

Request for Information

MASSACHUSETTS STATE POLICE

REQUEST FOR INFORMATION

SP04-I97

Intelligence Management System

INFORMATION IS DUE BY:

FRIDAY, FEBRUARY 13, 2003

BY 3:00 PM EST

Contact Information:

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GENERAL INFORMATION

In general, most of the required contractual stipulations are referenced in the Standard Contract Form and the Commonwealth Terms and Conditions (either version). However, the following RFR provisions must appear in all Commonwealth competitive procurements conducted under 801 CMR 21.00:

The terms of 801 CMR 21.00: Procurement of Commodities and Services (and 808 CMR 1.00: Compliance, Reporting and Auditing for Human and Social Services, if applicable) are incorporated by reference into this RFR. Words used in this RFR shall have the meanings defined in 801 CMR 21.00 (and 808 CMR 1.00, if applicable). Additional definitions may also be identified in this RFI. Unless otherwise specified in this RFI, all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds and all cost proposals or figures in U.S. currency. All responses must be submitted in accordance with the specific terms of this RFI. No electronic responses may be submitted in response to this RFI.

Bidder Communication. Bidders are prohibited from communicating directly with any employee of the procuring department except as specified in this RFI, and no other individual Commonwealth employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFI. Bidders may contact the contact person for this RFI in the event this RFI is incomplete or the bidder is having trouble obtaining any required attachments electronically through Comm-PASS.

Reasonable Accommodation. Bidders with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFI information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case by case basis. A bidder requesting accommodation must submit a written statement which describes the bidder's disability and the requested accommodation to the contact person for the RFI. The PMT reserves the right to reject unreasonable requests.

Public Records. All responses and information submitted in response to this RFI are subject to the Massachusetts Public Records Law, M.G.L., Chapter 66, Section 10, and to Chapter 4, Section 7, Subsection 26. Any statements in submitted responses that are inconsistent with these statutes shall be disregarded.

Brand Name or Equal. Unless otherwise specified in this RFI, any reference to a particular trademark, trade name, patent, design, type, specification, producer or supplier is not intended to restrict this RFI to any manufacturer or proprietor or to constitute an endorsement of any commodity or service, and the department may consider clearly identified offers of substantially equivalent commodities and services submitted in response to such reference.

The Commonwealth makes no guarantee that any Commodities or Services will be purchased from any Contract resulting from this Request for Information. Responses to this RFI do not constitute bids or proposals and are not legally binding on the responding party. Respondents may not charge the State Police or the Commonwealth of Massachusetts for any costs associated with the preparation of responses to this RFI. The State Police will immediately discard, without review, any bids received. Any estimates or past procurement volumes referenced are included only for the convenience of Bidders, and are not to be relied upon as any indication of future purchase levels.

If this Request for Information has been distributed electronically using Comm-Pass system, it shall be the responsibility of the interested parties to check Comm-Pass for any addenda, modifications and/or advertisement of the RFI. The Commonwealth and its subdivisions accept no liability and will provide no accommodation to Vendors who fail to check for amendments and/or advertisement of the RFI. Potential Bidders are advised to check the "last change" field on the summary page of notice of intent for which they are interested in.

Massachusetts State Police
Request for Information
Intelligence Management System
SP04-I97

Overview:

The Massachusetts State Police issues this Request for Information (RFI) to solicit information for an Intelligence Management System. The purpose of the system is to automate the intelligence processes of collection, collation, processing, and dissemination of intelligence information to law enforcement personnel. The system will be utilized to collect data from disparate sources (paper reports, electronic reports/documents, existing databases, email, fax) into a single enterprise-wide repository to facilitate intelligence reporting and analysis of the information.

The information collected through this RFI will be used to:

- (a) Identify products that provide the functionality consistent with the requirements of an Intelligence Management System as detailed in this document.
- (b) Determine the currently available options for this type of system.
- (c) Gather information that may be used in the follow-up Request for Response document (RFR).

As stated above, the Intelligence Management System will be used as a collection mechanism and repository for the large volumes of data that are amassed during the intelligence gathering process. In addition to the collection and storage of intelligence data, the system will be required to have the technical tools to enable users of the system to analyze data from disparate data sources, perform various analytical functions, identify and categorize information, and perform data mining type functions.

This intent of the Department is to make this system available to law enforcement personnel both internal and external to the Department of State Police. To this end the department is interested in systems that utilize a web based front end interface.

The following are some of the specifications that the Department of State Police requires for the Intelligence Management System. These requirements should be used to evaluate the appropriateness of the information provided in response to this RFI:

- Document management component
- Document imaging component
- Automated link discovery and analysis
- Automated link to source reports
- Query and reporting tools
- Support for full-text indexing
- Version control capability

- Ability to store and access multiple file types (text, image, sound, video)
- Designed for use over a wide area network
- Ability to apply information security constraints and audit trails
- Ability to classify data (e.g. sensitive, secure, unrestricted)
- Compliant with federal statute 28 CFR 23, where applicable
- A minimum of two levels of document review and approval
- Workflow/task management functionality
- Automated results notifications
- Automated pattern recognition
- Ability to graphically display analysis
- Ability to purge data in accordance with Federal and/or State regulations

Submission of responses to this RFI:

The closing date for this Notice of Intent is Friday, February 13, 2004.

Interested parties who wish to submit a response to this RFI must do so on or before **3:00 p.m.** EST on Friday, February 13, 2004. There must be a total of three information packets submitted.

There is no specific form required for a response to this RFI. It is strongly suggested that pre-printed materials such as: brochures, booklets, pamphlets, white papers or other appropriate materials be provided. Any other pertinent information not previously addressed should be included.

The following items **must** be included in the information package:

- a. All contact information for designated individual handling this project (name, address, phone, fax, e-mail)
- b. Hardware requirements for the system.
- c. Estimated implementation time from receipt of order to completion.

No electronic packets will be accepted.

Respondents may not alter (manually or electronically) the notice of intent language or any of the component files. Modifications to the body of this notice, specifications, terms and conditions, or which change the intent of this notice are prohibited. Any unauthorized modifications may disqualify a vendor.

This RFI is NOT a request for bids, an offer, or solicitation. The Massachusetts State Police is looking for as much information as possible regarding this type of software/application(s). Based on the type and scope of the information received, it may be requested that a vendor representative attend an information conference.

The formal request for response (RFR) will be advertised on the COMM-PASS web site (www.Comm-Pass.com). All interested parties should continue to monitor Comm-PASS for its release.

BIDDERS ARE AGAIN REMINDED THAT A CONTRACT WILL NOT BE AWARDED IN RESPONSE TO THIS SOLICITATION. THIS SOLICITATION IS ONLY AN INFORMATION GATHERING MECHANISM.

THE DEPARTMENT OF STATE POLICE ANTICIPATES THAT A SUBSEQUENT REQUEST FOR RESPONSE (SP04-I98) WILL BE ISSUED FOLLOWING THE CLOSE OF THIS RFI.

Notice of Intent

NOTICE OF INTENT

INTELLIGENCE MANAGEMENT SYSTEMS SP04-I98

THIS PROCUREMENT IS COVERED BY THE WTO AGREEMENT ON GOVERNMENT PROCUREMENT

Federal funds are being utilized for this procurement.
Respondents will not be considered if they appear on the Federal
Government's Debarment list.

GENERAL INFORMATION

The terms of 801 CMR 21.00: Procurement of Commodities and Services are incorporated by reference into this RFR. Words used in this RFR shall have the meanings defined in 801 CMR 21.00. Additional definitions may also be identified in this RFR. Unless otherwise specified in this RFR, all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds and all cost proposals or figures in U.S. currency. All responses must be submitted in accordance with the specific terms of this RFR. **NO ELECTRONIC RESPONSES MAY BE SUBMITTED IN RESPONSE TO THIS RFR.**

Bidder Communication: Bidders are prohibited from communicating directly with any employee of the procuring department except as specified in this RFR, and no other individual Commonwealth employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFR. Bidders may contact the contact person for this RFR in the event this RFR is incomplete or the bidder is having trouble obtaining any required attachments electronically through Comm-PASS.

