

**NEW MEXICO
DEPARTMENT
OF
PUBLIC SAFETY
(DPS)**

**REQUEST FOR INFORMATION
FOR
RECORDS MANAGEMENT SYSTEM (RMS) SOLUTION
April 2019**

Mark Shea, Secretary
Mel Lee, CIO, NM Department of Public Safety

Table of Contents

I.	SEQUENCE OF EVENTS	1
II.	PURPOSE OF REQUEST FOR INFORMATION RFI.....	1
III.	RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR ADDITIONAL INFORMATION	2
IV.	ABOUT THE STATE OF NEW MEXICO DPS/NMSP	3
V.	INFORMATION SESSION.....	8
VI.	ANTICIPATED PROJECT REQUIREMENTS.....	8
VII.	SUBMISSION REQUIREMENTS.....	14
VIII.	USE OF RESPONSES	16
IX.	HOW TO SUBMIT RESPONSES	16
X.	CONFIDENTIALITY AND PUBLIC DISCLOSURE	16
XI.	RIGHTS AND OPTIONS RESERVED	16

**COMPUTER-AIDED DISPATCH (CAD), MOBILE DATA SOLUTION (MDS), AND
RECORDS MANAGEMENT SYSTEM (RMS) SOLUTION
REQUEST FOR INFORMATION**

I. SEQUENCE OF EVENTS

Action	Responsible Party	Due Dates (Business Days)
1. Issue RFI	Contract Manager	April 29, 2019
2. Distribution List	Contract Manager	April 19, 2019
3. Optional Information Session	Agency/Potential Proposers	May 9, 2019
4. Deadline to submit Questions	Potential Proposers	May 24, 2019
5. Response to Written Questions	Procurement Manager	June 14, 2019
6. Submission of Proposal	Potential Proposers	June 28, 2019
7. Proposal Evaluation	Evaluation Committee	July 12, 2019
8. Onsite Demonstrations	Evaluation Committee	July 15 – 31, 2019
9. Call Current Clients	Evaluation Committee	July 15 – August 16, 2019
10. Visits to clients	Evaluation Committee	August 19 – September 20, 2019

II. PURPOSE OF REQUEST FOR INFORMATION RFI

DPS (State) is embarking on a significant initiative to modernize its State Police processes and related legacy technology systems that currently support its State Police operations. As part of this initiative, the State intends to implement a new multidisciplinary, Statewide Records Management System (RMS) Solution.

The State has issued this Request for Information (RFI) in order to solicit statements of interest, capabilities, and Rough Order of Magnitude (ROM) cost estimates from all Respondents interested in, and capable of, providing commercial off-the-shelf (COTS) software, in a hosted or Software as a Service (SaaS) environment, as part of the State’s solution.

The State operates a Hexagon Intergraph CAD platform for law enforcement services and is seeking a Respondent that can provide a solution that interfaces with the CAD system and provides an integrated Records Management System (RMS) software solution.

Respondents are asked to provide the State with information regarding their available COTS products and solutions, subject to the following guidelines:

- Identify only COTS products that are modifiable or configurable to meet specific State requirements, and that focus on interoperability, reliability, usability, availability, and

scalability

- Present the software solution's interoperability and operational requirements in accordance with the International Organization for Standardization Open Systems Interconnection (OSI) model
- Include an architectural diagram of the solution with description of the solution's scalability; responses may include one or more models or solutions
- Describe the configurability of the software to meet specific user needs.

Respondents should include the vendor's implementation, integration, or configuration services. If the software can be installed and configured only by the Respondent, that must be clearly stated in the Response to this RFI, including the reasons why that is the case.

Respondents may, at the State's discretion, be invited to engage in discussions with the State's project team and/or demonstrate their products, services, and solutions.

