



City of Rochester

Request for Information

RPD–Narcotics Case Management Solution RFI

- **Response Deadline: >>> June 12, 2023 / 5:00 PM EST**



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Remember: the Online Response Form must be completed and submitted in one sitting. Please review all questions below and have answers, links, and attachments prepared prior to beginning the online form.



1.0 Introduction

The City of Rochester's (COR's) Police Department (RPD) is currently seeking information about potential replacements for their Narcotics Case Management Solution (CAMMS). The existing solution is outdated, difficult to work with, mistake prone, and inefficient. As a result, the RPD must rely on archaic measures to manage their people, money, and units. Currently the RPD relies on five (5) disparate 'systems' including and not limited to MS Excel sheets and paper tracking. Additionally, the RPD currently lacks the ability to perform modern management practices, such as the integration and consistency between multiple systems and accessing and or creating new data, reports and system generated documents.

1.1 What We Are Looking For

The RPD is looking to replace the current Narcotics Case Management System (CAMMS) used by the City of Rochester as their Special Investigation Section (SIS) Fund Reporting System. A modern, up-to-date fund reporting and management system is needed to ensure a more accurate and efficient end-to-end workflow to improve RPD/SIS operations, which consist of the following:

- **Confidential Informant Management** – Management of confidential informants and the information they provide.
- **Special Investigations Expense Management** – The purpose of this process is to manage the acquisition and distribution of funds used by Special Investigations for Confidential Informant and special investigation purposes. Track Teams/Units, what officers are in what teams/units.
- **Special Investigations Case Management** – The purpose of this process is the suppression of organized crime, illegal narcotics trafficking, and other vice related activity. Also, for initiating certain investigations, participating in multijurisdictional task



forces, and coordinating enforcement action, including but not limited to illegal sale and distribution of liquor and tobacco, and illegal firearms.

In terms of general features/functionality of the solution, RPD is seeking:

- a ready-to-use data structure for transaction management
- a role-based security model
- a common web-based user interface of views and forms
- a tool for uploading individual and multiple records
- audit tracking
- web services for integration with external data sources and systems

We are issuing this RFI to better understand the range of options available for the type of solution described above, as well as:

1. Expert advice on what the solution could / should be.
2. The estimated timeframe for development and implementation of a new solution.
3. Rough cost estimates for set-up, data conversion, implementation, software licensing, and ongoing technical support.



1.2 Next Steps

Please review Section 2 below and follow the response instructions in Section 3. After all response submissions have been received, The City of Rochester will review and rank the top respondents based on:

1. Alignment with the City's current needs as outlined in this RFI
2. The quality of response content, sample work, etc.
3. Respondent's performance history in developing similar solutions for other customers

Top-ranked respondents will each be invited to participate in a presentation at the City of Rochester.



2.0 Scope of Work

2.1 General Requirements & Specifications

We would like the new Solution to:

1. Allow an application administrator to provision user accounts that are tied to their City of Rochester credentials through single sign-on (SSO). (We need this to use our city sign-ins. We cannot have separate accounts)
2. Track investigators, funds, and cases.
3. Record, manage, and report on data related to case management.
4. Record, manage, and report on data related to fund activity.
5. Record, manage, and report on data related to Confidential Informant activity.

At a minimum, the solution should record the following specific data fields, outlined below by workflow area:

Confidential Informant Management – Management of confidential informants and the information they provide.

- **CI Number** – Unique number that is specifically associated to the CI.
- **CI Payments** – Track payments to a CI.
- **CI Running Total** – Running total of payments.

Special Investigations Expense Management – Management of the total annual budget that goes into, “SIS/GRANET” for the fiscal year.



- **Record & Transfer Funds** – Documentation of transferred funds to Units.

Special Investigations Case Management – Manage the acquisition and distribution of funds used by Special Investigations for Confidential Informants and special investigation purposes. Track Teams/Units, what officers are on what teams/units.

- **Case Creation/Assignment** – Investigate a tip/referral of a potential case to investigate. Case information can be entered into the system.
- **Confidential Case Lock** – Lieutenant/Captain/System Admin that needs to lock a case for internal investigation.
- **Case Investigation/Update Case Record** – Attempted transactions, CI (Confidential Informant) hire to buy.
- **Case Buy Expense** – Track buy attempts (who purchased, location, outcome, money associated).
- **Close Case** – Close a SIS (Special Investigation Section) case.



2.2 Data Conversion and Integration Requirements

1. Does the proposed system have the ability to convert and import existing electronic data?
2. Does the proposed system support data integration methods such as web services and data import/export?
3. Does the proposed system support programming interfaces (API) to integrate with Third Party Applications?
4. Does the proposed system support integration/interface with GIS? (GIS-centric, etc.)?