Comm-PASS. If this RFR has been distributed electronically using the Comm-PASS system, RFR attachments that are referenced are available either as separate pdf files with this RFR or on the OSD forms page (www.mass.gov/osd). Bidders are solely responsible for obtaining and completing the required attachments that are identified in this RFR and for checking Comm-PASS for any addenda or modifications that are subsequently made to this RFR or attachments. The Commonwealth and its subdivisions accept no liability and will provide no accommodation to bidders who fail to check for amended RFRs and submit inadequate or incorrect responses. Bidders are advised to check the "last change" field on the summary page of RFRs for which they intend to submit a response to ensure that they have the most recent RFR files. Bidders may not alter (manually or electronically) the RFR language or any RFR component files. Modifications to the body of the RFR, specifications, terms and conditions, or which change the intent of this RFR are prohibited and may disqualify a response.

Reasonable Accommodation: Bidders with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFR information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case by case basis. A bidder requesting accommodation must submit a written statement which describes the bidder's disability and the requested accommodation to the contact person for the RFR. The Procurement Management Team (PMT) reserves the right to reject unreasonable requests.

Public Records: All responses and information submitted in response to this RFR are subject to the Massachusetts Public Records Law, M.G.L., Chapter 66, Section 10, and to Chapter 4, Section 7, Subsection 26. Any statements in submitted responses that are inconsistent with these statutes shall be disregarded.

Northern Ireland Notice and Certification: All bidders must complete the Northern Ireland Notice and Certification form to satisfy M.G.L. c.7 section 22C, which states that no state agency may procure commodities or services from any bidder employing ten (10) or more employees in an office or other facility located in Northern Ireland unless the bidder certifies through the notice and certification form that if it employs ten or more employees in Northern Ireland, a) the bidder does not discriminate in employment, compensation or the terms, conditions and privileges of employment on account of religious or political belief, b) the bidder promotes religious tolerance within the workplace and the eradication of any manifestations of religious and other illegal discrimination and, c) the bidder is not engaged in the manufacture,

distribution or sale of firearms, munitions, including rubber or plastic bullets, tear gas, armored vehicles or military aircraft for use or deployment in any activity in Northern Ireland.

Single Department Procurement/Multiple Department User Contracts: This department reserves the right to include an option for other department to purchase services or commodities under the same terms of the contract. Should departments exercise this option, bidders will be required to specify their ability to extend services to another department and the rates to be used. Other departments may execute separate contracts with awarded bidders.

Estimated Provisions: The Commonwealth makes no guarantee that any commodities or services will be purchased from any contract resulting from this RFR. Any estimates or past procurement volumes referenced in this RFR are included only for the convenience of bidders, and are not to be relied upon as any indication of future purchase levels.

Emergency Standby Commodities and/or Services. Due to a declaration of a state of emergency where the safety and well-being of Commonwealth citizens are at risk, the Commonwealth of Massachusetts may request specific commodities and/or services from its contractors. Contractors may be called upon to supply and/or deliver to the Commonwealth on a priority basis such commodities and/or services currently under contract.

Such accommodations may be requested from a contractor during an actual emergency. To accommodate such requests, contractors may be requested and must make every effort to service these requests from regular sources of supply at the rates set forth in any standard contract resulting from this RFR.

The Massachusetts State Police anticipates releasing a request for response (RFR) for the purchase of an Intelligence Management System. This system will be utilized to automate the intelligence processes of collection, collation, processing and dissemination of intelligence information.

The formal request for response (RFR) is expected to be released within 4-6 weeks. All interested parties should monitor the COMM-PASS website for this RFR. **Phone calls regarding this RFR will not be entertained at this time.** All specifications, requirements and instructions will be included in the request for response.

**Open Solicitation
Dated 4/23/04**

April 27, 2004

MASSACHUSETTS STATE POLICE

SP04-I98

Intelligence Management Software

BIDS ARE DUE BY:

Friday, May 14, 2004

12:00 PM EST

This procurement is covered by the World Trade Organization Government Procurement Agreement (WTO/GPA).

Contact Information:

Robert Deardoff

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Framingham, MA 01702

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508 820 2165 (fax)

robert.deardoff@pol.state.ma.us (e-mail)

GENERAL INFORMATION BID NUMBER SP04-I98

In general, most of the required contractual stipulations are referenced in the Standard Contract Form and the Commonwealth Terms and Conditions (either version).

The terms of 801 CMR 21.00: Procurement of Commodities and Services (and 808 CMR 1.00: Compliance, Reporting and Auditing for Human and Social Services, if applicable) are incorporated by reference into this RFR. Words used in this RFR shall have the meanings defined in 801 CMR 21.00 (and 808 CMR 1.00, if applicable). Additional definitions may also be identified in this RFR. Unless otherwise specified in this RFR, all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds and all cost proposals or figures in U.S. currency. All responses must be submitted in accordance with the specific terms of this RFR. No electronic responses may be submitted in response to this RFR.

World Trade Organization Government Procurement Agreement: This procurement is covered under the World Trade agreement. The agreement is entered into by the United States to encourage worldwide trade by ensuring fairness, non-discrimination and equal treatment of laws, regulations and procedures in the government procurement process. The Agency will solicit responses for the RFR for forty (40) days to meet the requirements set by the Agreement.

Bidder Communication. Bidders are prohibited from communicating directly with any employee of the procuring department except as specified in this RFR, and no other individual Commonwealth employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFR. Bidders may contact the contact person for this RFR in the event this RFR is incomplete or the bidder is having trouble obtaining any required attachments electronically through Comm-PASS.

Reasonable Accommodation. Bidders with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFR information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case by case basis. A bidder requesting accommodation must submit a written statement which describes the bidder's disability and the requested accommodation to the contact person for the RFR. The PMT reserves the right to reject unreasonable requests.

Public Records. All responses and information submitted in response to this RFR are subject to the Massachusetts Public Records Law, M.G.L., Chapter 66, Section 10, and to Chapter 4, Section 7, Subsection 26. Any statements in submitted responses that are inconsistent with these statutes shall be disregarded.

Best Value Selection and Negotiation. The PMT may select the response(s) which demonstrates the best value overall, including proposed alternatives, that will achieve the procurement goals of the department. The PMT and a selected bidder, or a contractor, may negotiate a change in any element of contract performance or cost identified in the original RFR or the selected bidder's or contractor's response which results in lower costs or a more cost effective or better value than was presented in the selected bidder's or contractor's original response.

Costs. Costs which are not specifically identified in the bidder's response, and accepted by a department as part of a contract, will not be compensated under any contract awarded pursuant to this RFR. The Commonwealth will not be responsible for any costs or expenses incurred by bidders responding to this RFR.

Comm-PASS. If this RFR has been distributed electronically using the Comm-PASS system, RFR attachments that are referenced are available either as separate pdf files with this RFR or on the OSD forms page (mass.gov/osd). Bidders are solely responsible for obtaining and completing the required attachments that are identified in this RFR and for checking Comm-PASS for any addenda or modifications that are subsequently made to this RFR or attachments. The Commonwealth and its subdivisions accept no liability and will provide no accommodation to bidders who fail to check for amended RFRs and submit inadequate or incorrect responses. Bidders are advised to check the "last change" field on the summary page of RFRs for which they intend to submit a response to ensure that they have the most recent RFR files. Bidders may not alter (manually or electronically) the RFR language or any RFR component files. Modifications to the body of the RFR, specifications, terms and conditions, or which change the intent of this RFR are prohibited and may disqualify a response.

Northern Ireland Notice and Certification. All bidders must complete the Northern Ireland Notice and Certification form to satisfy M.G.L. c.7 section 22C, which states that no state agency may procure commodities or services from any bidder employing ten (10) or more employees in an office or other facility located in Northern Ireland unless the bidder certifies through the notice and certification form that if it employs ten or more employees in Northern Ireland, a) the bidder does not discriminate in employment, compensation or the terms, conditions and privileges of employment on account of religious or political belief, b) the bidder promotes religious tolerance within the workplace and the eradication of any manifestations of religious and other illegal discrimination and, c) the bidder is not engaged in the manufacture, distribution or sale of firearms, munitions, including rubber or plastic bullets, tear gas, armored vehicles or military aircraft for use or deployment in any activity in Northern Ireland.

