

REQUEST FOR PROPOSAL  
FOR  
PROFESSIONAL SERVICES REGARDING  
CONFIDENTIAL INFORMATION MANAGEMENT SOFTWARE  
FOR  
THE CITY OF CASPER

The City of Casper, Wyoming (hereinafter referred to as “City”) is seeking qualification statements and service proposals from individuals and/or organizations (hereinafter referred to as “Vendor”) specializing in professional consulting and implementation services relating to the provision of confidential information management and risk mitigation software within the City of Casper Police Department. The specific nature of the scope of work for the project is outlined in this Request for Proposals (RFP). All vendor proposals shall be submitted to the City of Casper Police Department, Attn: Steve Freeland, Operations Division, 201 North David, 1<sup>st</sup> Floor, Casper, WY 82601, (307) 235-8338, by 4:00 p.m. local time, on or before APRIL 24, 2015.

**I. Introduction and Background**

The Casper Police Department (CPD), a mid-sized agency currently employing 87 sworn officers and 38 civilian employees, services the City, a rural community in central Wyoming. The CPD recognizes the overall benefit of an intelligence-led policing (ILP) philosophy and methodology, particularly to focus its limited resources in an effort to improve decision-making. An integrated intelligence approach leverages all facets of intelligence to improve decision-making across every aspect of the CPD. The CPD has recently transitioned to a nationally recognized ILP framework, and this policing model requires an IT management and risk mitigation platform to gather, manage, and provide oversight of sensitive confidential information. The IT management and risk mitigation platform will aid the enforcement of local, state, and federal laws, utilize best practices, and provide the necessary framework for the management of all confidential information sources while maximizing accountability, enhancing productivity, and mitigating risk. Within our purview, the ILP model is an effective apparatus to provide professional and progressive police services that enhance the quality of life in our community. An adequately constructed and implemented IT management and risk mitigation platform, specific to management of sensitive confidential information is important to safeguarding citizens’ rights, as well as to protect the CPD and mitigate the CPD’s risk and liability exposure.

## II. Objectives of the Project or Study

The objective of this RFP is to determine solutions and pricing commitments for professional services regarding a turnkey confidential information management and risk mitigation software platform. The proposal should be complete with all software for a turnkey installation to manage confidential information obtained from all levels and varieties of informational sources.

## III. Scope of Services

The City seeks to obtain a vendor that has requisite knowledge of confidential information management software systems and the business and risk mitigation processes associated with best practices vis-à-vis confidential information management. The City further desires a vendor who is knowledgeable about the tenets outlined in *Title 28 Code of Federal Regulation, Part 23*, which regulate the criminal intelligence systems operating policies. Special consideration will be given to vendors who have completed similar projects in this or other U.S. jurisdictions.

### A. General Requirements

Vendors are advised that proposals should be as responsive as possible to the provision of this RFP. However, vendors may make exceptions to or propose alternative methods without their proposal being disqualified. **These exceptions must be duly noted in response documents.**

The City reserves the right to reject any or all proposals. The City reserves the right to request more information for clarification or due to omission of information. Vendors must be prepared to make an oral presentation as part of the evaluation process.

Preference will be given to the vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity requirements, and ongoing service and support.

### B. Key Decision Criteria

- **Software:** Software packages and functionality offered now, and projected enhancements planned in the future.
- **Vendor Experience and Vision:** Evaluation of the vendor's experience in building and implementing confidential information management software and technologies which supports the ILP philosophy. The City seeks to partner with a vendor that has been in business for at least five (5) years, has the vision and leadership in the industry, and will demonstrate their willingness to facilitate successful project completion.

