PUERTO RICO POLICE BUREAU

APPENDIX D
TECHNICAL REQUIREMENTS NARRATIVE RESPONSE
V3.0-FINAL

Contents

Instructions for Appendix D – Technical Requirements Narrative Response

This section contains additional Requirements for the Puerto Rico Police Bureau (PRPB) Records Management System selection RFP.

The Bidders must complete the following Requirements questions per the instructions, responding to all questions in the designated response sections. Where necessary or indicated, include additional documents to support the response in the 6.0 Additional Documents section with specific references to the corresponding section and requirement.

It is the Bidder's responsibility to ensure that the information provided in the response sections is sufficient for the Evaluation Team to score the Proposal. Unless otherwise indicated, the Puerto Rico Police Bureau (PRPB) reserves the right to evaluate the information provided in the response templates only without considering attached documentation or links.

PART I – TECHNICAL REQUIREMENTS NARRATIVE RESPONSE

1. SOLUTION COMPONENTS

1.1. Provide a list and description of the proposed Solution software products, with current version number and release date. [Limit Response to 3 pages]

1.2. Provide a technical description of the proposed Solution's components, their relationship to the operating environment (virtual machines, databases, storage infrastructure, include system names, versions), and a typical architecture / deployment model that supports high availability and fault tolerance in the overall Solution. Include any components needed in order to support the application interfaces itemized in the Functional Requirements section of this RFP. Table 3 depicts minimum uptime requirements. [Limit Response to 5 pages]

1.3. Identify any software components included in the Solution that are not supplied directly by the Proposer (any/all third-party software). [Limit Response to 2 pages]

1.4. Provide a description on how the solutions user interfaces, configurations, workflows, and system messages will be presented in Puerto Rican Spanish. [Limit Response to 4 pages]

1.5. Describe any solution limitations related to the Puerto Rican Spanish requirement listed on 1.4. Describe how the solution will be updated, upgraded, and maintained to continually meet the Puerto Rican Spanish UI requirement. [Limit Response to 4 pages]

2. LICENSING MODEL(S)

2.1 Describe the licensing model(s) available for the software (concurrent user, named user, server cores, enterprise, other). Indicate the specific licensing model to be provided to the Puerto Rico Police Bureau and used to quote the price found in DSP-IT-RFP-2023-02 RFP Appendix G – Cost Proposal Template. [Limit Response to 3 pages]

3. TECHNICAL REQUIREMENTS

The list below represents the categories of technical requirements included within this RFP. Describe how the Solution supports the requirements defined within each category as requested below.

3.1.1. **NC-AC 1.0 - Accessibility:** Describe in general how users will be able to access the application, address Administrative, Operations and Development user roles. [Limit Response to 4 pages]

3.1.2. **NF-AU 2.0 - Auditability:** Describe in general the logging functions of the system and all sub-systems. Include any sample documentation to support relevant Federal and Commonwealth Security and Privacy policies. [Limit Response to 5 pages]

3.1.3. **NF-AV 3.0 – Service Level Availability and Response Times**

3.1.3.1. Describe characteristics of the Solution that provide the ability to meet the requested uptime. [Limit Response to 3 pages]

3.1.3.2. Describe the application architecture and recommended approach / methodology for the Bureau to ensure this level of reliability for an on-premise and cloud Solution. [Limit Response to 4 pages]

3.1.3.3. Describe how the Solution design eliminates any single point of failure and can support and meet the desired availability and desired response times. [Limit Response to 3 pages]

3.1.3.4. Describe how automatic failover occurs or the process for recovery after a failure of one Solution component due to hardware failure, software crash or loss of power. [Limit Response to 3 pages]

3.1.3.5. Describe approach for remote application support while keeping the system up 24 x 7. How do you handle major upgrades? [Limit Response to 4 pages]

3.1.3.6. Provide other assumptions and/or parameters that the Bureau should be aware of in order to meet up-time objectives. [Limit Response to 3 pages]