Subcontracting Policies. Prior approval of the department is required for any subcontracted service of the contract. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as contractors.

Affirmative Market Program AMP. Massachusetts Executive Order 390 established a policy to promote the award of state contracts in a manner that develops and strengthens Minority and Women Business Enterprises (M/WBEs) and resulted in the Affirmative Market Program in Public Contracting. As a result, M/WBEs are strongly encouraged to submit responses to this RFR, either as prime vendors, subcontractors, joint venture partners or other type of business partnerships.

Non-certified bidders are strongly encouraged to develop creative initiatives to help foster new business relationships with M/WBEs within the primary industries affected by this RFR. In order to satisfy the compliance of this section and encourage bidder's participation of AMP objectives, the Affirmative Market Program Plan for large procurements greater than \$50,000 must be evaluated at 10% or more of the total evaluation. Once an AMP Plan is submitted, negotiated and approved, the agency will then monitor the contractor's performance, and use actual expenditures with SOMWBA certified contractors to fulfill their own AMP expenditure benchmarks. M/WBE participation must be incorporated into and monitored for all types of procurements regardless of size, however, submission of an AMP Plan is mandated only for large procurements over \$50,000.

Agencies may require some or all of the following components as part of the Affirmative Market Program Plan submitted by bidders: Sub-contracting with certified M/WBE firms, Growth and Development activities to increase M/WBE capacity, Ancillary use of certified M/WBE firms, Past Performance or information of past expenditures with certified M/WBEs. Agencies are encouraged to include additional incentives for bidders to commit to at least one certified MBE and WBE in the submission of AMP plans.

A Minority Business Enterprise (MBE), Woman Business Enterprise (WBE), M/Non-Profit, or W/Non-Profit, is defined as such by SOMWBA. All certified businesses are required to submit an up to date copy of their State Office of Minority and Women Business Assistance (SOMWBA) certification letter. The purpose for this certification is to participate in the Commonwealth's Affirmative Market Program for public contracting. Minority- and Women-Owned firms that are not currently certified but would like to be considered as an M/WBE for the purpose of this RFR should submit their application at least two weeks prior to the RFR closing date. For further information on SOMWBA certification, contact their office at 1-617-727-8692 or via the Internet at mass.gov/somwba.

Affirmative Market Program Subcontracting Policies. Prior approval of the agency is required for any subcontracted service of the contract. Agencies may define required deliverables including, but not limited to, documentation necessary to verify subcontractor commitments and expenditures with Minority- or Women-Owned Business Enterprises (M/WBEs) for the purpose of monitoring and enforcing compliance of subcontracting commitments made in a bidder's Affirmative Market Program (AMP) Plan. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as contractors.

Contract Expansion. If additional funds become available during the contract duration period, the department reserves the right to increase the maximum obligation to some or all contracts executed as a result of this RFR or to execute contracts with contractors not funded in the initial selection process, subject to available funding, satisfactory contract performance and service or commodity need.

Multi-State EMall™. *Required for statewide and OSD-designated statewide contracts only.* The Commonwealth of Massachusetts has implemented the Multi-State EMall according to the Open Buying on the Internet (OBI) model. The Commonwealth has adopted this method of Electronic Commerce and is in the process of selecting contracts for implementation. This new method of Electronic Commerce or others may become a requirement of this contract at a later date. At least 120 days notice will be given before an implementation requirement will be enforced. More information about OBI is available at: www.openbuy.org.

Information Technology. *Required for Information Technology contracts.* All IT systems and applications developed by, or for Executive Department agencies or operating within the Massachusetts Access to Government Network (MAGNet), must conform with the Enterprise Information Technology Policies, Standards and Procedures promulgated by the Commonwealth's CIO. Non-conforming IT systems cannot be deployed unless the purchasing agency and their contractor have jointly applied for and received in writing from the Commonwealth's CIO or his designee, notice that a specified deviation will be permitted. The Enterprise Information Technology Policies, Standards and Procedures, with the exception of the Commonwealth's Public Access Architecture, is available at mass.gov/itd. The Commonwealth's Public Access Architecture is available in hard copy from the purchasing agency. Purchasing agencies may also obtain a current copy of

the Public Access Architecture, on behalf of their contractor, by contacting the Information Technology Division (ITD) Customer Coordination Group (CCG: 617-626-4600).

Please Note: Given the pace of information technology innovation, purchasing agencies and their contractors are encouraged to contact the Information Technology Division (ITD) Customer Coordination Group (CCG: 617-626-4600) to signal a system or application design and development initiative. Such advance notice helps to ensure conformance with the relevant Enterprise Technology Policies, Standards and Procedures.

Contractor delivery of IT systems and applications that fail to conform to the Commonwealth's Enterprise Information Technology Policies, Standards and Procedures, absent the Commonwealth CIO's grant of written permission for a deviation, shall constitute breach of any contract entered as a result of this Request for Response and any subsequent Request for Quotes. The Commonwealth may choose to require the contractor, at his own cost, to re-engineer the non-conforming system for the purpose of bringing it into compliance with Commonwealth Enterprise Information Technology Policies, Standards and Procedures.

Information Technology - Clarification of Language in Section 11, Indemnification of the Commonwealth Terms and Conditions. *Required for the following object codes (or their successors) within the "Expenditure Classification Handbook" as issued by the Office of the Comptroller (or its successor):*

E08 - Telecommunication Services, Voice
EE8 - Telecommunication Services, Data
E09 - Software purchases
H03 - IT consulting & Maintenance
J08 - IT Cabling/installation & maintenance
K01 - IT equipment purchases
L01 - IT TELP
L21 - IT Rental or Lease
L41 - IT Technical Support

Pursuant to **Section 11, Indemnification** of the Commonwealth Terms and Conditions, the term "other damages" shall include, but shall not be limited to, the reasonable costs the Commonwealth incurs to repair, return, replace or seek cover (purchase of comparable substitute commodities and services) under a contract. "Other damages" shall not include damages to the Commonwealth as a result of third party claims, provided, however, that the foregoing in no way limits the Commonwealth's right of recovery for personal injury or property damages or patent and copyright infringement under Section 11 nor the Commonwealth's ability to join the contractor as a third party defendant. Further, the term "other damages" shall not include, and in no event shall the Contractor be liable for, damages for the Commonwealth's use of contractor provided products or services, loss of Commonwealth records, or data (or other intangible property), loss of use of equipment, lost revenue, lost savings or lost profits of the Commonwealth. In no event shall "other damages" exceed the greater of \$100,000, or two times the value of the product or service (as defined in the contract scope of work) that is the subject of the claim. Section 11 sets forth the contractor's entire liability under a contract. Nothing in this section shall limit the

Commonwealth's ability to negotiate higher limitations of liability in a particular contract, provided that any such limitation must specifically reference Section 11 of the Commonwealth Terms and Conditions.

Pricing: Federal Government Services Administration (GSA) or Veteran's Administration Supply. The Commonwealth reserves the right to request from the successful bidder(s) initial pricing schedules and periodic updates available under their GSA or other federal pricing contracts. In the absence of proprietary information being part of such contracts, compliance for submission of requested pricing information is expected within 30 days of any request. If the contractor receives a GSA or Veteran's Administration Supply contract at any time during this contract period, it must notify the Commonwealth contract manager.

Pricing: Price Limitation. The bidder must agree that no other customer of similar size and similar terms and conditions shall receive a lower price for the same commodity and service during the contract period, unless this same lower price is immediately effective for the Commonwealth. The bidder must also agree to provide current or historical pricing offered or negotiated with other governmental or private entities at any time during the contract period upon the request of the contract manager.

Emergency Standby Commodities and/or Services. Due to a declaration of a state of emergency where the safety and well-being of Commonwealth citizens are at risk, the Commonwealth of Massachusetts may request specific commodities and/or services from its contractors. Contractors may be called upon to supply and/or deliver to the Commonwealth on a priority basis such commodities and/or services currently under contract.

Such accommodations may be requested from a contractor during an actual emergency. To accommodate such requests, contractors may be requested and must make every effort to service these requests from regular sources of supply at the rates set forth in any standard contract resulting from this RFR.

