



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

October 7, 2020

TO: ALL OFFERORS
FROM: WALT GORMAN
STATE CONTRACT PROCUREMENT OFFICER
SUBJECT: ADDENDUM TO REQUEST FOR INFORMATION NO.: GSS20882-DSP_DEP

ADDENDUM # 1

The purpose of this addendum is to respond to questions asked during the Q&A period and to update the submission requirements and bid opening procedures as a result of the extension to the current State of Emergency.

SUBMISSION REQUIREMENTS

Pursuant to the provisions of the declared State of Emergency, bids in response to the subject solicitation shall be submitted electronically with a hard copy to follow by mail.

Electronic bid submissions must be emailed to gss-bid-submit@delaware.gov

The email subject line MUST include the solicitation number and vendor name.

Be advised, the email transmitted, including all required information and attached files may not exceed 25Mb.

Only those submission received at gss-bid-submit@delaware.gov by the bid submission deadline will be considered. It is the responsibility of the offeror to ensure their bid is received by the deadline.

The hard copy of the bid must exactly match the electronic bid and shall be received no later than seven (7) calendar days from the bid closing date. The hard copy must be sent in a sealed envelope clearly displaying the contract number and vendor name to:

State of Delaware
Government Support Services
Contracting Section



GOVERNMENT SUPPORT SERVICES – CONTRACTING
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202
PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

100 Enterprise Place, Suite 4
Dover, DE 19904-8202

Bids must be received by 3:00pm Local Time Wednesday, October 28, 2020.

BID OPENING

Pursuant to the provisions of the declared State of Emergency the bid opening will be held **3:30pm Local Time Wednesday, October 28, 2020** through electronic means. To attend the bid opening via remote access, the public may participate by joining the meeting at: <https://stateofdelaware.webex.com/stateofdelaware/j.php?MTID=m245cb0f89b4b9dd5bfed2f5d8486c4a9>

Meeting Number (Access Code): 173 048 1898

A listing of proposals received will be posted online and available for review at: http://bids.delaware.gov/closed_bids.asp, under the contract specific page.

QUESTION AND ANSWER

1. **Whether companies from Outside USA can apply for this? (like, from India or Canada)**
 - a. Yes. All data storage solutions must remain local.
2. **Whether we need to come over there for meetings?**
 - a. Meeting location will be dependent upon meeting agenda. Vendor will need to be willing and able to travel to Delaware for meetings.
3. **Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**
 - a. Yes. All data storage solutions must remain local.
4. **Can we submit the proposals via email?**
 - a. Yes. Please refer to the first section of this addendum for electronic submission guidelines.
5. **Do you happen to know the estimated funding source, or budget for this project? If so, has funding for an RFP been secured?**
 - a. The purpose of the RFI is to aid in preparing a budget and RFP.
6. **Is this a new requirement? Or is there an incumbent vendor providing these services? If there is an incumbent, would you be able to provide the contract number, vendor name, and term of the contract?**
 - a. This is a new requirement.
7. **Is there a timeline for an RFP to be released? If not, what steps are expected to make a decision on releasing an RFP?**

