

RFP 27-20-PD- Vendor questions

Q1	Will the overall usage be on a website based system or desktop application?
A1	This can be either. However the application must have a CJIS-secure centralized data store and not have the information siloed
Q2	Will this system be hosted over the cloud? If so, is the vendor providing cloud capability?
A2	It is preferred that the system be hosted over the cloud and that the vendor provide this capability
Q3	Are there similar awards that the City has granted in the past 5 years?
A3	No
Q4	What existing storage vendor(s) do you have in house?
A4	We are currently utilizing space at NORCOM (North East King County Regional Public Safety Communication Agency). Some digital evidence is stored on various media (DVD ROM, hard drive, USB stick) and tracked as physical evidence through Tyler's New World
Q5	Would you be open to learning more about other storage vendors if they meet or exceed your needs (cost and expectation wise)?
A5	Yes
Q6	When it comes to storage solutions do you have any requirements when it comes to; capacity, performance? If so, what are the requirements?
A6	There is approximately 1TB stored at NORCOM (North East King County Regional Public Safety Communication Agency). The remainder is approximately 300G for all of 2019 stored on various media and logged as physical evidence. Capacity – first year capacity is estimated at 2TB with a YoY growth of 20%. We expect a 99% or greater uptime
Q7	In regard to storage, do you require any advanced functionalities such as; dedupe, compression, encryption, mirroring, replication, data tiering and virtualization?
A7	We require encryption. Encryption must be the FBI's Criminal Justice Information Services (CJIS) Security Policy version 5.8, document CJISD-ITS-DOC-08140-5.8
Q8	What current backup tools are you using?
A8	We use Commvault Simpana with the ability to do either Whole VM (via Snapshot) or directory/file level backups. Note this only applies to our on-premise and Azure Environments
Q9	Do you require additional information on remote backup and recovery?
A9	No
Q10	Do you have a current or future need to integrate cloud as a storage tier?
A10	We currently integrate with Azure Blob for some of our on-premise backup and archiving needs
Q11	What is the forecasted growth of the storage environment over the next 18 months? 3 Years?
A11	Please see answer #6
Q12	Is the majority of your storage block or file?
A12	The largest percentage of our storage is file, at least 70% or more
Q13	Are there any specific Business Partners you work with?

A13	We co-locate data with NORCOM (North East King County Regional Public Safety Communication Agency). We utilize Tyler New World for tracking physical evidence
Q14	Is there a DR/Archive strategy in place?
A14	Our DR strategy is incorporated in Azure deployment
Q15	What are you currently doing to protect that data?
A15	On premise copies to Azure Blob and our production Azure environment is GRS
Q16	Do you have the ability to air-gap?
A16	Yes, but we do not utilize this method
Q17	Please provide details on the current volume of data, stored on thumb drives, DVD, CD, and portable hard drives.
A17	Latest full-year data shows approximately 300G across all media types for 2019.
Q18	You state having thumb drives, DVDs, CDs, hard disks, or other storage mediums. Are you requesting proposals for labor to manually migrate data from those various forms to cloud storage or are you simply requesting guidance on best practices?
A18	We are looking for a digital evidence solution to move away from using thumb drives, DVDs, CDs, hard disks, and other similar media for digital evidence storage. There is no labor needed for this migration as we will perform this in-house.
Q19	What specific solutions, and vendor names, is the City utilizing now to collect digital evidence such as photos and video in the field?
A19	No specific vendors are utilized. Photos, videos, and other data from the field are usually transferred to a portable storage option and logged into physical evidence.
Q20	What vendor, if any, is being used for body cams? If body cams are in use, as part of this RFP are you seeking data storage for body cam video?
A20	No body cams are in use
Q21	What is the current workflow process when officers need to take photos or video for evidentiary purposes at a crime scene?
A21	Officers take photo/video evidence back to the Kirkland Police Station processing & storage. Photos and videos are stored on a portable storage device and logged into physical evidence
Q22	As part of this RFP, is the City seeking digital evidence collection for officers so they can easily collect photos, audio, video and complete online forms? Or is the City simply seeking storage and retrieval for the current backfile?
A22	The City is looking for a secure evidence digital repository as we co-locate with another agency and have run out of allocated space
Q23	Are there any systems and/or applications that currently store the data that needs to be migrated, or is it all on general storage media (CDs, thumb drives, etc.)? If migrating data from a system, what is the approximate GB/TB of data do you have? How much storage are you anticipating needing per year?
A23	Please see answer #6
Q24	What type of CAD data is expected to be migrated?
A24	Any CAD data will be stored in the case jackets which we will migrate in-house
Q25	How many licenses would you like vendors to quote? (Basic vs Pro)
A25	Up to 200 users
Q26	Does the Deliverables table belong in Form 5 Scope of services? If so, would you consider extending the pg. limit to 15 pgs.? If not, where in the proposal should the Deliverables table go?