NO CONTRACT WILL BE AWARDED PURSUANT TO THIS RFI. Any entity that does not respond to this RFI is not precluded from responding to any future solicitation issued by the State. The State intends to procure software for this project within the next 12 to 18 months, in accordance with the State's procurement laws and practices for software purchases, which may include, but are not limited to, the use of existing State contracts or certified cooperative purchase agreements. Respondents will not be bound by the ROM cost estimates provided in their responses to this RFI in a future procurement.

III. RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR ADDITIONAL INFORMATION

All questions and requests for clarification concerning this Request for Information (RFI) must be in writing submitted via email **before 5:00 pm, Local New Mexico Time, on May 24, 2019** to:

Maureena Williams
Contract Manager
NM Department of Public Safety
maureenar.williams@state.nm.us

Responses to questions and requests for additional information shall be at the sole discretion of the State. Nothing in this RFI shall create an obligation on the State to respond to a Respondent submitting a response.

The State may, at its sole discretion, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the State deems appropriate.

Addenda, if any, will be posted on the State's website at:

<https://www.dps.nm.gov/top-links-for-nm-residents/current-solicitations>.

It is the Respondent's responsibility to monitor the website for Addenda and to comply with any new terms.

Oral responses made by any State employee or agent of the State in response to questions or requests for information or clarification related to this RFI are not binding and shall not in any way be considered as a commitment by the State.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the State, the Respondent is requested to notify the State in writing by the above deadline for questions and requests for information or clarification.

IV. ABOUT THE STATE OF NEW MEXICO DEPARTMENT OF PUBLIC SAFETY AND STATE POLICE

A primary mission of the New Mexico Department of Public Safety (NMDPS) is to support law enforcement and criminal justice agencies throughout the State of New Mexico in protecting their citizens. NMDPS fulfills this mission through a variety of means, one of which is to provide data, systems and networks that allow agencies (law enforcement, courts, corrections, education, and social service agencies) to access information in a timely fashion that is useful for decision making. NMDPS utilizes Hexagon Computer Aided Dispatch System which provides Call for Service data to the new RMS and draw other data from the RMS as required.

NMDPS' Law Enforcement Records Bureau (LERB) is tasked with maintaining complete and accurate records and responding to the needs of the public, and law enforcement and criminal justice agencies in an efficient and expeditious manner. Among other records oriented tasks, LERB is responsible for maintaining records for the New Mexico State Police (NMSP), providing Uniform Crime Reporting (UCR) and soon National Incident Based Reporting System (NIBRS), and responding to Inspection of Public Records Act (IPRA) requests.

NMSP serves all of New Mexico, operating in twelve districts within the state. NMSP is comprised of the following organizations and bureaus:

- Commercial Vehicle Enforcement (CVE)
<https://www.sp.nm.gov/index.php/commercial-vehicle-enforcement> - The mission of the NMSP-CVE is to promote safety on New Mexico highways by providing law enforcement traffic services to the motoring public, to ensure the safe and legal operation of commercial motor vehicles, complete commercial carrier inspections and to prevent the introduction of illicit contraband into New Mexico while facilitating trade. The ultimate goal of the NMSP-CVE is to reduce crashes involving commercial motor vehicles.

