

**STATE OF TENNESSEE
TENNESSEE BUREAU OF INVESTIGATION**

**REQUEST FOR INFORMATION
FOR
AN INVESTIGATIVE CASE FILE MANAGEMENT SYSTEM FOR THE STATE
RFI # 34800-010121
January 4, 2021**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Tennessee Bureau of Investigation (“State”) issues this Request for Information (“RFI”) for the purpose of procuring an investigative case management system.

2. BACKGROUND:

State currently has a perpetual license for use of an investigative case management system originally called AIMS (Automated Information Management System) that was procured from the Florida State Law Enforcement Department. It has been modified over the years and began as an Oracle product and has been converted to SQL. The current database contains 2.5 TB of information that will need to be converted or migrated into the new case management system. Of that 2.5 TB, approximately 1.7 TB is audio and video case documents. Currently, the State’s case management system contains 172,000 cases, 820,000 Investigative Records (IRs), and 550,000 audio and video case documents. The case management system’s average monthly growth is 30 to 40 GB. The State’s case management system is used by agents, District Attorneys, administrative staff, analysts, and State attorneys.

This system’s primary focus will be the maintenance of investigative records for complex criminal investigations.

Patrol interactions, computer-aided dispatch, jail management, and other functions not relevant to a state criminal investigative agency are not desired or relevant to the State’s need. If possible, the State requests a demonstration of respondent’s investigative case management system. Demonstration may be virtual.

It is desired that the Investigative Case Management System include the following capabilities:

Ability to migrate current case management system into the new system, including a possible conversion of all of the IRs (investigative records) in the database. Currently, the IRs are stored as Office Word documents in the database.

Ability to store evidence such as audio and video recordings, photographs. Respondent should detail its digital evidence management suggestions and recommendations.

Ability to easily search investigative case management system by name, date, category, agent, or county.

Must contain a tips and leads component. The component should have the ability to handle all form of routine intake such as requests from DAs, public tips, walk-ins, etc. and provide a full life-cycle workflow (creation of case or closure as not warranting further action). The component shall have the ability to handle large-scale tip/lead management during critical incidents.

The System must be capable of expansion and growth. Describe how Respondent's System is scalable for State's needs.

There must be an audit function in order to see when a case was last updated and by whom, but also should include a report of any views, additions, deletions, etc. to a particular case. There should be notification to the assigned agent when their case has been accessed. There should be a way that notifications can be turned off by a supervisor. Investigative case management system shall contain the most up-to-date security features that are appropriate for System.

Ability to authenticate Users using State's Active Directory domain but shall also contain a separate authentication mechanism to support Users that are not a part of the State's Active Directory domain.

Please state any required hardware or software for State hosted system. In person training or at least interactive training for users.

Detail the Respondent's business model for maintenance and support and refresh options. Would this be a capital expenditure, operational expenditure, or both? Would perpetual or term licenses be available? Detail licensing if any licensing is needed.

User shall be able to do a full text search capability that can be filtered by field.

There should be a mechanism to properly index subjects, victims, and witnesses and a way to consolidate the records.

Contain user friendly dashboard. Ability to have multiple dashboards — inventory, case management, etc.

State would want to have ability to change workflow for management approval. Describe some of the administrative users' capabilities of the system.

Reminders sent through a tickler system to admin users to approve, or to give notice of no activity in case within certain time frame, etc.

Capability to assign robust role- based privileges to users.

Needs to have a legal process generator. (Subpoenas, etc.)

Built in analytical capabilities—predictive analytics, mapping, relationship graph/chart.

Details of how reports are organized within system.

Capability of logging evidence during a search warrant execution.

Token system for encryption/verification of stored digital evidence.

Ability to track outcomes/disposition management (aviation, digital forensics, etc.). What are the outcomes in cases where specialized units are? Does system have ability to run detailed reports on outcomes and the use of specialized unit?

Integration with other systems including system that contains SAR (suspicious activity reports) information. If this is a possibility, explain how intelligence and investigative information is kept separate.

Two factor authentication

Integration with THP CAD system.

Flagging mechanism for confidential information within a record such as CJIS, FERPA, HIPAA, taxpayer information (FTI).

State has access to Azure cloud storage and as such does not want to pay for additional cloud storage. If another cloud storage is recommended, it would need to be at no cost to the State.

Capable of working with another Tennessee law enforcement agency to build out a system for both agencies—two systems in one with the ability to segregate cases, share case information or allow work to be simultaneous on a case.

Additional features that could be added in the future such as confidential fund management, property inventory, evidence inventory, and modular system capable of merging together or segregation of records.

Capable of building interfaces into existing systems—THOR (fusion center repository of outside law enforcement records) and LIMS (laboratory information management system) and TIBRS (Tennessee Incident Based Reporting System)

Capable of interfacing with ProDocs system by Agisent and is used by select State of Tennessee District Attorneys.

State may want to own the system, source code, and be able to provide its own maintenance and support for system. State any available options for ownership and self-maintenance of the system and source code.

Users should have the ability to configure a record view of stored records in a format as similar to the present case management system as possible...i.e. a file based around a table of contents. Note that this is not the same thing as listing related reports in a chronological fashion.

Include a redaction tool for public records and subpoenas. It is desired that the investigative case management system have file-sharing and file download functions.

Please list features that your product has and whether the feature is included at no additional cost or if it is a feature that will require additional expenditure.

COMMUNICATIONS:

- 2.1. Please submit your response to this RFI to:
Case.MgmtRFI@tn.gov

2.2. Please feel free to contact the Tennessee Bureau of Investigation with any questions regarding this RFI. Questions should be directed to:

Case.MgmtRFI@tn.gov

2.3. Please reference RFI # **34800-010121** with all communications to this RFI.

3. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		January 4, 2021
2.	Question and Answers		January 20, 2021
3.	Responses to Question and Answers		January 27, 2021
4.	RFI Response Deadline		February 1, 2021

4. GENERAL INFORMATION:

4.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

4.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the State chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

4.3. The State will not pay for any costs associated with responding to this RFI.

5. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties.
Please fill out the following forms:

RFI # _____	
TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS
4.	DETAILED DESCRIPTION OF SOLUTION AND ANY ADDITIONAL FUNCTIONALITY THAT RESPONDENT'S SOLUTION MAY PROVIDE.

COST INFORMATIONAL FORM	
8Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):	
1.	Describe the typical price range for similar services or goods
2.	DESCRIBE HOW MAINTENANCE AND SUPPORT WOULD BE PRICED AND WHAT THE MAINTENANCE AND SUPPORT WOULD COVER.

ADDITIONAL CONSIDERATIONS	
1.	Please provide input on alternative approaches or additional things to consider that might benefit the State: