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REQUEST FOR INFORMATION(RFI): SOFTWARE TO SUPPORT POLICE OPERATIONS

MNS:SSP JA-L1074 (LC # 4400/OC-JA)

PRESENTED BY: PROJECT EXECUTING UNIT (PEU)

MINISTRY OF NATIONAL SECURITY

SHOPS 31&32 KINGSTON MALL, KINGSTON, JAMAICA

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1 Description

The Ministry of National Security (MNS) Security Strengthening Project (SSP) in support of the Jamaica Constabulary Force (JCF) is seeking information on the software products and services that could be provided to the JCF for Station Records management, Criminal Case management and Jail Management. The MNS SSP invites sealed responses to this Request for Information (RFI) in accordance with the provisions contained in this RFI.

INTRODUCTION AND PURPOSE OF THE RFI

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued as a means of technical discovery and information gathering only and does not constitute a contract nor confer any obligation whatsoever upon its sender and/or respondents. This RFI is for planning purposes only and should not be construed as a competitive solicitation nor should it be construed as an obligation on the part of MNS or JCF to enter into any contract or make any purchase. It does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Government to contract for any supply or service whatsoever.

This RFI is therefore a non-binding inquiry or request for information regarding your company and your products/services for software solutions in law enforcement.

The purpose of this RFI is to solicit information on available, off-the-shelf systems for:

- Station Records Management ¹
- Criminal Case Management
- And
- Jail Management.

The objectives are to obtain information about:

1. Current products available.
2. Off-the-shelf and minimally customized software and systems that will assist JCF staff with the management of records in police stations, criminal case management for prosecution and Jail management for persons held in custody.
3. Potential solution providers.
4. Operation, maintenance, and support features and costs.

This RFI is not an invitation to pre-qualify vendors. The MNS SSP may utilize the results of this RFI in drafting a competitive solicitation (RFP) for the subject services/products/equipment. Any future contract that may be awarded must comply with MNS SSP procurement requirements.

Participation in this RFI is voluntary. The MNS SSP will not pay for the preparation of any information submitted by a respondent or for the MNS SSP and JCF use of that information.

No purchases will be made as a result of this request. Any price information provided shall be manufacturer's list price and will be used for comparison purposes only.

¹ Referenced as incident management citizen and police reports, records management

TRANSPARENCY

All information included in this RFI with respect to any specific procurement action will be included in any eventual solicitation/procurement document. The opportunity to participate in any subsequent Request for Quotation (RFQ) or Request for Proposal (RFP) will be open to all eligible bidders notwithstanding any lack of participation in this RFI.

CONFIDENTIALITY

All information submitted by companies in response to this RFI will be held in the strictest confidence and will only be used for the purposes of planning and for guidance and enhancement of any subsequent Request for Quotation (RFQ) or Request for Proposal (RFP) in relation to the goods and services for which the information was provided.

Except with the prior written consent of the Ministry of National Security, the Company and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of this RFI, nor shall the Company and the Personnel make public the recommendations formulated in the course of, or as a result of this RFI.

2 BACKGROUND

The Government of Jamaica has established a Security Strengthening Project (SSP), funded by a Loan from the Inter American Bank (IADB), the main objective of which is to contribute to an increase in the conviction rate for murders in Jamaica. The strategy to achieve the main objective will be the “specific objectives”:

- To assist in the reduction of the rate of murders in the country;
- To increase the proportion of police investigations of murders that result in prosecution;
- And
- The training of police officers in the use of technology in crime fighting.

The Ministry of National Security (MNS) is charged as the Executing Agency and has established a Project Executing Unit(PEU).

The Security Strengthening Project has three (3) components: (i) Violent crime prevention and management; (ii) Improving investigative capabilities for homicides; (iii) Change Management & Communications.

