City of Raleigh

Request for Proposals #: 274-*RPD3-25*

Title: Intelligence Management/Development Software

Proposal Due Date and Time: March 24, 2025
no later than 5:00 PM EST

ADDENDUM NO. # *4*

Issue Date of RFP: February 14, 2025

Issuing Department: Raleigh Police Department
Direct all inquiries concerning this RFP to:

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Addendum *# 4* to RFP 274-RPD3-25 Intelligence Management/Development Software

RFP Issue Date: February 14, 2025

To: All Proposers

This Addendum, containing the following Pre-proposal Conference information, is issued prior to receipt of proposal packages and does hereby become part of the original RFP documents and supersedes the original RFP documents in case of conflict.

Receipt of this addendum must be acknowledged by signing in the area indicated below.   Please **sign and return this addendum with your proposal package**.

Below are answers to the questions that were submitted regarding the RFP.

Intelligence Platform RFP Meeting

1. How many users for the CI module?
   A: Approximately 50 users
2. Same question for Intelligence platform?
   A: Approximately 20-30 primary users with options to create permission groups for approximately 200 users
3. For Criminal intelligence using 28 CFR part 23 rules?
   A: Yes
4. Asked for names of CAD and RMS vendor.
   A: Keystone Client for RMS and Central Square for CAD
5. Asked for use case of "facilitating enhanced decision making".
   A: The software should provide a link analysis tool to help find associations between offenders and past criminal behavior. For example, if the detective is investigating a burglary and they get a lead with a potential suspect name, the software will be used to research that person. The software should be able to use past criminal behavior to provide potential suspect information.
6. Where is the solution managed? Who's cloud/storage space?
   A: Open depending on security compliances
7. What total inputs are requested for integration?

   A: Central Square CAD
     Keystone Public Safety RMS
     Cellebrite and CDR data
     NIBN Data (NESS)
     Unstructured data, such as PDF bulletins
     Padtrax evidence database
     Arrest data
     ALPR – Flock and Vigilant

eCrash – traffic crash data
AOC – Warrants and Court data
DOC – Prison data
Would the product like to be scalable or open for future?
A: Yes

8. CI management tool migrated into new system.
   A: No because it is all on paper but would like it digitized and imported into the new system.

9. References question, can open dialogue be allowed versus the referral document?
   A: No it should be a written response on the city form. The form is not asking specific technology questions. It is asking how well the company is with customer support and how well they work with the agency.)

10. How many references are necessary? 3 or 5?
    A: 5 total

11. Most data is SQL based, what are the rest?
    A: The majority of the data is in a SQL database but CI data is hand written. API for Penlink, NESS

12. Who owns the data for exporting/ingesting into the product?
    A: We handle the majority aside from AOC data which will require clearance.

13. Does Penlink allow for exports to pull the data in?
    A: Yes but an API is more preferred

14. How much historical data to be integrated?
    A: Approximately 5 years for RMS and 3 years for CAD. Everything for Penlink 10+ years

15. Requested a timeframe for each integration platform.
    A: The selection will be announced on April 8. We would like to commence the purchase and connections to our data immediately afterwards. The goal will be to have the first four datasets integrated within six months.

16. Requested the list of integrations that are listed on the white board.
    A: See response to question 2 in the next section.

Questions received via email.

1. RFP page 4 states that a pre-proposal conference will be held "if required" and that the City may elect not to hold the conference. Will the pre-proposal conference be held on March 3, 2025? If so, will this pre-proposal conference be in-person only or will a web (Zoom, Teams, etc.) invite be made available?

   The Team's Invite was posted as an addendum to the RFP.

2. RFP page 4 states that the City is looking for a "link analysis program that will access information from disparate databases and bring it together for intelligence analysis." Similarly, RFP page 14 states that the proposed solution "should integrate with several other databases". Please provide a list of all data systems, type of system, vendor names, and software versions and names for any required databases.

Central Square CAD
Keystone Public Safety RMS
Cellebrite and CDR data
NIBN Data (NESS)
Unstructured data, such as PDF bulletins
Padtrax evidence database
Arrest data
ALPR – Flock and Vigilant
eCrash – traffic crash data
 AOC – Warrants and Court data
 DOC – Prison data

3. RFP page 14 states that "the user interface needs to be user-friendly for officers, detectives, and analysts." Please provide the total number of user licenses required by the City.

   See answers to questions 1 and 2 of the RFP Meeting.

4. RFP page 9 requests that proposers provide "at least five references" regarding the firm's experience with similar projects. However, the Proposer Questionnaire Form (page 20) and the Reference Questionnaire instructions (page 21) request "a minimum of three (3) business references". Please clarify the number of references required.

   A: 5

5. RFP page 22 states that the Reference Questionnaire is to be returned to the City "no later than 5:00p.m. EST February 28, 2025". We requests a two-week extension for the direct return of the reference responses. This will ensure that all customer references have enough time to complete the detailed questionnaire and provide the City with accurate feedback on the vendors.

   The deadline has been extended to March 24.

