these we have data sharing agreements with several external partners to deliver incident information after the incident is closed. The interface solutions must be capable sending data in XML format that is NIEM Compliant. The current solution utilized by the agency sends information to the following:

- South East LInX (NCIS Law Enforcement Data Sharing)
- Northwest Florida Data Sharing
- R-LEx (Regional Law Enforcement Exchange)
- University of Florida Crash Mapping
- Department of Highway Safety & Motor Vehicles Electronic Crash Reporting
- Florida Association of Court Clerks (TCATS Interface)
- Orange County Booking System
- Various other local systems related to RMS.

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.** 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.

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 April 2, 2012.** Responses must be sent via mail to:

      Florida Department of Highway Safety and Motor Vehicles
      Attention: Melissa McDaniel
      Bureau of Purchasing and Contracts
      2900 Apalachee Parkway, MS 31
      Tallahassee, FL, 32399-0500
      Phone: (850) 617-3203

      Timeline:

February 27, 2012	**RFI posted on Vendor Bid System (VBS)**
March 12, 2012	**Vendor Questions Due**
March 19, 2012	**DHSMV Post Reponses**
April 2, 2012	**Typed Vendor Responses Due**
May 14, 2012	**Schedule Vendor Demonstrations (if applicable)**
May 21, 2012	**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 Melissa McDaniel via email at: MelissaMcDaniel@flhsmv.gov

8. DEMONSTRATIONS

If after receiving vendor responses, it is determined a vendor demonstration is necessary, the Department will allocate time during the week of May 21, 2012 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.