A26	The Deliverables table is not constrained to the 10 page limit. We request that responses are brief and only contain pertinent information
Q27	Due to nature of Attachment B (Non-Disclosure Agreement) can this be completed upon contract execution?
A27	Yes
Q28	If needing to be submitted with response, is it acceptable to include as an appendices section?
A28	Not applicable
Q29	Due to the nature of the Professional Services Agreement can this be completed upon contract execution? If needing to be submitted with response, is it acceptable to include as an appendices section?
A29	Yes. This is a sample agreement. The contract will be executed with only the successful proposer
Q30	Can you please clarify what a standard evidence report from previous similar work is? What type of information would be included in this report? Is it acceptable to provide this information in the appendices section?
A30	A standard evidence report will contain a list of physical evidence and / or digital evidence tied to a case number listing items, chain of custody, case file, etc.
Q31	In Form 4 (General Supplier Information) can you please explain what 3rd Party QA experience is?
A31	This can be 3rd party QA only if applicable. This was an unintentional addition to the RFP
Q32	Does the city foresee a need for body worn or in car cameras in the near future?
A32	Yes, but this date has not been determined
Q33	Data Storage – What is the annual incremental anticipated required storage space for the digital evidence, in addition to the migrated data?
A33	Please see answer #6
Q34	(With respect to RFP item) S11. Is the SSO process described using Microsoft Active Directory?
A34	ADFS would be the preferred for anything external to our domain. If the successful bidder has other options we would be willing to explore those
Q35	(With respect to RFP items) F6, F7, F8 – Would the department consider a solution that is not a Cloud hosted solution, but rather a software only solution which stores digital evidence on the agencies network infrastructure? This would improve performance and access times, in the upload and retrieval of digital evidence files?
A35	The preference is to have a hosted/cloud solution. The amount of storage this could potentially use combined with adequate backup and rapid recovery is not something that the city wants on-premise. Having this particular solution on premise does not fit well with a good DR plan.
Q36	(With respect to RFP item) F9 – What information should be able to be exported? Just case data? Analytical data? Please explain.
A36	We are looking to export as much data available on the case file as possible for self-serve analytics and reporting to enhance any built-in reports from the system. This data is not to include the actual case files, but the metadata on those files to include chain of custody, file metadata, case data, detective(s) and other Kirkland PD personnel tied to the file, outside-agency access (prosecutors, attorneys), etc.

Q37	(With respect to RFP item) F13 – What is the expectation for the inclusion of a case jacket? Also, isn't the objective of the project to provide external access to digital evidence via the web-browser rather than burning CD/DVD's?
A37	A case jacket is a term for a virtual folder in the DEM system covering the case number. This contains all notes, files, references to outside physical evidence, etc. Any current format of the case jacket is inherent to the in-place application
Q38	(With respect to RFP item) F21 – Is a SaaS based model (server and software) the only type going to be considered? If so, is it paid monthly? Annually? Multi-year?
A38	We prefer a SaaS solution but will look at other architecture. This will be paid annually. Please also see answer #1
Q39	Data Migration – The RFP lists the following: “Help coordinate and support Kirkland Police and City of Kirkland IT to transition data from the current thumb drive, DVD, CD, hard disks, or other storage methodology to the new digital platform. CAD (NORCOM) data may need to be migrated”. Can more explanation be provided as to what the vendor's responsibility in this process will be? How much data? How is the data on the hard disks structured? - Database? If so, what type? - Windows file folders? - Proprietary format? For CD/DVD's and thumb drives, are these individual cases? Is the data structured in a specific manner? How is CAD (NORCOM) data structured?
A39	The vendor's responsibility would be to provide support and/or technical documentation to Kirkland as this migration will be performed in-house
Q40	(With respect to RFP item) S-6 Please explain this requirement and end use. Is it for sharing evidences with Courts, DA, etc.? Would you consider a solution which allows sharing of evidences online? Is it for backing up data offline?
A40	This is to allow others outside of KPD to access data securely with a chain of custody showing access. Online access is preferred. Online access must meet chain of custody tracking and CJIS security spelled out in RFP item S-1
Q41	(With respect to RFP item) T-9 Do you need photo editing capabilities built-in or will this be a different application for copied photo manipulation?
A41	Built-in video editing capabilities showing types of edits made and by who are preferred in order to maintain chain of custody
Q42	(With respect to RFP item) F-11 Please explain the workflow and under what conditions a media is flagged for deletion.

A42	This is for retention of data based on statute of limitations using either a manually-entered date or a predefined retention period under a crime category such as Homicide or Assault
Q43	(With respect to RFP item) F-13 Please explain and provide a template and sample of case Jacket which needs to be created. Is there an existing, standard format?
A43	Please see answer #37
Q44	(With respect to RFP item) F-16 Please explain which devices you will be importing data from and what workflow you have in mind?
A44	We will upload from various sources to include cell phones, surveillance cameras, dash cameras, personal cameras. Data will be uploaded from the device on-site at the Kirkland Police station
Q45	(With respect to RFP item) F-18 Please elaborate on this requirement. Does this include all content within the Case File, including documents, media, and other evidence files?
A45	Please see answer #36
Q46	(With respect to RFP item) F-19 Please provide type of print-outs needed and their required formats.
A46	PDF, standard B&W / color printer output. 11X17 is not required but is a desired feature. Sharing of content is acceptable, but hard copies are desired based internal and external needs
Q47	Based on the current COVID situation, will the need for a notary be waived or can the notarization be provided once WA more fully opens?
A47	Notary service is still available. This is not waived
Q48	Can you please describe the primary job titles/duties of the individuals who will be uploading video?
A48	Evidence techs, command staff, detectives, officers
Q49	Do you anticipate that the public will upload directly video into the system?
A49	No
Q50	Is the jacket referenced in Question F-13 a case number?
A50	Please see answer #37
Q51	Can you describe the standard or typical IT hardware configuration for police cruisers (ex. rugged laptop/server, Wi-Fi/LTE)?
A51	Rugged laptop (Panasonic Toughbook CF-54) with Verizon LTE for broadband built into the laptop itself. USB printer, USB wand bar code scanner. Gamber-Johnson or Havis docking station.
Q52	What does the City anticipate in terms of contract length and renewal terms?
A52	These will be negotiated, however at a bare minimum one year with on-going licensing/support fees associated with the continued use of the software
Q53	Approximately how much data will be migrated into the system (TB est)? How much storage will be added in a year?
A53	Please see answer #6
Q54	How will the courts or legal council access the video? Will it be provided by an administrator?
A54	See answer #40
Q55	Will your teams require professional services to migrate the content from hard drives, DVDs, CD's etc. to the cloud system or will an application will be enough and your team will manage evidence migration themselves?