6. RFP page 22, question #6 asks the reference customer to rate individual vendor representatives by name. Will the City consider deleting question #6 from the Customer Reference Questionnaire to ensure that customers are comfortable completing and submitting the required form?

   This is the standard form from the City of Raleigh.

1. Do you have a particular tool or software in mind for the comprehensive link analysis platform and informant management application, or are you open to exploring new solutions such as low-code/no-code platforms or generative AI?

   A: We are open.

2. Does the City of Raleigh have a set budget or timeline for the completion of this service?

A: We do, we were awarded a Federal Grant, and the timeline is within six to nine months after the signing of a contract.

3. Will the pre-proposal conference be held onsite, or will a video meeting link be provided?

A: Both

Quest. #	Question	Answers
1	How many end-users will use the Confidential Informant Management solution?	Approximately 50
2	Does the COR intend to deploy solution capabilities to the field using mobile devices?	That is optional.
3	How many end-users will use the Analysis solution?	Approximately 20-30 primary users with options to create permission groups for approximately 200 users
4	Should information received from a confidential informant contact be classified as Criminal Intelligence and, therefore, handled in compliance with 28 CFR Part 23? If yes, should the solution include the ability to capture and manage law enforcement criminal intelligence per this regulation's guidelines?	Yes, and Yes
5	Does the COR require the migration of existing Confidential Informant data into the new solution? If yes, please describe the data format or data type this information is currently stored.	No The current data is maintained in an Excel spreadsheet.
6	Does the COR require migration of existing Criminal Intelligence data into the new solution? If yes, please describe the data format or data type this information is currently stored in.	No
7	Who are your current RMS and CAD vendors?	Central Square CAD Keystone Public Safety RMS

8	Has the COR identified other siloed information systems and data sources outside of CAD and RMS that the selected solution is expected to connect to or import data from for analysis purposes? Please state the additional sources that should be included in this project's scope. For example, LPR, NIBIN, Electronic Documents PDF/DOC, subpoena material.	Cellebrite and CDR data NIBN Data (NESS) Unstructured data, such as PDF bulletins Padtrax evidence database Arrest data ALPR – Flock and Vigilant eCrash – traffic crash data AOC – Warrants and Court data DOC – Prison data

9	Are there specific functional expectations associated with the "facilitating enhanced decision-making" requirement?	The software should provide a link analysis tool to help find associations between offenders and past criminal behavior. For example, if the detective is investigating a burglary and they get a lead with a potential suspect name, the software will be used to research that person. The software should be able to use past criminal behavior to provide potential suspect information.
10	Please state the COR's hosting preference: a. COR-managed solution on the COR's cloud environment (assumes CJIS compliance) b. Vendor-managed solution of the COR's cloud environment (assumes CJIS compliance) c. Vendor-managed solution on a CJIS Compliant vendor cloud	Open depending on security compliances.
11	Does the COR prefer a configurable solution that can be expanded as required by a trained COR technical team?	Yes

12	Does the bidder have to provide 3 references within the past 3 years or 5 references within the past 5 years?	5
13	For customers who may consider the referenced work confidential or a competitive advantage, is it acceptable to forego a questionnaire (Appendix III) yet include that customer as a reference with contact information? Certain customers would agree to be a verbal reference but are not allowed to complete written questionnaires.	We require the form to be completed.

1. How many Investigators does the RPD have?

    A:115
2. How many investigators will access the system at the same time (concurrent)?

    A:30-50
3. How many analysts does the RPD have?

    A:7
4. How many analysts will access the system at the same time (concurrent)?

    A:4
5. The "Reference Questionnaire Form" (Appendix III) states that it is due February 28th at 5 PM. Is this an error? If it is correct, can a extension be granted for this?

    A: The extension has been announced and the new deadline is March 24.

6. Section 1.2   states …" *This project aims to find a link analysis program that will access information from* ==*disparate databases*== *and bring it together for intelligence analysis.")…* What are the disparate databases? Please provide a list of the "disparate" databases and/or applications where Data ingestion and/or integration will be required.
Agency Systems / Data + Vendor name - CAD, RMS, Warrants, mugshots, BOLO, Jail inmates, etc.?

   • Central Square CAD
   • Keystone Public Safety RMS
   • Cellebrite and CDR data

- NIBN Data (NESS)
- Unstructured data, such as PDF bulletins
- Padtrax evidence database
- Arrest data
- ALPR – Flock and Vigilant
- eCrash – traffic crash data
- AOC – Warrants and Court data
- DOC – Prison data

7. OSINT Data – Torchlight, Quantifind, Cobwebs, Piple, etc.?

   A: Tangles (Cobwebs)
8. What type of information / data do they store and will be ingested?PDF, CSV, excel, word, Video, audio, images, social media, etc.?

   A: All types: PDF, CSV, excel, word, Video, audio, images, social media
9. How will the new system integrate / connect to each of these disparate systems / databases to ingest the data?

   A: Most of our data is stored in a SQL database. A query can be written to automatically connect the data.
10. How much data ingestion is anticipated from each of these databases / systems per year (ballpark)?