- Internal Affairs and Standards Bureau <https://www.sp.nm.gov/index.php/internal-affairs-standards-bureau> - The section is tasked with investigating allegations of misconduct involving Department of Public Safety employees, which includes commissioned and non-commissioned personnel. Investigations of commissioned employees are conducted in accordance with State rules, policy and the Peace Officer's Employer-Employee Relations Act. Investigations involving non-commissioned personnel are conducted in accordance with policy and the State Personnel Board Rules and Regulations. In addition to investigating complaints, the section reviews every department incident which involves use of force, pursuits, or tort claims to ensure policies, procedures, and laws have been followed.
- Uniform Bureau <https://www.sp.nm.gov/index.php/uniform-bureau-and-district-offices> - This bureau consists of New Mexico State Police officers, operating in 12 districts, serve all jurisdictions in the state. The Uniform Bureau provides law enforcement, , services to communities around the state and supports specialty teams within the Special Operations Bureau identified below.
- A district map of the following NMSP districts can be located at https://www.sp.nm.gov/templates/g5_hydrogen/custom/map/NMSP_District_Map.pdf
 - District 1, Santa Fe
 - District 2, Las Vegas
 - District 3, Roswell
 - District 4, Las Cruces
 - District 5, Albuquerque
 - District 6, Gallup
 - District 7, Española
 - District 8, Alamogordo
 - District 9, Clovis
 - District 10, Farmington
 - District 11, Socorro
 - District 12, Deming
- Special Operations Bureau <https://www.sp.nm.gov/index.php/special-operations-bureau> - this bureau includes:
 - Crash Reconstruction Unit - New Mexico State Police officers provide analysis and reconstruction, statewide, of serious traffic crashes resulting in the potential for felony charges.
 - Aircraft Section - The Aircraft Section deploys statewide, often on short notice, in response to a wide variety of missions including, but not limited to: search and rescue, airborne patrol, tactical law enforcement operations, complex criminal investigations, and surveillance operations.
 - Honor Guard - Honor Guard is used statewide, performing funeral details for not only State Police but for other government agencies upon request. The Honor Guard also performs details at many ceremonies where the posting of the state and national colors is needed.

- Motorcycle Unit – The motor unit is a specialized unit for traffic operations. Their primary focus was to be used to increase traffic operations in high traffic areas that had a high concentration of motor vehicle crashes. They also provide escorts for funeral services, dignitaries and other special events.
- Search and Recovery Dive Team - The New Mexico State Police Search and Recovery Dive Team was officially established in 1963, in response to increasing demands for law enforcement divers to respond to drownings and underwater recovery of property and evidence.
- Tactical Team - The team is trained to respond to armed/barricaded subjects, hostage rescue, open field manhunts, high risk warrants and Counter Assault Team tactics for dignitary protection. In recent years, the Tactical Team has been trained in Hazardous Material Tactical Operations in order to function in full Self Contained Breathing Apparatus, tactical gear in chemically threatening environments, such as exposure to methamphetamine drug labs.
- Crisis Negotiations Team (CNT) – The CNT operates with the Crisis Intervention Team to bridge the gap between police officers and people suffering with mental illness who are undergoing a mental or emotional crisis.
- EOD / Bomb Team – This team is trained in Explosive Ordnance Disposal.
- Search and Rescue – www.sp.nm.gov/index.php/search-and-rescue - All search and rescue incidents in New Mexico are coordinated by the New Mexico State Police Division. The primary resources for these incidents are volunteers outside of NMDPS and NMSP.
- Communications Bureau - <https://www.sp.nm.gov/index.php/dispatch-centers> - In July 2017, a Hexagon Intergraph computer aided dispatch system (CAD) was implemented in all NMDPS Communications Centers, which are Public Safety Answering Points (PSAPs). In addition to dispatching for NM State Police, the bureau also dispatches for other Federal, State and local entities. Additionally, separate PSAPs utilize the DPS Intergraph system for separate dispatch operations. These dispatch services cover law enforcement, fire and emergency medical services. The Hexagon implementation was a comprehensive implementation including I/AutoDispatch, I/Backup, I/CAD Reporting System, I/CallTaker, I/Dispatcher, I/Executive, I/Map Editor, I/MARS, I/Netviewer/NetDispatcher, I/Question and Answer, I/Skill and Map Administration Utility. DPS plans to upgrade to Intergraph 9.4 in the next two to three years.
- DWI Prevention - <https://www.sp.nm.gov/index.php/dwi-prevention> - This organization is focused on preventing driving-while-intoxicated accidents that result in 40% of all fatal traffic crashes in New Mexico.
- Training and Recruiting Bureau – <https://www.nmsp.com/> - A separate bureau who oversees operations related to the State Police academy, State Police advanced training and recruitment.