- a. At this time an RFP timeline has not been decided. After completion of the RFI proposals review, DSP and GSS will work together to determine the specifications for an RFP, if DSP decides to continue in this direction to satisfy their needs.
8. **Finally, is there any way the procurement department/or the issuing department and their operations are being impacted or anticipated to be impacted by the current coronavirus pandemic?**
 - a. No.
9. **Can the electronic copy of the response be included on a usb, rather than a DVD?**
 - a. Yes.
10. Section C. / Page 8/ **Can the State clarify if the electronic copy can be submitted on a thumb drive?**
 - a. Yes
11. Section II / Paragraph B / Page 4: Number of DSP Troopers/Officers/Administrators - Approximately 750 sworn officers. **In addition to the 750 sworn officers, will there be other users? If so, approximately how many?**
 - a. Section II Scope of Work, B. Scope Size Estimates, page 4 contains all available user estimates. RFI solutions should contain information and options available for storage and management of Digital Evidence to include these estimates plus any potential additional users.
12. Section II / Paragraph D / Page 5: An interface that multiple agencies could have access to with a simpler username and password - Active Directory integration. **Does DE State Police intend to give other agencies access to their DEMS or do they want the ability to share individual items / cases with intended recipients?**
 - a. The solution must have the ability for DSP to assign individuals access as well as identify individual access to items/cases. The solution will also be made available for use by other law enforcement agencies with their access being limited to their data. Data should have the ability for the owner of the file to share with other authorized users. The System should have workflow allowing authorized personnel to send data to the Attorney General's office securely through the system; with an audit trail for all activity to be logged.
13. Section II / Paragraph D / Page 6: Computer Aided Dispatch (CAD) Integration. **Can you describe what type of integration you are requesting with CAD? What information do you want shared between the platforms? What is your current CAD system?**
 - a. Current CAD System is New World/Tyler Technologies. Solution should have the ability to Sync CAD system with DEMS platform. Shared information should include, but not be limited to:
 - Call for Service and/or Complaint Number
 - Date and Time of Incident
 - Incident Type
 - Assigned Unit
 - Who was assigned Trooper

14. Section II / Paragraph D / Page 6: Redaction capabilities. **In addition to redaction, is DE State Police interested in Transcription? Will transcription be a requirement?**
- a. At this time, only redaction services will be required. However, you are invited to provide details of transcription services offered in your solution.
15. Section II Scope of Work, B. Scope Size Estimates, page 4, Size estimates are based only on the Delaware State Police. The solution should have the ability to meet the needs of DSP. The solution will also be made available to other Law Enforcement agencies throughout the state., **How many users are expected to interact with the system? Please breakdown usage by the following:**
- **Full time – in the system all day, every day**
 - **Part time, or occasional users – in the system occasionally daily or less**
 - **Concurrent users – users who are in the system at the same time**
 - a. Section II Scope of Work, B. Scope Size Estimates, page 4 contains all available user estimates. RFI solutions should contain information and options available for storage and management of Digital Evidence to include these estimates plus any potential additional users.
16. Section II Scope of Work, B. Scope Size Estimates, page 4, Number of annual cases/incidents – Approximately 6,000 annually, based on an estimated 500 requests per month. How much storage of multimedia content is expected per month in TB or hours of compressed video? If in hours of compressed video, is it in High Definition (HD) and Standard Definition (SD)? **Can you provide a breakdown (Hours or TB) of the volume between HD or SD stored per month?**
- a. RFI solutions should contain information and options available for storage and management of Digital Evidence. DSP estimates the average to be 4TB per month, with a mix of HD & SD. There is no further breakdown information currently listed.
17. Section II Scope of Work, C. Overview of Needs, page 4-5, Delaware State Police is looking for a solution that can be implemented to handle all aspects of Digital Evidence storage and data management. The ideal solution would allow for the upload of various media and data formats, including those currently utilized by DSP for video and data capture, i.e. in-car video, troop surveillance, etc. The solution can be used to store large non-video files (for example, entire laptop or cell phone content). **In TB, how much storage per month would be required for large non-video file uploads?**
- a. RFI solutions should contain information and options available for storage and management of Digital Evidence.
18. Section II Scope of Work, D Project Requirements, Page 6, Flexible retention and storage options. **To determine the compounding video storage, how long are video files to be retained after upload?**
- a. DSP Policy is to retain all evidence for a three-year period. The recommended solution should have a reminder alert to the data owner and administrator 6 months prior to expiration. the solution should also have the ability to extend data retention beyond the three-year period.