    A: 3-5 years

11. Will any of the data, that is ingested from these systems / databases, require the following enrichments?
    - Object Detection? NO
    - Face Matching? NO
    - Voice Detection and Matching? NO
    - Audio Transcription (Voice to Text) NO
    - Language Translation? If so, which languages? NO
    - Optical Character Recognition (OCR)? NO

12. Who are the partner agencies?

    A: **This is an optional feature**
    1. Local, state, and federal law enforcement agencies
    2. Regional crime analysis centers (e.g., RTCCs or Other Fusion Centers)
    3. Other government entities that collect, process, and analyze relevant data

13. What are the partner agencies applications / databases that will require access?
    A: Computer-Aided Dispatch (CAD) Systems (e.g., Motorola, Hexagon)
    - Corrections and Probation Systems (e.g., jail management systems)
    - Case Management Systems (e.g., DOJ case management systems, intelligence reporting tools)

- Financial and Fraud Investigation Systems (e.g., financial crime databases)
- Open-Source Intelligence (OSINT) Platforms (e.g., social media monitoring, deep/dark web sources)
- Geospatial and Mapping Systems (e.g., ESRI, GIS crime mapping tools)
- Forensics and Digital Evidence Management (e.g., Cellebrite, GrayKey, Axon)

1. What type of data will need to be accessed?
2. A: Structured Data: Arrest records, warrants, case reports, CAD logs, court records
   - Unstructured Data: Officer notes, surveillance reports, witness statements
   - Multimedia Data: Bodycam footage, dashcam videos, surveillance footage, audio recordings
   - Geospatial Data: Crime scene locations, vehicle tracking, historical movement patterns
   - Financial Data: Transaction history, bank account flags, suspicious activity reports (SARs)
   - Social Media and OSINT: Posts, images, connections, metadata analysis
   - Forensic Data: Digital extractions, forensic reports, biometric records

14. How will these systems / data bases be accessed?

    A: Direct API Integrations – Secure, permissioned API access to partner agency databases
    - Federated Search – Querying external systems in real-time without storing data locally
    - Data Ingestion Pipelines – Periodic or real-time ingestion of structured data into the link analysis platform
    - Secure File Transfer (SFTP, CJIS-compliant transfers) – Batch data exchanges for sensitive records
    - Web-Based Portals – Securely accessing partner systems through role-based logins
    - Enterprise Service Bus (ESB) or Middleware – Using integration platforms to bridge multiple data sources

15. How much data is anticipated to be ingested per year?
    A: Small to medium agencies: 1-10TB per year
    Large agencies and fusion centers: 10-100TB per year
    Multi-agency collaborative environments: 100TB+ per year

16. Will these systems (Vendors) provide the tools to…Provide access?
    A: Some vendors offer direct API access, federated search, or export options.
    Others may require custom integrations or middleware solutions.
    In some cases, access to national databases (e.g., NCIC, NIBRS) requires formal agreements and compliance approvals

17. Provide Granular access?

A: Some vendors support role-based and attribute-based access control (RBAC/ABAC). Others may only allow broad data-sharing mechanisms, requiring additional security layers in the link analysis platform.

Compliance with CJIS, HIPAA, or other regulatory frameworks will dictate access levels and audit logging requirements.

18. Does the RPD prefer an on-premise solution or a cloud based solution? If cloud, which platform? (AWS, MS Azure, Google Cloud Platform)

A: We are open to either solution if the security features meet the city requirements and is CJIS compliant.

We prefer a Government Cloud solution. No preference as long as the data is stored in the US.

Category	Question	Answer
Users	How many full system users in total are required to have full access to the system?	It depends on how the software is set up. To add and edit data we would need approximately 50-100.
	How many read-only users are needed to just read information in the system?	To read, 50-100.
	What types of users, and how many of each, are required?	This depends on the roles set up in the system. Staffing is fluid and certain detectives will need access to specific functions.
Project Budget	What is the budget allocated for this project?	The RPD is using a Federally funded grant to cover the cost of this project.
Data Migration	Is any data migration required from your current or past system(s)?	Yes, from our RMS, CAD, and unstructured files.
	a. How many GBs of data would need to be imported (this excludes attachments like images, videos, PDFs, etc.)?	A: Small to medium agencies: 1-10TB per year Large agencies and fusion centers: 10-100TB per year Multi-agency collaborative environments: 100TB+ per year
	b. How many files can we expect to receive?	We cannot provide a specific number for this question.
	c. Are there any issues with your security team using SFTP for data transfer?	The COR prefers an API, but we can work with SFTP.
	d. Can a database schema be provided? (For example: in a schema document, Visio, or any other visual representation.)	For security purposes we reserve the right to only share that with the selected vendor.
	e. What are the columns for each table? (Column headers would be ideal, but if that cannot be provided, the number of columns will suffice.)	The RMS data is based off NIBRS. All data fields are explained in the FBI NIBRS manual.
	f. How are the files we receive linked? Is there a link table, or are there links within	There will be a SQL link or an API.

