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

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

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MINISTRY OF NATIONAL SECURITY

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SECTION 1: COMPANY INFORMATION¹

Question	Answer ²
Company name (legal or registered)	
Company Marketing or Brand Name (if different)	
Company address	
Company web page	
Summary of products/services³	
Number of years providing products and services for law enforcement	
Company branches/location(s)	
Measurement of Customer Satisfaction or Customer Experience	
Customer Satisfaction or Experience: Summary of process used and frequency of measurement.	
Awards, standards or other industry recognitions	
Describe your 3-5 year product roadmap plan	
Financial information⁴	
Last year turnover	
Last year gross margin	
Last year profit	
Stock markets where your company is listed	
Contact responsible for answering this RFI (name, title)	
Address (office location)	

¹ Documents or brochures to support any of the areas herein can be imbedded in the answer section or added as appendices to the response

² NO answer must be more than 150 words

³ Company profile can be imbedded in the answer section in addition to the summary statements in the body

⁴ Public information

Question	Answer ²
Telephone(s)	
Email	
Availability of support and maintenance for Clients in Jamaica/Caribbean	

SECTION 2: PRODUCT, SERVICE PROFILE AND PRICING

PRODUCT AND SERVICE DESCRIPTIONS

Software	Summary/List of Modules
Station Records Management	
	Modules include:
	Or summary
Criminal Investigation Case Management	
Jail Management	
Other Products	

Services	Description
Software Installation	
Software Implementation	
Customization and Interfaces	
Other Services	

OPERATIONS, MAINTENACE AND SUPPORT

Description
Operations
Operations support human resource needs
Operations support – back office processing
Provides 24 x 7 online system access with high availability and reliability

Description	
Required/recommended system maintenance downtime	
System operations and administration manuals and training	
Backup and Recovery management	
Maintenance	
Upgrades and releases Backward and customization compatibility	
Error management	
Continuous software improvement	
Support	
Help desk services	
Customization services (post production, interface, features)	
Support agreement type and structure	

PRICING OPTIONS

Description	Price/Rate Range
Software <ul style="list-style-type: none"> • License – single payment • License – user based (including minimums, tiers etc) • Subscription Service • Other 	
Installation and Implementation Services	

	Description	Price/Rate Range
	<p>Potential and preferred fee structures</p> <ul style="list-style-type: none"> • Retainer • Flat fee • Time and materials • Combination or other 	
	<p>Training Costs (Train the trainer, customized user training, self-paced/service user training)</p>	
	<p>Customization Services</p> <p>Potential and preferred fee structures</p> <ul style="list-style-type: none"> • Retainer • Flat fee • Time and materials • Combination or other 	
	<p>Standard method of handling travel and other expenses</p> <ul style="list-style-type: none"> - Built into fee structure - Pass-through to client - Billed to client at cost - Billed to client plus administrative charge 	
	<p>Potential for value-added services</p>	

PRODUCT/SERVICE TECHNICAL INFORMATION

	Description	References/Samples/Appendix
Intuitive, engaging interface design (as indicated by user feedback or user learning curve/experience)		
Minimizes duplicative work by incorporating workflow functionality and single point of data entry.		
User Configurable – Business rules, process changes		
User Configurable – Field additions, security access control		
Configurable E-Forms – allow storage and populating of fields in the database		
Reporting: Standard real time reports run on demand		
Reporting: Graphical and textual representation of data		
Adhoc Report Writing		
Ability to search metadata associated with documents as well as the content		
Global Support – Configurable Geo-referencing		
Global Support – multiple currency,		

	Description	References/Samples/Appendix
	configurable date and address formats	
	Triggered or automated processes – by field change, date/time, elapsed time	
	Distributed Access Web enabled or accessible from mobile devices	
	Custom Screen Development	
	Ability to import and export data	
	Ability to store pictures, video and other image formats	
	Complete security audit	
	Multi-level user authentication Ability to configure security by roles, functions and groups.	
	Data Retention User configurable retention rules	
	Transaction recovery For web, power or other technology failure	
	System recovery For technology failure/data loss	
	Describe how the solution satisfies data privacy and security regulations	
	Compliance with external security certifications	