2.3 IT / Technical Requirements

The City is open to either cloud and on-premises solutions, as long as the solution meets the requirements specified below:

1. Cloud Solution:

- a) The solution supports the City's information classification and access requirements.
- b) Resides inside a secure data center that is audited by an independent third party. The solution supports business continuity and disaster recovery capabilities.
- c) The solution includes log and/or event notification.
- d) The ability to define security by individual user or role-based attributes and limit access based on a role based access control model.
- e) Support access through SAML ADFS or Azure AD using standards such as but not limited to SAML, SCIM, Open ID.
- f) If user logins cannot be integrated with a City identity provider/SSO service, the solution must support multi-factor authentication.
- g) Support encrypted connections between the servers/applications. I.e. TLS 1.2. The ability to use data encryption at rest and in transit. Secure web connections must use at least TLS 1.2
- h) The ability for any API integrations to support rotating keys on a recurring basis.
- i) The ability for any API integrations to not require hardcoded keys.



- j) The ability for any API integrations to support granting only necessary privileges.
- k) Contractually ensure that any City data is not shared with any parties or entities that not explicitly agreed to by the City Law Department.
- l) Contractually ensure that the City is notified within 15 days of any compromise of City data either by the cloud service provider or any of its 3rd parties.
- m) Data must always reside on US-based data centers.
- n) Follow all regulatory data controls as applicable (PCI DSS, CJIS, etc.).
- o) Able to comply with the requirements determined by the city law department and New York State regulations.

2. On-premises Requirements:

Server

- a) Must be a version of Windows Server with at least five years of support remaining (Currently this is 2019 or newer).
- b) Servers must be able to support regular Windows updates.
- c) Linux OS may be supported in some circumstances, usually for appliance-type applications, with prior approval from City IT.
- d) Docker or Kubernetes installations in some circumstances, with prior approval from City IT.
- e) Servers must be able to use the CrowdStrike Falcon EDR solution with no exclusions.

Database

- f) The City will provide database management for SQL Server 2019 or newer.
- g) Non-SQL databases (Postgres, MySQL) are supported but will not be managed by the City.
- h) We do not support applications using Oracle RDBMS products.

Client/Desktop

- i) Must support Windows 10 and newer (Office 2016 is installed on all desktop machines)
- j) Must be able to receive at least monthly Windows Updates, as well as 3rd party patching.
- k) Must support deployment through Microsoft Endpoint Configuration Manager / Microsoft Endpoint Manager / InTune.
 - o Installer (and any prerequisites) have an unattended, sometimes called “silent” install command.
 - o Installer must be able to be installed either in the SYSTEM context or as a non-privileged user account.
 - o Application must be able to be run as a non-privileged user account.



- Changes to permissions to file folders or registry settings for the application to work must be fully documented and use the principles of least privilege.



3.0 Terms, Conditions, and Response Instructions

3.1 Terms and Conditions

This Request for Information (RFI) is **for informational purposes only** and no contract will be awarded as a result. A vendor's response to the RFI –or lack thereof – will have no impact on the evaluation of responses to any subsequent Request for Proposals (RFP).

3.2 Contact Information

Tyrone Johnson
City of Rochester Office of Business Intelligence
185 Exchange Blvd., Rochester, NY 14614
Suite 300
Email: Tyrone.Johnson@cityofrochester.gov

COR has done its best to make this RFI as straightforward and comprehensive as possible. However, if you have questions/issues that you feel need to be addressed before you can provide a reasonable response, you may send these questions to the above email address.

3.3 Web Page

The web page for this RFI is:

<https://cityofrochester.gov/categories/topics/bidandrfp/>

Scroll to “In This Category” and select “RFI - Narcotics Case Management Solution.”



3.4 Response Instructions

Please review the draft Scope of Work presented in Section 2 of this document, and provide your feedback via this Online Response Form: Click [here](#).

- <https://app.smartsheet.com/b/form/3b9cc093433d4e1f9b3be91a54bab8f3>

IMPORTANT:

- The Online Response Form must be completed and submitted in one sitting.
- Please review all questions in Section 4 and have answers and attachments prepared prior to beginning the form.
- We estimate that, if prepared ahead of time, the online form submission process should take 15 minutes or less.
- Please note that all responses will be public record, so do not submit any confidential information in your response.

3.5 Response Due Date

Please submit your response to this RFI using the Online Response Form referenced above by:

- **June 12, 2023 / 5:00 PM EST**

You will be able to include attachments in the Online Response Form; however, if you would like to provide additional information (i.e. sample layouts, client references, etc.) you may also send them via email to the following address:

- Tyrone.Johnson@cityofrochester.gov



4.0 Response Questions (Online Response Form):

Remember: The Online Response Form must be completed and submitted in one sitting. Please review all questions below and have answers, links, and attachments prepared prior to beginning the online form.

- Questions 1-4 will require a “yes” or “no” response.
 - There is an area available to include additional explanations or comments for each section, as well as an area to include any relevant attachments.
1. Can vendor deliver on all 2.1 General Requirements 1- 5?
 2. Can vendor deliver on 2.2 Data Conversion and Integration items 1 - 4?
 3. Can vendor deliver on all 2.3 IT/Technical Requirements items 1 a-o or 2 a-k
 4. Rough Estimate of Timeframe / Cost for the following:
 - Implementation time required*
 - Cost estimate
 - Software license
 - Set - up
 - Ongoing technical support (per year)