	the tables themselves? (For example: the narrative file would have a column for linking to person ID.)	
	g. Can sample data (even scrubbed data) be provided?	There are too many fields to provide a sample. The program must be able to connect to the RMS and CAD programs.
	h. In which format will the data be provided? (For example, CSV, Excel, etc.)	It depends on how the data is connected. We can do many different flat file formats. Or an API to SQL.
	i. Does the data come from a system with a proprietary data format?	No, it comes from SQL. Some of the data is unstructured PDF formats.
	j. Will the data contain any attachments that we'll be migrating? (images, videos, PDFs, etc.)	Yes, all.
	k. If so, what is the volume and general type of attachments?	PDF, Images, etc. We are looking to ingest bulletins that have been created over the past five years. One file has 2.16 GB. Other files may be up to a TB or more.
APIs	Are there available APIs for the systems requested to be integrated?	All would have to be made.
	Information requested to be integrated: One-way or two-way?	One-way
Project Scope	Is there a required go-live date by which you need the project to be completed? If so, what is it?	6-9 months after the contract is signed
	How many different user groups will there be (e.g., Supervisors, etc.)?	10-15 roles based on job function.
	Can example workflows or needed documents within the system be provided?	Not at this point of the RFP.
	When does Raleigh PD intend to sign the contract with the awarded vendor?	Between April 9th and the 19th.
	Will the vendor be required to develop any integrations as part of the initial implementation? IE, are there integrations that need to be developed before go-live, or can they wait until after go-live?	Integrations with SQL datasets with RMS and CAD. Unstructured queries for phone data and other CSV files.
Integrations	How many integrations are required? Please provide the details.	See above
Financial Documents	Will a Balance Sheet and Profit and Loss statement suffice? or can this be provided at a later stage?	The proposal due date is March 24. All documents should be provided so a decision can be made.

Question No.	RFP Section	Question
1	Search Capabilities	Will the search functionality need to support real-time federated queries across partner agencies (FBI, DHS, State Police), or is it limited to Raleigh PD's internal data sources?
		The priority is to integrate RPD datasets with the potential to expand to partner agencies. The option to expand to partner agencies will be considered.
2	Search Capabilities	What level of granular access control should be implemented for cross-agency searches?
		This depends on what the agency is prepared to share. PII and narratives make up the bulk of the information.
3	Search Capabilities	Are there existing Elasticsearch or search indexing systems in place that we need to integrate with?
		No
4	Search Capabilities	What are the expectations regarding searching within media files (audio, video, images)?
		We are open to suggestions.
5	Search Capabilities	Should the system support natural language search (NLP-based queries) for unstructured documents?
		Yes
6	Data Integration & Storage	Does Raleigh PD have a preferred cloud storage provider (e.g., AWS GovCloud, Azure Government) for hosting structured and unstructured data?
		We are open to either solution if the security features meet the city requirements and is CJIS compliant. We prefer a Government Cloud solution. No preference as long as the data is stored in the US.
7	Data Integration & Storage	Should the platform support real-time data streaming, or is a batch processing approach sufficient for CAD/RMS data ingestion?
		Ideally, the platform should support real-time data streaming or close to real-time for CAD (Computer-Aided Dispatch) and RMS (Records Management System) data ingestion. Right now, our SQL server updates every 2 seconds. Law enforcement agencies often rely on up-to-date information for immediate decision-making, investigations, and situational awareness. Real-time data streaming enables officers and analysts to act on current information as it becomes available. However, if the volume of data is manageable and the real-time requirement is not critical, batch

		processing could be sufficient. Batch processing typically works well when data updates are less time-sensitive and can be processed at scheduled intervals.
8	**Data Integration & Storage**	Are there data retention policies that impact storage architecture and ETL processing?
		Yes, law enforcement agencies are usually subject to strict data retention policies that dictate how long different types of data can be stored and when they must be deleted or archived. These policies will impact storage architecture and ETL (Extract, Transform, Load) processing. For example, sensitive data might need to be stored in encrypted formats for a certain number of years, while non-sensitive data could be retained for a shorter period. This will require the platform to have flexible retention management, automated archiving, and secure deletion capabilities integrated into the ETL processes to ensure compliance with legal and regulatory requirements.
9	**Data Integration & Storage**	Should the system support historical data migration from legacy intelligence systems?
		NA
10	**Compliance & Security**	Are there specific CJIS, HIPAA, or 42 C.F.R. Part 2 compliance concerns that must be addressed for sensitive law enforcement data?
		Yes, there are several compliance concerns that must be addressed for sensitive law enforcement data: • City of Raleigh Security Policy: The platform must adhere to the City of Raleigh Security Policy, which outlines the required security measures for managing sensitive data within city systems, ensuring that any data handled by the platform meets local security standards. • City of Raleigh Ordinances: Local ordinances may impose additional requirements related to the use, sharing, and protection of certain types of data. The platform must ensure compliance with all relevant ordinances specific to law enforcement data. • North Carolina General Statutes (N.C.G.S.): As a law enforcement entity within North Carolina, the platform must comply with the North Carolina General Statutes (N.C.G.S.), which provide legal guidelines and protections for criminal justice data, such as those governing public records and confidentiality. • General Data Protection Regulation (GDPR): If the platform handles personal data of individuals within the European Union, compliance with GDPR is required. This includes strict controls over data

collection, storage, access, and sharing to ensure individuals' privacy rights are protected.