- **System Administration:** Maximum flexibility for rapid, efficient, and cost-effective configuration changes affecting personnel and associated equipment.
- **Scalability:** Modular, cost-effective growth in both hardware and applications. Asset protection moving forward is critical. The City seeks proposals which include a turnkey installation and maintain pricing for a minimum of five (5) years after RFP due date.
- **Proof of Concept:** The sensitive nature of confidential law enforcement information requires special handling procedures that conform to federal guidelines outlined in *Title 28 Code of Federal Regulation, Part 23*. For that reason, The City requires a full-scale demonstration of the software capabilities and adherence to Federal requirements prior to purchase. The demonstration will validate concepts and principles of best practices which are relevant to the management of law enforcement sensitive confidential information. The demonstration will establish software viability, isolate technical issues, and validate business and risk mitigation processes and workflows associated with the management of confidential information.
- The City and members of the Casper Police Department will be presented with a demonstration of the software platform capabilities prior to purchase and implementation.
- **Vendor Support/Service Capabilities:** Access to responsive technical support of the confidential information management and risk mitigation software platform and applications. Remote support and U.S. support locations are preferred.
- **Leading Edge Technology:** The ability to incorporate future requirements and technological advancements.
- **Training:** Level, quality and type of client training and technical assistance provided. Train the Trainer/End User training is required.
- **Warranty:** Warranty coverage information for all equipment and software. Include applicable starting periods for all warranties and duration.

### C. Specific Requirements

- The successful vendor is required to conduct one administrator and two end-user training sessions on the City's premises. Courses shall respectively be designed to cover all aspects of administering and using the confidential information management system. Vendor will also provide a training program and training materials for designated City personnel who will train future employees.

- The vendor shall provide a list of three (3) customers of the company who are utilizing the same equipment and software proposed. The list must provide a contact name, telephone number, length of time using the system and a brief description of the configuration.
- The successful vendor will be required to supply a complete description of the project plan, including a master project schedule and a work responsibility matrix, identifying the tasks the vendor will perform and the tasks the City is expected to perform to successfully implement the new system. The plan must take into account the need for as minimal interruption as possible during standard working hours 8 a.m.-5 p.m., Monday-Friday, MT.
- Proposed systems must have technical support centers available for contact 24/7, and remote support during normal working hours, 8 a.m.-5 p.m., MT, Monday through Friday.
- The desired contract is one in which the vendor delivers, installs, implements and passes acceptance test on equipment and software, training and documentation.
- The vendor will designate a project manager to work with the City's project manager.
- Proposed system must manage information from all levels and varieties of confidential informational sources including confidential informants and citizens providing information in confidential confidence.
- Protect the identity of sources and manage the information in confidence.
- Proposed system must provide ethical and legal safeguards and workflows to mitigate risk and protect officers and the Casper Police Department from civil litigation/criminal prosecution.
- Manage the information effectively to lead to successful prosecutions.
- Proposed system must provide via automated workflows for officers to act on graded information to assist in investigations.
- Provide robust management controls and a tiered supervision and oversight capability.
- Provide risk assessment functionality to mitigate the risks associated with the collection, evaluation, and use of criminal information. Provides de-confliction against contradicting sources of information.

- Provide performance metrics for officers, units, and individual sources of information.
- Provide identifying information sanitization functionality to ensure the safe, ethical, and legal use and dissemination of information.
- Proposed system must have the ability to upload and attach any electronic file and provide for a robust “free text” searching mechanism within the system.
- Meet or exceed adequacy standards and intelligence best practices.
- Show responsible action on the part of the City to meet ethical and mandated legislative and security requirements outlined in *Title 28 Code of Federal Regulation, Part 23*.
- **Software Infrastructure:**
  1. Database tier must be a software installation platform able to load onto the existing MS SQL architecture which will reside on internally hosted servers within the City.
  2. Highly desirable to have the ability to interface to the Spillman Records Management System used by the City. Vendor provides the interface with Spillman.
  3. Proposal shall include all server/network software required for turnkey installation.
  4. All necessary software for retrieval of captured documents.
  5. Software shall allow the system administrator to set up user profiles, rights, and permissions for the entire department.

#### **D. Pricing**

- Proposal shall include designated price for all required software and network architecture.
- Proposal shall include designated price for both end user and administrative training.
- All pricing shall include turnkey installation and be good for a period of no less than six months after RFP due date.
- Proposal shall include a designated price for five (5) years of service and support.