Use of a Procurement by a Single or Multiple Departments: Single Department Procurement/Multiple Department User Contracts. This department reserves the right to include an option for other departments to purchase services or commodities under the same terms of the contract. Should departments exercise this option, bidders will be required to specify their ability to extend services to other departments and the rates to be used. Other departments may execute separate contracts with awarded bidders.

Electronic Funds Transfer (EFT). All bidders responding to this RFR must agree to participate in the Commonwealth Electronic Funds Transfer (EFT) program for receiving payments, unless the bidder can provide compelling proof that it would be unduly burdensome. EFT is a benefit to both contractors and the Commonwealth because it ensures fast, safe and reliable payment directly to contractors and saves both parties the cost of processing checks. Contractors are able to track and verify payments made electronically through the Comptroller's Vendor Web system. EFT applications can be found on OSD forms page (mass.gov/osd). Additional information about EFT is available on the VendorWeb site (mass.gov/osc: click on MASSfinance).

Successful bidders, upon notification of contract award, will be required to enroll in EFT as a contract requirement by completing and submitting the *Authorization for Electronics Funds Payment Form* to this department for review, approval and forwarding to the Office of the Comptroller. If the bidder is already enrolled in the program, it may so indicate in its response. Because the *Authorization for Electronic Funds Payment Form* contains banking information, this form, and any information contained on this form, shall not be considered a public record and shall not be subject to public disclosure through a public records request.

The requirement to use EFT may be waived by the PMT on a case-by-case basis if participation in the program would be unduly burdensome on the bidder. If a bidder is claiming that this requirement is a hardship or unduly burdensome, the specific reason must be documented in its response. The PMT will consider such requests on a case-by-case basis and communicate the findings with the bidder.

Prompt Payment Discounts (PPD). All bidders responding to this procurement are strongly encouraged to participate in the Commonwealth Prompt Payment Discount (PPD) initiative for receiving early and/or on-time payments. PPD benefits both Contractors and the Commonwealth. Contractors benefit by increased, usable cash flow as a result of fast and efficient payments for commodities or services rendered. Participation in the Electronic Funds Transfer initiative further maximizes the benefits with payments directed to designated accounts, thus eliminating the impact of check clearance policies and traditional mail lead time or delays. The Commonwealth benefits because contractors reduce the cost of products and services through the applied discount. Payments that are processed electronically can be tracked and verified through the Comptroller's VendorWeb system. The PPD offering form can be found on the OSD forms page.

Bidders should submit agreeable terms for Prompt Payment Discount offerings using the PPD offering form within their proposal, unless otherwise specified by the PMT. The PMT will review, negotiate or reject the offering as deemed in the best interest of the Commonwealth.

Brand Name or Equal. Unless otherwise specified in this RFR, any reference to a particular trademark, trade name, patent, design, type, specification, producer or supplier is not intended to restrict this RFR to any manufacturer or proprietor or to constitute an endorsement of any commodity or service, and the department may consider clearly identified offers of substantially equivalent commodities and services submitted in response to such reference.

Alternatives. A response which fails to meet any material term or condition of the RFR, including the submission of required attachments, may lose points or be deemed unresponsive and disqualified. Unless otherwise specified, bidders may submit responses proposing alternatives which provide equivalent, better or more cost effective performance than achievable under the stated RFR specifications. These alternatives may include related commodities or services that may be available to enhance performance during the period of the contract. The response should describe how any alternative achieves substantially equivalent or better performance to that of the RFR specifications. The department will determine if a proposed alternative method of performance achieves substantially equivalent or better performance. The goal of this RFR is to provide the best value of commodities and services to achieve the procurement goals of the department. Bidders that propose discounts, uncharged commodities and services or other benefits in addition to the RFR specifications may receive a preference or additional points under this RFR as specified.

Contractors may also propose alternatives for equivalent, better or more cost effective performance than specified under the Contractor's original response to enable the department to take advantage of enhanced technologies, commodities or services which become available during the term of the contract.

Estimated Provisions. The Commonwealth makes no guarantee that any commodities or services will be purchased from any contract resulting from this RFR. Any estimates or past procurement volumes referenced in this RFR are included only for the convenience of bidders, and are not to be relied upon as any indication of future purchase levels.

Business Registry. All Bidders should register on the "Business Registry" located at our "Comm-PASS" Internet site, prior to submittal of their response. To gain access to the Business Registry, go to www.Comm-PASS.com, click on "Business Registry" and follow the directions from there. You must include a comment or description of your company.

Massachusetts State Police Request for Response

Bid Number : SP 04-I98

The Massachusetts State Police Management Information Unit is interested in **purchasing** an intelligence management solution. Bids must be **received** in writing in accordance with all requirements by **Friday, May 14, 2004 AT 12:00 PM EST**. Bid responses should be sent to the Massachusetts State Police, Attn: Robert Deardoff, 470 Worcester Road, Framingham, MA 01702.

SECTION C - RFP REQUIREMENTS

- 1) Each bidder must submit documentation that they have been providing IT Equipment and in what business capacity for at least the five (5) most recent consecutive years prior to this RFR. Bidders must have provided services and nationally recognized IT Equipment for clients that are of comparable size to the Department of State Police.

Bidder must provide a brief firm profile not to exceed one (1) page, single spaced, in length, outlining the bidders overall operations, qualifications and organizational capabilities and a financial profile to include a copy of the Companies most recent Annual Report.

- 2) Bidder must provide delivery within thirty (30) days of receipt of order, unless mutually agreed to by Department and bidder. Purchasing department reserves the right to access a five percent (5%) penalty fee for late delivery. All orders must be received by the close of the fiscal year (June 30) in which the order was placed unless written approval is received from the Department of State Police allowing for delivery after the June 30th date.
- 3) All quotes shall be FOB destination. The term FOB destination shall mean delivered and unloaded in-house or on-site, at contractor risk, with all charges for transportation and unloading prepaid by the contractor.
- 4) Bidder must offer at a minimum a one- year warranty on all components. Bidder must respond to a warranty service call within two (2) hours from the initial problem call. This warranty is to be all-inclusive. The Department will not incur any costs related to warranty repairs. Any exception to these warranty clauses must be specifically identified. Further, any warranty offered above and beyond that mentioned should be noted. Warranty will begin upon the acceptance of the product. Acceptance is defined in *Attachment A. Section 1.7*.

Bidders should respond in the affirmative to this warranty or provide detailed information for any warranty other than that specified. Should a bidder remain silent, a one (1) year warranty as detailed above will apply at no added costs to the Commonwealth and/or the Massachusetts State Police.

- 5) All bidders must provide a detailed plan, identifying time requirements, to address all warranty repairs and provide comprehensive details on its maintenance plans.
- 6) Bidder must submit a detailed listing of all product support that is offered. Product support must include but is not limited to training, on-site service, technical support, twenty-four hour seven days a week toll-free telephone support line and defective merchandise return policy.

- 7) Bidder must provide literature on the product(s) for which a bid has been submitted. Further, bidder must make product available for evaluation/demonstration by the Department of State Police personnel upon request. At the discretion of the Massachusetts State Police it is the responsibility of the bidder to deliver and install software for which a demonstration/evaluation is requested. The Department of State Police will not be held responsible for any damages that may occur during the evaluation period. Any written protocols, manuals, and validation study publications pertaining to the vendors' proposed instrumentation should be referenced in the proposals. The bidder may propose a web conference/demonstration if that is a viable forum for the bidder to demonstrate the proposed product. Demonstrations/evaluations will be done at the expense of the bidder. The Massachusetts State Police will not be responsible for any costs relating to the demonstrations/evaluations.
- 8) Bidder must submit current price list for related accessories and supplies. Bidder is requested to provide a discount off of the list price for all supplies and accessories.