- Investigations Bureau - <https://www.sp.nm.gov/index.php/investigations-bureau> - The mission of the NMSP Investigations Bureau (IB) is to detect, prevent, disrupt and investigate violent criminals and felonious criminal activity that undermines the safety and security of the citizens of New Mexico. IB is comprised of specialized units which focus on their own particular areas of enforcement, but work together to achieve the common goals of State Police.
 - IMPACT – Investigations Bureau conducts numerous proactive activities including: directed impact operations, narcotic operations, warrant round-ups and in-depth investigations to identify and disrupt criminal activity. These proactive activities focus specifically on quality of life issues and increasing a sense of safeness within New Mexico communities.
 - Narcotics - State Police Narcotics focuses on the investigation of alleged violations of the Controlled Substance Act of the State of New Mexico and of the United States. It includes a Criminal Enforcement Unit that consists of K-9 officers stationed throughout the state and a Clandestine Lab team that investigates suspected illegal drug labs.
 - Special Investigations - <https://www.sp.nm.gov/index.php/special-investigations> - The New Mexico State Police Special Investigations Unit (SIU) is a major contributor in the state's effort to reduce DWI, alcohol-related crashes, underage drinking and over-service of alcohol. In addition to criminal enforcement, SIU agents have statutory authority to issue administrative citations to liquor license holders and servers. This exclusive authority to take administrative action renders SIU the principal unit for enforcement of the Liquor Control Act.
 - Auto Theft Suppression Unit – The New Mexico State Police Auto Theft Suppression Unit (ATSU) was created to address the high levels of auto theft crime in the state, specifically in the Albuquerque Metro area. It focuses on criminal investigations associated with the Unlawful Taking, Possession or Transferring of a Stolen Motor Vehicle. The unit works independently at times, but also frequently works in conjunction with state and/or federal law enforcement personnel. Activities conducted by the unit include both overt and covert enforcement operations. These types of investigations include, but are not limited to: knock and talks, surveillance, bait car operations, arrest/search warrant execution and various types of dynamic arrest scenarios of individuals possessing stolen vehicles. The ATSU is responsible for investigating auto theft-related complaints and initiating proactive investigations
 - Technical Unit – The unit provides expert technical assistance to all divisions of the NMSP and other law enforcement agencies as needed, in the areas of crime scene processing, cold case homicide review / investigations and investigative analytical support. This group includes:
 - Cold Case Homicide Unit
 - Crime Scene Team
 - Analytical Unit

The following metrics are provided to inform the level of activity for the New Mexico State Police.

Metric	Number
Population Served	Over 2 Million
Anticipated Concurrent Users	250
Total Employees	1,312
Total Sworn Officers	740
Total Detectives	126
Total Crime Analysts – Civilian & Sworn	4
Patrol Divisions	12
Jail Facilities (number of locations)	27
Property Storage Facilities (number of locations)	33
Number of Police Vehicles	1,004
Number of in-car Mobile Devices	611
Number of Police Motorcycles	27
Number of on-motorcycle Mobile Devices	1
Number of Calls for Service (per year)	319,400
Number of Investigation Reports (per year)	25,614
Number of Bookings (per year)	9,847
Number of Open / Active Investigations	37,514
Number of Traffic Notice to Appear Citations	227,193
Court Appearance	103,424
Penalty Assessment	97,294
Warning Notice	26,475
Number of Collision Reports (per year)	4,947
Number of Active Fugitive Warrants	499
TOTAL	

V. INFORMATION SESSION

An Information Session to review the requirements of this RFI will be held in Santa Fe, New Mexico at the time and location indicated below.

<u>Date</u>	<u>Location</u>
May 9, 2019 at 1:00 PM (Local New Mexico Time)	NM DPS 4491Cerrillos Road Santa Fe, NM 87507 Via Phone: (800) 747-5150 Passcode: 2408999

Attendance at the Information Session is strongly encouraged.

VI. ANTICIPATED PROJECT REQUIREMENTS

Records Management System (RMS) (Components Priced Separately)

The initial implementation will accommodate the New Mexico State Police agency throughout all of New Mexico. NMDPS desires the ability, should they elect to employ it, to extend the selected RMS to other agencies as they do with the CAD system. The selected RMS system must be extensible to allow for multi-agency, multi-jurisdictional operation in the future.

