



**Government  
of Jamaica**



**MINISTRY OF NATIONAL SECURITY**

**REQUEST FOR PROPOSAL  
CASE MANAGEMENT SYSTEM FOR JAMAICA CONSTABULARY FORCE (JCF)**

Institution: Inter-American Development Bank  
Country: Jamaica  
Project: Security Strengthening Project (SSP)  
Loan/Credit/Grant No.: JA-L1074  
Contract/Bid No. : MNS/SSP/2019/SPN-001  
Deadline: 22 October 2019

**Abstract:**

The Government of Jamaica through the Ministry of National Security (MNS) is implementing the Security Strengthening Project (SSP) which is comprised of the following three (3) components:

- (i) Violent crime prevention and management;**
- (ii) Improving investigative capabilities for homicides and;**
- (iii) Change Management and Communications.**

The Security Strengthening Project is aligned with the Sector Strategy on Institutions for Growth and Social welfare (GN-2587-2) and the Sector Framework for Citizen Security and Justice (OP-1201). The project is consistent with the 2016-2021 IDBG Country Strategy with Jamaica (GN-2868) and will contribute to the Corporate Results Framework (CRF) 2016-2019 (GN-2727-6) output indicators of: (i) Government agencies benefited by projects that strengthen technological and managerial tools to improve public service delivery; and (ii) Crime information systems strengthened. The project is also aligned with the 2017 Jamaica's Ministry of National Security Five Pillar Strategy for Crime Prevention and Citizen Security.

The Ministry of National Security *has received* financing from the *Inter-American Development Bank (IDB)*, and it intends to apply part of the proceeds to payments under the project Security Strengthening Project (SSP), for a Case Management System for the Jamaica Constabulary Force (JCF).

The Ministry of National Security now invites suitably qualified software vendors to submit proposals for a case management solution to support the investigative process of the JCF.

**Scope:**

The Jamaica Constabulary Force (JCF) requires a Case Management System to support the investigation of crimes by the units within the JCF and their partners, as outlined below.

**JCF:**

Criminal Investigations Branch (Major Investigations Division, CISOCA, Technical Services Division and Narcotics Division).

Counter-Terrorism and Organized Crime (Fraud Squad, Constabulary Financial Unit and Communication Forensics and Cybercrime Division).

Security and Intelligence Branch (National Intelligence Bureau and Protective Services Division).

**JCF Partners in Crime Fighting:**

Financial Investigations Division

Revenue Protection Division

Major Organized Crime and Anti-Corruption Agency

**The case management solution is expected to deliver the following benefits:**

1. Improve the efficiency of the investigate process:
  - a) Support the compilation of data required for investigations into one common source of information that is accessible by all units/persons involved in the investigative process.
  - b) Move case data from paper files and cabinets to electronic data stores.
  - c) Allow capture and compilation of information and physical evidence.
  - d) Enable collection of data and information from other systems that contain incident reports (station records management), evidence and other data needed for the investigation process.
  - e) Capture information on all persons, assets, evidence and other items needed for a case and establish the relationships and trends that will support the connections needed for effective investigations.
  - f) Automate workflows to reduce the manual effort involved in compiling case components and incorporating case assignments and reviews.
  - g) Support process standardization and optimization through the inclusion of common forms, checklists and controls.
  - h) Provide reporting on case management assignments and activities, cases and the persons, assets or evidence involved in cases.
  - i) Support the direct interface with the court systems and the penal systems, as available
  - j) Support the direct interface with other partners or agencies that provide data or information related to criminal investigations or reports as available.
2. Improve the capability to analyze crime patterns and other information that can be used for crime prevention and investigations:

- a) Capture relevant relationships between data elements;
  - b) Provide prompts and notices to investigators when related elements are present in other cases or investigations.
3. Improve the quality and completeness of court-ready cases:
- a) Built in controls to improve compliance with regulations and laws;
  - b) Built in access control to support effective quality reviews;
  - c) Support the building of court-ready cases;
  - d) Support the tracking of court submissions and court requests related to the cases.

The case management system being sought will be used by the JCF as well as their partner agencies involved in criminal investigations.

A software developer will be selected in accordance with the procedures set out in the Inter-American Development Bank: [Policies for the Procurement of Goods and Works financed by the Inter-American Development Bank](#) GN-2349-9 for International Competitive Bidding. The selection will also be in accordance with the procurement policies of the Government of Jamaica.

The full detail of the engagement is included in the Request for Proposal (RFP) located on the following websites:

- Ministry of National Security: [www.mns.gov.jm](http://www.mns.gov.jm),
- GOJ Procurement Notice Board: [www.procurement.gov.jm](http://www.procurement.gov.jm)
- UN Development Business online: [www.devbusiness.com](http://www.devbusiness.com),
- Inter-American Development Bank: [www.iadb.org](http://www.iadb.org)

The closing date for submission of proposals is **Tuesday October 22, 2019 at 3:00 pm (UTC-5)** and must be submitted electronically via the Government of Jamaica's e-GP Procurement system at <https://www.gojep.gov.jm>. Late submissions will not be accepted.

***The Ministry of National Security reserves the right not to accept the lowest, or any other tender or to abort the tender process and reject all bids at any time prior to the award of contract without incurring any liability.***