



Response to Questions by proponents regarding DSP-IT-RFP-2024-001.

1. **Question:** Can you please clarify if both a hardcopy and an email are required or if an email copy only of the proposal is sufficient.

Answer: Both hardcopy and softcopy submissions are mandatory. Please refer to the "Submission of Proposal" on the first page of the RFP and section "4 Proposal Submission Requirements and Conditions".

2. **Question:** Thank you for the clarification. Would it also be possible to submit an electronic copy in person on a flash drive? We want to ensure that there are no problems with email delivery.

Answer: No, the softcopy must be submitted to the email address referenced in the "Submission of Proposal" on the first page of the RFP.

3. **Question:** Please revise the RFP schedule included in Section 1.5 of the RFP, as there seems to be discrepancies. The invitation to the RFP states the deadline for questions to be January 29th at 4:00PM (please see page 1 of the RFP), yet Section 1.5 (page 9) states that a Pre-bid meeting is to be held on January 29th and the questions due date is February 5th. Please inform the correct dates we should follow.

We might submit additional questions.

Answer: There has been an amended RFP published to: [https://assets.website-files.com/62164b8e37a6f81265fe4a6e/65a9863747a21b83f9077d5a_DSP-IT-RFP-2024-001%20\(v3.0-FINAL\).pdf](https://assets.website-files.com/62164b8e37a6f81265fe4a6e/65a9863747a21b83f9077d5a_DSP-IT-RFP-2024-001%20(v3.0-FINAL).pdf)

4. **Question:** Following Section 1.4 of the RFP, I am hereby requesting your official written Consent and/or Approval that the Puerto Rico Police Bureau/DPS will accept to evaluate an offer from Codecom LLC for the current DSP-IT-RFP-2024-01 for a Record Management System. The solution we will offer is from the company Central Square, one of the major RMS and CAD providers in the United States, and with whom we participated in the RFI process late last year. Codecom value added support services have proven beneficial to local public safety agencies and follow the Government Public Policy to foment the local economy, particularly small businesses.

Codecom and CentralSquare model is one where Codecom is the Prime Contractor facing the End User, in this case PRPB. CentralSquare is the owner of the software solution, the RMS, and Codecom serves as the local partner for local contracting and support. The RMS technical experience will be provided by CentralSquare as well as the Project Management. While Codecom individually has the financial capability to manage a project like the desired RMS, we shall include CentralSquare capabilities in our offer to PRPB.



PRPB will always have direct access to CentralSquare personnel and software, the End User License Agreement would be directly between Central Square and PRPB, and we will respond to the requested Source Code Escrow to PRPB's satisfaction.

Please answer this request for Consent and/or Approval as soon as possible, since an early response can avert a dire position for our partner, Central Square.

Answer: Yes, we encourage all qualified vendors to submit a response to the RFP. The RFP and associated attachments outline vendor compliance and submission requirements.

5. **Question:** The sections 4.5.1, 4.5.2, 4.5.3 and 4.5.4 all request some level of response in the proposal, however, it is not clear in which section we should put our responses. Can you please clarify if you would like these answers in the Volume 3 Cost Proposal or in some other section of the response.

Answer: In appendix B & C and G.

6. **Question:** Please revise the attached Appendix D of the referenced RFP. The document has numerous instances where the document states "Error! Reference source not found.:" It seems the document is making a reference to another document or a broken link. Please provide a corrected version so we can answer accordingly.

Answer: We will provide an updated Appendix D on the solicitation website at the time of this posting.

7. **Question:** RFP Section 2.2.5 makes reference to a JMS. Please confirm if this is only a typo, and should read RMS. The reason for the question is that section 7, page 36 of the same document does make reference to a Jail Management System (JMS) and a required interface. Please validate that this RFP is only requiring an interface into a Jail Management System (JMS). If you do require more than an interface, for example to extend the RMS functionality to the Corrections Department as a "Sub-Agency" in the RMS system and have it all in one system please inform.

Answer: This is the result of a typo. A new revised version of the RFP will be provided. Section 2.2.5 should only refer to an RMS, not a JMS.

8. **Question:** RFP Section 7, Appendix B&C, page 30 presents a table explaining the Detailed Requirements Compliance Response Codes. These Codes are different to the codes available in the Spreadsheet for Appendix B&C as part of the response options. One area requires Interface (I) another requests Configuration (C). Please confirm if the Codes in the Spreadsheet are the correct ones or advise of the correct codes that we should use in our response.

Answer: Yes, the correct codes are in the appendix B & C.



9. Question: Is it possible to receive the password for the requirements MS-Excel file? It is difficult to enter data as items like wrapping the text in cells cannot be changed.

Answer: No

10. Question: You recently shared an RFP for a law enforcement records management system. Can I forward it to Prosal's agencies and consultants?

Answer: No, forwarding or sharing this proposal aren't allowed.

11. Question: Is PRPB open to alternate phasing proposals, based on product feature interdependencies (ie. If Case Management is part of the core product offering, is PRPB open to moving that forward to the initial phase)?

Answer: Yes, a timeline of implementation should be provided with your RFP response that outlines the phasing of the RMS components.

12. Question: Are there anticipated timelines for the implementation of the discrete phases? (ie. X months between Phase I and Phase II)

Answer: No. A timeline of implementation should be provided with your RFP response.

13. Question: Regarding Data Conversion, how many different sources are anticipated to be migrated from? Is the data available in a Sql type output?

Answer: Please see the requirements listed in Appendix B & C – Detailed Functional and Non-Functional Requirements, which includes but is not limited to the data sharing and integrations.