Percentage Discount off of List _____ %

- 9) Bid responses must be on this form and signed by an authorized representative. Additional sheets may be attached as needed.
- 10) Winning bidder **MUST** agree to offer pricing to **ALL COMMONWEALTH ENTITIES**, this statewide contract may be used by all agencies of the Commonwealth, including all Constitutional Offices, the Legislature, the Judiciary, Elected Offices, Public Institutions of Higher Education including the Massachusetts Higher Education Consortium, the Military Division, independent Public Authorities, and all other political subdivisions of the Commonwealth including cities, towns, municipalities, county governments, school districts, other service districts, and quasi-public agencies. In addition, not-for-profit vendors currently providing human and social services to the Commonwealth under contract and other entities designated in writing by the State Purchasing Agent may use this statewide contract. Contract will be established for use by multiple agencies.
- 11) Bidder must provide three references. Reference must be current customer accounts for similar products and size agency. References must be supplied on **Attachment B**. Bidder may not use Massachusetts State Police employees as a reference. References from other Law Enforcement Agencies should be given if possible.
- 12) Bidder must answer all questions and provide all the information requested in **Attachment A**.
- 13) A "required" specification is one that must be met in order for a proposal to be considered responsive. Any proposal, which fails to meet a required specification of this RFR, will be considered non-responsive and disqualified unless the procurement management team, in its discretion, determines that the non-compliance is insubstantial and can be corrected. In these cases, the procurement management team may allow the vendor to make minor corrections to their technical and business proposal. No corrections to pricing offered will be allowed.
- 14) Bidder must designate a Contract Manager who will be responsible for overall management and ensuring performance under this Contract. The bidder agrees that it will not replace the identified Contract Manager without prior notification to the Department's Procurement Management Team, and any replacement individual must have equal or greater qualifications and experience than the individual they will replace. The Department's Procurement Management Team reserves the right

to approve the Contract Manager or any replacement. A copy of the Contract Managers resume should be submitted by each bidder.

- 15) Winning bidder agrees to negotiate "best value" pricing. The new pricing will be determined by mutual agreement by the supplier and the Department initiating the purchase order. If pricing has been extended, other departments may purchase the same item at the new price provided the supplier receives their purchase orders within 21 days of the original purchase.
- 16) The Department requires a single point of responsibility for any Contract resulting from this RFR. If subcontractors are approved and used the Qualifying Contractor, the Prime Contractor must accept full responsibility for any subcontractors performance including but not limited to the subcontractors compliance with the specific terms and conditions of the Contract. By signing this RFR document the bidder accepts the Prime Contractor responsibility.

SECTION 2. ADDITIONAL INFORMATION

- 1) Contract will be awarded for twelve months to begin on date of award. Further, contract will allow for four options to renew for an additional twelve months each. Contractor performance will be evaluated by users prior to contract renewal. Evaluation to include but not limited to quality of product, delivery, responsiveness of contractor, pricing, warranty, and customer service.
- 2) This contract will allow for the option, at an agency's discretion, to execute a maintenance contract for software purchased as a result of the RFR. The initial maintenance contract, if executed, will be for a twelve- month period, to begin on expiration of warranty period. The contract will allow for yearly options to renew, at the discretion of the Department of State police, for the life of the equipment purchased under this contract. Pricing to be negotiated at that time. Maintenance shall include upgrades.
- 3) Contractor will be required to submit an acceptable invoice that clearly indicates completeness of delivery and/or installation. Payment will be processed as outlined in the Commonwealth's standard terms & conditions.
- 4) In response to this RFR, Bidders may offer **prompt payment discounts** for early payment of their invoices. Any such offered discounts will be considered when evaluating responsive bids to determine which bids are considered as best value for purposes of making contract awards. Bidders must complete **Attachment C – prompt payment discount form**.
- 5) Bidder should note that all of the above requirements must be addressed and will be considered in the award of this RFR.
- 6) Price quotes remain in effect for 90 days or until accepted by the procurement management team and become fixed upon award of the contract for the initial term of the contract, unless a lower (sale) price or negotiated price is agreed upon. Renewal options will allow for renegotiations of contract pricing.

7) Bidders must address its affirmative market plan. An **Affirmative Market Program Plan Form** has been attached to assist bidders in this process. All bidders must complete this form- **Attachment D**.

8) In addition, winning bidder will be required to sign the following forms.

- Commonwealth Standard Terms and Conditions
- Commonwealth Standard Contract Form
- Verification of Taxation Reporting form (W-9)
- Signatory authorization form
- Affirmative Action Policy Plan Form
- Northern Ireland Notice and Certification
- Electronic Funds Transfer Form

Copies of these forms are available under related links "OSD Forms" at www.Comm-PASS.com. Bidders are encouraged to complete these forms and include them as part of the bid response.

- 9) On all questions concerning the interpretation of specifications, the acceptability and quality of material furnished and/or work performed, the evaluation of materials and equipment, the execution of work, the decision of the procurement management team shall be final and binding.
- 10) The apparent silence of specifications as to any detail, or the apparent omission from it of detail description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only materials and workmanship of the first quality are to be used. Proof of specification compliance to the agency may be grounds for deeming the bidder non-compliant and subsequently disqualified.
- 11) The bidder is presumed to know and shall be strictly accountable for all terms and conditions in this RFR, including any and all attachments. The bidder shall indemnify and save harmless the Commonwealth of Massachusetts, Massachusetts State Police and all officers, agency, and servants thereof against any claim or liability arising from or based upon the bidders lack of knowledge of the terms and conditions in this RFR. **A signed RFR is Prima Facie evidence that the bidder understands all terms and conditions in the RFR.** The submission of a response shall be conclusive evidence that the bidder has examined and agreed to all of the aforementioned conditions.
- 12) Winning Bidder may be required to submit semi-annual reports detailing which law enforcement entities are purchasing through the contract(s) and the total dollar amount per entity. Winning bidder may also be asked to supply a listing of items purchased by these entities. Bidder may also be asked for information deemed appropriate for the proper management of the contract. Timely and accurate submission of reports will be evaluated upon consideration for renewal. The first report may be requested as early as six (6) months after award of contract. Subsequent reports to follow every six- (6) months.
- 13) The contractor will be required to submit surveys for customer satisfaction, on annual bases for all users of products and services. Surveys should be submitted sixty days prior to contract expiration. Surveys should be submitted to:

Robert Deardoff
Department of State Police
470 Worcester Road
Framingham, MA 01702

- 1) Questions concerning this RFR must be submitted in writing to Robert Deardoff, State Police 470 Worcester Road, Framingham, MA 01702, may be faxed to his attention at 508 820 2165 or e-mailed to: Robert.Deardoff@pol.state.ma.us by **Monday, May 3, 2004**. Answers will be in writing and published on Comm-PASS by Thursday, May 6, 2004.
- 2) Bid responses must be received at Massachusetts State Police, attn: Robert Deardoff, 470 Worcester Road, Framingham, MA 01702 by **Friday, May 14, 2004** at 12:00 PM eastern standard time. Any response received after that date and time will not be considered for selection. **Only the bidders' name that submitted a response will be read. No other information will be released at that time.** Response must be sealed with the **RFR name and number and the bidder's name and address clearly marked** on the outside of the submission package.
- 3) Original plus five (5) **complete** copies of the entire RFR must be submitted with bid response.
- 4) Response must contain any and all documentation & literature requested in this RFR.
- 5) All pages of this RFR must be completed in full, where appropriate and submitted as part of bid response.
- 5) Bidders are strongly encouraged to utilize electronic funds transfer (EFT) method of payment. This is the Commonwealth's preferred method of payment. The process is safe and more efficient than the old method of mailing a check. Payment information can then be accessed on line at <http://massfinance.state.ma.us>

Environmental Bid Submission Compliance:

- In an effort to promote greater use of recycled and environmentally preferable products and minimize waste, all bids submitted should comply with the following guidelines:
- All copies should be printed double sided.
- All submittals and copies should be printed on recycled paper with a minimum post-consumer content of 20% or on tree-free paper (i.e. paper made from raw materials other than trees, such as kenaf). All bids should note whether recycled paper or tree-free paper is being used, as well as the specific level of recycled content contained in the paper.
- Unless absolutely necessary, all bids and copies should minimize or eliminate use of non-recyclable or non re-usable materials such as plastic report covers, plastic dividers, vinyl sleeves and GBC binding. Three ringed binders, glued materials, paper clips and staples are acceptable.
- Bidders should submit materials in a format, which allows for easy removal and recycling of paper materials.
- Bidders are encouraged to use other products, which contain recycled content in their bid documents. Such products may include, but are not limited to, folders, binders, paper clips, diskettes, envelopes, boxes, etc. Where appropriate, Bidders should note which products in their bids are made with recycled materials.