The Project components comprise activities to benefit and involve the participation of the Ministry of National Security and the following entities within its portfolio:

- The Jamaica Constabulary Force (JCF)
- The Department of Correctional Services (DCS)
- The Firearm Licensing Authority (FLA)
- Passport, Immigration, Citizenship Agency (PICA)
- The Institute of Forensic Science and Legal Medicine (IFSMLM)
- The Private Security Regulatory Authority (PSRA)

Additional entities outside the portfolio of the Ministry of National Security includes;

- The National Works Agency (NWA)
- eGov Jamaica Limited (eGov)

ABOUT THE JCF²

The Jamaica Constabulary Force (JCF) is the police force of the island nation of Jamaica. The official JCF staff numbers 9,930 plus 55 auxiliary positions, making a total of 9,985; its current strength (as of 2011) is 8,441. The head of the JCF is Major General Antony Anderson, CD, ADC, JP, MDA, B.Eng (Hons.), psc.

The JCF is responsible for the maintenance of law and order, the prevention and detection of crime, the investigation of alleged crimes, the protection of life and property and the enforcement of all criminal laws as defined by the Jamaican penal code. The JCF also provides general assistance to the public, as needed.

² Additional information on the Ministry, the JCF and the project can be found at the web sites below:

www.mns.gov.jm

www.jcf.gov.jm

<https://www.iadb.org/en/project/JA-L1074>

HOW IS THE JCF ORGANIZED

The JCF is divided into four (4) Portfolios and five (5) geographical areas (regions).

The geographical regions cover the island; each is headed by an Area Commander. Each area is comprised of several divisions which house multiple police stations, enabling the JCF to have a physical presence throughout Jamaica. Divisions are headed by a Divisional Commander.

The portfolios are vertical teams that operate across the geographic divisions and provide specialized services. Among these portfolios is the Crime and Security Portfolio, which is further divided into several divisions (branches) that specialize in different types of investigations:

- Criminal Investigation Branch (CIB) that deals mainly with major crimes, and has under its purview agencies such as Major Investigations Division (MID), Centre for the Investigation of Sexual Offenses and Child Abuse (CISOCA), Technical Services Division (TSD) and Narcotics Division (ND);
- Counter-Terrorism and Organized Crime (C-TOC) that deals with organized crime and has under its purview the Fraud Squad, Constabulary Financial Unit (CFU) and Communication Forensics and Cybercrime Division (CFCD);
- Security and Intelligence Branch (SIB) that is responsible for the management of intelligence, and has oversight of the Protective Services Division (PSD) that deals with special and vulnerable witnesses. National Intelligence Bureau (NIB) deals with the management of intelligence.

Partners in Criminal Investigations

The JCF partners with a number of agencies in the fight against crime. These agencies include:

- Financial Investigations Division (FID)
- Revenue Protection Division (RPD)
- Major Organized Crime and Anti-Corruption Agency (MOCA)

Support is provided by other agencies, which include but are not limited to:

- Registrar General Department (RGD)
- Passport Immigration and Citizenship Agency (PICA)
- Betting Gaming and Lotteries Commission (BGLC)
- Jamaica Customs Agency (JCA)
- Firearm Licencing Authority (FLA)
- Institute of Forensic Science and Legal Medicine (IFSLM)
- Justice Support Unit (JSU)
- Financial Institutions
- Medical Institutions

OVERVIEW OF THE CURRENT RECORD KEEPING AND CASE MANAGEMENT PROCESSES

The current practices regarding the reporting and recording of crimes in Jamaica are based on paper-based systems that have evolved over time. Historically, the keeping of records in registers to allow for

tracking and audit trail and the compilation of paper-based case files has evolved to create more than thirty (30) regularly used registers and large registries of filing cabinets with current and inactive files.

Given the largely manual process, the JCF's investigative capacity is restricted in terms of the speed and scope of access to information related to a particular case. Specifically, the manual process limits the timelines and quality of internal monitoring and control, case quality management, tasking, intelligence gathering, data analysis, evidence management, and reporting. The manual processes also restrict access to peer/expert advice which often times can improve the quality of the case file.

The increases in incidents, criminal sophistication, and links with other law enforcement agencies at an international level are highlighting the inadequacies of the current paper-based systems.

Currently, as it stands there are inefficiencies within the JCF when it comes to the effectiveness of investigations, collecting national security data and also investigating crimes.

Manually held information related to reporting and investigating crimes can be lost/and or damaged which could then lead to cases being dismissed.