- Health Insurance Portability and Accountability Act of 1996 (HIPAA): If the platform handles Protected Health Information (PHI), it must comply with HIPAA. This federal regulation governs the security and privacy of health data and sets strict requirements for its use, storage, and disclosure.
- Criminal Justice Information Services (CJIS) Security Policy: The platform must comply with the CJIS Security Policy, which sets security standards for handling criminal justice information (CJI), including criminal history records, warrants, and other law enforcement data. This includes requirements for encryption, user authentication, audit logs, and physical security controls.
- Criminal Intelligence Information (CII): If the platform handles Criminal Intelligence Information (CII), it must ensure compliance with security standards that govern the collection, storage, and sharing of criminal intelligence data, which often contains sensitive information that could compromise investigations.
- Personally Identifiable Information (PII): The platform must ensure that Personally Identifiable Information (PII) is handled securely in compliance with data privacy laws. This includes ensuring proper consent, secure data storage, and limited access to protect individuals' privacy.
- Federal Confidentiality Regulations (CFR): The platform must comply with various Federal Confidentiality Regulations (CFR) governing sensitive information, particularly regarding confidential criminal investigations, informants, and undercover operations.
- 42 C.F.R. Part 2 – Confidentiality of Substance Use Disorder Patient Records: If the platform handles data related to substance use disorder patients, it must comply with 42 C.F.R. Part 2, which provides specific confidentiality protections for patient records related to substance abuse treatment.
- 28 C.F.R. Part 23 – Criminal Intelligence Systems Operating Policies: Compliance with 28 C.F.R. Part 23 is necessary for managing and sharing criminal intelligence data. This regulation governs the operation of criminal intelligence systems, ensuring proper data sharing protocols, privacy protections, and auditing practices are followed.
- National Institute of Standards and Technology (NIST) Cybersecurity Framework: The platform should follow the NIST Cybersecurity Framework to ensure that all cybersecurity measures align with federal standards for protecting sensitive data and infrastructure from potential threats.
- State and Local Data Privacy and Security Laws: The platform must also comply with State and Local Data Privacy and Security Laws specific to North Carolina and the City of Raleigh. These laws may impose additional requirements on how personal data, law

		enforcement data, and sensitive information are handled, ensuring that the platform meets all local privacy and security expectations. By adhering to these compliance regulations, the platform will ensure that sensitive law enforcement data is properly secured, handled according to legal requirements, and protected from unauthorized access or misuse.
11	Compliance & Security	Should federated authentication and single sign-on (SSO) be implemented for agency-wide system access?
		Yes
12	Compliance & Security	Are there any audit trail requirements for tracking officer search activity within the system?
		Yes
13	Budget & Pricing Structure	What dollar amount would be considered outside the fiscal constraints of the City of Raleigh?
		We do not have an answer to this question at this time.
14	Budget & Pricing Structure	Is there a required cost template that offerors should use to submit their proposal budget?
		The RPD is using a Federally funded grant to cover the cost of this project. We prefer not to provide the specific amount at this time.
15	Budget & Pricing Structure	Since the initial contract term is three years, with two additional one-year options, does the City prefer that offerors submit a budget outlining costs on a per-year basis for both the initial and optional periods?
		That is open to the vendor.
16	Past Performance & References	Section 2.1 of the RFP states that offerors must provide five (5) references, while Appendices 2 and 3 indicate only three (3) references are required. Can the COR confirm if three references are sufficient to meet the proposal requirements?
		5

17	Past Perfor mance & Referen ces	Do all examples of "similar contracts" need to be from the prime contractor responding to this RFP, or can they include work performed by subcontractors or teammates?
		Prime contractor
18	Past Perfor mance & Referen ces	Does "similar contracts" refer exclusively to projects with law enforcement agencies, or can contracts outside law enforcement be considered as long as they align with the scope (e.g., data integration of structured and unstructured sources, advanced analytics, and reporting)?
		Vendors choice
19	Securit y & Compli ance	Can the COR clarify how the Vendor Security Questionnaire v2 will be used in the evaluation process? If a vendor answers "no" to any line item, what impact, if any, will that have on the evaluation?
		There are specific security requirements that the COR requires. The questionnaire is not the sole deciding factor for our decision.
20	Securit y & Compli ance	The Vendor Security Questionnaire includes a question about quantum computing. Does the City anticipate requiring a solution built using quantum computing, or is this question a standard inclusion?
		Standard inclusion.
21	Propos al Scope & Evaluati on Conside rations	Does the City of Raleigh have a preference for proposals that address both the Intelligence Analysis Management and Confidential Informant Management tasks, or will proposals focusing on only one of the two tasks be evaluated equally?
		We do not have a preference. Proposals will be evaluated equally.
22	Technic al Implem entatio n & Integrat ion	Are there any existing systems or platforms that the selected vendor's solution must integrate with? If so, can the City provide details on these systems and any preferred integration methods?

		RMS and CAD, see lists above.
23	Technical Implementation & Integration	Will the COR provide sample datasets or API documentation during the proposal process to help vendors assess integration complexity?
		Not at this stage of the proposal.
24	Intelligence Analysis Management	What are the most common examples of unstructured data that will be loaded into the proposed solution?
		BOLOs and Bulletins that are in a PDF format.
25	General	Does RPD currently utilize a data warehouse for centralizing data for analytics?
		SQL Database
26	Advanced Analytics	What is meant by "live media data streams?"
		Refers to close to real-time streaming of media content such as audio, video, or images. Integrating live media data streams with link analysis software allows for the combination of real-time video, audio, and other media feeds with analytical tools that uncover relationships and patterns between people, places, events, and incidents. This enables law enforcement agencies to respond more quickly, make better-informed decisions, and uncover critical connections that would otherwise take longer to identify. It enhances both the speed and accuracy of link analysis and situational awareness during ongoing investigations.
27	Search Capabilities	Does this mean that the proposed solution should have a graph database/querying component?
		The solution should be able to provide a link analysis of crime data and call detail data.
28	Secure Collaboration	What sort of real-time collaboration should the proposed solution facilitate? Is it desired that users can build/use analytics products together at the same time?
		Yes
29	General	Which report management and computer-aided dispatch systems does RPD use?
		Answered above.
30	General	Does RPD currently use a business intelligence (BI) platform like PowerBI, Tableau, Qlik, or Looker?

		PowerBI, but it is limited within the department.
31	General	Approximatey, how many RPD users will be accessing/utilizing the Intelligence Management Software?
		See answer above.
32	General	Is this project fully funded by the American Rescue Plan Act (ARPA) Funding?
		No
33	General	What sorts of attributes or properties should be searchable for media files like audio, video, and images?
		See answer above.
34	Data Infrastructure & Usage Requirements	How many data engineers or personnel will be responsible for managing and maintaining the proposed intelligence management system?
		5-10
35	Data Infrastructure & Usage Requirements	What is the estimated volume of data that will be ingested and moved within the system on a monthly basis?
		1-2 TB of data with options to expand based on datasets.
36	Data Infrastructure & Usage Requirements	What portion of the ingested data will require transformation before it is analyzed (e.g., structured to unstructured conversion, data enrichment, cleansing)?
		This will be determined after the vendor has evaluated the data.
37	Data Infrastructure & Usage Requirements	What is the estimated volume of data that will be actively analyzed within the platform (e.g., link analysis, pattern detection, predictive modeling)?
		TBD

38	User Access & Licensing Requirements	How many users will require view-only access to dashboards and reports within the intelligence analysis system?
		We have not determined this number because it depends on what the software can do. We are looking for a role-based system that allows us to determine those roles.
39	User Access & Licensing Requirements	How many users will require full creator-author capabilities, including the ability to build and modify data models, analytics dashboards, and reports?
		We have not determined this number because it depends on what the software can do. We are looking for a role-based system that allows us to determine those roles.

Category	Question
Users	How many full system users in total are required to have full access to the system?
	Answer above
	How many read-only users are needed to just read information in the system?
	Answer above
	What types of users, and how many of each, are required?
	Answer above
Project Budget	What is the budget allocated for this project?
	Answer above
Data Migration	Is any data migration required from your current or past system(s)?
	a. How many GBs of data would need to be imported (this excludes attachments like images, videos, PDFs, etc.)?
	Answer above
	b. How many files can we expect to receive?
	TBD
	c. Are there any issues with your security team using SFTP for data transfer?
	The COR prefers an API, but we can work with SFTP.
	d. Can a database schema be provided? (For example: in a schema document, Visio, or any other visual representation.)
	Not at this point of the RFP.
	e. What are the columns for each table? (Column headers would be ideal, but if that cannot be provided, the number of columns will suffice.)
	The column headers would be everything collected in a police report based on NIBRS specifications.

	f. How are the files we receive linked? Is there a link table, or are there links within the tables themselves? (For example: the narrative file would have a column for linking to person ID.)
	See answer above.
	g. Can sample data (even scrubbed data) be provided?
	Not at this point of the RFP.
	h. In which format will the data be provided? (For example, CSV, Excel, etc.)
	See above answer.
	i. Does the data come from a system with a proprietary data format?
	No
	j. Will the data contain any attachments that we'll be migrating? (images, videos, PDFs, etc.)
	The data from the RMS and CAD does not have attachments. The unstructured data will have image files that will need to be ingested.
	k. If so, what is the volume and general type of attachments?
	See answer above.
APIs	Are there available APIs for the systems requested to be integrated?
	They will have to be written.
	Information requested to be integrated: One-way or two-way?
	One-way
Project Scope	Is there a required go-live date by which you need the project to be completed? If so, what is it?
	See answer above.
	How many different user groups will there be (e.g., Supervisors, etc.)?
	See answer above.
	Can example workflows or needed documents within the system be provided?
	Not at this stage.
	When does Raleigh PD intend to sign the contract with the awarded vendor?
	See answer above.
	Will the vendor be required to develop any integrations as part of the initial implementation? IE, are there integrations that need to be developed before go-live, or can they wait until after go-live?
	It depends on the integration and the vendor's ability to integrate the different databases. Key elements, such as PII and crime data is mandatory.
Integrations	How many integrations are required? Please provide the details.
	See answer above.
Financial Documents	Will a Balance Sheet and Profit and Loss statement suffice? or can this be provided at a later stage?
	Please review the RFP document and provide what is asked.

