STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY

REQUEST FOR INFORMATION
FOR
TENNESSEE INTELLIGENCE SHARING SOLUTION

RFI # 34901-01450
April 10, 2023

1. **STATEMENT OF PURPOSE:**

    The State of Tennessee, Department of Safety and Homeland Security ("TDOSHS" or "State") issues this Request for Information ("RFI") for the purpose of understanding vendor capabilities to deliver an intelligence sharing solution as further described in this RFI.   The State appreciates your input and participation in this process.

2. **BACKGROUND:**

    a. The State's Fusion Center, a joint operation of the Tennessee Bureau of Investigation (TBI) and the Tennessee Department of Safety and Homeland Security (TDOSHS), is partially staffed by TDOSHS's Office of Homeland Security (OHS) Intelligence Analysts (IA) and is responsible for the following activities:

    (1) Storing/disseminating "law enforcement sensitive" (LES) intelligence products;

    (2) Assisting local, state, and federal law enforcement in supporting investigations;

    (3) Answering requests for information regarding LES information and intelligence;

    (4) Determining trends and patterns of criminal and terrorist activity within Tennessee;

    (5) Creating intelligence products based on existing shared intelligence/information;

    (6) Giving situational awareness bulletins to warn law enforcement officers of threats; and

    (7) Maintaining records of suspicious activity occurring within the State of Tennessee.

    b. The State's Fusion Center OHS IAs have the following other duties regarding operations:

    There are currently eight (8) intelligence personnel assigned to the OHS side of the Tennessee Fusion Center (TFC). These analysts cover the entire State of Tennessee, which is encompassed by two time zones (Eastern and Central). The TFC typically operates two hundred forty-eight (248) days per year, Monday through Friday, 8:00 am-8:00 pm local time. The hours of third -party partners may be similar. Operating days and hours are subject to change. The IAs also have afterhours on-call duties that cover hours other than normal operation. Other operations performed by IAs include, but are not limited to:

(1)   Assisting with threat to life cases;

(2)   Protecting the integrity and security of information stored at the TFC;

(3)   Ensuring that citizens privacy, civil rights, and civil liberties are protected;

(4)   Assisting in the identification of persons that are alleged to have committed a crime;

(5)   Maintaining various data bases and systems of record keeping; and

(6)   Handling requests for information from the public, private sector, and law enforcement.

2.1. WHY IS THE STATE SEEKING AN INTELLIGENCE SHARING SOLUTION?

(1)   A major challenge in law enforcement is the ability to rapidly and in real time share information between agencies. An event occurs in one jurisdiction, but notification to other agencies in an immediate or even timely manner is difficult and oftentimes non-existent. This difficulty is particularly evident in situations involving agencies across state boundaries. Gangs and even individual criminals operate without consideration of jurisdictional boundaries. A better solution is needed for notifications and the immediate distribution and access to intelligence and incident information. An even better solution would provide for immediate and automatic distribution of information to authorized personnel who have requested all updates on specific incidents or types of incidents and notifications of all information updates on shared intelligence and information;

(2)   Another challenge is the need for a simple database that enables participating law enforcement agencies to securely collect, store, and make available information on incidents, persons, gangs and other intelligence/information as needed to support investigations. The system or "platform" must be secure, immediately accessible, and searchable by authorized persons, along with being easy to learn and use; and

(3)   We are seeking a secure web-based platform supporting planning, daily operations, communications. and emergency response as it relates to intelligence and information sharing. Preferably one that has been in use nationwide for at least three (3) years by law enforcement agencies. The vendor should have documented experience for having a system known for its reliability, simplicity, and effectiveness within the law enforcement and/or intelligence community.

2.2. THE STATE DESIRES (AT A MINIMUM) THE FOLLOWING IN ITS INTELLIGENCE SHARING SOLUTION:

(1)   All intelligence/Information submissions are encrypted in transit and the data is stored encrypted;

(2)   Data needs to be recallable by authorized personnel to be searched and edited as necessary;

(3)   Pictures, links to reports and websites, and other information as needed such as narratives, officers, and agencies interested in particular incidents, gangs and persons can be stored and shared in standardized formats and forms;

(4)   Reports must be easily generated and be able to be shared with other people;

(5)   Maps must be easy to create for locations in a PDF built for sharing information;

(6)   Data must be easily reviewed and edited by authorized persons for updates and clarification; and

(7)   The solution must function well and with ease when using it on a mobile device, with capability of email, text and voice call communications.

