



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

**State of Delaware**  
**DSP Digital Evidence Platform**  
**Request for Information**  
**Request No. GSS20882-DSP\_DEP**

*September 18, 2020*

**- Deadline to Respond -**  
**October 28, 2020 3:00PM**  
**Time (Local Time)**

Date: September 18, 2020

**REQUEST for INFORMATION NO. GSS20882-DSP\_DEP**

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Government Support Services, is seeking market information on all inclusive Digital Evidence Platform and management system. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for any one or more types of Digital Evidence Platforms. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number and vendor name** by October 28, 2020 at 3:00 PM (Local Time).

**Responses must be mailed to:**

**State of Delaware  
Government Support Services  
GSS20882-DSP\_DEP  
100 Enterprise Place, Suite 4  
Dover, DE 19904-8202**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please contact Walt Gorman at [walt.gorman@delaware.gov](mailto:walt.gorman@delaware.gov).

## **I. INTRODUCTION**

### **A. RFI DESIGNATED CONTACT**

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid. Vendors should rely only on written statements issued by the RFI designated contact.

**Walt Gorman**  
**State of Delaware**  
**Government Support Services**  
**100 Enterprise Place, Suite 4**  
**Dover, DE 19904-8202**  
or  
[Walt.Gorman@delaware.gov](mailto:Walt.Gorman@delaware.gov)

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

### **B. CONTACT WITH STATE EMPLOYEE**

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

### **C. RFI OBLIGATION**

The RFI is a request for information only. There will be no contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

### **D. RFI QUESTION AND ANSWER PROCESS**

The State of Delaware will allow written requests for clarification of the RFI and its attachments. All RFI questions shall be received no later than September 30, 2020. All questions will be consolidated into a single set of responses and posted on the State's website at [www.bids.delaware.gov](http://www.bids.delaware.gov) by the date of October 7, 2020. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

Section number

Paragraph number

Page number

Text of passage being questioned

All questions may be submitted by email to: [walt.gorman@delaware.gov](mailto:walt.gorman@delaware.gov)

Or, questions may be submitted by mail to the RFI designated contact address identified above, but must be received by the “no later than” RFI questions deadline specified.

Questions not submitted electronically shall be accompanied by a CD and all questions shall be formatted in Microsoft Word.

## **II. SCOPE OF WORK**

### **A. PURPOSE / BACKGROUND**

The purpose of this RFI is to provide the State of Delaware with information regarding vendor interest and capabilities providing options for Delaware State Police to maintain a digital evidence platform to house multiple media formats and manage ability to share data as needed. The State of Delaware invites vendors to submit their capabilities and interests relative to this Request for Information (RFI). The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Information (RFI), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

### **B. SCOPE SIZE ESTIMATES**

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.

Number of DSP Troopers/Officers/Administrators – Approximately 750 sworn officers

Number of DSP Troops/Barracks – 8 troop sites, plus Head Quarters\*

Number of DSP Vehicles – Approximately 550 vehicles\*\*

Number of annual cases/incidents – Approximately 6,000 annually, based on an estimated 500 requests per month

\*Each troop location has at least one interview with video and on-site surveillance covering the campus.

\*\*Video may include multiple video angles.

### **C. OVERVIEW OF NEEDS**

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. Additionally, the solution should have the ability to accept data from sources outside of the department, i.e. public surveillance cameras, cell phone footage, etc.

#### **D. PROJECT REQUIREMENTS**

The project requirements include, but may not be limited to:

1. Provide a user-friendly, high-quality evidence storage and management system, based on a hosted CJIS (Criminal Justice Information Services)/FIPS (Federal Information Processing Standard) compliant platform
2. An interface that multiple agencies could have access to with a simple user name and password
  - a. Active directory integration
3. The ability to house different types of digital evidence that could be made available to the needed recipients easily
  - a. In Car camera
  - b. Troop Surveillance Videos
  - c. Department store surveillance, gas station video, etc.
4. The ability to ingest different types of file types
  - a. MP4, AVI, G64, MP3, WAV, .jpeg photos, Proprietary formats, etc.
5. The ability to “push” video to a different container or cloud solution so that other members aside from DSP could have access to videos DSP deems necessary
  - a. Managing the time the videos are allowed to be viewed
  - b. i.e.: current Coban Courier solution – DSP dictates how long the video is viewable through the temporary link
6. Logs to identify the interactions between DSP and other users inside/outside the division
  - a. Who the video was sent to/confirmation it was sent to the intended recipient
  - b. When the video was opened
  - c. When the video was downloaded
7. A central administrator to monitor overall platform and/or pull analytics of the system
  - a. i.e.: Identifying if there is one specific county within the Attorney General’s office that has higher video request traffic than another
  - b. Keeping track of duplicate requests needed and sent
  - c. Addressing any issues that arise with users inside or outside of the division
8. 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.
9. A platform that has the ability to create case files to maintain all relevant information for a specific case in one file
  - a. 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.
10. The ability to still export digital evidence to DVD locally if needed
  - a. Some Troopers still require their MVR on a DVD for traffic cases handled in JP courts

11. Redaction capabilities
12. Computer Aided Dispatch (CAD) Integration
13. Analytics
  - a. Videos Recorded
  - b. Length
  - c. File Size
14. Web based application with functionality in different browsers
15. In-Car access/Mobile access
16. Flexible retention and storage options
17. On-prem vs. Cloud
18. Photo Evidence Pro importing

## **E. EXISTING SYSTEMS BACKGROUND & FUNCTION**

The below identifies examples of existing systems and the State of Delaware contracts and current vendors. Solutions should allow for implementation of existing systems data from current vendors or their successors.