The Guiding Principles and Drivers for the RMS project include:

- System Centralization – NMDPS seeks a single system with which to create a robust data set for deployment planning, statistical reporting, criminal investigations and the day to day processing of law enforcement records and reports. The goal is to improve officer safety and efficacy by creating a consolidated source of data which can be readily searched by officers in the field and other institutional users.
- Improved Utilization of Law Enforcement Resources – NMDPS seeks to improve productivity by reducing the time it now takes to complete criminal investigations, submit charging packets and to generate statistical, managerial and ad-hoc reports. The goal is to broaden the user community and leverage centralized RMS data. Centralized data will enable, for example, automatic notification of activity by persons of interest. Increasing the user community will, for example, support workflow capabilities such that a process can be managed within the RMS.
- Enhanced Agency Intra-Interoperability – NMDPS seeks to maximize RMS data sharing within its agency and with other law enforcement agencies and justice partners. The system architecture must provide sufficient scalability,

extensibility, and security to support expansion to a multi-jurisdictional model if the DPS chooses to do so in the future.

The proposed RMS solution should be a fully NIBRS-compliant Law Enforcement RMS that also supports NMIBRS and UCR Summary (SRS) reporting. It should coordinate Hexagon Intergraph CAD events with general RMS. The proposed RMS solution should include the following functionality:

- Arrests
- Booking
- Calls for Service
- Case Management
- Citation
- Configurable Workflow
- Commercial Vehicle Inspection
- CompStat crime reporting at district and state levels
- Consolidated Criminal History
- Corrections Data
- Crime analytics
- District/Unit event tracking
- eDiscovery
- Equipment Asset Management
- Evidence
- Field Interview
- Gangs
- Incident Report
- Interfaces
- Investigations
- Juvenile Contacts
- Master name index
- Master location index
- Master property index
- Master entity index
- Master search
- Motor Vehicle Crash
- Narcotics
- Offender Registration
- Permits and Licensing
- Personnel
- Property and Evidence
- Protection Orders and Restraints
- RMS Records Management
- Search (Indices)
- System Administration
- Tickets/electronic citations (e-citations)

- Training tracking and reporting
- UCR/NIBRS Reporting
- Warrants

Description of current NMDPS systems include:

- Accidents: Tracks accident report information. This is currently being replaced by E-Crash, but still being used for historical purposes.
- Activities: Tracks daily activities for commissioned personnel in DPS with a rank less than Lieutenant, and for specific non-commissioned CVE personnel.
- Also, tracks employee information that is populated mainly from SHARE (HR payroll data base) with the location of officers updated by NMDPS to know exactly where each officer is currently assigned. That information is utilized in multiple NMDPS Applications: CJIS, HAZMAT, INTERNAL AFFAIRS, IB, RECRUIT, and INVENTORY.
- Applicants: Tracks all applicant information for individuals that are required to be fingerprinted for their job – teachers, nurses, etc. There is currently an interface with the AFIS and Gemalto/Cogent portal which receives rap sheet information.
- Arrest/Bookings: Arrest / Booking information; non-verified arrest data.
- Complete Arrest Information (CAI): This information is currently populated with an interface with Automated Fingerprint Identification System (AFIS). This module will allow specific users the ability to update the arrest information for each individual with a New Mexico criminal record. Data includes name information, demographic information, address information, scars, marks, tattoos, arrests, charges, and dispositions.
- Complete Criminal Histories (CCH): This is a view-only module of the New Mexico criminal arrest records.
- Concealed Carry Weapon (CCW) –Tracks CCW applications, license information and issues the licenses for the State of New Mexico. It interfaces with CJIS to provide the data to NMLETS.
- Drunk Busters: Records caller information, vehicle information, location, agencies notified, and disposition. Report is generated after 10 occurrences of the same vehicle on different days.
- EEO (Equal Employment Opportunity): Captures case level information, complainants, respondents, allegations, witnesses, investigators, interviews (including transcriptions), dispositions, case tracking information, documents and video/audio files for NMDPS.
- Field Interview: New Mexico State Police Interview Information.
- Firearms Qualifications (FQ): Allows all DPS divisions the ability to track firearms qualifications information for every NMDPS commissioned individual.
- Hazmat: Tracks all hazmat material incidents for the State of New Mexico.
- Intelligence (INTEL): Record information on drug related undercover operations. Interfaces with NMIBRS.