3.   COMMUNICATIONS:

3.1.   Please submit your response to this RFI to:

Lindsey Lattner, Sourcing Account Specialist
Central Procurement Office
Tennessee Department of General Services
WRS Tennessee Tower, 3rd Floor
312 Rosa L. Parks Avenue
Nashville, TN 37243
Email Address: Lindsey.Lattner@tn.gov
Office Telephone Number: 615-741-9282

3.2.   Please feel free to contact the Department of General Services with any questions regarding this RFI. The main point of contact will be:

Lindsey Lattner, Sourcing Account Specialist
Central Procurement Office
Tennessee Department of General Services
WRS Tennessee Tower, 3rd Floor
312 Rosa L. Parks Avenue
Nashville, TN 37243
Email: Lindsey.Lattner@tn.gov
Office Number: 615-741-9282

3.3.   Please reference RFI # 34901-01450 with all communications to this RFI.

4.   RFI SCHEDULE OF EVENTS:

	EVENT	TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		Monday, April 10, 2023
2.	Written Questions and Comment Deadline	2:00 pm	Monday, April 17, 2023
3.	State Responds to Questions and Comments		Monday, April 24, 2023
4.	RFI Response Deadline	2:00 pm	Monday, May 8, 2023
5.	Schedule Demonstrations		Monday, May 22, 2023
6.	Demonstrations to be Performed in Person		May 30-June 2, 2023

5.   GENERAL INFORMATION:

5.1.   Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2.   The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be

available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the State chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3.   The State will <u>not</u> pay for any costs associated with responding to this RFI.

5.4.   Demonstrations should address the following :

a.   Explanation of Administrative rights, including adding and deleting people and entities as well as other functions of administrative rights

b.   Sending an urgent, alert-style message for a be-on-the-lookout (BOLO) or other message via phone, text message, or electronic mail (e-mail).

c.   How to build groups within the application/system.

d.   How the system functions to get information out immediately to all participating agencies.

e.   How the information is retained/stored within the system.

f.   Explanation of the security of data and information, while in transit and at rest.

g.   The storage capacity of the system, including whether there are limits.

h.   Explanation of the length of time information is stored and retained.

i.   Explanation of how to search for, and retrieve, information within the system.

j.   Explanation of reports and statistics that can be generated from the system.

k.   Demonstrations should last no more than one (1) hour and be performed at the following location:

WRS Tennessee Tower, 3rd Floor

312 Rosa L. Parks Avenue

Nashville, TN 37243

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

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TECHNICAL INFORMATIONAL FORM
1.   RESPONDENT LEGAL ENTITY NAME:

2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:

3.	Experience
	    a. Provide a description of your company's experience providing this type (as mentioned in this RFI) or similar solutions for an entity that is similar to the one described in this RFI.
	    b. Provide three (3) references from other clients.

4.	Configuration a. Is the hardware generic enough where it can be interchanged with hardware of another brand in the case of failure?

5.	Technical Design
	    a. Provide a description of each component, appropriate technical drawings, and the process flow of how each component works, and how each component integrates and interfaces with each of the other components in the entire Solution.
	    b. Describe the use of industry best practices in the development and delivery of similar solutions.
	    c. Describe how data is secured while at rest, in transit, or in use.
	    d. Describe how the Solution aids in the detection, investigation, and prosecution of fraudulent activity.

6.	Implementation
	    a. Provide the expected timeframe for each of the following activities: 1) Design of the Solution; 2) Development of the Solution; 3) Testing; 4) Training; 5) and Installation and Implementation concerning the Solution. This includes any conversion time needed during transition from existing Solution to new Solution.
	    b. Describe your training approach.
	    c. Describe/outline ongoing training that could be provided to employees. Is training readily available including on-line formats and easily accessible?
	    d. Describe any lessons learned the State should consider on previous similar projects.

7.	Support a. Describe the maintenance and support plans that are available.

COST INFORMATIONAL FORM

1.	Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2.	Describe the typical price range for similar services or goods
3.	Please provide a rough non-binding estimated range for the Solution.
4.	Please provide an estimated range for the upfront versus ongoing and/or recurring costs for maintenance, cost of hardware (leasing and buying), change requests, implementation, etc. for the Solution.
5.	What does your company believe to be the most efficient and cost effective Solution (i.e., leasing, purchasing, etc.)?

ADDITIONAL CONSIDERATIONS

1.	Please provide input on alternative approaches or additional things to consider that might

benefit the State:
2. Please describe any other considerations.