- Unnecessary samples, attachments or documents not specifically asked for should not be submitted. Bidders should avoid superfluous use of paper, such as separate title sheets or chapter dividers.

SECTION 4 - EVALUATION CRITERIA

1) Vendors providing complete software solution will be given preference over vendors who submit responses for individual components.

Bid evaluations will be made according to the following criteria. Criteria are not listed in order of importance.

- Ability to provide the software requirements as listed in this document
- Affirmative Market Program Plan
- Completion/Presentation/Responsiveness of Bidder's Response
- Pricing
- Product Support
- Delivery
- Prompt Payment Discount
- Quality of Product
- References
- Warranty
- Business History
- Financial Stability

Note: Complete evaluation criteria, scoring and bidders' responses will be available and posted after execution of a contract with the successfully bidder(s).

COMPANY NAME: _____

ADDRESS: _____

PHONE: _____ **FAX:** _____

E-MAIL ADDRESS: _____

FEDERAL TAX ID #: _____

Signature of Authorized Personnel

Print Name & Title of Authorized Personnel

Attachment A

State Police Intelligence Management System (IMS)

1.0 Procurement Scope

The Massachusetts State Police Intelligence Management System (IMS) initiative is a project to automate the processes associated with the management of intelligence information. The intent of the procurement is to acquire the software and implementation services necessary to:

- ◆ Automate the collection, collation, processing of intelligence data.
- ◆ Automate the dissemination of intelligence information to law enforcement personnel both internal and external to the Department of State Police.
- ◆ Managing intelligence data collected from disparate sources (paper reports, electronic reports/documents, existing databases, email, fax).
- ◆ Provide the technology tools necessary to analyze collected intelligence data.
- ◆ Provide a reporting package that allows the collected data to be utilized to produce meaningful intelligence reports.

The Massachusetts Department of State Police requests bidders to submit responses for the software and installation of an automated Intelligence Management System (IMS) for the Criminal Information Section of the Massachusetts State Police.

The department is interested in procuring a commercially developed product(s) designed for a law enforcement environment. The bidder may propose a single software application or multiple applications that collectively address all of the bid requirements. If multiple applications are proposed it is the department's expectation that the bidder will integrate the applications to the level where the end user is presented with a single, seamless and cohesive view of the applications.

This procurement is not for hardware but the bidder must include in their response all hardware specifications and requirements necessary for their software to operate effectively.

1.1 Project Description

The IMS will be utilized as a management and analysis tool for the large volumes of data that are amassed during the intelligence gathering process. The *system* will be required to have the technical tools to enable users of the system to analyze data from disparate data sources, perform link analysis, identify and categorize information, and perform data mining type functions.

The software procured through this bid will be utilized by the Criminal Information Section (CIS), an operational entity of the Division of Investigative Services within the Department of State Police. This group is charged with providing investigative support to both internal and external law enforcement entities. In addition to investigative support, the section's Anti-Terrorism Unit conducts terrorism related investigations through pro-active initiatives utilizing tips and leads submitted by civilians, federal, state, and local law enforcement entities and from private sector organizations. The goal of the Criminal Information Section is to be able to provide current, logical, meaningful, intelligence

products utilizing all of the data submitted by the various agencies regardless of the format in which the information was received.

The increased threat of terrorist and criminal activity has made sharing information among the various federal, state and local law enforcement entities critical to successful policing. In order to provide meaningful intelligence information, the Criminal Information Section requires a system that allows for the collection of information from internal sources, external policing entities and civilian organizations. The bidder should consider legacy hard copy paper reports as a data source. These reports are expected to be incorporated into the system and be available for analysis along with data from electronic sources. The system must also provide a mechanism to analyze that data into meaningful intelligence information for use by the collective law enforcement community.

The Criminal Information Section is tasked with collecting data from disparate sources and utilizing that data to produce intelligence reports for use by both internal and external law enforcement personnel. The existing data is in various formats; databases, electronic documents, and hard copy. It is expected that information will, in the future, continue to be received in various formats. The current methods utilized for working with data that is in multiple formats is labor intensive and time consuming for CIS. The goal of this project is to implement a software solution(s) that will integrate the various data sources and present a view of the data that allows investigators to analyze all information as a single source. Currently, the Criminal Information Section utilizes and maintains databases developed using various database formats (Lotus Notes, Microsoft SQL, Access, FoxPro), the bidder must include an implementation plan that addresses the integration of these existing database sources into the proposed solution.

The personnel utilizing this application will be accessing this system from locations that are remote to the central system. The associated data and application(s) will be accessed via a wide area network. The software procured through this RFR is expected to run efficiently in a networked environment. The bidder's response must include a detailed discussion of the proposed system's performance relative to operating in a network environment. In addition to the network issues, the distributed environment impacts the methodology employed to deliver the application to the end user. In order for the department to provide access in the most efficient manner a web-based client component that can be used through a web browser is preferred.

1.2 General System Design

The bidder must include a general design document. This document should demonstrate a clear understanding of the IMS requirements. The document must include information on how the bidder plans to implement the IMS and integrate it with existing data sources. At a minimum, the following must be addressed in the plan: hardware and software requirements; software distribution standards; service level standards; performance and functional requirements; network and interface specifications; growth and expansion of database(s), security provisions; quality assurance provisions; and training requirements.

All proposed systems must be installed, quality tested and operational at a verifiable site. Beta systems, testing and similar responses will not be accepted as valid and may be rejected.

1.3 Network Planning

The implementation of a distributed intelligence management system (IMS) will require increased use of the department's wide area network. The department is concerned that this additional load will have a detrimental effect on the performance of the network unless adequate planning for its use takes place. The bidder must provide specifications on bandwidth requirements for the proposed system. Bidders should describe their approach to building the process model used to evaluate bandwidth requirements.

1.4 Service Levels

The bidder must provide documentation that addresses service levels for maintainability, reliability, performance and availability. The documentation should show how the bidder's system supports the service level objectives and the specific implementation criteria necessary to achieve these service levels:

- 1.4.1 Availability - CIS is operational seven (7) days per week, twenty-four hours a day. The IMS application will be utilized on a 7 day x 24 hour basis.
- 1.4.2 Reliability - The average system availability is in excess of 99% in any 168-hour week.
- 1.4.3 Maintainability - Problems/issues with the IMS system can be resolved normally within two hours. Additionally the system should not experience any problem needing in excess of 24 hours to effect a resolution.
- 1.4.4 Performance* - The IMS will be utilized in a distributed network environment. The application needs to perform uniformly throughout the network.

1.5 Quality Assurance

The IMS system must have an independent quality assurance function. This effort must address testing, problem/defect logging and reporting, configuration and change management. Bidders should address their approach to each item within this section.

- 1.5.1 Testing - All software must be tested in accordance with this specification. Full regression testing shall be applied if changes are implemented. All software must undergo successful system and integration testing before the IMS system is offered for acceptance testing.
- 1.5.2 Problem/Defect logging and reporting - All problems and defects detected during implementation, testing and acceptance must be electronically logged. Reports of the problems/defects must be published to the project team at an agreed upon time frame. Every problem/defect shall be acted on and resolved and a history shall be maintained on the problem/defect.
- 1.5.3 Configuration and Change Management - A formal configuration and change management system must be used on the IMS project. This process must adequately control, monitor and manage software versions and configurations during the project implementation.

1.6 Product Demonstration

The bidder must be prepared to demonstration that includes all of the functionality as described in the response to the RFR if requested.

1.7 Product Acceptance

The IMS system must undergo a formal acceptance test that is planned, monitored and approved by the Department of State Police. The selected bidder must submit a detailed plan that will be negotiated and accepted by the Department of State Police. Elements of the acceptance plan will at a minimum include:

- 1.7.1 A testing procedure to insure the software is performing according to specifications.

