



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
Suite 3160
McKinney, Texas 75071
www.collincountytx.gov

ADDENDUM No. One (1)

**Enterprise Evidence Management System
RFP No. 2017-092**

Effective: May 25, 2017

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

Delete: Specifications

Replace with: Specifications (Revised)

Add Attachments:

Attachment A, Pre-Proposal Attendee List

Attachment B, Questions and Answers

Please note all other terms, conditions, specifications drawings, etc. Remain unchanged.

Sincerely,
Michalyn Rains CPPO, CPPB
Purchasing Agent

4.0 EVALUATION CRITERIA AND FACTORS

- 4.1 The award of the contract shall be made to the responsible offeror, whose proposal is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other factors set forth in the Request for Proposals in accordance with Vernon's Texas Code Annotated, Local Government 262.030.

The Evaluation Committee will review all proposals received by the Opening date and time as part of a documented evaluation process. For each decision point in the process, the County will evaluate contractors according to specific criteria and will elevate a certain number of contractors to compete against each other. The proposals will be evaluated on the following criteria.

The County will use a competitive process based upon "selection levels." The County recognizes that if a contractor fails to meet expectations during any part of the process, it reserves the right to proceed with the remaining contractors or to elevate a contractor that was not elevated before. The selection levels are described in the following sections.

The first part of the elevation process is to validate the completeness of the proposal and ensure that all the RFP guidelines and submittal requirements are met. Offerors may, at the discretion of the County, be contacted to submit clarifications or additional information within two business days. Incomplete or noncompliant RFPs may be disqualified.

LEVEL 1 - CONFORMANCE WITH MANDATORY REQUIREMENTS

- 4.1.1 Conformance with RFP guidelines and submittal requirements. The following documents shall be submitted as part of the proposal. Failure to provide these documents shall deem vendor as non-responsive.

4.1.1.1 Response to Section 6.0

LEVEL 2 – DETAILED PROPOSAL ASSESSMENT

- 4.1.2 The Evaluation Committee will conduct a detailed assessment of all proposals elevated to this Level. Criteria evaluated in Level 2:

Points	Evaluation Criteria
20	Fit to General Requirements (Proposal Format Item 6.4)
25	Qualifications of the Firm/Experience/References with Similar Assignments, Proposal Formatting and A strong track record for on-time delivery of these system(s) to organizations comparable in size to Collin County, Texas will be a significant factor in the award process (Proposal Format Item 6.0; 6.2; 6.3; 6.8)
10	Implementation Plan (Proposal Format Item 6.7)
45	Fit to Technical and Functional Requirements (Proposal Format Item 6.5; 6.6)

It is anticipated that Collin County will elevate proposals scoring at least 70 points (70%) to Level 3.

LEVEL 3 – COST (MAXIMUM 25 POINTS)

Offerors who are elevated to level 3 will have their points combined from level 2 for a maximum 125 points total.

Points	Evaluation Criteria
25	Cost (Proposal Format Item 6.9)

LEVEL 4 –BEST AND FINAL OFFER

Offerors who are susceptible of receiving award will be elevated to Level 4 for Best and Final Offer. Offeror will be asked to respond in writing to issues and questions raised by the County as well as any other cost and implementation planning considerations in the proposal, and may be invited to present their responses on-site. **The County will hold a discovery session with each vendor elevated to detail the final scope (ie. integrations, etc.)** Proposals will be re-evaluated based upon Criteria in level 2 and 3.

Based on the result of the Best and Final Offer evaluation, a single offeror will be identified as the finalist for contract negotiations. If a contract cannot be reached after a period of time deemed reasonable by the County, it reserves the right to contact any of the other contractors that have submitted bids and enter into negotiations with them.

5.0 SPECIAL CONDITIONS AND SCOPE OF SERVICES

- 5.1 Authorization: By order of the Commissioners' Court of Collin County, Texas, sealed proposals will be received for **Enterprise Evidence Management System (EEMS)**.
- 5.2 Intent of Request for Proposal: Collin County's intent of this Request for Proposal (RFP) and resulting contract is to provide offerors with sufficient information to prepare a proposal for a comprehensive **Enterprise Evidence Management System (EEMS)**.
- 5.3 Term: Provide for a term contract commencing on the date of the award and continuing until project is complete. County will enter into annual maintenance contract with the option of four (4) annual renewals.
- 5.4 Pre-Proposal Conference: An optional pre-proposal conference will be conducted by Collin County on Tuesday, May 16, 2017 at 2:00p.m. at 2300 Bloomdale Road, Suite 3198, McKinney, TX 75071, third floor in the IT Conference Room. This is to provide an opportunity for all interested contractors to ask questions. All prospective offeror's are requested to have a representative present. It is the offeror's responsibility to review documents to gain a full understanding of the requirements of the RFP. There will be a telephone conference available for the pre-proposal conference, interested vendors may begin calling on 5/16/2017 at 2:00p.m. CST, by dialing (972) 547-1833.