Page	Clause

4	Proposals must be enclosed in an envelope or package and clearly marked with the name of the submitting company, the *RFP number* and the *RFP Title.*
	Proposers must submit:
	   A. one (1) signed original;
	   B. one (1) electronic version of the signed proposal and;
	   C. six copies of the signed proposal.
	
	-Question-
	Regarding the item A, ask to the authority if it's a wet ink or electronic signature.

	A wet or electronic signature is acceptable.
9	***Consolidated financial statements*** of the Proposer's parent or related corporation/business entity shall not be considered, unless: (1) the Proposer's actual financial performance for the designated period is separately identified in and/or attached to the consolidated statements, (2) the parent or related corporation/business entity provides the State with a document wherein the parent or related corporation/business entity will be financially responsible for the Proposer's performance of the contract and the consolidated statement demonstrates the parent or related corporation's/business entity's financial ability to perform the contract, financial stability and/or such other financial considerations identified in the evaluation criteria; and/or (3) Proposer provides its own internally prepared financial statements <u>and</u> such other evidence of its own financial stability identified above. -Question - Is it required to submit the financial statements of the Proposer's parent company, even if it does not meet the criteria outlined in item 2?
	This item states that consolidated financial statements of the Proposer's parent company will not be considered unless one of the three criteria is met. The purpose of this request is to help determine the fincial stability of the vendor.
10	**Tab 6: Cost** In a separate sealed envelope provide a minimum of four complete copies of cost schedule. Hourly rates shall be fully burdened to include all costs, all applicable overhead and profit (including lodging, meals, and transportation). Attach any additional pricing details. -Question - Can the document be signed electronically, or is a wet ink signature required?
	A wet or electronic signature is acceptable.
10	**3.1 Proposal Evaluation Criteria** *(Stage 1)* This is not a bid. There will not be a public opening. The Proposals received in response to this RFP will be evaluated and ranked, by the Proposal Evaluation Committee in accordance with the process and evaluation criteria contained below. Responses will be evaluated in light of the material and substantiating evidence presented in the response, and not on the basis of what is inferred. After thoroughly reading and reviewing this RFP, each Evaluation committee member shall conduct his or her independent evaluation of the proposals received and grade the responses on their merit in accordance with the evaluation criteria set forth in the following table. -Question -

	Will the Proposer receive a detailed breakdown of their evaluation and score for each item? If the Proposer disagrees with their score, what are the deadline and procedure for submitting questions?
	Upon request, the proposer may receive a detailed breakdown of their evaluation and score for each item; however, there is no dispute process. The committee's decision is final.
11	**3.2 Interview/Demonstration** *(Stage 2)* A short-list of firms may be invited to Stage 2 of the evaluation process, the *Interview/ Demonstration*. Interview/demonstrations are an important aspect of the evaluation process that offers the City an opportunity to see how the proposer's solution meets the critical components of the RFP. -Question - If the company is invited for an interview or demonstration, will this be kept confidential from other potential candidates? How many days in advance will the proposer be notified for Stage 2? What is the expected duration of Stage 2?
	The dealine fo the proposal is March 24. A decision will be made that week on who to schedule a demonstration with. The vendor will be notifed between March 25 and 28.
19	Are you registered with the North Carolina Secretary of State to conduct business (if required)? (Check One) YES: ☐ NO: ☐ Not Applicable: ☐ APPENDIX II Proposer Questionnaire Form Questions – Is a local registration to conduct business is required prior to RFP response submission?.
	Registration with the NC Secretary of State is not required prior to RFP response submission.
24	City of Raleigh Standard Contract Terms and Conditions The contract terms provided herein shall become a part of any contract issued as a result of this solicitation. Any submission of a proposal without objection to the contract terms indicates understanding and intention to comply with the contract terms. If there is a term or condition that the firm intends to negotiate, it must be stated in the proposal. <u>The successful firm will not be entitled to any changes or modifications unless they were first stated in the proposal</u>. APPENDIX V City of Raleigh Standard Contract Terms and Conditions -Question - Should the terms to be negotiated be included in the proposal itself or only in Appendix VII - Exceptions to the RFP?
	Listing the terms to be negotiated in "Appendix VII – Exceptions to the RFP" is sufficient.