- 1.7.2 Execution of a system test plan developed by the IMS project team to determine if the system as a whole functions in accordance with software and design specifications.
- 1.7.3 A review and testing procedure to confirm that the system meets all mandatory elements of the RFR and any negotiated items.

1.8 Conformance with Enterprise Technology Policies, Standards, and Procedures

All Information Technology systems and applications developed or procured by the Department of State Police must conform with the Enterprise Information Technology Policies, Standards and Procedures promulgated by the Commonwealth's CIO. Non-conforming Information Technology systems cannot be deployed unless the Department of State Police and the selected bidder jointly apply for and receive in writing from the Commonwealth's CIO or his designee, notice that the specified deviation will be permitted. The Enterprise Information Technology Policies, Standards, and Procedures are available at mass.gov/itd.

Please provide cost information and answer the questions listed for each category on the following pages.

2. Server Software

Section 2: Server software

Server Software – Checklist

The bidder's response should include a detailed written response for the following issues relative to server software. In the following section indicate Yes/No to the inclusion of the information in the bidder's response and where (Reference Section) in the bidder's response the information is provided. **Have you included in your response:**

Reference	Yes	No
Section		
1) Licensing policy. _____	_____	_____
2) Software documentation. _____	_____	_____
3) Software components. _____	_____	_____
4) The methodology utilized to address security relative to data access and storage. _____	_____	_____
5) Provide hardware (server) specifications for the software. _____	_____	_____
6) Discuss operating system platforms on which the proposed software will run. _____	_____	_____
7) Provide the recommended number of simultaneous users. _____	_____	_____

2b. Software – Server (continued)

Functionality	YES	NO	Comments
A single interface is provided for all system functionality			
A single interface can query the following data sources:			
Public Information Services (i.e. Choice Point)			
Case Management Systems			
Record Management Systems			
Intelligence Systems			
EnCase			
E-Mail (.PST and .NSF)			
Databases (MS Access, Oracle, SQL Server)			
Unstructured text			
Scanned/OCR Documents			
Queries can be run in real time or batch mode			
Case management (task, action, document, binder management)			
Supports personalized desktop for users			
Supports collaborative analysis			
Document management			
Document imaging			
Multiple file types can be stored			
Multiple file types can be retrieved			
Full text indexing			
Data can be classified			
Version control			
Pattern recognition			
Results notification			
Ability to link to source reports			
Document review and approval			
Graphical display analysis			
Search multiple databases			
Search disparate data sources with single query			
Search document properties			
Search opern databases/files			
Able to purge data			

2b. Software – Server (continued)

	YES	NO	Comments
Interoperability			
The software integrates with SQL/Oracle			
Integrates with MapInfo and ArcView mapping software			
Supports use of the following data sources:			
XML			
Unstructured data			
ODBC			
NSF			
PST			
The following applications can be accessed:			
Public Information Services (i.e. Choice Point)			
Case Management Systems			
Record Management Systems			
Intelligence Systems			
EnCase			
E-Mail (.PST and .NSF)			
Databases (MS Access, Oracle, SQL Server)			
Unstructured text			
Scanned/OCR Documents			

Section 3: Client software

Client Software – Checklist

The bidder's response should include a detailed written response for the following issues relative to client software. In the following section indicate Yes/No to the inclusion of the information in the bidder's response and where (Reference Section) in the bidder's response the information is provided. Have you included in your response:

Reference	Yes	No
Section		
1) Web-based access _____	___	___
2) Licensing policy _____	___	___
2) Software documentation _____	___	___
3) Software components _____	___	___
4) Hardware (PC) specifications for the software _____	___	___
5) Supported operating systems _____	___	___

3a. Please list the components and provide the cost associated with each component (if your software does not require a client component, indicate N/A in the component column):

Client Software	Cost	Comment
Component		

Section 4: Installation Services

Installation Services – Checklist

The bidder's response should include a detailed written response for the following issues relative to installation services. In the following section indicate Yes/No to the inclusion of the information in the bidder's response and where (Reference Section) in the bidder's response the information is provided. Have you included in your response:

Reference	Yes	No
Section		
1) A list of the software components _____	_____	_____
2) Installation procedures for software components _____	_____	_____
3) Hardware requirements _____	_____	_____
4) Any additional software requirements beyond those proposed by the bidder for the RFR response _____	_____	_____
5) Minimum and recommended hardware/software configurations _____	_____	_____
6) Technical assumptions used to develop the recommended configurations _____	_____	_____

4a. Please list the cost associated with each item listed below:

Installation Services		
Component	Cost	Comment
Server Software		
Client Software		

Section 5: Warranty

The initial warranty period maintenance must begin upon system acceptance by the Department of State Police. The selected bidder must include the initial warranty period maintenance cost in the total IMS cost response. The warranty must cover all costs associated with the repair, replacement or other necessary accommodation resulting from problems or defects with any of the proposed components. The initial warranty must continue without interruption for at least one year after the date of system acceptance by the Department of State Police.

Warranty – Checklist

The bidder's response should include a detailed written response for the following issues relative to the warranty provided. In the following section indicate Yes/No to the inclusion of the information in the bidder's response and where (Reference Section) in the bidder's response the information is provided.

Have you included in your response:

Reference	Yes	No
Section		
1) Personnel assigned to support the Massachusetts State Police and their work location. _____	_____	_____
2) Scheduled service events including: Service schedule _____	_____	_____
Bidders access requirements in controlled facilities _____	_____	_____
Impact on operations _____	_____	_____
State Police Staff requirements _____	_____	_____
3) Unscheduled service events including: The process for problem identification, notification, and resolution _____	_____	_____
Bidders access requirements in controlled facilities _____	_____	_____
Impact on operations _____	_____	_____

State Police Staff requirements

- 4) The use of a toll free telephone number to report problems and receive technical support
- 5) The hours and availability of system technical support
- 6) Reporting of service program activities and results
- 7) Problem/Issue resolution

5a. Please list the cost associated with each component:

Warranty		
Component	Cost	Comment
Server Software		
Client Software		

Section 6: Training

Training – Checklist

The bidder's response should include a detailed written response for the following issues relative to training options proposed by the bidder. In the following section indicate Yes/No to the inclusion of the information in the bidder's response and where (Reference Section) in the bidder's response the information is provided. Have you included in your response:

Reference		Yes	No
Section			
1)	Training recommendations for both technical support personnel and users of the system. Include course contents and list the responsibilities of both the bidder and the Department of State Police in accomplishing the training program. _____	_____	_____
2)	Identify any software, hardware or other items necessary to fully implement a successful training program for the IMS system. _____	_____	_____
3)	Available training courses; discussion should include course outlines and descriptions. _____	_____	_____
4)	Training tools that will be provided, including on-line training, user manuals, system manuals, reference manuals, etc. Provide at least one copy of a technical administrator manual and a users manual in the response to this RFR. _____	_____	_____

6a. Please list the cost associated with each component:

Training Component	Cost	Comment
Administrative		
End User		

Section 7: Support/Maintenance

The support/maintenance period must begin upon expiration of the initial warranty period and continue without interruption through the end of the fifth year from the date of system acceptance by the Department of State Police. The selected bidder must notify the Department of State Police thirty days prior to the date on which the initial warranty expires and the extended warranty begins. At that time an audit by the selected bidder will be performed of all software and its operational state. If any problems are discovered, the selected bidder must return the software to proper working condition, at no cost to the Department of State Police, prior to the initiation of the support/maintenance period.