- Internal Affairs – Historical cases of misconduct for New Mexico DPS which includes Early Intervention Personnel System (EIPS) information and notifications. Has been replaced by IA Pro.
- Investigations Bureau: Used to track cases (mainly Criminal and Narcotics) for the New Mexico DPS Investigations Bureau. This application has a direct connection to NMIBRS.
- LEA: Historical NMSP Recruit Tracking: Track status of potential State Police recruits. Contains historical information. Replaced by the Recruit Tracking application.
- LInX: Law Enforcement Exchange - Shares data across state, local and national databases. Allows for data queries across multiple jurisdictions. Currently interfaced through NMIBRS. Data is queried from DPS databases and sent to the LInX server.
- Missing Persons: Currently receiving missing person information through interface with the New Mexico Law Enforcement Telecommunications System (NMLETS). This information is staged in a table that must be reviewed by the Missing Person Coordinator in the Law Enforcement Records Bureau. Upon approval, the record is posted in the Missing Person application.
- New Mexico Incident Based Reporting System (NMIBRS): Offense Incidents for mainly Department of Public Safety Divisions but is utilized by several law enforcement agencies. Information includes offense date and time, subjects, offenses, vehicles, narrative, and officer information. Information can include funding information and can be marked as confidential which makes the report unavailable to most users.
- NMLINC: Information on New Mexico Inmates. This data is populated daily with an interface with the New Mexico Corrections Department. Data includes inmate images, parole information, demographics, address information.
- Officer Down Memorial (ODM): Tracks all New Mexico law enforcement officers' end of watch information. The information is written to the ODM website.
- REC Agency: Tracks agency billing information. This application is no longer utilized but contains historical information.
- Recruit Online Application – Provides applicants the ability to fill an online application for recruits. The application was developed by Real Time Solution (RTS), and is currently maintained by the internal Oracle application group.
- Recruit Tracking: New recruit application used to track status of potential State Police recruits. This application replaced LEA.
- Seizures and Forfeitures: Captures information for all New Mexico law enforcement agencies that have seized currency or property.
- Sex Offender Registry (SOR): Register and report on New Mexico sex offenders – No longer being utilized since Offender Watch took over application with the exception of the ability to query historical information.
- STN Audit: State Tracking Number through CJIS, AFIS, and MARS. This application is no longer utilized but contains historical information.

- UCR: Uniform Crime Reports- Tracks UCR data for New Mexico law enforcement agencies. Information is also sent to the FBI on a monthly basis.
- Uniform Crime Reports (UCR): Crime data for State Police.
- Warrants: Tracks all NCIC Warrant information for specific ORIs. Interfaces with NMLETS. Information remains in this application even after that warrant has been cleared/cancelled.
- Weapons Inventory: When a weapon is assigned, unassigned, or information about a weapon system that is already assigned to an officer is updated, the information will be automatically exported to the FQ application and processed immediately.

Please reference whether the proposed RMS handles the above information and if so, how.

Interfaces

The list below is the anticipated interface list. Proposers are asked to provide Rough Order of Magnitude (ROM) price for development. If the proposed RMS has functionality that may replace some of these systems, please note as such and describe how the system would function.