A55	Kirkland will manage the migration in-house
Q56	Is there an existing DEM System in place and if so, are you able to reveal the vendor?
A56	Please see answer #4
Q57	(With respect to RFP item) Chapter I: General RFP Information – Execution First bullet. What data will need to be migrated from CAD (NORCOM)? Is this a one time migration or a persistent sync of data? What CAD is being used? Are there any other third party systems that will require an interface to ingest or sync content?
A57	This is a one-time sync of approximately 1TB of data. No CAD data is being used.
Q58	What amount of storage is desired?
A58	Please see answer #6
Q59	Will the new system store body worn camera or in car video content? If yes who is the vendor? Do you desire to have content from these systems consolidated with other digital content in a single case folder?
A59	There is currently no body cam or in-car content, however these cameras may be utilized in the future
Q60	Is there a desired length of contract or is this a one year term?
A60	Please see answer #52
Q61	Are you currently storing any digital evidence in Records case files that will need to be integrated into the new DEMs system? If so, would an interface to that system allowing officers to continue using their day-to-day user interface for collection be useful?
A61	Integration with Tyler New World to for physical digital evidence would be a useful feature
Q62	Is there a desire to collect and manage digital content collected through NG911 applications via NORCOM?
A62	Unknown at this point
Q63	(With respect to RFP item) DELIVERABLES – F10. Does unlimited user accounts include users external to Kirkland (i.e. prosecuting attorneys at local or state level)?
A63	Yes
Q64	(With respect to RFP item) DELIVERABLES – F-19. System should offer multiple printing options. Is sharing content within the application in a secure digital format with other users, agencies or partners an acceptable alternative to printing evidence? Are native applications and hardware within the agency acceptable for printing audit logs and content?
A64	Please see answer #46
Q65	(With respect to RFP item) DELIVERABLES- S-6. What is the desired workflow for exporting content in an encrypted format? Is the desire to transmit an application viewer along with all encrypted content for playback by a recipient? Would transmission within the application in a secure digital format with other users, agencies or partners an acceptable alternative?
A65	Please see answer #40
Q66	(With respect to RFP item) DELIVERABLES – T-4. What is desired to be authenticated? Is the request to provide a chain of custody authentication for all content within the system
A66	This is correct. The system must mark the first untampered version upon initial upload and provide a chain of custody of all file interactions
Q67	(With respect to RFP items) T-1 and T-4. Is there any difference intended between these two requirements (T-1 and T-4)? If there is a difference, can the City explain the intent of each.
A67	These two items are found to be duplicate in error and can be treated as one

Q68	(With respect to RFP item) T-5. Will authorized users include individuals outside of the agency?
A68	Yes
Q69	(With respect to RFP item) F-8. As the Digital Evidence System is to be on the Cloud, can we assume that there will be no hardware that we will be responsible for repairing?
A69	Physical hardware, no. It should be the providers responsibility to manage all aspects of the system though, including OS and underlying host hardware. This could include being responsible for Azure or AWS issues and working directly with the cloud provider.
Q70	(With respect to RFP item) F-13. Can the City clarify what it is seeking or what is means by "case jackets" and give an example?
A70	Please see answer #37
Q71	(With respect to RFP item) Evaluation Procedures, page 14. While our practice is to come on site for initial meetings and training, given the current issues with travel and face-to-face meetings, will the City take this into consideration regarding being on site?
A71	Yes. The City of Kirkland is willing to accommodate virtual trainings & meetings based on best practices as directed by the Washington State Governor
Q72	What system are you migrating from?
A72	We are currently utilizing space at NORCOM (North East King County Regional Public Safety Communication Agency). Other files are stored on DVD / USB and logged as physical evidence.
Q73	How much data will need to be migrated?
A73	Please see answer #6
Q74	What are the types of content being stored?
A74	This is spelled out in item T-1 in the RFP. Additionally we may have files in the RAW photo format
Q75	(With respect to RFP item) S-11. What is your primary authentication or SSO solution in use today?
A75	For all external (non-city managed) applications, ADFS.
Q76	(With respect to RFP item) F-19. What do you mean by "authenticate" in F-19?
A76	Please see answer #46
Q77	(With respect to RFP item) F-9. Could you please define what you mean by "raw data"?
A77	Please see answer #36
Q78	What are cameras/devices used at Kirkland that generate video content (manufacturer/models)?
A78	Multiple handheld professional-level and consumer-level devices of all types
Q79	The RFP states the PD has approximately 160 full-time employees. For quoting purposes, can the City provide a required user count? Specifically, how many users will require acquisition and viewing privileges and how many will require the ability to process digital evidence in 3rd party tools like Photoshop
A79	We will require access for up to 200 individuals. This includes internal Kirkland Police personnel and external access to judges, attorneys, prosecutors, and other police agencies. Approximately 25 people will require a higher level of access for editing, etc.
Q80	The title of the RFP mentions migration; how much existing data is desired to be migrated into the new platform?
A80	Please see answer #6

Q81	Can you provide me with a list of Vendors that submitted a letter of intent?
A81	<ul style="list-style-type: none">• Select Holdings• IBM• Tyler• Axon• Mideo Systems• Vidizmo• Motorola• Que-Tel• Oracle• Software Consulting Services, LLC• General Microsystems, Inc.• Konica Minolta• Select Holdings• Foray Technologies