

**REQUEST FOR INFORMATION (RFI)  
RECORDS MANAGEMENT SYSTEM (RMS)  
FOR THE PUERTO RICO POLICE BUREAU**

## **1.0 Introduction**

The Department of Public Safety (DPS) for the Commonwealth of Puerto Rico (the Commonwealth) seeks to explore the market for viable commercial off-the-shelf (COTS) Police Records Management System (RMS) solutions for the Puerto Rico Police Bureau (PRPB). The RMS solution and supporting materials must ultimately be provided in Spanish. For purposes of this RFI, however, materials and any potential vendor demonstrations may be in English.

No contract will be awarded based solely on the responses to this RFI. Information obtained from this RFI process will help direct PRPB in determining “next steps” towards the acquisition of a “next generation” RMS. PRPB may pursue further contact with some of the responding vendors through interviews, demonstrations and/or discussions to potentially identify viable solutions. Any procurement actions that may result from this RFI will be guided by, and conducted under, the Commonwealth of Puerto Rico’s procurement regulations and policies.

A modern RMS should serve as the foundation to enable a law enforcement agency to collect, manage, and produce data that is integral to agency operations. An RMS should provide the ability to complete incident/crime/arrest reports, manage cases/investigations, report crime to the public and the FBI/DOJ, produce copies of reports for those members of the community involved in an incident (e.g., traffic collision reports), maintain the chain of custody of property and evidence, and provide the necessary documentation to file cases for prosecution, and integrate with other data systems to ensure accurate and reliable data.

### *1.1 Point of Contact*

All communications regarding this RFI must be directed to the single Point of Contact, as follows:

**Technology and Communications Bureau**  
**RMS@policia.pr.gov**

## **2.0 Background**

The Puerto Rico Police Bureau is the 3rd largest local police force in the United States, staffed by more than 11,000 civilian and sworn personnel. The Bureau's

jurisdiction covers Puerto Rico with a population of 3.2 million. In 2022, PRPB received over 500,000 constituent calls for service. In 2013, the Commonwealth of Puerto Rico and the U.S. Department of Justice (USDOJ) entered into a Consent Decree before the United States District Court, (Case 3:12-cv-02039-GAG Document 57-1 Filed 07/17/13) which focuses on the professionalization of PRPB, making needed technological upgrades, and promotes improved accountability and policing practices to ensure Puerto Rico residents are free from use of excessive force, unlawful searches and seizures, and discrimination by PRPB (“Puerto Rico case”). A new RMS will be a critically important tool in enabling the Police Bureau to meet these objectives.

### **3.0 Current Environment**

The Puerto Rico Police Bureau utilizes multiple systems for records and case management. PRPB’s legacy data entry and records system is a home-built solution *Appendix B: Current PRPB Systems – Internal*, provided herein, depicts internal systems which currently interact, interface or integrate with the current data environment. Similarly, *Appendix C: Current PRPB Systems – External*, provided herein, depicts various external systems which currently interact, interface or integrate with the current data and reporting application. It is anticipated that these specified systems will continue to be supported during the implementation of a new RMS, but many will be decommissioned as their functionality is replaced with functionality provided by the new RMS.

Currently, the legacy environment includes siloed applications and systems that are not integrated. Any new RMS implementation must be architected to enable PRPB to function optimally, provide a clear single source of record for the data that PRPB collects and maintains, and facilitates the process engineering required to streamline and affect optimal system, application, and workflow changes to ensure best practices in PRPB policing activities and data collection/record keeping.

### **4.0 Vendor Response**

The Commonwealth will evaluate responses to this RFI to determine if there are offerings that will conform to the Police Bureau’s intended mission. It is the Commonwealth’s intention, and at the Commonwealth’s sole discretion, to contact the respondents that appear to have an RMS offering that may meet the PRPB’s needs and facilitate the exchange of additional information and possible product demonstrations. Vendor responses to this RFI are to be submitted electronically via email to [RMS@policia.pr.gov](mailto:RMS@policia.pr.gov). Submissions are due by June 9, 2023.

Vendor responses should include the following:

#### *4.1 Company Overview*

The Vendor shall provide the company name, physical address, phone number, fax number, web address, a brief description of the company, its product(s) and

service(s) offerings, business size (e.g., total revenue and number of employees), point(s) of contact, including name, title, address, phone number and E-mail address. The Vendor shall also provide a description of the business unit or specific team that supports the Records Management System product including the number of years that the company has been supporting a general RMS solution and the number of years supporting the current version; the location of the office that would be managing an RMS implementation and ongoing support. Finally, the Vendor shall provide sufficient financial background data to ensure company stability.

#### 4.2 *Clients and Contracts*

The Vendor shall identify the company's experience in delivering RMS solutions to at least two clients of similar size, or larger, and scope to the Commonwealth by providing a list of contracts for RMS solutions that have been successfully implemented within the last five years. For each contract provided, the descriptive data shall include client name, engagement (or project) title, description of engagement, cost, start (e.g., kick-off) and completion (e.g., go-live) dates and the contact information for the client's law enforcement and information technology representatives familiar with the project. For each contract provided, the Vendor shall indicate the method of award (e.g., competitive bid, sole source, "piggyback," change order to existing contract, etc.) as well as whether the current contract in place between the Vendor and client allows for "intergovernmental cooperative purchasing."