Support/Maintenance – Checklist

The bidder's response should include a detailed written response for the following issues relative to support/maintenance options proposed by the bidder. In the following section indicate Yes/No to the inclusion of the information in the bidder's response and where (Reference Section) in the bidder's response the information is provided. Have you included in your response:

Reference	Yes	No
Section		
1) Personnel assigned to support the Massachusetts State Police and their work location. _____	_____	_____
2) Scheduled service events including: Service schedule _____	_____	_____
Bidders access requirements in controlled facilities _____	_____	_____
Impact on operations _____	_____	_____
State Police Staff requirements _____	_____	_____
3) Unscheduled service events including: The process for problem identification, notification, and resolution _____	_____	_____
Bidders access requirements in controlled facilities _____	_____	_____
Impact on operations _____	_____	_____
State Police Staff requirements _____	_____	_____
4) The use of a toll free telephone number to report problems and receive		

technical support

5) The hours and availability of system technical support

6) Reporting of service program activities and results

7) Problem/Issue resolution

7a. Please list cost associated with each component:

Support/Maintenance		
Component	Cost	Comment
Server Software		
Client Software		

**Massachusetts State Police
Intelligence Management System - SP04-I98
Component Price Summary**

Section	Description	Unit Cost
2	Software - Server (list components)	
		\$
		\$
		\$
	Total - Server Software - All Costs	\$
3	Software - Client (list components)	
		\$
		\$
		\$
	Total - Client Software - All Costs	\$
4	Installation Services	
	Software -- Server	\$
	Software -- Client	\$
	Total - Installation - All Costs	\$
5	Warranty	
	Software -- Server	\$
	Software -- Client	\$
	Installation Services	\$
	Total - Warranty - All Costs	\$
6	Training	
	Administrative	\$
	End User	\$
	Total - Training - All Costs	\$

Section	Description	Unit Cost
7	Support/Maintenance	
	Software – Server	\$
	Software – Client	\$
	Total - Training - All Costs	\$
	*Total - System Cost	\$

ATTACHMENT B

CUSTOMER REFERENCE FORM

Bidder: _____

RFR Name/Title: INTELLIGENCE MANAGEMENT SOFTWARE

RFR Number: # SP04-I98

The Bidder must provide three (3) customer references.

Reference Name: _____ Contact: _____

Address: _____ Phone: # () _____

Fax/Internet address: _____

Description and date(s) of commodities and services provided: _____

Reference Name: _____ Contact: _____

Address: _____ Phone: # () _____

Fax/Internet address: _____

Description and date(s) of commodities and services provided: _____

Reference Name: _____ Contact: _____

Address: _____ Phone: # () _____

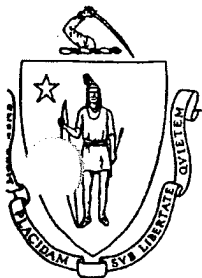
Fax/Internet address: _____

Description and date(s) of commodities and services provided: _____

References will be contacted to confirm the Bidder's abilities and qualifications as stated in the Bidder's Response. **References from the Procuring Department shall not be accepted for references.** The Department may deem the Bidder's Response unresponsive if a reference is not obtainable from a listed reference after reasonable attempts.

COMMONWEALTH OF MASSACHUSETTS

Prompt Pay Discount Form



Prompt Payment Discounts (PPD). All bidders responding to this procurement must agree to participate in the Commonwealth Prompt Payment Discount (PPD) initiative for receiving early and/or on-time payments, unless the bidder can provide compelling proof that it would be unduly burdensome. PPD benefits both Contractors and the Commonwealth. Contractors benefit by increased, usable cash flow as a result of fast and efficient payments for commodities or services rendered. Contractors who also participate in the Electronic Funds Transfer initiative will maximize their benefit by ensuring that funds are paid directly to their

designated accounts, thus eliminating the impact of check clearance policies and traditional mail lead time or delays. The Commonwealth benefits because contractors reduce the cost of products and services through the applied discount. Payments that are processed electronically can be tracked and verified through the Comptroller's Vendor Web system. The PPD offering form can be found on Comm-PASS under Forms and Information.

Bidders must submit agreeable terms for Prompt Payment Discount offerings using the PPD offering form within their proposal, unless otherwise specified by the PMT. The PMT will review, negotiate or reject the offering as deemed in the best interest of the Commonwealth.

The requirement to use PPD offerings may be waived by the PMT on a case-by-case basis if participation in the program would be unduly burdensome on the bidder. If a bidder is claiming that this requirement is a hardship or unduly burdensome, the specific reason must be documented in or attached to the PPD offering form. The PMT will consider such requests on a case by case basis.

Bidder Name:	
Date of Offer for Prompt/Early Payment Discount:	
<p>All discounts offered will be taken in cases where the payment date is within the specified number of days listed below and in accordance with the Commonwealth's Bill Paying Policy MMARS Memo #289. The turn-around-time for payments will be measured from a) date services were rendered, goods received or b) receipt of a valid invoice, whichever is later. If internal systems require an alternate method of measuring payment turn-around times, Bidder must note issues below to be considered by the PMT.</p> <p>In cases where the Bidder considers offering a Prompt/Early Payment discount to be a hardship, the Bidder must clearly define the issues and reasons for said hardship.</p> <p>In the example below, the Bidder is proposing that payments made within 10 days of invoice will receive a 5% discount off of the contract price; payments that are made within 20 days of invoice will receive a 3% discount off of the contract price and; orders paid on time, within 30 days of invoice will receive a 1% discount off of the contract price. The example is supplied for the sole purpose of demonstrating how the table should be filled out below. The back of this form is intentionally left blank for the bidder to include comments, conditions or clarifications to the discounts proposed below.</p>	
% Discount Off of Proposed Pricing	Turn-around-time for Payments
Example: 5%	Example: 10 Days
Example: 3%	Example: 20 Days
Example: 1%	Example: 30 Days

I cannot offer a prompt pay discount because: _____

AFFIRMATIVE MARKET PROGRAM (AMP) FORM

Pursuant to Executive Order 390, any contract with a potential financial benefit of \$50,000 or more requires a bidder to complete applicable sections of this form and include the required attachments for consideration in the scoring of their submission for any contracting opportunity with the Commonwealth of Massachusetts.

Bidder Name: _____

RFR Name/Title: INTELLIGENCE MANAGEMENT SOFTWARE RFR Number: SP04-I98

Contact Name: _____

Phone: () _____

Fax: () _____

Email address: _____

Company Address: _____

Is Bidder SOMWBA Certified? Yes No

Bidders must submit one form for each M/WBE Business Relationship

The bidder's business relationship is with:

Please Check (Only One Per Form): MBE WBE M/WBE M/W Non Profit

SOMWBA Certification Expiration Date (Copy of SOMWBA certificate must be attached): _____

Check type of business relationship that applies. Agencies may consider requiring all or some of the following components as part of the AMP Plan submitted by bidders.

- 1. Subcontract: verification of expenditure commitments.
- 2. Growth & Development: plan for education, training, mentoring, resource sharing, other initiatives.
- 3. Ancillary: verbal or written expenditure commitments
- 4. Past Performance: past expenditures with certified M/WBEs for previous 2 years.
- 5. Additional Creative Initiatives: description needed: _____

1. Please complete this Section if the business relationship is Subcontract:

Committed Expenditures: Year 1: \$ _____
Benchmark: Year 2: \$ _____ Year 3: _____ Year 4: \$ _____ Year 5: \$ _____

Note: All expenditures for Subcontractors require a contract agreement between Bidder & M/WBE.
Description of commodities or services acquired from subcontractor (attach additional pages as necessary): _____

2. Please complete this section if the business relationship is Growth & Development:

Please provide a narrative here that describes your approach in building the capacity of the M/WBE, including deliverables or measurable outcomes and anticipated dates of completion which can be validated during the contract. (Attach additional pages as necessary): _____

3. Please complete this section if the business relationship is Ancillary:

Committed Expenditures: Year 1: \$ _____
Benchmark: Year 2: \$ _____ Year 3: \$ _____ Year 4: \$ _____ Year 5: \$ _____
Total \$ _____ for all years with a written contract.

Total \$ _____ for all years with a verbal agreement.

Description of commodities or services M/WBE will provide (continue on additional pages as necessary):

4. Please complete this section for consideration relating to Past Performance (or spending with certified minority- or women-owned businesses):

Expenditures for the past 2 years: \$ _____ in Year 200__ ; \$ _____ in Year 200__.

Description of these expenditures for commodities or services (continue on additional pages as necessary):

5. Please complete this section for consideration relating to any Additional Incentives:

Please provide a description of any creative approaches to partnering with certified businesses (continue on additional pages as necessary):

Certification: I hereby certify under the pains and penalty of perjury that the information above is correct, to the best of my knowledge:

(Signature of Authorized Signatory of Bidder)

(Print Name)

(Title)

(Business Name)

(Date)