- 5.5 Point of Contact: Information regarding the purchasing process and the contents of this RFP may be obtained from the Collin County Purchasing Department or email cwilkerson@co.collin.tx.us, Courtney Wilkerson, Senior Buyer.
- 5.6 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that arise past the end of the current Collin County fiscal year shall be subject to budget approval.
- 5.7 Price Reduction: If during the life of the contract, the contractor's net prices to other customers under the same terms and conditions for items/services awarded herein are reduced below the contracted price, it is understood and agreed that the benefits of such reduction shall be extended to Collin County.
- 5.8 Price Re-determination: A price re-determination may be considered by Collin County only at the anniversary date of the contract. For purpose of this contract the anniversary date will be October 1st of each year. All requests for price re-determination shall be in written form, shall be submitted a minimum of sixty (60) days prior to anniversary date and shall include documents supporting price re-determination such as Manufacturer's direct cost, postage rates, Railroad Commission rates, Federal/State minimum wage law, Federal/State unemployment taxes, F.I.C.A, Insurance Coverage Rates, etc. The bidder's past experience of honoring contracts at the bid price will be an important consideration in the evaluation of the lowest and best bid. Collin County reserves the right to accept or reject any/all of the price re-determination as it deems to be in the best interest of the County.
- 5.9 Completion/Response Time: Offeror shall place product(s) and/or complete services at the County's designated location according to the schedule proposed by offeror in Section 6.4.
- 5.10 Delivery/Setup/Installation Location: Locations for delivery and installation will be stated on the Collin County Purchase Order(s). Delivery shall include assembly, setup and installation and shall be included in proposal.
- 5.11 Freight/Delivery charges: shall be included in the submitted pricing. No additional fees for delivery/freight/fuel surcharge or other fees shall be invoiced or paid by Collin County.
- 5.12 Testing: Testing may be performed at the request of Collin County, by an agent so designated, without expense to Collin County.
- 5.13 Samples/Demos: When requested, samples/demos shall be furnished free of expense to Collin County.
- 5.14 Approximate Value: The estimated value of this contract is \$300,000-\$600,000. Approximate value does not constitute an order.
- 5.15 Background Check: All Contractor employees that will be working on site or by VPN shall pass a criminal background check performed by Collin County before any work may be performed. The selected offeror shall be provided the required documents to submit required information for background checks.
- 5.16 **PROPOSAL SCHEDULE**

RFP released:	Tuesday, May 2, 2017
Pre-Proposal Conference:	Tuesday, May 16, 2017 at 2:00pm CST
Deadline for submission of contractor questions:	Friday, May 19, 2017 at 5:00pm CST
Proposals due:	Thursday, June 1, 2017 at 2:00pm CST
Award of Solicitation:	August 2017

Collin County reserves the right to change the schedule of events as it deems necessary.

5.17 STATEMENT OF WORK

Collin County's District Attorney's (DA's) office is requesting proposals from established contractors for a comprehensive Enterprise Evidence Management System (EEMS). The Contractor will outline one distinct plan for the District Attorney's Office based on their requirements.

Functionality, implementation support, on-going support, customer care, integration, reliability, maintenance, ease of use, scalability, expandability and adaptability to new processes, applications and technologies will be extremely important in the evaluation/decision process.

The successful Contactor shall demonstrate a well-planned, integrated transition from any existing system(s), will ensure that service disruptions are minimized. The District Attorney's office, other county departments and outside agencies need to be well trained and supported, and operational inconveniences are minimized.

In addition to evidence management functionality, the DA's office may be interested in additional evidence management technologies that will increase the efficiency or effectiveness of operations and/or enhance internal and external department's convenience. Proposals shall include descriptions of additional technologies offered by the Contractor and a statement of what services or efficiencies those technologies would provide. Additionally, the DA's office desires a Contractor with strong, well-established relationships with other counties in the State of Texas.

The DA's office desires a system that is flexible and adapts to the changing needs and technologies of our Collin County evidence management processes. We highly recommend all proposals include an estimate of custom system modifications to accommodate functional enhancements that meet the DA's minimum requirements for an optimum system.

The solution for the DA's Office shall provide turnkey installation of all systems specified in this RFP under a single contract. Contractor/subcontractor proposals for system components will be considered subject to Service Level Agreements (SLAs).

5.18 GENERAL REQUIREMENTS

ENTERPRISE EVIDENCE MANAGEMENT SYSTEM (EEMS)

The Enterprise Evidence Management System software shall provide an automated method to manage most functions of the evidence process. Using current technology, the system shall automate to the greatest extent possible the management functions surrounding the core of the EEMS.

The DA's office currently processes digital evidence manually. Outside agencies provide digital evidence on DVDs/Flash Drives or other media sources.

Contractor's proposal shall indicate how the Contractor proposes to meet the following requirements and business needs of the DA's Office.