3.1.3.7. Describe the recommended process to perform backups. [Limit Response to 3 pages]

3.1.3.8. Provide Disaster Recovery plan recommendations, including requirements for zero-downtime. [Limit Response to 4 pages]

3.1.3.9. Describe the capabilities for periodically exporting data stored in the database, and if it can be exported to MS Excel, MS Access or other software. Specify supported export formats (e.g., Excel, CVS, etc.). [Limit Response to 4 pages]

3.1.4. **NF-CL 4.0 – Capacity Limits**: Describe the Solution's ability to handle expected workload and scalability including network connections, concurrent users, transaction volumes and size, and prioritization of system functions. E.g., ~12,000 users, ~6,000 concurrent users, ~580.000 annual Incident Reports, ~60,000 annual case investigations. [Limit Response to 4 pages]

3.1.5. **NF-CM 5.0 – Configuration Management:**

3.1.5.1. Describe configuration management capabilities of the Solution. Include any sample documentation and/or explanation of tools. [Limit Response to 4 pages]

3.1.5.2. Please describe how configuration management capabilities enable alignment to industry standards, guidelines and best practices. [Limit Response to 4 pages]

3.1.6. **NF-SE 6.0 - Security:**

3.1.6.1. Describe the proposed Solution's ability to meet the latest published Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Security Policy. [Limit Response to 4 pages]

3.1.6.2. Describe the proposed Solution's ability to meet the Commonwealth's Public Safety standards, requirements (e.g., NIBRS, NCIC queries, etc.) and your company's affiliation with public safety organizations. [Limit Response to 4 pages]

3.1.6.3. Describe how the proposed Solution meets CJIS security requirements for Law Enforcement, and HIPAA security requirements, in a multi-disciplinary system where users will need to share sensitive data across multiple user groups. [Limit Response to 4 pages]

3.1.6.4. Describe the procedures when the Puerto Rico Police Bureau identifies an issue or area of vulnerability within the proposed solution; include the issue reporting process, remediation, and corrective action plans. Also, if the Bureau found vulnerabilities and configuration issues in the system that creates a risk to sensitive information, explain how you would address these issues promptly. [Limit Response to 6 pages]

3.1.6.5. Describe your internal process for remaining compliant with FBI CJIS Security Policies Practices and Procedures throughout the contract engagement. [Limit Response to 4 pages]

3.1.6.6. Describe how different levels of security and privileges are established. [Limit Response to 3 pages]

3.1.6.7. Describe how the Solution audits user access and privilege use and the information that is logged. [Limit Response to 3 pages]

3.1.6.8. Describe layers and types of encryptions used and the type of data to which the encryption is applied and when. [Limit Response to 4 pages]

3.1.6.9. Describe how the solution encrypts data between the servers and clients, including if that encryption is FIPS 140-2 certified. [Limit Response to 3 pages]

3.1.6.10. Describe any network traffic that is un-encrypted within the Solution. [Limit Response to 3 pages]

3.1.6.11. Describe the ability to protect data "at rest" and "in transit" so that unauthorized users cannot access it. Describe how the Proposers solution will accomplish this requirement. [Limit Response to 4 pages]

3.1.6.12. Describe how the Solution authenticates users including the ability to integrate with the Bureau's Active Directory. [Limit Response to 3 pages]

3.1.6.13. Describe how your solution monitors for potential security violations and/or breaches and provide alerts, notifications, reports regarding security violations, breaches against cyber security standards. [Limit Response to 4 pages]

3.1.7. NF-SU 7.0 - Supportability:

3.1.7.1. Describe in general how end-user help desk support will be provided in Puerto Rican Spanish, includes all end-user Tier 1 support. [Limit Response to 5 pages]

3.1.7.2. Describe in general how Tier 1 technical help desk support will be provided in Puerto Rican Spanish [Limit Response to 5 pages]

3.1.7.3. Describe in general how all end-user, training (including train the trainer) and technical documentation will be provided and kept up to date in Puerto Rican Spanish. [Limit Response to 4 pages]

