



Request for Proposal – Digital Evidence Management System

City of Olympia, Washington

May 3, 2018

CONTENTS

- 1. Invitation and Introduction**
- 2. Public Records and Proprietary Material**
- 3. System Expectations and Scope**
- 4. System Demonstration and Product Information**
- 5. RFP Instructions and Schedule**

Appendices

- A. System Configuration and Functionality**
- B. Technical Configuration, Infrastructure, and Security**
- C. Training and Support, Company Background, Project Planning and Licensing**

Invitation and Introduction

The City of Olympia (City) is issuing a request for proposal (RFP) to for a hosted software solution and professional implementation and support services in the configuration, deployment and ongoing support of a Digital Evidence Management (DEM) system. Olympia is the capitol city of Washington State. It is situated at the southern end of Puget Sound, with the current city boundaries plus an Urban Growth Area (UGA) covering a combined area of 26 square miles. The city's population was estimated at over 49,670 in 2014.

The Olympia Police Department (OPD) has a paid staff of 64 commissioned officers and 26 civilian corrections and support personnel. The OPD provides proactive policing, corrections and community education services to the public.

The OPD's Evidence Unit received over 1,384 submissions of digital evidence, each submission having one or more files. The OPD's Evidence Unit is storing a growing diversity of digital evidence that includes:

- Photographs
- Video recordings
- Audio recordings
- Closed Caption Television (CCTV) video
- 9-1-1 audio recordings
- Emails and texting
- Inmate telephone audio recordings
- Other files extracted off of cell phones and hard drives as part of an investigation.

The OPD is seeking to solve the following problems with a Digital Evidence Management system:

- The exponential growth in volume and variety of digital evidence OPD is managing,
- The limitations of storing digital evidence on CDs, DVDs, and USB Drives,
- The need for detectives, evidence custodians, police officers, and prosecutors who work from multiple locations and need to view the evidence, and;
- Viewing and playing the growing multitude of video codec file formats

Public Records and Proprietary Material

Proposers should be aware that any records they submit to the City or that are used by the City even if the proposers possess the records may be public records under the Washington Public Records Act (RCW 42.56). The City must promptly disclose public records upon request unless a statute exempts them from disclosure. Proposers should also be aware that if even a portion of a record is exempt from disclosure, generally, the rest of the record must be disclosed. Exemptions, including those for trade secrets and "valuable formula," are narrow and specific. Proposers should clearly mark any record they believe is exempt from disclosure.

Upon receipt of a request for public disclosure, the City will notify the RFQ proposer of any public disclosure request for the proposer's proposal. If the proposer believes its records are exempt from disclosure, it is the proposer's sole responsibility to pursue a lawsuit under RCW 42.56.540 to enjoin disclosure. It is the proposer's discretionary decision whether to file such a lawsuit. However, if the proposer does not timely obtain and serve an injunction, the City will disclose the records, in accordance with applicable law.

System Expectations and Scope

The solution will support the collection and sharing of digital evidence while preserving chain of custody. Ideally, the system will integrate with the RMS used by the City and must meet the following requirements:

- A Software as a Service (SaaS) model.
- Playback capabilities for multiple formats of videos
- Integration achieved through built-in API's and other integration tools with the City's Criminal Justice Records Management System - Superior One Solution RMS.

The ideal vendor will have experience with implementing DEM solutions in mid-size municipalities with:

- Knowledge of chain-of-custody best practices.
- Experience in developing integrations
- Experience with digital evidence management.

The City will also contract for implementation services for the duration of the project and may include integrations services with the City's Criminal Justice RMS solution. It is strongly desired to keep the initial implementation as simple as possible; taking advantage of out-of-the-box functionality whenever possible.

System Demonstration and Product Information

Provide a general description of the proposed DEM solution (e.g. whitepapers, technical specifications, and/or manuals). Also, provide descriptions of other modules that you offer, which may be of interest to the City that are not contained in this document, such as body cameras or in-car video.

Each selected vendor will participate in a technical demonstration and discussion with the selection committee. This required demonstration will cover the technical competency of the vendor to ensure compatibility within the city's IT architecture and standards, specific requirements can be found in the technical configuration, infrastructure, and security section of this RFP (Appendix B).

Vendors that satisfy the technical demonstration will be invited to give a web-based (online) or in-person product demonstration. In addition to the functionality outlined in the appendices, the functional demonstrations should also highlight product features such as:

- Ability to capture digital evidence from mobile devices
- Ability to capture digital evidence from other sources (i.e. network drive, cameras, digital voice recorders and others)
- Storage of digital evidence in multiple file formats.
- Retrieval/play back digital evidence from multiple file formats.
- Ability to maintain data preservation and proof of authenticity of digital evidence, working copies vs. originals.
- Search all digital evidence with filtering by associated record attributes.
- Ability to add annotations and flags in video and audio files.
- Redaction ability
- Reporting capabilities, including chain of custody reports and system ad-hoc reporting.
- Ability for prosecutors to access digital evidence stored in the system.
- Ability to integrate with the City's Criminal Justice Records Management System - Superior One Solution RMS.

Our Selection Committee will evaluate the product demonstrations based on how well the demonstrated function meets business needs. Scoring will be based on the following measures:

- Function available, very easy to access and/or use
- Function available
- Function available, but difficult to access and/or use
- Product characteristics including ease of system navigation, standards conformity, and interface look and feel
- Preparedness of the Vendor
- Completeness of the software demonstration

RFP Instructions and Schedule

The purpose of this Request for Proposal (RFP) is to determine if a long-term, cost-effective vendor solution exists relative to digital evidence management needs for the City. Response to this RFP does not commit the City to pay any costs incurred in the preparation of the response, demonstrations, or any other activities related to this response. All responses and accompanying documentation become the property of the City and will not be returned. This RFP does not obligate the City to contract for services or products specified herein. The City reserves the right to revise the RFP and/or to issue addenda to the RFP.