In general, the EEMS shall provide the ability to:

- 5.18.1 Adapt to the DA's business environment when processes or procedures change.
- 5.18.2 Allow outside agencies access the application to upload digital evidence and capability to manage the evidence.
- 5.18.3 Provide the DA's office and department administrators with on-line help, prompts, and documentation to assist system users and administrators.
- 5.18.4 Produce System Administrator/Management reports.
- 5.18.5 Provide the DA's office with system administration capabilities.
- 5.18.6 Provide chain of custody management/reporting/tracking.
- 5.18.7 Secure access to the application (password protected).
- 5.18.8 Provide searchable field capability.
- 5.18.9 Support different proprietary video/photo formats.
- 5.18.10 Support numerous web browser interfaces; IE, Mozilla, Firefox, Safari, Google Chrome etc.
- 5.18.11 Interface with Collin County's criminal justice software system, Tyler Technologies - Odyssey, Tyler Technologies - eCharging, Tyler Technologies - eDiscovery, Tyler Technologies – Brazos and ICS.
- 5.18.12 Describe process for making corrections to files once case information is sent to the DA's Office. (Example: The wrong information is uploaded to the incorrect case file and sent to the DA.)

5.19 FUNCTIONAL REQUIREMENTS

Contractor's proposal shall indicate how the Contractor proposes to meet the following requirements and business needs of the DA's Office.

5.19.1 APPLICATION SOFTWARE

- 5.19.1.1 Software shall be 100% web based. No client side software, drivers, etc., will be loaded on a user's computing or mobile device.

- 5.19.1.2 Application software shall be able to run in a virtual (VM) environment.
- 5.19.1.3 Software shall reside on Collin County servers – the County is not seeking a cloud based application.
- 5.19.1.4 Application data fields shall be configurable by the County.
- 5.19.1.5 The system shall allow for the addition of new data fields.
- 5.19.1.6 The system shall allow customization of data field names on data input screens.
- 5.19.1.7 Values for ‘pulldown’ data input field names shall be configurable, where the DA/System Administrator can change the values populated in the pulldown fields.
- 5.19.1.8 System shall provide an audit log of what queries were run by system logonid.
- 5.19.1.9 System shall track and maintain an audit log of users who searched for specific information and the cases that search was related to.
- 5.19.1.10 System shall allow electronic upload of information to the system.
- 5.19.1.11 Information in the system shall be searchable.
- 5.19.1.12 The system shall indicate all required data entry fields on data entry screens.
- 5.19.1.13 Case Number format shall align with Collin County’s format, or at a minimum, be configurable by Collin County. Example: the DA Ctrl # format is: 2017-1 (Four digit year)-(followed by consecutive numbers) At the beginning of each year, the consecutive number starts over.
- 5.19.1.14 The system shall provide the capability to store high quantities of large files on a secure network.
- 5.19.1.15 Unlimited upload and authentication of all digital files including images, video, audio, and any other files.

5.19.2 EVIDENCE WORKFLOW

- 5.19.2.1 Agencies gather evidence and upload it to a case in the system. Evidence for the case can be added, edited or deleted prior to the agency ‘releasing’ the evidence to the DA’s office for consideration.
- 5.19.2.2 Once data is uploaded and the agency deems the evidence is ready to be reviewed by the DA, the user will electronically alert the DA’s office that new case evidence has been uploaded and ready for review.
- 5.19.2.3 The system shall provide the capability to allow the DA to route (return) the evidence back to the agency user for clarification or for more information. The system shall auto-generate a notification to the agency user that evidence has been returned for more information.
- 5.19.2.4 The system shall allow the DA/System Administrator to assign (and reassign) cases to individual members of the DA staff. Only authorized users can view evidence for the cases they are assigned.
- 5.19.2.5 Evidence is reviewed by the DA’s office. A record of evidence viewed by all system users shall be maintained by the system (date/time/user timestamp) in an audit log. The audit log shall be easily accessible for review.

- 5.19.2.6 The DA/System Administrator shall have the capability to decide who will they will share the information with (Defense Attorneys, Courts, other County departments/personnel).
- 5.19.2.7 The system shall allow 'real time' sharing of evidence with any party. Example, during a trial, evidence can be shared with a defense attorney who has access to the system while a judge is holding court proceedings.

5.19.3 SUBMISSION OF AGENCY INFORMATION – EVIDENCE GATHERING AND DATA ENTRY

- 5.19.3.1 The system shall allow an agency user to see all cases they are submitting evidence for.
- 5.19.3.2 The system shall allow an agency user to submit evidence to the DA in a workflow fashion once the user is satisfied that the evidence is ready to be submitted to the DA for review.
- 5.19.3.3 After the evidence is submitted to the DA's office, additional information can be submitted by an agency user to the same case. An auto-generated notification of newly uploaded evidence shall be sent to the DA's office.
- 5.19.3.4 The system shall accommodate multiple formats for electronic information (Audio, photos, video, MS Office product files, etc.). The system shall allow the agency user to add descriptions for all files uploaded to the system.
- 5.19.3.5 Once evidence is uploaded to the system, a system generated acknowledgement shall be sent to the agency user confirming the successful upload of information to the system.
- 5.19.3.6 The system shall allow the agency user to import information into the system from laptops, external hard drives, thumbdrives / flashdrives, etc.) via a secure upload.