26	**8. Indemnity** Except to the extent caused by the sole negligence or willful misconduct of the City, the Contractor shall indemnify and hold and save the City, its officers, agents and employees, harmless from liability of any kind, including all claims, costs (including defense) and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract, and from any and all claims, costs (including defense) and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Contractor in the performance of this Contract. This representation and warranty shall survive the termination or expiration of this Contract. -Question - Is there any local legislation that defines liability toward third parties?
	This question seems to be a request for legal advice, which we are not permitted to give. If you would like to do your own legal research on this topic or consult with your own legal counsel, you are welcome to do so.
27	Such information, data, instruments, documents, studies, reports or deliverables will be the sole property of the City and not the Contractor. All intellectual property, including, but not limited to, patentable inventions, patentable plans, copyrightable works, mask works, trademarks, service marks and trade secrets invented, developed, created or discovered in performance of this Contract shall be the property of the City. Copyright in and to any copyrightable work, including, but not limited to, copy, art, negatives, photographs, designs, text, software, or documentation created as part of the Contractor's performance of this project shall vest in the City. Works of authorship and contributions to works of authorship created by the Contractor's performance of this project are hereby agreed to be 'works made for hire' within the meaning of 17 U.S.C. 201. -Question - In case of the product to be supplied by the Proposer is not patented and will not be developed exclusively for the authority, but is considered the company's know-how, is still subject to this clause and the IP needs to be transferred?
	This question seems to be a request for legal advice, which we are not permitted to give. If you would like to do your own legal research on this topic or consult with your own legal counsel, you are welcome to do so.
28	**13. Cancellation** The City may terminate this Contract at any time by providing thirty (30) days written notice to the Contractor. In addition, if Contractor shall fail to fulfill in timely and proper manner the obligations under this Contract for any reason, including the voluntary or involuntary declaration of bankruptcy, the City shall have the right to terminate this Contract by giving written notice to the Contractor and termination will be effective upon receipt. Contractor shall cease performance immediately upon receipt of such notice. -Question -

	Considering the constitutional principle of due process, if the Contractor is alleged to have breached the contract, will a deadline be provided after notification to allow the Contractor to respond or correct the alleged breach? If so, what is the deadline?
	This question seems to be a request for legal advice, which we are not permitted to give. If you would like to do your own legal research on this topic or consult with your own legal counsel, you are welcome to do so.

[1] The RFP states that the system must be able to extract information from RPD's report writing system (RMS) and computer aided dispatch (CAD) as well as several other unnamed databases. Additionally, during the proposal pre-conference it was stated that Pad Trax, along with the RMS and CAD were RPD's top priority data systems. Should bidders propose a cost framework that is specific to those integrations or are there other known, priority systems for integration that should be included in the cost proposal?

The following datasets are the top datasets needed.
- Central Square CAD
- Keystone Public Safety RMS
- NIBN Data
- Cellebrite and CDR data that can be uploaded
- Unstructured data, such as PDF bulletins
- Padtrax evidence database
- Flock and Vigilant ALPR data

[2] For the Intelligence Analysis Management (IAM) capability, the RFP states the requirement: "Automatically tag unstructured data for enhanced searchability and organization." Can RPD clarify whether this requirement is meant to reflect optical character recognition (OCR) of unstructured text to make that text searchable? If not, can you provide examples to clarify this requirement?
Yes, we want the software to be able to read through and capture key words and terms for searching. If there is an alternative technology that accomplishes this requirement, we are open to it.

[3] For the IAM capability, the RFP states the following requirement: "Enrich data with configurable, agency-specific logic to improve the relevance and utility of the data for investigations." Can RPD provide examples of this type of logic to clarify this requirement?

We use our own local crime codes, for example Robbery / from Person and Robbery / Business. They are reported to NIBRS as a Robbery, but they are investigated differently. The software needs to be flexible enough to allow for these variations in report writing.

[4] For the IAM capability, the RFP states the following requirement: "Implement robust user authentication mechanisms, including multi-factor authentication (MFA)." Does RPD already utilize a single-sign-on and/or MFA capability to manage user accounts and access for other systems?

RPD prefers single-sign-on, SAML 2.0.

[5] On page 10 of the RFP, it states that "hourly rates shall be fully burdened..." For the IAM, will it be acceptable to propose a cost structure that utilizes Software-as-a-Service License fees that are inclusive of implementation, training, support, and maintenance service but that do not break out nor utilize an hourly rate framework?

A SAAS fee schedule will work with a caveat. The vendor should provide the upper limit on the number of hours, so we understand what we paid for and don't go over our training hours and get a bill.

[6] For the IAM, should bidders propose a cost that reflects only known, specific data sources/systems that are explicitly identified by RPD as priorities for integration? We note that it may be difficult to provide pricing for the integration of unnamed/potentially unknown data sources/systems.

We prefer to see a detailed list of prioritized dataset integrations. We can break it down by priority with the flexibility to add more to the program as the funding permits.

Captain Charles Penny
Raleigh Police Department

<u>Sign below and return this addendum with your proposal.</u>

Proposer Name & Company: _____ **Date:** _____

Signature: _____ **Title:** _____