19. Section II Scope of Work, D Project Requirements, Page 6, Flexible retention and storage options. **To determine the compounding non-video storage, how long are non-video files to be retained after upload?**
 - a. DSP Policy is to retain all evidence for a three-year period. The recommended solution should have a reminder alert to the data owner and administrator 6 months prior to expiration. the solution should also have the ability to extend data retention beyond the three-year period.

20. Section II Scope of Work, B. Scope Size Estimates, page 4, Size estimates are based only on the Delaware State Police. The solution should have the ability to meet the needs of DSP. The solution will also be made available to other Law Enforcement agencies throughout the state. **How many users will be streaming HD and SD content from the system per month?**
 - a. Section II Scope of Work, B. Scope Size Estimates, page 4 contains all available user estimates. RFI solutions should contain information and options available for storage and management of Digital Evidence to include these estimates plus any potential additional users.

21. Section II Scope of Work, B. Scope Size Estimates, page 4, Size estimates are based only on the Delaware State Police. The solution should have the ability to meet the needs of DSP. The solution will also be made available to other Law Enforcement agencies throughout the state. **For those users, how much of the streamed content would be Hours of HD and SD video?**
 - a. RFI solutions should contain information and options available for storage and management of Digital Evidence.

22. Section II Scope of Work, C. Overview of Needs, page 4-5, Delaware State Police is looking for a solution that can be implemented to handle all aspects of Digital Evidence storage and data management. The ideal solution would allow for the upload of various media and data formats, including those currently utilized by DSP for video and data capture, i.e. in-car video, troop surveillance, etc. **Approximately how many GB or hours of video will be downloaded per month for the purpose of sharing or opening files locally?**
 - a. RFI solutions should contain information and options available for storage and management of Digital Evidence.

23. Section II Scope of Work, C. Overview of Needs, page 4-5, Delaware State Police is looking for a solution that can be implemented to handle all aspects of Digital Evidence storage and data management. The ideal solution would allow for the upload of various media and data formats, including those currently utilized by DSP for video and data capture, i.e. in-car video, troop surveillance, etc. **Approximately how many GB or hours of non-video will be downloaded per month for the purpose of sharing or opening files locally?**
 - a. RFI solutions should contain information and options available for storage and management of Digital Evidence.

24. Section II Scope of Work, D. Project Requirements, Page 5, When sending or sharing digital evidence to Attorney General's office, an identifier of what is being shared would be extremely helpful to the end user. If possible, include the metadata of what the video has been identified as when initially uploaded to the digital evidence platform, and have

that information follow the video even after its been duplicated to the requestor so it is easily identifiable by everyone. A platform that has the ability to create case files to maintain all relevant information for a specific case in one file. i.e.: 01-16-123456 could have Mobile Video Recorder (MVR) (possibly from multiple troopers), body camera footage (possibly from multiple troopers), troop surveillance video, etc. **Are you looking for the solution to provide workflow processes such as (1) preparing/reviewing multimedia case content or (2) approving the preparation of multimedia case content?**

a. Yes

25. Section II Scope of Work, D. Project Requirements, Page 5, When sending or sharing digital evidence to Attorney General's office, an identifier of what is being shared would be extremely helpful to the end user. If possible, include the metadata of what the video has been identified as when initially uploaded to the digital evidence platform, and have that information follow the video even after its been duplicated to the requestor so it is easily identifiable by everyone. A platform that has the ability to create case files to maintain all relevant information for a specific case in one file. i.e.: 01-16-123456 could have Mobile Video Recorder (MVR) (possibly from multiple troopers), body camera footage (possibly from multiple troopers), troop surveillance video, etc. **Can you provide workflow diagrams and process descriptions for any business processes that are within the scope of this proposed solution?**

a. A workflow solution example would allow DSP to manage the approval to release process internally, then, once all approvals are made, the data would then be shared with the requester such as the Attorney General's Office.

26. Section II Scope of Work, D. Project Requirements, Page 5, When sending or sharing digital evidence to Attorney General's office, an identifier of what is being shared would be extremely helpful to the end user. If possible, include the metadata of what the video has been identified as when initially uploaded to the digital evidence platform, and have that information follow the video even after its been duplicated to the requestor so it is easily identifiable by everyone. A platform that has the ability to create case files to maintain all relevant information for a specific case in one file. i.e.: 01-16-123456 could have Mobile Video Recorder (MVR) (possibly from multiple troopers), body camera footage (possibly from multiple troopers), troop surveillance video, etc. **How many users would be directly involved in the review/approval process for video content?**

a. Section II Scope of Work, B. Scope Size Estimates, page 4 contains all available user estimates. RFI solutions should contain information and options available for storage and management of Digital Evidence to include these estimates plus any potential additional users.

27. Section II Scope of Work, D. Project Requirements, Page 5, When sending or sharing digital evidence to Attorney General's office, an identifier of what is being shared would be extremely helpful to the end user. If possible, include the metadata of what the video has been identified as when initially uploaded to the digital evidence platform, and have that information follow the video even after its been duplicated to the requestor so it is easily identifiable by everyone. A platform that has the ability to create case files to maintain all relevant information for a specific case in one file. i.e.: 01-16-123456 could have Mobile Video Recorder (MVR) (possibly from multiple troopers), body camera footage (possibly from multiple troopers), troop surveillance video, etc. **How many**

users would be directly involved in converting or analyzing video stored in the solution?

- a. Section II Scope of Work, B. Scope Size Estimates, page 4 contains all available user estimates. RFI solutions should contain information and options available for storage and management of Digital Evidence to include these estimates plus any potential additional users.
28. Section II Scope of Work, D Project Requirements, Page 6, Photo Evidence Pro importing. **Is it the intent of the agency to retain or use this solution to replace Photo Evidence Pro?**
- a. Yes, DSP would like to replace Photo Evidence Pro with this solution.
29. Section II Scope of Work, D Project Requirements, Page 6, Photo Evidence Pro importing. **Are you looking to convert the content stored in Photo Evidence Pro in to the DEP solution?**
- a. Yes
30. Section II Scope of Work, D Project Requirements, Page 6, Photo Evidence Pro importing. **If you are looking for a conversion of Photo Evidence Pro or other similar system, please provide the following:**
- i. **How large is the database in GB, broken down by data volume (case management data, etc.) and document/file volume?**
 - a. 443 Megabytes
 - ii. **Total number of documents to be converted?**
 - a. 9000 reports and 1,945,732 photos
 - iii. **Total number of files to be converted?**
 - a. 2,845,32 reports and photos
 - iv. **What are the file types stored, examples (.tif, .pdf, .docx)?**
 - a. jpg, html, csv and Microsoft Access Database (.mdb)
 - v. **Does the current system store any documents with a proprietary file format?**
 - a. Yes, .PEP files
 - vi. **How large is the current file store (GB) for all the document files stored in the repository?**
 - a. 2.96 Terabytes
 - vii. **Are file paths stored in clear text in the database or does the database obfuscate or encrypt the file paths?**
 - a. Unknown
 - viii. **Are notes or annotations to be converted?**
 - a. Unknown
 - ix. **Do document renditions or versions need to be converted?**
 - a. Unknown
 - x. **Can the document files be opened directly from the file share using standard viewers, examples (MS Word, Adobe PDF Viewer, MS Paint, MS Excel)?**
 - a. Photos within reports that have already been created can be opened with web browser, Excel, and jpg viewer. Photos stored within the Photo Folder with .PEP format can only be opened with the application.
 - xi. **Are the document files compressed or zipped?**

- a. Photo Files are in two different images, High Resolution and Low-Resolution images.
- xii. Are the document files encrypted?**
 - a. Unknown
- xiii. Product Name and version?**
 - a. Photo Evidence Pro Version 4.0
- xiv. Product vendor?**
 - a. Digital Cop

All other terms and conditions remain the same.

I:\ Addendum to RFI