5.19.4 CHAIN OF CUSTODY

- 5.19.4.1 Contractor shall follow and log Chain of Custody – rules of evidence.
- 5.19.4.2 The system shall maintain an audit log of when an agency user emailed any evidence (data/time/user timestamp) and the email address that the evidence was emailed to.
- 5.19.4.3 Ability to keep changes in the custody of all items (item/sub-item/sample) from their point of entry into the system to their disposal by storing all relevant information about the change in custody. When there is a change in the custody, the new custodian name/location, date & time of transfer shall be documented.
- 5.19.4.4 Ability to note a reason for a transfer of evidence within the County.
- 5.19.4.5 Ability to record the movement of items between different physical locations within the County (i.e. between DA and Medical Examiner's Office).
- 5.19.4.6 The system shall be fully compatible with bar code reading devices for data entry of selected information such as evidence identification, user and location identification and tracking, as well as for inventory. The use

of bar codes shall be fully supported and integrated throughout all functional units.

- 5.19.4.7 The system shall allow for the assignment of a unique bar code for each item/sub-item/sample.
- 5.19.4.8 Ability to reprint bar codes in the event of damage.
- 5.19.4.9 Ability to use bar codes on identification cards, forms, receipts and reports for instant access to information
- 5.19.4.10 Ability to record the transfer of custody to external custodians (non-Collin County departments).
- 5.19.4.11 Ability to configure the system to accept or refuse the transfer of custody of any item where there is a breach of custody.
- 5.19.4.12 Ability to perform transfer of custody between users that are not present only by a user having the appropriate privilege.
- 5.19.4.13 Ability to track all split and derivative items into separate traceable sub-items.
- 5.19.4.14 Ability to print a Chain of Custody Report whenever required.
- 5.19.4.15 The System shall provide a Bypass Chain of Custody privilege in the absence of the item's custodian.

5.19.5 EVIDENCE SHARING WITH DEFENSE ATTORNEYS

- 5.19.5.1 The system shall allow sharing of evidence with Defense Attorneys.
- 5.19.5.2 Defense Attorney access to the system (logonids/passwords) will be managed by the DA/System Administrator.
- 5.19.5.3 The DA/System Administrator will have the capability to limit the time defense attorneys are allowed to view specific evidence.
- 5.19.5.4 An audit log will be maintained of which attorneys accessed the information (date/time/user timestamp) along with whether the evidence was downloaded or printed by the attorney.

5.19.6 PHOTOGRAPHIC IMAGE UPLOADS AND RELATED FUNCTIONALITY

- 5.19.6.1 Photographic images shall provide direct image acquisition from an external storage device (hard drive, thumb drive, CDs, external hard drive, mobile device).
- 5.19.6.2 The system shall provide a photo enhancement tool. The enhancement tool shall have the ability to rotate images, invert colors, cropping, brightness and contrast, etc.
- 5.19.6.3 All enhanced photographs can be stored in the system. The original photograph shall never be allowed to be changed unless the photograph is added to the wrong case file. Once a photo is enhanced (creation of a modified version of the original), the original photograph shall not be allowed to be deleted.
- 5.19.6.4 A side-by-side photo comparison tool shall be provided to allow the user to compare an original photo and an enhanced photo stored in the system.

- 5.19.6.5 An unlimited amount of enhanced photos can be created and associated to the original photo.
- 5.19.6.6 Each enhanced photo shall maintain an audit trail (date/time/user stamp) for each version of the enhanced photo.
- 5.19.6.7 Enhanced photos can be emailed/downloaded by authorized users of the system. An audit log is maintained for all photos downloaded or emailed from the system by any user.

5.19.7 VIDEO EVIDENCE UPLOADS AND RELATED FUNCTIONALITY

- 5.19.7.1 The system shall allow videos to be uploaded.
- 5.19.7.1 Videos can be uploaded to the system through an external storage device (hard drive, thumb drive, CDs, external hard drive, mobile device).
- 5.19.7.2 The system will not restrict the types of video formats uploaded to the system.
- 5.19.7.3 The system shall allow codecs for all video files to be stored so that the DA's office can view all videos regardless of video format.
- 5.19.7.4 Access to all videos is controlled by the DA/System Administrator.
- 5.19.7.5 Once videos are uploaded to the system, videos can be downloaded or emailed by any user who has security access to the videos. An audit log shall be maintained for all videos downloaded or emailed from the system.

5.19.8 PHOTO AND VIDEO REDACTION CAPABILITIES

- 5.19.8.1 The system shall provide redaction capabilities for all photos and videos uploaded to the system.
- 5.19.8.2 The system shall be able to redact videos, allowing the user to remove sections of the video within a video file. The system shall leave the original video file untouched.
- 5.19.8.3 The system shall provide the capability to obliterate any data uploaded to the system. This capability would only be granted to the DA/System Administrator.