The following schedule is to inform vendors of the estimated timetable of the systems evaluation and describe the content and appropriate format for each section of the vendor response. Please note the following dates when preparing your response to the RFP. Dates are estimates and will not be shortened but may be moved out by the City:

SCHEDULE DATES	DATE
RFP released to Vendors	Thursday May 3 rd
Deadline to submit written clarification questions regarding the RFP	Thursday May 17 th
Answers to questions provided to vendors	Thursday May 24 th
RFP Due (PDF)	Thursday May 31st
Vendor Technical Demonstrations (week of)	Week of June 18 th
Vendor Functional Demonstrations (week of)	Week of July 2 nd & July 9 th
Qualified Vendor Selection (week of)	Week of July 16 th
Vendor Award Announced	Week of July 16 th

Our Selection Committee will use the following General Evaluation Criteria and weighting scheme to select a qualified system vendor:

- Product Demonstration **15 points**
- Service Support and Proposed Cost **20 points**

- Compliance with System Requirements:
 - Technology and Integration Requirements **25 points**
 - Functional Requirements **25 points**

- Professional Services:
 - Implementation Services and Training **15 points**

Prospective vendors are prohibited from discussing the RFP and the selection process with City staff, except as provided for, in this RFP. Failure to do so may be grounds for disqualification from the process. All questions or clarifications regarding this RFP, the selection process, and responses should be written and addressed to Sean Krier (skrier@ci.olympia.wa.us).

Appendix A: System Configuration and Functionality

The City **requires** the following functionality to support the business requirements of the City:

A. Evidence Management - Critical

- Storage of digital evidence in multiple file formats.
- Retrieval/play back digital evidence from multiple file formats.
- Ability to capture digital evidence from mobile devices such as iPhones and Android devices.
- Ability to capture digital evidence from other sources (i.e. network drive, digital recorder, surveillance camera, scanner, and others)
- Ability to maintain data preservation and proof of authenticity of digital evidence, working copies vs. originals.
- Search all digital evidence with filtering by metadata, case, and other associated record attributes.
- Unique identifier for each piece of digital evidence.
- Linking of digital evidence items to associated case number.
- Ability to add annotations and flags in video and audio files.
- Reporting capabilities, including configuration of reports.

B. Chain of Custody - Critical

- Customizable chain of custody reports
- Solution can certify that the digital evidence remains unchanged throughout the tracking process.

C. Public Disclosure – Critical

- Redacting capabilities for image, video, & audio

The City **desires** the following functionality to support the business requirements of the City:

D. Search and transcription - Desired

- Transcribing capabilities.

E. Notifications - Desired

- Configurable alerts to officers of new evidence related to specific individuals or cases.
- Configurable alerts to designated staff member(s) if digital evidence is copied/modified.

Appendix B: Technical Configuration, Infrastructure, and Security

The City will be evaluating the technical and hosting infrastructure to ensure it meets our technical, security and legal requirements. **Please include responses to the following:**

A. General

- Does the solution's web-based interface have a responsive design for mobility?
- Identify web browsers supported by the solution

B. Configuration

- Identify any browser add-ons, desktop components, peripherals, and/or mobile applications required for application or service function as demonstrated

C. Integration

- Identify Integration abilities with Superior One Solution Records Management system or other RMS systems you have integrated with in the past.
- Identify other interface methods (i.e. SFTP, web services, and rest services) available for integrations
- At a minimum, the integration will reference case numbers from the City's RMS available for indexing of digital evidence. Describe the level of integrations you have achieved with other RMS and include the system you have integrated with.

D. User and Data Security Setup

- Allows for establishing group permissions for users.
- Allows for granular permissions down to feature level.
- Allows for granular permissions down to a workflow level.
- Provides 2 factor authentication.
- Allows for single sign-on via Active Directory Federated Services (ADFS) integration for internal staff users.
- Provides self-service password recovery for all users.
- Provides audit logging of all access.

E. Software as a Service/Solution Delivery

- Identify all components of the system including any on-premise requirements
- Provide Service Level Agreement (SLA) for service performance and availability
- Provide details of data backup and redundancy standards for preventing data loss
- Provide documentation of Criminal Justice Information Security (CJIS) compliance of hosted solution
- Provide a list of data storage/hosting locations that may contain City data
- Provide service agreement language regarding customer (City) ownership of data
- What is the typical service upgrades/patches schedule?
- What is the timing and method used for notifying customers of upgrades and patches?
- What data exiting strategies do you offer when services are ended?

F. Body Worn Cameras

- List supported body worn cameras (Brands & Models)
- Identify uploading processes (i.e. docking, web, in-field)

Appendix C: Training and Support, Company Background, Project Planning and Licensing

The City will be evaluating the training and support, company background, project planning and licensing to ensure it meets our requirements. **Please include responses to the following:**

A. Training and Support

- Do you provide advanced technical and security training for City system administrators?
- Do you support a train the trainer model (e.g. end user training to staff is available to allowing them to perform internal training)?
- What ongoing training opportunities are available after deployment?
- Are online webinar or on-demand mini training sessions are available? If so, describe.
- Do you have online customer support portal for submitting and tracking issues is available.
- Is phone customer support for submitting and tracking issues is available?
- Will customer support be available to all agency users?

B. Company Background & Project Planning

- Describe your relevant experience and history in the field of digital evidence management.
- Describe your project and implementation service/approach.
- Provide three Client References – include at least one with an integration.

C. Licensing Model and Implementation Costs

- Describe your licensing model and typical implementation costs.