THE AUTOMATED SYSTEM MUST:

- Manage station records for more than 176 police stations and 20 headquarters as well as 10-20 temporary police posts; Must include records related to more than 60,000 incidents per year.
- Manage at least 30,000 active criminal cases from initiation to trial, meeting constitutional and statutory requirements,
- Contribute to improving customer service, and enhancing flexibility, efficiency, and transparency.
 - To include web based forms or connections to web site forms, for Citizens to report incidents, request services and give feedback (commendations and grievances)

The Case Management System will support the investigation of crimes by the units below. The case management solution will support investigations of all types of crimes. The implementation will focus on major crimes as a first phase and then bring on other types on investigations over time.

JCF:

- CIB (MID, CISOCA, TSD and Narcotics)
- CTOC (Fraud Squad, CFU and CFCD)
- Security and Intelligence Branch (National Intelligence Bureau and Protective Services Division)

JCF Partners in Crime Fighting:

- FID
- RPD
- MOCA

3 RFI SCOPE

STATION RECORDS MANAGEMENT

Support in the field and in the office

INCIDENT REPORTING AND MANAGEMENT

| In Scope | Connections and Interfaces | Out of Scope |
|--|--|--|
| Capture incidents, observations and concerns addressed to policemen on patrol or outside of the station or police facilities | Connect to systems to identify citizens, citizen assets (vehicles etc) and citizens public records | |
| Capture reports, incidents and concerns expressed by citizens in any police station or facility | Connect to CAD system to access incidents requiring action by Police outside the emergency team | - Emergency services support processes Note CAD system is not in scope. |
| Manage and track assessments, investigations and analysis of incidents not identified as criminal investigation cases | Connect to Case management system to pass incidents tagged for criminal investigations | |
| Report and statistics on incidents, resolutions and citizen interactions with the police station or police not in station | | |
| Allow assignment of incidents for review, authentication, analysis or investigation as needed | | |
| Implementation of special processes, procedures or handling for vulnerable citizens or Police taking reports under circumstances that make them "vulnerable" | Connect to data bases of vulnerable citizens | |
| Management reporting and analysis of incidents and the process for managing them | | Police staff performance reviews and performance feedback |

CITIZEN INFORMATION AND ACCESS

Ability for Citizens use "self-service" to

- Report incidents, observation, concerns and tips at a police station or without having the
Physically go to a police station.
- Submit commendations for policemen, police stations and facilities
- Submit complaints about the police, their stations or facilities
- Follow up on any incidents or submissions

Improve Citizen Police Station visits through the use of:

- Welcome and waiting systems
- Queueing and Prioritisation systems (based on customised Triage processes)

Improve Citizen Experience when interacting with members of the Police by:

- Use of “self-serve” to record their statements/explanations and reports.
- Reducing the instances of repeating the report or statement to accommodate multiple data capture stages

STATION OPERATIONS AND MANAGEMENT

| In Scope | Connections and Interfaces | Out of Scope |
|--|--|--|
| All processes that are needed for general operations of a police station | Connect to Human Resource systems to validate policemen work status and duty rosters Connect to court systems to access court dates and changes | <ul style="list-style-type: none"> - Human Resource management functions and processes - Vehicle Tracking and Inventory management |

STATION ADMINISTRATION AND GENERAL RECORDS

| In Scope | Connections and Interfaces | Out of Scope |
|--|----------------------------|---|
| Other station administration and management that support station operations and citizen interactions | | <ul style="list-style-type: none"> - Maintenance and inventory of physical building and facilities - Maintenance and inventory of general stationary and assets (not specific to law enforcement) |

CASE MANAGEMENT

Support in the field and in the office

CRIMINAL INVESTIGATIONS

| In Scope | Connections and Interfaces | Out of Scope |
|---|---|---|
| Investigation of major crimes by individuals, | Station records management to import related incidents, | <ul style="list-style-type: none"> - Investigation of incidents not classified as criminal |

| In Scope | Connections and Interfaces | Out of Scope |
|--|--|--------------|
| groups, Gangs and any form of organised crimes | observations and other relevant information | |
| | <p>Connect to JCF internal units and external vendors and partners who provide services to support investigations</p> <p>Connect to make requests, follow up on requests and receive responses</p> | - |