5.19.9 REPORTING CAPABILITIES

- 5.19.9.1 The system shall have reporting capabilities, both standard reports provided by the system, along with tools that allow the user to customize reports.
- 5.19.9.2 Audit Logs shall be printable by system users.
- 5.19.9.3 The system shall provide statistical reports that can be reviewed by higher management.
- 5.19.9.4 Reports can be an array of standard reports. The County prefers the system provide custom reporting capabilities.

5.19.10 PHYSICAL EVIDENCE TRACKING

- 5.19.10.1 The system shall track physical case related evidence.
- 5.19.10.2 The system shall maintain an inventory of physical evidence by Case Number. This inventory shall be searchable within the system.
- 5.19.10.3 Chain of Command shall be applied to property control for all evidence tracked by case.
- 5.19.10.4 Firearms, fired bullets, cartridges collected during a case investigation shall be tracked to the case.
- 5.19.10.5 Footwear and tire track evidence shall be tracked to the case.
- 5.19.10.6 Narcotics and pharmaceutical drugs collected shall be tracked to the case.
- 5.19.10.7 Currency collected shall be tracked to the case. This includes cataloging all currency by dollar amounts and serial numbers.
- 5.19.10.8 Cell phones and IMEI information.
- 5.19.10.9 The system shall handle the preservation and disposition of physical evidence when cases are open, disposed, or archived.

5.19.11 MOBILE DEVICE FUNCTIONALITY

- 5.19.11.1 Entry of information can be done from any device type, including mobile phone (through a phone app), laptop, desktop, tablet, or MDC (mobile data computer).
- 5.19.11.2 Case information and evidence shall be able to be uploaded via a mobile device (text, photos, videos).
- 5.19.11.3 Connection to the system can be done through WIFI or and 4G/LTE network.
- 5.19.11.4 Once photos are taken on a mobile device, they shall be uploaded automatically to the system so that photos on a phone are not accidentally deleted off the phone, the phone is lost, or if the phone malfunctions.

5.19.12 DATA EXPUNCTION

- 5.19.12.1 The system shall supply an expunction process that deletes data from the system. This function will only be used at the DA/System Administrator security level.
- 5.19.12.2 Data that is deleted from the system during the expunction process shall be obliterated, that is, removed from the system so that no trace or recovery of the data is possible.

5.19.13 GIS CAPABILITIES

- 5.19.13.1 The system shall provide GIS integration.
- 5.19.13.2 The system shall provide the capability to map addresses entered by the users in a mapping product such as Google Maps or Microsoft Bing Maps.
- 5.19.13.3 For any location in rural areas within the County, the system shall map latitude and longitude coordinates relative to a mapping product.

5.20 TECHNICAL REQUIREMENTS

Contractor's proposal shall indicate how the Contractor proposes to meet the following requirements and business needs of the DA's Office.

5.20.1 SYSTEM ARCHITECTURE

- 5.20.1.1 The architecture shall support multiple database instances.
- 5.20.1.2 The system shall run in a virtualized server environment.
- 5.20.1.3 The primary design shall support simultaneous users, without degradation of system performance, as users are incrementally added.
- 5.20.1.4 The system shall support automatic replication of the distributed databases using user defined intervals and tables. The replication interval shall be effective at as little as 5 minutes, without system performance degradation, to support timely distribution of mission critical information to all users.

5.20.2 DATABASE SEARCH ENGINE

- 5.20.2.1 Ability to perform searches using multiple search criteria to include DBA definable fields.
- 5.20.2.2 Search engine shall be simple and intuitive to use without significant knowledge of database structure or SQL syntax.
- 5.20.2.3 Ability to create personal (user) or public (all users) search templates and to save them for future use.
- 5.20.2.4 Ability to perform searches using any database field information in a standard non-proprietary format that can be posted on a web server for internal or official access.

5.20.3 DATA ARCHIVAL AND RETENTION CAPABILITIES

- 5.20.3.1 The system shall be able to allow the DA/System Administrator to archive case/evidence information, both physical and electronic.
- 5.20.3.2 The system shall allow users to search for archived information.
- 5.20.3.3 The system shall provide the capability to archive sealed cases.

5.20.4 SECURITY REQUIREMENTS

- 5.20.4.1 The delivered system shall provide monitoring to protect the integrity of submitted data.
- 5.20.4.2 The system shall support authentication with corporate Active Directory and a secondary LDAP based user repository that are administered by County IT staff.
- 5.20.4.3 The system shall encrypt data both while in transit during transfers, and while at rest after receipt.

- 5.20.4.4 Access by any entity to the system is 100% controlled by the DA/System Administrator.
- 5.20.4.5 The system shall allow for the creation of roles within the application suite, with the designation, including but not limited to, the following user rights
 - 5.20.4.5.1 Data upload privileges
 - 5.20.4.5.2 Data read privileges, with the ability to allow 'read only' rights
 - 5.20.4.5.3 Data download privileges
- 5.20.4.6 The system shall maintain time stamped Audit Logs, that include but are not limited to the following attributes of user authentication to the system;
 - 5.20.4.6.1 Successful logins
 - 5.20.4.6.2 Failed logins
 - 5.20.4.6.3 Timestamp of all login attempts (success or fail)
 - 5.20.4.6.4 Originating IP address of authentication attempts
 - 5.20.4.6.5 Data uploads
 - 5.20.4.6.6 Data downloads
 - 5.20.4.6.7 Data reads
- 5.20.4.7 System Audit Logs/audit trails shall not be allowed to be changed by anyone in the system, including DA/System Administrators
- 5.20.4.8 Any method of accessing the central database, whether through the system application or external programs, shall require a logon id identifier and password. Ability to provide read-only, limited editing, and full access to the database and be configurable as to types of access granted to all objects within the databases.
- 5.20.4.9 Role definition within the application shall control which menus, screens, and functions within screens are available to that specific user.
- 5.20.4.10 User security, by the definition of roles, shall be administered centrally within the application.
- 5.20.4.11 The system shall provide a configurable automatic log out time based on keyboard, mouse or session inactivity.
- 5.20.4.12 The workstations shall lockout after the expiration of an inactivity timeout.
- 5.20.4.13 The user shall be able to set confidentiality per case information or assigned analysis requests.
- 5.20.4.14 The System shall provide a Bypass Chain of Custody privilege in the absence of the item's custodian.
- 5.20.4.15 The System shall provide the suppressing of the display (masking) of a person's password when a user logs on to the system or changes their password.
- 5.20.4.16 The System shall provide the ability for successful logon attempts to display the date and time of the last log-on so that users can determine if someone else might have used their ID/password without their knowledge. shall

- 5.20.4.17 The System shall require that when a password is changed, the old password shall be provided by the user before a new password can be created.
- 5.20.4.18 The system shall have the ability to support real time syslog output of auditable events that can be directed to the County's SIEM log collector.

5.20.5 TRAINING

- 5.20.5.1 Onsite Training shall be performed by the contractor.
- 5.20.5.2 Contractor shall provide 'Train-the-Trainer' onsite training for all County personnel responsible for training of all agencies using the system.
- 5.20.5.3 The system shall provide online software training and online documentation that can be utilized by new employees and agency personnel.

5.20.6 PRODUCTION IMPLEMENTATION AND POST IMPLEMENTATION SUPPORT

- 5.20.6.1 Software support option during the duration of the contract shall be 24x7.
- 5.20.6.2 30 days of post-production implementation expedited response support (24x7).
- 5.20.6.3 Onsite Go-Live contractor support during the first week of Production Implementation.

5.20.7 IMPLEMENTATION REQUIREMENTS

- 5.20.7.1 Supply a representative who will work with Collin County's District Attorney and Collin County's Information Technology (IT) department for the duration of this project.
- 5.20.7.2 Assist with implementation activities the week of Go-Live. The contractor shall supply enough personnel (remote or onsite at Collin County) to cover go-live activities and be available in the event that issues arise during production implementation of the system.

5.20.8 MAINTENANCE/WARRANTY/SERVICE RESPONSE REQUIREMENTS

- 5.20.8.1 Warranty service shall include Contractor response to system problems in the following manner: Service shall include, when necessary, all services be available twenty-four (24) hours per day, seven (7) days per week.
- 5.20.8.2 Provide implementation support and ongoing Production Support including unlimited telephone support, remote access support or in-person support (if applicable) Collin County's location(s) or such other locations as the DA's office may specify or is necessary.

- 5.20.8.3 Provide for a fail-over process in case of a processor failure or natural disaster.
- 5.20.8.4 Provide total system failure procedures identifying if system will be a self-contained re-boot or if it will require manual intervention.
- 5.20.8.5 In the event of a system or database crash, provide database restore procedures for immediate recovery following the restoration or correction of a hardware or software failure.
- 5.20.8.6 Response to major failure maintenance calls shall not exceed four (4) hours. Major Failure maintenance shall be defined as follows:
 - 5.20.8.6.1 The entire system is inoperative.
 - 5.20.8.6.2 Disruption in service to a single user of material nature. Material nature shall mean the DA's operations are critically affected.
 - 5.20.8.6.3 Response to a minor failure shall not exceed the next business day following the report.
- 5.20.8.7 Minor Failure shall be defined as follows:
 - 5.20.8.7.1 Any request for service when a major failure does not exist shall be deemed to be a minor failure.
- 5.20.8.8 When a request for emergency service is received from Collin County, Contractor agrees to assign qualified maintenance personnel, within two (2) hours of request, twenty-four (24) hours per day, seven (7) days per week.
- 5.20.8.9 In the event that any emergency is not corrected by the Contractor within twelve (12) hours from receipt of notice, the Contractor shall replace that portion of the system causing such emergency with new items of equipment or software within twenty-four (24) hours from receipt of the emergency.
- 5.20.8.10 Contractor will provide Collin County an escalation call list and shall keep the escalation call list updated as time passes.
- 5.20.8.11 Should the condition require a hardware re-boot, Contractor shall notify Collin County's designated IT Support Group and ask Collin County's permission to re-boot the hardware environment.

6.0 PROPOSAL FORMAT

In accordance with the directions below, offeror shall provide a response for each item in Sections 5.18-5.20 and Sections 6.2-6.8 in order and include item numbers in response. Answer all questions fully, clearly, and concisely, giving complete information. Do not skip items. Do not refer to other parts of your proposal for the answers. You may not modify either the order or language of the question. Responses shall include a statement of "agree", "confirmed", "will provide", "not applicable", or "exception taken" along with any additional information. If an item is "not applicable" or "exception taken", offeror shall state that and refer to Section 7.0 Exceptions, with explanation.

Offeror shall adhere to the instructions in this request for proposals on preparing and submitting the proposal. If offeror does not follow instructions regarding proposal format, points will be deducted during the evaluation process.

- 6.1 **PROPOSAL DOCUMENTS:** To achieve a uniform review process and to obtain a maximum degree of comparability, the proposal shall, at a minimum include a Table of Contents detailing sections and corresponding page numbers.

- 6.1.1 Proposals may be submitted online via <http://collincountytx.ionwave.net> or submitted via CD-ROM or Flash Drive. Electronic submissions are preferred.
- 6.1.2 If submitting manually, proposal shall be submitted in a sealed envelope or box with RFP name, number, and name of firm printed on the outside of the envelope or box. Manual submittals shall be sent/delivered to the following address and shall be received prior to the date/time for opening:

Collin County Purchasing
2300 Bloomdale, Suite 3160
McKinney, TX 75071

Paper copies shall be printed on letter size (8 ½ x 11) paper and assembled using spiral type bindings, staples, or binder clips. Do not use metal-ring hard cover binders. Manual submittals shall include an electronic copy in a searchable format.

It shall be the responsibility of the offeror to insure that their proposal reaches Collin County Purchasing prior to the date/time for the opening no matter which submission method is used.

6.2 **FIRM OVERVIEW**

Offeror shall define the overall structure of the Firm to include the following:

- 6.2.1 A descriptive background of your company's history.
- 6.2.2 State your principal business location and any other service locations.
- 6.2.3 What is your primary line of business?
- 6.2.4 How long have you been selling product(s) and/or providing service(s)?

6.3 **STAFF QUALIFICATIONS/EXPERIENCE/CREDENTIALS & ADDITIONAL INFORMATION**

- 6.3.1 Offeror is requested to provide qualifications as well as experience information on Offeror's key personnel that will be assigned to this project.

6.4 **GENERAL REQUIREMENTS**

- 6.4.1 Offeror shall provide a response for each of the requirements in Section 5.18 in order and include item numbers in response.
- 6.4.2 Offeror shall follow format outlined in Section 6.0 when submitting responses.

6.5 **FUNCTIONAL REQUIREMENTS**

- 6.5.1 Offeror shall provide a response for each of the requirements in Section 5.19 in order and include item numbers in response.
- 6.5.2 Offeror shall follow format outlined in Section 6.0 when submitting responses.

6.6 TECHNICAL REQUIREMENTS

- 6.6.1 Offeror shall provide a response for each of the requirements in Section 5.20 in order and include item numbers in response.
- 6.6.2 Offeror shall follow format outlined in Section 6.0 when submitting responses.

6.7 PROJECT PLAN AND METHODOLOGY

Contractor shall provide a response for each statement below.

- 6.7.1 Provide a draft project plan (preferably a GANTT Chart) in MS project or other suitable format that describes the project level tasks, duration, resources and appropriate dependencies.
- 6.7.2 Project plan to include roles and responsibilities of the Contractor and its representatives, including installation, development of any mandatory customizations, implementation, post-implementation, support and service level agreements for implementation issues both immediate and on-going.
- 6.7.3 Project plan should include training resources, timeline, and training plan description.
- 6.7.4 Provide a specific, detailed project plan that describes how the Contractor intends to provide the requested services which are set forth in this Scope of Work. Explain, in full detail, how the Contractor will meet all the needs of the District Attorney detailed in the Scope of Work. Contractor should not summarize its services in this section. Rather, explain exactly how the Contractor can meet the District Attorney's needs. If applicable, include items such as technical details and descriptions, key personnel, implementation plans, customer service, timetables, deliverables, ongoing communication with the District Attorney and Information Technology departments.
- 6.7.5 Demonstrate a clear understanding of the tasks and the potential problems in meeting the Scope of Work requirements. The Contractor should include a statement and discussion of anticipated major difficulties and problems areas, together with potential or recommended approaches for their solution.
- 6.7.6 Contractor shall respond to all elements of the RFP and SOW. In particular, Contractor's response should include specific information, documents, submittals, or responses.
- 6.7.7 Any services Contractor cannot provide that are stated in Section 5.0 of the Request for Proposal, shall be disclosed in writing in the section labeled Exceptions at the end of the proposal. If no exceptions are listed in the section labeled Exceptions, it is understood that the Contractor has agreed to requirements as listed in the RFP.
- 6.7.8 Respond to all elements of the RFP and Scope of Work.