#### **IV. General Criteria for Evaluating Qualification Statements**

All proposals received shall be subject to evaluation by a selection committee comprised of City staff. The evaluation shall be for the express purpose of selecting

the proposal which most clearly meets the RFP requirements. The following areas will be considered in the selection:

1. Understanding the Problem/Solution Proposal: This refers to the vendor's understanding the City's needs, objectives of the RFP, component stability, and pricing.
2. Vendor Qualifications: This includes the ability of the vendor to meet the requirements of the RFP. Particularly, component availability and quality, vendor expertise, established working relationships with the City, and pricing.

#### **V. Subcontractors**

The vendor shall be responsible to retain, and pay for the services of any subcontractor necessary to complete the work. The City shall approve of any subcontractor the vendor may retain, and such approval shall not be unreasonably withheld.

#### **VI. Contract**

The vendor will be required to sign a City contract document.

#### **VII. Submission of Proposals**

To be considered, the proposal must respond to all requirements in the RFP. Any other information believed to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. If publications are provided, the document and page number shall be referenced. The proposal shall be divided into sections as indicated below:

Experience, Expertise, and Workability: The experience of the proposed vendors should be documented, including any experience in projects similar to the project proposed by the City. This experience will be examined, at a minimum, on the basis of actual experience, length of time in business, and established working relationship with the City.

Conflicts of Interest: The qualification statement shall specifically address any possible conflicts of interest, and the vendor's position or response as to whether or not such other work or relationship may be deemed a conflict of interest with this project.

Special Qualifications: The qualification statement shall identify any specific credentials which might make the vendor uniquely skilled to provide the requested services. These may include similar work experiences related to other communities of similar size or a project of similar design.

Statement of Project Requirements: Each vendor shall state in sufficient terms its understanding of the project requirements presented in this RFP.

Scope of Work: Each vendor shall describe in narrative form their plan for accomplishing the work. Please use the Scope of Services tasks provided in this RFP as the point of departure. Additions to, or modifications of the Scope of Services descriptions are permissible, but reasons for changes shall be fully documented.

Personnel and Prior Experience: Each proposal shall identify specific executive, professional and technical personnel who will be assigned to the project. The proposal shall indicate the responsibilities each person will have in the project and indicate the previous related work experience of each individual. Personnel indicated as having appropriate expertise for this project must be assigned to the project and actively engaged in completion of the tasks. Any changes in assignment of personnel shall be reviewed with the City to assure consistent technical expertise throughout the term of the project.

The vendor is requested to make specific recommendations to the City for the successful implementation of this project. In addition to providing specific steps to be taken to accomplish the specific concerns identified, an itemized breakdown of the costs should be included.

Sealed Proposals: Each sealed proposal shall be submitted to the City Police Department, Attn: Captain Steve Freel, Operations Division, 201 North David, 1<sup>st</sup> Floor, Casper, WY 82601, (307) 235-8338, by 4:00 p.m. local time, on or before APRIL 24, 2015. No additional proposals will be received thereafter. Two copies of each proposal must be submitted. The proposal will remain valid for at least six (6) months.

### **VIII. Interviews**

City staff will review all proposals and may require that the vendor appear before a selection committee for an interview.

### **IX. Contract Award**

The City reserves the right to accept, reject, or request changes in proposals. The City is not liable for any costs incurred by the consultant prior to contract issuance.

### **X. Addenda to the Request for Proposals**

In the event that it becomes necessary to revise any part of this RFP, addenda will be provided to all vendors invited to respond.

**XI. Late Proposals**

Late proposals will not be accepted. It is the responsibility of the vendor to ensure that the proposal arrives prior to the stated deadline.

**XII. Response Material Ownership**

The material submitted in response to the RFP becomes the property of the City and will only be returned to the vendor at the City's option. Responses may be reviewed by any person after the final selection has been made. The City has the right to use any or all ideas presented in reply to this request. Disqualification of a vendor does not eliminate this right.

**XIII. Acceptance of Proposal Content**

The contents of the proposal of the successful vendor may become a contractual obligation if the City wishes to execute a contract based on the submitted proposal. Failure of the successful vendor to accept these obligations in a contract may result in cancellation of the award and such vendor may be removed from future solicitations.

**XIV. Reference Checks**

The City reserves the right to contact any reference or any client listed in the documents for information which may be helpful to the City in evaluating the vendor's performance on previous assignments. Vendor shall include a list of organizations (local and otherwise) for this purpose.