ID#	System Name	Description	Nature of Interface
Interface.001	NMLETS	New Mexico Law Enforcement Telecommunications System	Transmit and receive information from National Crime Information Center (NCIC), National Law Enforcement Telecommunication System (NLETS), and various databases maintained by the Department of Public Safety, including the State Criminal History. Solution provided by Computer Projects of Illinois (CPI)
Interface.002	CAD	Computer Aided Dispatch system from Hexagon, using Edge Frontier for interfaces.	Provides event number (and detail) and case number
Interface.003	Live Scan	Live Scan is an inkless electronic fingerprinting designed to positively identify the arrestee	Transmission of Arrest Data to pre-populate the LiveScan / AFIS system used by State Police and Detention Centers
Interface.004	SHARE (Extract)	SHARE is an enterprise HR and finance system developed by	SHARE is the system of record for State personnel and finance information. Data is made available from extracts delivered into a secure

		PeopleSoft	FTP site which can be retrieved by the solution.
Interface.005	SAFER	Safety and Fitness Electronic Records	Transmits Commercial Vehicle Inspection Information
Interface.006	MCMIS	Motor Carrier Management Information System	Transmits Commercial Vehicle Inspection Information
Interface.007	NEWS	New Entrant Web System	Transmits Commercial Vehicle Inspection Information
Interface.008	Odyssey	Court Case Management	The Court Case Management system electronically transmits warrant information into the RMS
Interface.009	UCR (LEA)	DPS database used to aggregate federally mandated law enforcement agencies reporting requirements before transmitting to the FBI.	Uploads incident data in accordance with NIBRS standards for compliance reporting including the FBI mandate to be compliant by 1/1/21 and to include the standard data elements for NIBRS as well as Use of Force.
Interface.010	TRaCS (Citation)	System used by NMSP and other LEAs to write citations in the field.	Upload data possibly including citation, crash, tow, criminal complaints, probable cause, booking, commercial vehicle inspections, warrants
Interface.011	LInX	Law Enforcement Exchange	Shares data across state, local and national databases. Allows for data queries across multiple jurisdictions. Currently interfaced through NMIBRS.

MAINTENANCE AND UPDATES

Describe how maintenance and updates are performed on the RMS and what role, if any, NMDPS personnel have in the maintenance and update process.

TRAINING

Describe how refreshed training is done for NMDPS personnel that support or use the RMS. Please include the recommended level of annual training and refresh or new NMDPS personnel training.

VII. SUBMISSION REQUIREMENTS

Each Respondent must include in its response to this RFI the following items in the order listed:

Company Overview:

The Respondent shall provide the company name, physical address, phone number, fax number, and web address, a brief description of the company, its services, business size (total revenue and number of employees), and point(s) of contact, including name, address, phone and email address. Note the company's operations including the number of years the company has been supporting this solution; location of the office from which this effort will be managed and all other office locations; and three years of financial data to ensure company stability.

Clients:

Identify your experience with clients, preferably of similar size and scope, to the DPS, including client name, engagement title, description of engagement, cost, and start and completion dates as well as the name, address and telephone number of a contact person. Please include a minimum of three clients.

Software:

Identify one or more COTS software products that meet the State's requirements. Responses that describe solutions that are completely custom software may, at the State's discretion, be rejected without review.

Provide a description of the solution's database platform and interface capabilities.

A major goal of this RFI is to provide Respondent with an opportunity to inform the State about its respective software solution's interoperability and operational requirements in reference to the OSI model. Respondents are encouraged to include in their response an architectural diagram of the solution with a description of the solution's scalability. Respondents are welcome to provide one or more models or solution sets to meet this requirement for an integrated interoperable solution set. The State understands that to deliver an integrated best-of-breed RMS COTS product, Respondents may have to team or partner with other vendors in that marketplace.

Service model:

Identify your service model provided and supported, whether on premise or off-premise including Software-as-a-Service models. If you have multiple models, please provide information on all models, along with benefits and drawbacks of each model.

Identify any tiered level of service and what each tier offers.

Supplement the response to this request with an interoperable architectural diagram outlining each (OSI) layer requirement for enablement, sustainment, reliability, redundancy, and growth. Highlight the number of anticipated upgrades over an annual period.