6.8 REFERENCES

- 6.8.1 Offeror is requested to include at least three (3) references with names, addresses, email addresses, and telephone numbers and description of the project. References with similar projects and users are preferred.

6.9 PRICING/FEES

Contractor shall state pricing in the appropriate categories below. Any travel costs shall be not to exceed and included in the implementation services cost.

- 6.9.1 Software Cost
 - 6.9.1.1 Licensing Fees
- 6.9.2 Implementation Services:
 - 6.9.2.1 Installation and Configuration
 - 6.9.2.2 Training
 - 6.9.2.3 Post Go-Live Support
 - 6.9.2.4 Not to Exceed Travel Cost
- 6.9.3 Annual Maintenance Cost for year 1.
- 6.9.4 Annual Maintenance Cost for each year for years 2-5.
- 6.9.5 Optional- Hourly rate for future software customizations/modifications.
- 6.9.6 Optional- Hourly rate for Project Manager.

7.0 EXCEPTIONS

Instructions for completing section:

The exception table shall be completed for any exception from requirements identified in this RFP. Please complete the following worksheet listing any and all exceptions from the information requested in the Request for Proposal. Attach additional pages as needed. If no exceptions are listed in Section 7.0 it is understood that the offeror has agreed to all RFP requirements, the response will be considered as confirmed even if it is listed elsewhere as an exception.

Section Number/ Question Number	Required Service You are Unable to Perform	Steps Taken to Meet Requirement



PRE-PROPOSAL SIGN-IN SHEET

Project:	RFP 2017-092 Enterprise Evidence Management System	Meeting Date:	May 16, 2017 at 2:00pm
Facilitator:	Courtney Wilkerson - Collin County Purchasing	Place/Room:	Collin County IT Conference Room

Name	Company	Phone	E-Mail
Joira Copin SIM Cleveland	Collin County IT DRETEL	972-548-4666 707 318 6834	lcopin@collincountytx.gov jrc@guetel.com
Thomas Ahwatz	CCDA	972 548 4325	tashwatz@co.collin.tx.us
Kim Pickrell	CCDA	972 548 4359	Kpickrell@co.collin.tx.us
Misti Bilderback	CCDA	(972) 548-4159	mbilderback@co.collin.tx.us
MICHAEL MALAK	CC-IT	(972-548-4537)	MMALAK@COLLINCOUNTYTX.GOV
Courtney Wilkerson	CC - Purchasing	972-548-4113	CWilkerson@co.collin.tx.us

Questions & Answers:

- 1.) Will the District Attorney's Office be migrating any information?

No, we will start day one forward.

- 2.) Who makes the determination to share the evidence with defense?

The prosecutor working the case.

- 3.) In reference to Section 5.19.4.15 in what do you mean by "provide a bypass chain of custody"?

In the case that someone was absent; the system shall be able to bypass an individual in order to move forward with the routing process.

- 4.) Does the DA's office receive physical evidence?

Not a lot but we want the capability to track items in the system.

- 5.) Who keeps the physical evidence?

Sometimes the DA's Office keeps the physical evidence but it is for a brief amount of time. It is usually returned to the law enforcement agency.

- 6.) Will any barcoding functions used at the Law Enforcement Agency conflict or overlap with the barcode functionality that will be provided in this new evidence management system?

No, since the DA will be the only user of the barcode functions of the new system, there should be no overlap or duplication of the barcode numbering scheme used by the DA.

- 7.) Are there any APIs that will allow the interfacing of data with Tyler's products listed in the RFP?

Yes, Tyler provides data interface APIs for their software products.

- 8.) In reference to Section 5.20.4.2, please provide clarification.

The solution to ensure that submitted data is not altered/deleted without being logged. If there are alterations to submitted data, it needs to be logged. Revision levels of any edited data, noting whom made a potential change, also needs to be maintained.

- 9.) Paragraph 5.18.11 Can the County be more precise as to the number and nature of interfaces actually required?

Estimating the cost of interfaces without knowing how many of the names systems need data exchange and what data are to be exchanged, will be very difficult.

In your response to the RFP please state whether you have the ability to interface with the software systems listed in 5.18.11.

A discovery session will be held with those vendors elevated to level 4 -Best and Final Offer to determine interface specifics so that best and final pricing can be provided.

- 10.) Paragraph 5.18.3 Is it the County's intent to allow agency administrators in agencies to access QueTel's help desk?

Our standard support assumes one POC and designated alternate. Direct agency access will involve significantly more cost on an annual basis.

We do not intend for the agency personnel to contact QueTel's Help Desk.