14. Question: Is this Pre-Bid meeting mandatory? Participating vendors are the only ones allowed to participate in this RFP process?

Answer: No, the Pre-Bid meeting is not mandatory. Vendors who want to submit a question had to submit a question either at the Pre-Bid meeting or electronically by February 5, 2024. A vendor may still respond to the RFP without submitting a question or attending the pre-bid meeting.

15. Question: For the Crash Reporting module. Does PRPB have a dedicated traffic crash team or will all officers require access? Please estimate number of officers requiring access.

Answer: Yes, however all agents require access with an estimate of 12,000.

16. Question: Please confirm that only user documentation is requested in Spanish, not technical documentation.

Answer: Yes, we are requesting that all documentation including user and technical documentation be in Spanish.

17. Question: What is your expectation for the full project duration?

Answer: The project is expected to last at least one year, but a multi-year project is expected. A timeline of implementation should be provided with your RFP response.

18. Question: Do you expect that training be held in a single location or multiple locations?

Answer: Multiple locations across Puerto Rico.

19. Question: How many sources will data need to be converted from? Is it one database or multiple?

Answer: Please see the requirements listed in Appendix B & C – Detailed Functional and Non-Functional Requirements, which includes but is not limited to the data sharing and integrations.



20. Question: What is the RDBMS Type of the source data (SQL Server, Oracle)?

Answer: PRPB has data in both SQL Server and Oracle.

21. Question: How many years of data are in the source Records system?

Answer: 10+ years.

22. Question: Please provide the size of the Records database\data set in Gb or Tb.

Answer: Approximately 1 TB but growing daily.

23. Question:

- a. Please list the agencies per records data source
- b. **Answer:** Please see the requirements listed in Appendix B & C – Detailed Functional and Non-Functional Requirements, including but not limited to the Functional Capabilities.

24. Question: Please advise on the number of tables in the current records database(s)

Answer: The current records databases are federated and currently do not have this information readily accessible.

25. Question: Please provide the total number of tables with more than 10,000 records in the current Records database

- a. **Answer:** The current records databases are federated and currently do not have this information readily accessible.

26. Question: Please detail, if possible, the types of files included in attachments (i.e documents, audio, video, in-car video, cellphone/laptop logs).

Answer: Current attachments can be documents, audio, video, in-car video, etc.



27. Question: Please detail, if possible, the amount of attachment data and whether it is included in the database size already requested or if it resides on separate storage.

Answer: Is included in the database size already requested in question 22.

28. Question: Please detail the modules desired for conversion: Masters, Cases\Incidents, Calls for Service, Property/Evidence, Mugshots, Attachments, Arrests, Warrants, Citations, Field interviews, Civil, Crash, Holding Facility, Other

Answer: Please see the requirements listed in Appendix B & C – Detailed Functional and Non-Functional Requirements, including but not limited to the Functional Capabilities.

29. Question: Are there any additional module-specific data sets which need to be imported from systems other than the prior Records system (for example third party evidence systems, citations\ecrash systems, warrants systems, pawn databases).

Answer: Please see the requirements listed in Appendix B & C – Detailed Functional and Non-Functional Requirements, including but not limited to the Functional Capabilities.

30. Question: Does the agency have a data retention policy, and if so please provide retention guidelines, specifically around attachment data?

Answer: Yes, we have a Policy for video records. Data must be keep indefinitely.

31. Question: CentralSquare cannot locate an Appendix A. Can you please clarify?

Answer: Is in the principal document (DSP-IT-RFP-2024-001 (v3.0-FINAL))

32. Question: Please provide the total number of mobile laptops utilized in the field.

Answer: There are currently 700 mobile laptops deployed and additional ones are planned.

33. Question: How many computer devices will need to be configured to access the RMS system?

Answer: There are currently 4,700 that need access to the RMS and we are planning to add more.



34. Question: We understand that the current GTE system services both the municipal and state police. Are municipal police users included in the 12,000 requested users? If not, what is the go-forward plan for the municipal police?

Answer: The municipal police are not included in the 12,000 users. The municipal police currently represent 2,500 users with additional in the future.

35. Question: Is the intent of the commonwealth to replace the forms included in the appendix, or to integrate with the current forms in use?

Answer: Replacement and integration of the forms depends on the requirements described in Appendix B & C – Detailed Functional and Non-Functional Requirements.

36. Question: Of the 12,000 requested users, how many will require edit access vs view-only access?

Answer: Of the estimated 12,000 users there are only ~300 estimated users are view-only access but both user counts will increase in the future.

37. Question: Please confirm that the electronic copy of the response is to be emailed to rms@policia.pr.gov?

Answer: The electronic copy of the response is to be emailed to rms@policia.pr.gov.

38. Question: Can you please specify the exact number of both sworn officers and administrative staff that bidders should use as part of the bid pricing?

Answer: We can't give you an exact number, but initially, it would be around 15,000 and we are planning to add more.

39. Question: The pricing section is listed as 10 percent of the evaluation, but there is no indication of how this will be scored. For example, will prices be awarded points based on comparison to other offers?

Answer: Evaluate the proposed prices by comparing them to market rates or industry standards. But not only the initial pricing but also the long-term costs associated with the proposal. This includes factors such as maintenance fees, upgrade costs, and potential future price increases. If the prices are significantly higher or lower than average, this could affect the score. **See section 5, item 5.6.3 and page 28 Evaluation Categories and Weights. Then table 3 Proposal Evaluations Categories and Weights.**