PROSECUTION AND COURT SUPPORT

| In Scope | Connections and Interfaces | Out of Scope |
|---|---|--|
| Processes required to prepare a case for court and to support the case throughout the trial | Connect to court process and systems for calendars and trail instructions to the police | - Court management processes and systems |

JAIL MANAGEMENT

The Jail management to be automated for the JCF is limited to:

- (1) Recording and tracking persons in custody, for incidents or cases that are pending investigation or awaiting trial. Include all connections to incidents, evidence or cases as appropriate.
- (2) Recording and tracking of persons in custody awaiting transfer to the Correctional Services (Penal facilities). Include all connections to incidents, evidence or cases as appropriate.
- (3) Maintain and track the arrest orders, transfer orders and any other instruction that will impact the status, location or conditions of custody
- (4) Tracking of incidents, requests and any other support required to accommodate the custody. Include classifications that will determine the conditions and treatment during custody.

OUT OF SCOPE FOR JAIL MANAGEMENT

Jail management for persons in the Correctional Facilities.

4 REQUESTED INFORMATION



MNS SSP JCF RFI
RESPONSE FORM v1

5 RESPONSES

Interested Parties are requested to respond to this RFI as follows:

| Date or Period | Response | Of Note |
|--|---|---|
| Issue Date (Tuesday June 6, 2019) | Respond acknowledging receipt of email or request to route email to appropriate party | Issued by Email |
| RFI acknowledgment period – June 6, 2019 – June 10, 2019 | Formal advice of intent to respond. | By Email to the contact below Must include the name, title and contact details for the primary representative(s) who will coordinate and submit the response |
| June 6, 2019 – June 14, 2019 | Requests for additional Information or clarifications | By email to the contact below Questions regarding this RFI shall be submitted in writing by Email only |
| Response Due Date Wednesday June 19, 2019 | RFI Response | Response as per Response Instructions below |

RESPONSE INSTRUCTIONS AND GUIDELINES

SUBMISSION GUIDELINES

All requests for information and response submissions must be sent by email to the RFI contact below. The response must be in the response documents in the word format below.

Attachments and appendices can be email as separate documents or imbedded in the response document.

OTHER GUIDELINES

If a respondent believes that a specific section of its response is confidential, the respondent shall isolate the pages marked confidential in a specific and clearly labelled section (Section 4) of its response. To the extent necessary for reviewing responses, information marked as “confidential” will not be treated as confidential.

RFI CONTACTS

Questions regarding this RFI and Responses submissions must be directed to the contact below.

Attention: **Procurement Specialist**

Address: **Ministry of National Security**
Security Strengthening Project
Shops 31-32
Kingston Mall
Kingston

Telephone: **(876) 922-5068**

Email address: peu@mns.gov.jm

6 APPENDICES AND FORMS

ABBREVIATION AND TERMINOLOGY

| | |
|--------|--|
| MNS | Ministry of National Security |
| SSP | Security Strengthening Project |
| TCO | Total Cost of Ownership |
| JCF | Jamaica Constabulary Force |
| GOJ | Government of Jamaica |
| DCS | Department of Correctional Services |
| PICA | Passport Immigration and Citizenship Agency |
| FLA | Firearm Licensing Authority |
| IFSLM | Institute of Forensic Science and Legal Medicine |
| IDB | Inter-American Development Bank |
| EA | Executing Agency |
| CIB | Criminal Investigation Branch |
| MID | Major Investigations Division |
| CISOCA | Centre for Sexual Offenses and Child Abuse |
| TSD | Technical Services Division |
| CTOC | Counter-Terrorism and Organized Crime |
| CFU | Constabulary Financial Unit |
| CFCD | Communication Forensics and Cybercrime Division |
| NIB | National Intelligence Bureau |
| FID | Financial Investigations Division |
| RPD | Revenue Protection Division |
| MOCA | Major Organized Crime and Anti-Corruption Agency |
| ND | Narcotics Division |

PRODUCT AND SERVICE ELIGIBILITY

A Consultant, and all parties constituting the Consultant, shall be nationals of member countries of the Bank. Consultants from other countries shall be disqualified from participating in contracts intended to be financed in whole or in part from Bank loans. This section lists the Bank's member countries, as well as the criteria to determine the nationality of Consultants and the country of origin of goods and consulting services.