#### 4.3 *Technology Solution*

For the solution the Vendor shall:

- a. Describe the company's technology solution (e.g., core software, database, apps, etc.) that is being proposed to meet the PRPB's mission. Responses that describe solutions that are completely custom software may, at the Commonwealth's discretion, be rejected without review.
- b. Discuss how the company's solution addresses the "core" RMS functionality specified in *Appendix A: RMS General Functionality*, the "master indices" specified in *Appendix B: RMS Master Indices*, and the "external interfaces" that needs to be connected if possible specified in the *Appendix C: External Interfaces*.
- c. Have liberty to expand the discussion of capabilities and functionalities beyond the items listed.
- d. Provide a description of the RMS solution's database platform and integration/interface capabilities.

- e. Describe how its RMS solution will meet the FBI's Uniform Crime Reporting through the National Incident-Based Reporting System (NIBRS).
- f. Describe how its RMS solution shall operate and have the flexibility to incorporate fields of data and reports and be compliant with local laws.
- g. Delineate any additional technology partners, if any, required to deliver a comprehensive RMS solution to PRPB.
- h. Describe how the historic data will be migrated to the proposed system for all previews applications implemented by the PRPB.

#### *4.4 Service Model*

The Vendor shall identify the company's service model provided and supported, whether on premises or off-premises, cloud, hybrid-cloud, including Software-as-a-Service, Infrastructure-as-a-Service, and Platform-as-a-Service models. If the Vendor can provide multiple models, information on each shall be provided with an explanation of the benefits and drawbacks of each.

#### *4.5 Technical Requirements*

The Vendor should include the technical architecture required for RMS implementation, which could include hardware requirements, operating system/software environments support, network requirements and protocols, database environment and storage requirements, description of the installation process, description of security and auditing features, capability to configure and customize the application, application scalability, interfaces with other existing applications, and reporting tools. Methods used for access management and control and cyber hardening and hygiene must also be included.

#### *4.6 Key Features*

The Vendor shall be able to deliver the solution in Spanish, including the RMS and supporting materials. The Vendor shall identify those key features, functionalities, user interfaces, etc., that establishes the company's RMS solution as a "market leader" and worthy to be recognized as a "next generation" RMS product provider. The Vendor should expand upon the RMS solution's capabilities within the context of Appendix A: RMS General Functionality, which contains a high-level breakdown of expected RMS solution functionality by functional module.

#### *4.7 Timeline*

The Vendor shall include a timeline depicting a typical implementation in a client engagement of a similar scope to that of the Puerto Rico Police Bureau.

#### *4.8 Maintenance*

The Vendor shall describe the on-going software maintenance and support services required to sustain the RMS solution. The Vendor shall describe its local on-site, remote maintenance and other support programs as might be applicable to the Puerto Rico case.

#### *4.9 Commonwealth Staff*

The Vendor shall describe the Commonwealth's role (e.g., number of personnel, required skill sets, etc.) that will be required to adequately implement and support the RMS solution.

#### *4.10 Training*

The Vendor shall describe the company's training program for Puerto Rico Police Bureau's sworn and non-sworn members as well as system administrators, and technical support personnel.

#### *4.11 Key Performance Indicators (KPIs)*

The Vendor shall provide the company's standard and custom reporting KPIs concerning the RMS solution. The Vendor shall specifically call out a KPI for overall system availability (uptime) and potential remedies for non-performance.

#### *4.12 Pricing/Licensing Model*

The Vendor shall include a general pricing model and cost for software based on the information provided within this RFI. The pricing should also indicate the licensing model (e.g., "enterprise/site," "named user," "concurrent user," "seat," etc.) as well as a description of the hosting options available and estimates of associated costs. RESPONDENTS WILL NOT BE BOUND BY ANY COST ESTIMATES CONTAINED WITH THE VENDOR'S RESPONSE TO THIS RFI.

### **5.0 THIS IS AN RFI ONLY**

This RFI is issued solely for information, evaluation, and planning purposes – it does not constitute a Request for Proposal ("RFP"), a promise to issue an RFP in the future, or a Request for Quotation. This RFI does not compel the Government to initiate any formal or informal process to acquire services or solutions whatsoever, nor creates any right claimable by the Responder.

5.1 Responders are advised that the Government will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the Respondent's expense.

5.2 Any information provided by the Respondent will become the property of the Government and will not be returned to the Respondent. Respondents are

responsible for adequately marking proprietary, confidential, or competition-sensitive information contained in their response.

## 6.0 Questions

Questions regarding this announcement shall be submitted by e-mail only to [RMS@policia.pr.gov](mailto:RMS@policia.pr.gov). Questions shall not contain proprietary or classified information.

### Appendix A – RMS Functionality

System/Functionality
Incident Reporting
Case Management
Warrants
Arrests
Searches/Seizures
Juvenile Contacts
Crash/Collision Reporting
Citations
Field Contacts (Stops Data)
Civil Process
Protection Order & Restraints
Property & Evidence
Booking
Pawn
Reporting
Analytical Support

### Appendix C – External Interfaces

External Interfaces
Computer Aided Dispatch (CAD) System
Crime Information Warehouse
AFIS
Juvenile Assessment / Detention Centers
Prosecutor (Case Submission)
Courts
Information Sharing (State & Federal)
Jail Management System (Corrections)
Offender Registration
Permits & Licensing
Personnel System (KRONOS)
Fleet Management
Permits and Licensing
Equipment and Asset Management

### Appendix B – Master Indices

Master Indices
Master Name Index (NMI)
Master Vehicle Index (NVI)
Master Property Index (NPI)
Master Location Index (NLI)
Master Organization Index (NOI)
Master Entity (non-Gang) Index (MEI)