### **1. In-Car Video**

DSP currently participates on GSA contract GS-07F-178AA for in-car video. The State of Delaware contract is [GSA15037-CARVIDEO, In-Car Video](#). The current vendor is Coban Technologies Inc.

### **2. Troop Surveillance**

The State of Delaware currently has contract [GSS19599-BLDG\\_SECURE, Building Access and Video Surveillance Systems](#) in place, with multiple awarded vendors.

### **3. Body Camera**

The State of Delaware recently awarded contract [GSS17788-BODY\\_CAM, Body Cameras and Related Data Storage/Management](#) with multiple vendors available, including Coban Technologies Inc. and Axon Enterprise, Inc.

### **4. 3D Crime Scene Laser Scanners**

The State of Delaware recently awarded contract [GSS20876-3D\\_SCANNER, 3D Crime Scene Laser Scanner](#). The current vendor is FARO Technologies, Inc.

### **5. Tasers**

The State of Delaware recently awarded contract [GSS17808-TASERS, Conducted Electrical Weapons \(CEW\)](#). The current vendor is Axon Enterprise, Inc.

## **F. REQUESTED INFORMATION**

1. Do users interact with a web-based system or an installed application?
  - a. If browser based, what browsers are supported?
2. Does it integrate with Active Directory?
3. What types of digital evidence can be stored in your system (ie, video, pictures, documents, CCTV, cell phone video, etc)?
  - a. What file formats can your system play back without needing a 3<sup>rd</sup> party player?
  - b. Do you have the ability to add in additional players for formats that you can't automatically play back?

4. Is the data stored in on-prem systems or in the cloud?
5. Can case files be shared with users outside of the systems network? If so, how is that accomplished?
  - a. Additionally, can only specific files from a case be shared and not the entire case?
6. What mechanisms are in place to ensure file validity and that data isn't altered in any way?
7. What search features are built into your system?
8. Do you offer a full chain of custody feature that will log who uploaded a file, who looked at it, who downloaded it, printed, deleted it, etc?
9. Can access to digital evidence files be restricted on a case by case basis?
  - a. What about on a file by file basis?
10. What features make your system easy to use for non-technical end users?
11. Do you have a mobile app?
  - a. What functions does the mobile app support?
  - b. What are the requirements to support the mobile app?
12. Are there any analytics built into your system that will help with data collection for a case? For example, can you use geolocation and a time stamp to locate all digital evidence collected with in a certain physical location during a specific time?
13. Can you set retention policies on specific cases and/or files?
14. What, if any, automation capabilities does your system have?
15. Who owns the data that's stored in your system?
16. Are there any central administrator tools for monitoring overall system performance?
17. Are there any analytics to gather statistics such as top requesters, duplicate requests, cases that may be connected?
18. Ability to export data to a DVD if necessary (in addition to sharing through an online portal)?
19. Does it have CAD integration?

### **III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS**

#### **A. COVER LETTER**

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number an email address.

#### **B. DESCRIPTION OF SERVICES AND QUALIFICATIONS**

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

#### **C. NUMBER OF COPIES WITH MAILING OF RESPONSE**

Each VIP response must be submitted with one (1) paper copy and one (1) electronic copy on CD or DVD media disk. VIP responses are to be sent to the State of Delaware and

received no later than 3:00 PM (Local Time) on October 28, 2020. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**State of Delaware  
Government Support Services  
Contracting Section  
100 Enterprise Place, Suite 4  
Dover, DE 19904-8202  
Attn: Walt Gorman**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above shall be returned unopened.

#### **D. VENDOR INFORMATION PACKAGE (VIP) RESPONSE**

##### **1. SERVICE**

Identify which service under Scope of Work you have the capability to provide. In the event a vendor is capable of providing more than one of the services identified, please separate the VIP response by service.

##### **2. EXPERIENCE**

Identify your qualifications and experience, to include current solutions of a similar scope, demonstrating your ability to meet the requirements under the Scope of Work.

##### **3. PRICING**

Explain your Cost Structure and provide a cost estimate. If there are separate modules or add-on components, please include the breakdown in your cost estimate. Do you use a "per user" fee structure or flat fee structure?

##### **4. EQUIPMENT**

What equipment/requirements will be necessary to implement your proposed solution? Will you provide any necessary equipment? Will there be additional costs for equipment/support? Will your solution support existing equipment/infrastructure?

##### **5. REPORTING**

Describe your ability to provide reporting of various types. Describe the solutions ability to customize reporting. If available, please provide examples of currently utilized reporting.

##### **9. INVOICING**

Provide details on how customers are invoiced, frequency of invoices, format used and communications means.