"ELIGIBLE COUNTRIES are: Argentina, Austria, Bahamas, Barbados, Belgium, Belize, Bolivia, Brazil, Canada, Colombia, Costa Rica, Chile, Croatia, Denmark, Dominican Republic, Ecuador, El Salvador, Finland, France, Germany, Guatemala, Guyana, Haiti, Honduras, Israel, Italy, Jamaica, Japan, Mexico, Netherlands,

Nicaragua, Norway, Panama, Paraguay, People’s Republic of China, Peru, Portugal, Republic of Korea, Slovenia, Spain, Suriname, Sweden, Switzerland, Trinidad & Tobago, United Kingdom, and United States, Uruguay and Venezuela.

ELIGIBLE TERRITORIES are:

- a) Guadeloupe, French Guiana, Martinique, Reunion – as Departments of France
- b) U.S. Virgin Islands, Puerto Rico, Guam – as Territories of the USA
- c) Aruba – as a constituent country of the Kingdom of the Netherlands; and Bonaire, Curacao, Saint Marten, Saba, St Eustatius – as Departments of the Kingdom of the Netherlands
- d) Hong Kong – as a Special Administrative Region of the People’s Republic of China”

NATIONALITY AND ORIGIN OF GOODS AND SERVICES CRITERIA

The policy provisions make it necessary to establish criteria to determine: a) the nationality of the firms and individuals eligible to bid or participate in a bank-financed contract and b) the country of origin of goods and services. For these determinations, the following criteria shall be used:

(A) Nationality.

- a) **An individual** is considered to be a national of a member country of the Bank if he or she meets either of the following requirements:
 - i. is a citizen of a member country; or
 - ii. has established his/her domicile in a member country as a “bona fide” resident and is legally entitled to work in the country of domicile.
- b) **A firm** is considered to have the nationality of a member country if it meets the two following requirements:
- c)
 - i. is legally constituted or incorporated under the laws of a member country of the Bank; and
 - ii. more than fifty percent (50%) of the firm’s capital is owned by individuals or firms from member countries of the Bank.

All members of a joint venture and all subcontractors must meet the nationality criteria set forth above.

(B) Origin of Goods.

Goods have their origin in a member country of the Bank if they have been mined, grown, harvested, or produced in a member country of the Bank. A good has been produced when through manufacture, processing or assembly, another commercially recognized article results that differ substantially in its basic characteristics, function, or purpose of utility from its parts or components.

For a good consisting of several individual components that need to be interconnected (either by the supplier, the purchaser or by a third party) to make the good operative and regardless of the complexity of the interconnection, the Bank considers that such good is eligible for financing if the assembly of the components took place in a member country, regardless of the origin of the components. When the good is a set of several individual goods that are normally packaged and sold commercially as a single unit, the good is considered to originate in the country where the set was packaged and shipped to the purchaser.

For purpose of origin, goods labelled “made in the European Union” shall be eligible without the need to identify the corresponding specific country of the European Union.

The origin of materials, parts or components of the goods or the nationality of the firm that produces, assembles, distributes or sells the goods, does not determine the origin of the goods.

(C) Origin of Services.

The country of origin of services is that of the individual or firm providing the services as determined under the nationality criteria set forth above. These criteria apply to services ancillary to the supply of goods (such as transportation, insurance, erection, assembly, etc.), to construction services, and to consulting services.

7 DOCUMENT CONTROL

DISTRIBUTION

This RFI is published by the Project Executing Unit of the MNS Security Strengthening Project and distributed to software vendors

VERSION CONTROL

| Version # | Implemented By | Revision Date | Approved By | Approval Date | Reason |
|-----------|---------------------|---------------|-------------|---------------|--|
| 1.0 | Milton Morrison | 25May2019 | N/A | N/A | Initial draft for review |
| 2.0 | Karen Smythe-Witter | 27May2019 | N/A | N/A | Update with content Format change to separate the response template |
| 2.1 | Michelle McKenzie | 3June2019 | N/A | N/A | General review and comments |
| 3.0 | Donald Miller | 3June2019 | N/A | N/A | General review and comments |
| 4.0F | KSW | | | | Finalised with RFI response and all comments |