	Description	References/Samples/Appendix
<p>Open API – Application Programming Interface making 3rd party systems integration easier</p>		
<p>Please provide a list of hardware and software that include latest (within past 3yrs) supported manufacturer and model numbers, operating system versions, browser versions that your solution supports.</p>		
<p>If yours is a cloud solution, please indicate the type of cloud solution from the types listed below:</p> <ol style="list-style-type: none"> 1. Private cloud: Model in which an enterprise uses a proprietary architecture and runs cloud servers within its own data centers. 2. Hybrid cloud: Model that includes a mix of on-premise, private and third-party public cloud services with orchestration between the two platforms. 		

	Description	References/Samples/Appendix
<p>3. Public cloud: Model in which a third-party provider makes computing resources available to the public over the internet. In this case enterprise do not have to setup and maintain their own cloud servers.</p>		
<p>If your solution is cloud based, please describe the following:</p> <ol style="list-style-type: none"> 1. Any data limit or storage charges? 2. Would the proposed cloud solution need to be hosted on your own servers or hosted at a third-party hosting provider 		
<p>Implementation and Support</p>		
<p>Custom sandboxes for implementation prior to go live</p>		
<p>Trials and Pilots</p>		
<p>Designated support representative</p>		
<p>Regional of onsite client training</p>		
<p>Self-paced training</p>		
<p>Virtual Hand-on/live webinar training sessions</p>		

	Description	References/Samples/Appendix
<p>Embedded Help and FAQs</p> <p>Customisable?</p> <p>Searchable help topics</p>		

SECTION 3: SOFTWARE FEATURES AND FUNCTIONS

NAVIGATION AND ACCESS

Describe the process for navigating the software, accessing specific functions and features and jumping to functions or features based on workflow or “drilling in or out.

	Station Records Management	Case Management	Jail Management
Navigation function and features			
Menus, drop downs and jumps			
Workflow Functions and Features			
Field Support			

STATION RECORDS MANAGEMENT

SUMMARY OF MAJOR BENEFITS⁵

SUMMARY OF FUNCTIONS AND FEATURES

List the major functions and features in the table below

	Functions	Features
Citizen Interactions		
Minors and Vulnerable Citizens		
Citizens and Policemen		
Citizen reporting and incident management		
Evidence Recording and tracking		

⁵ Summary of main benefits, distinctive features and special value add – no more than 150 words

	Functions	Features
Reports and Data Analysis		
Incident Classifications		
Incident classification		
Weapons		
Other		

CRIMINAL CASE MANAGEMENT

SUMMARY OF MAJOR BENEFITS⁶

SUMMARY OF FUNCTIONS AND FEATURES

List the major functions and features in the table below

	Functions	Features
Citizen Interactions		
Statement and Observation Recording		
Evidence Gathering and Analysis		
Leads and Intel		
Location and Addressing (Geo referencing)		
Time management and activity tracking		
Case assignments and workloads		
Court requirements and preparations		

⁶ Summary of main benefits, distinctive features and special value add – no more than 150 words

	Functions	Features
Reports and Data Analysis		
Data and document and export		
Other Key Areas		

JAIL MANAGEMENT.

SUMMARY OF MAJOR BENEFITS⁷

SUMMARY OF FUNCTIONS AND FEATURES

List the major functions and features in the table below

	Functions	Features
Citizen Interactions		
Custody Instructions and changes		
Visitation		
Special treatment or conditions		
Suspect classification		
Track movement of persons in custody		
Custodian tracking		
Data and document and export		
Reporting and Data Analysis		
Other		

⁷ Summary of main benefits, distinctive features and special value add – no more than 150 words

SECTION 4: RESPONDENT CONFIDENTIAL INFORMATION

SECTION 5: RESPONDENT INFORMATION AND AUTHORISATION

Respondent certifies they have read and full understands this RFI

Signature	
Name and Title	
Email Address	
Date	

END