3.1.7.4. Describe how the operation of the Solution is monitored, including internal capabilities and the use of third-party system monitoring tools. Additionally, describe the capability of the Proposer to monitor the Solution remotely. [Limit Response to 5 pages]

3.1.8. **NF-DR 8.0 – Data Requirements:** Describe how the Solution will process and store all data elements and logical data groupings required to provide the requested functionality to address

logical data groupings, data retention, and data dictionary. Provide sample documents. [Limit Response to 7 pages]

3.1.9. **NF-DC 9.0 – Design Constraints & Environment:** Describe any environment designs or constraints that experience has shown to cause problems for the proposed Solution. [Limit Response to 4 pages]

3.1.9.1. Describe any constraints the system may have running on the standard Puerto Rico Police Bureau Desktop Environments (i.e., Windows 11 O/S). [Limit Response to 3 pages]

3.1.10. **NF-MO 10.0 - Mobility:** Describe in general the Solution's mobile capabilities and include supporting documentation. Describe any mobile environment constraints that experience has shown to cause problems for the proposed Solution. [Limit Response to 3 pages]

3.1.10.1. Describe any constraints the system may have running on the standard Puerto Rico Police Bureau mobile devices including Windows O/S tablets and smartphones. [Limit Response to 3 pages]

3.1.11. **Interfaces**: General Interface information as well as additional information on GIS and the Bureau Message Switch

3.1.11.1. Describe the proposed approach to application integration including what integration toolsets are included within this proposed Solution. [Limit Response to 4 pages]

3.1.11.2. Describe how the proposed solution is extensible, allowing for future changes. [Limit Response to 3 pages]

3.1.11.3. Describe how the proposed system incorporates open data sharing models and standards such as the Global Justice XML Data Model (GJXDM) or the National Information Exchange Model (NIEM)? [Limit Response to 3 pages]

3.1.11.4. The Puerto Rico Police Bureau anticipates desiring interfaces to new systems and applications, as technology develops and needs changes over time. Describe how data stored in the RMS will be made accessible to external systems. [Limit Response to 3 pages]

3.1.11.5. Describe the services, data streams and APIs that will be available should the Bureau decide to develop its own interfaces/extracts. [Limit Response to 3 pages]

3.1.11.6. Describe any limitations that might restrict the Bureau's ability to develop future interfaces/extracts. [Limit Response to 3 pages]

3.1.11.7. Describe the System's ability to consume Esri ArcGIS REST services (e.g. dynamic map services, cached map services, feature services, geocode services, geoprocessing services, and vector tile services) hosted by the Puerto Rico Police Bureau. [Limit Response to 4 pages]

3.1.11.8. Describe the methodology for ingesting, validating, correlating, using, storing, and displaying location data and information, respectively, throughout the proposed solution. [Limit Response to 4 pages]

3.1.11.9. Describe how the RMS application ensures RMS address verification consistent with addresses in the existing CAD file and available GIS data. [Limit Response to 3 pages]

4. ESCROW

4.1. The Puerto Rico Police Bureau requires that source code for all components of the Solution be held in escrow. Explain Proposer's approach to making available a software escrow account which includes the

source code for all products released during the implementation and maintenance terms, including third party software. [Limit Response to 4 pages]

4.2. Provide a list the products that your company will hold in an escrow account and a list of those products that cannot be held and explain why. [Limit Response to 3 pages]

4.3. Explain in detail the process for Puerto Rico Police Bureau to retrieve the software source code held in escrow. [Limit Response to 3 pages]

5. OTHER CAPABILITIES AND FUTURE TECHNICAL ROADMAP

5.1 Provide the roadmap for planned technology changes and improvements to the proposed Solution. [Limit Response to 5 pages]

5.2 Describe any other unique technical capabilities or attributes of the proposed Solution. [Limit Response to 5 pages]

5.3 Describe the Proposer's current and planned future approach to offering the proposed Solution as a vendor hosted offering. [Limit Response to 4 pages]

6. ADDITIONAL DOCUMENTATION