Key Features:

Identify best of breed features included in the proposed COTS solution(s), including, at a minimum, the Key Features identified in Section VI. Anticipated Project Requirements.

Timeline:

Please include a timeline a typical implementation in a client of similar size for the proposed solution.

Contract Vehicles:

Please list contract vehicles that you have in place with other Federal or State entities.

Maintenance:

Provide anticipated ongoing software maintenance and support services required to sustain the solution including estimated timeframes to complete. Identify whether software upgrades are included in the maintenance offering.

Describe whether local support or onsite support is needed by your firm to maintain the RMS during its first year of operation and thereafter. It is the State's expectation that no maintenance activities will impact system uptime or disrupt the production environment. If this is not the case, please explain why.

NMDPS Staff:

Please provide the number of staff, if any, and roles of staff members that NMDPS will be required to have in order to adequately support solution and the necessary training level required for these staff.

Reporting and Key Performance Indicators (KPIs):

Provide the standard and custom reporting KPIs available from your solution.

Demonstration:

Provide a schedule of availability to perform an onsite demonstration and features covered in a standard demonstration. The amount of time typically required to provide a demonstration and answer questions should be noted. Please focus the demonstration on the anticipated project requirements, if possible. Please include any vendor required needs to perform the demonstration (i.e. – internet bandwidth, white board, etc.).

Pricing/Licensing Model:

Include a general pricing model and cost for software based on the information provided in this RFI. This pricing should also indicate the licensing model, (i.e. licensing by individual users, by core, by seat etc.) and descriptions of the hosting models available and estimates of associated costs. Respondents will not be bound by any cost estimates included in responses to this RFI.

Note: Please provide separate pricing for modules and note which modules are mandatory to set up a core system. Please note if additional modules may be added at a later time.

Data Recovery

Provide a detailed explanation of how the data stored in the hosted or SaaS environment is backed up. Also describe how NMDPS will get their data back in a human readable format in the event that they change platforms.

VIII. USE OF RESPONSES

Responses to this RFI may be used by State to select a software product for the RMS solution. Responses may also be used to assist State in gathering information for planning purposes, and for purposes of identifying sufficient resources for an implementation initiative.

IX. HOW TO SUBMIT RESPONSES

Respondents should submit their responses electronically in MS Word or Adobe PDF format, as a single document, to:

Maureena Williams
Contract Manager
NM Department of Public Safety
maureenar.williams@state.nm.us

Responses are due June 28, 2019 before 5:00 pm, Local New Mexico Time.

X. CONFIDENTIALITY AND PUBLIC DISCLOSURE

Respondents shall treat all information obtained from the State that is not generally available to the public as confidential and/or proprietary to the State. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder. Respondents shall mark proprietary information and/or trade secrets only as such, in accordance with law, so that these may be redacted in the event of a public records request.

XI. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, the State reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the State determines that doing so is in the best interest of the State:

1. Decline to consider any response to this RFI (“response”); to cancel the RFI at any time; to elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; or to reissue the RFI or to issue a new RFI (with the same, similar or different terms);

2. Select a COTS package from a vendor that does not respond to this RFI, or elect not to proceed with any procurement;
3. Waive, for any response, any defect, deficiency or failure to comply with the RFI if, in the State's sole judgment, such defect is not material to the response;
4. Extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the State web page(s) where the RFI is posted;
5. Require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to responses by some or all Respondents at any time before or after the Submission Date/Time;
6. Require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the State deems appropriate, whether it was described in the response to this RFI;
7. Discontinue, at any time determined by the State, discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;
8. To conduct such investigations with respect to the financial, technical, and other qualifications of the Respondent as the State, in its sole discretion, deems necessary or appropriate;
9. Do any of the foregoing without notice to Respondents or others, except such notice as the State, in its sole discretion, may elect to post on the State web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the State and are for the exclusive benefit of the State. Upon submission, responses to this RFI shall become the property of the State, which shall have unrestricted use thereof.