

State of Florida
Department of Highway Safety and Motor Vehicles
Request for Information No.: DHSMV-RFI-022-17
Mobile Video Recording Solution

1.0 INTRODUCTION

The Florida Department of Highway Safety and Motor Vehicles (Department), hereby issues this Request for Information (RFI) seeking information from interested parties who can provide a Mobile Video Recording (MVR) solution to its Division of Florida Highway Patrol (FHP) fleet of 2,142 patrol vehicles. The Department desires to implement a solution that offers ongoing technological advancement, integration with other software and hardware, enhances officer safety and efficiency, and provides a 360-degree view of the patrol environment as more particularly described in section 5.0, PROJECT GOALS.

This RFI is designed to explore all avenues available in the current technology market, including necessary components of a solution that the Department can employ to protect the integrity of its data throughout the life of a current project and beyond.

The Department anticipates releasing a solicitation during state Fiscal Year 2017-2018. The resultant contract of that solicitation is anticipated to be for a term of five (5) years with an optional five (5) year renewal term.

2.0 DEFINITIONS

- A. **Fiscal Year (FY):** When used herein, refers to the state of Florida twelve-month accounting period which begins July 1st and ends June 30th.
- B. **Florida Highway Patrol (FHP):** A division within the Department.
- C. **Vendor:** Any firm or person who submits a response to the Department regarding this RFI.
- D. **Response:** All information, documentation, and other materials submitted by the Vendor in answering to this RFI.

3.0 PURPOSE OF AN RFI

Rule 60A-1.042, Florida Administrative Code (F.A.C.), provides that an agency may request information by issuing a written RFI. Agencies are authorized to use an RFI in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual service, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation.

A Vendor's response to a RFI is not an offer (Rule 60A-1.042, F.A.C) and the agency may not use the Vendor's submission to justify a contract with that Vendor without otherwise complying with Chapter 287, Florida Statutes (Fla. Stat.). Vendor responses to this RFI will be reviewed for informational purposes only and will not result in award of a contract.

Vendors submitting a response to an agency's RFI are not prohibited from responding to any related subsequent solicitation. Vendors are not required to submit a RFI response to participate in any subsequent solicitation.

4.0 BACKGROUND

The FHP currently has approximately 1,150 patrol vehicles in its fleet that are equipped with digital in-car camera systems. The system incorporates event triggers that save a record beginning thirty (30) seconds before the trigger and continues until the Trooper stops the recording. Troopers then classify the video and travel to a physical location to connect to a dedicated wireless access point to offload the recorded video.

The current in-car camera system for all patrol vehicles includes a removable ruggedized laptop acting as mobile computer terminal router and wireless access point which leverages 4g LTE technology to provide data resources to Troopers, including Computer-Aided Dispatch, crash, citation and arrest transmissions and email and internet resources.

The Department has historically purchased equipment warranty and maintenance on a year-to-year basis. However, current warranties will no longer be available beginning FY 2017-18. The Department typically spends approximately \$400,000 for camera equipment warranty and \$80,000 for server warranties on an annual basis.

5.0 PROJECT GOALS

The Department seeks information on new and emerging solutions that consist of software and/or infrastructure, installation, training, and implementation services to include software licensing, upgrades, maintenance and support for any MVR solution available in the market. Solutions should include the following:

A. Camera(s) and Related Hardware

Cameras that can be configured to provide 360-degree video coverage around a patrol vehicle, and an additional view of the interior of patrol car and SUV's. This can be accomplished through the use of multiple cameras or a single 360-degree camera, provided the resolution is such that allows for the clearest possible depiction of recorded activities. Interior camera(s) recording the prisoner / passenger transport area shall be equipped with active infrared (IR) or low light capability sufficient to render actions of the person(s) in these areas clearly visible without the use of visible illumination. Exterior cameras must be able to be set to default to normal or unenhanced video and to manually enable any enhanced capabilities (passive IR, low light, thermal, etc.) if these capabilities are available.

Any wired solution must utilize Ethernet cables and standard wiring configurations instead of proprietary connectors.

The cameras must include a mechanism for local on-board storage, as well as over-the-air offloading and video transmission.

B. Hardware Maintenance

Warranty and maintenance to include next day shipping of covered replacement parts/components and regional staging of hot spares while maintaining supply and ensuring availability of all replacement components during the entire possible contract term (10 years).

C. Installation

Installation, including removal of existing systems in FHP police patrol vehicles, SUVs and motorcycles. These installations will occur at multiple sites (typically at FHP sites but will consider other arrangements) around the state of Florida.

D. Automatic Triggers

A mechanism to automatically trigger video capture when specified events occur. Such events will include, but not be limited to, the activation of warning lights and/or sirens and activation from a wireless microphone on the Trooper's person. The solution must allow for the current or future capability of integrating with other equipment as technology advances during the term of an anticipated contract, such as weapon holsters or vehicle mounted weapons locks (e.g., shotgun and or rifle mounts) that will allow for triggering video capture. Individual triggers must be configurable by the Department to activate combinations of or individual camera(s) or to show activation of the trigger in the recording (e.g., activation of brakes, microphone mute, lights, gun lock release, etc.).

E. Viewing Video

Allow Troopers to view video from their vehicles immediately after recording, in real time and provide the ability to view video while still recording. Prior to offloading the video, the Troopers must be able to add markers, footnotes, case numbers, and classification types. The MVR solution must provide the capability to view live video from a remote location, and such viewing must be able to be restricted to specified users only under specified circumstances.

F. Video Storage

A storage component that allows for storage of video and other digital evidence to include digital photographs. The video storage component must be offered "as a service," so that the Vendor is responsible for maintenance and service of the storage infrastructure, whether physical or virtual.

The video storage component must allow for adequate storage capacity to accommodate long term storage of videos from 2,142 users; unlimited storage and retrieval agreements will be the preferred solution for capacity. The current retention schedule calls for ninety (90) days for "routine" or unclassified videos, and 365 days for criminal cases and other significant events. However, the solution must be scalable to allow for potential future changes in retention policy.

The video storage component and accompanying software must allow for user-friendly, simple searches of videos across all users, and be capable of storing and purging videos at preset intervals based upon Department-defined classifications.

G. Video Offloading

Must allow for remote video offloading, so that video can be transmitted to storage servers without the need for Troopers to travel to specific physical locations (e.g., patrol stations) to establish wireless or physical connections to access points. Such video offloading must occur in a manner that is least disruptive to other, higher priority data communications.

H. Video Sharing

Securely and easily share videos and other digital evidence with internal and external stakeholders, including media, members of the public, courts and officers of the courts, without the necessity to download a given video and without the use of physical hardware (removable drive, disk, etc.).

I. Redaction

Software tools to aid in video and audio redaction of videos as necessary. The recipient of a redacted copy shall not reasonably be able to recover or “un-redact” the restricted content. If possible, the solution must restrict or prohibit redaction of original videos.

J. Integration

Integration with the Department’s Computer-Aided Dispatch and Report Management System. Such integration must allow for automatic classification of videos and cross reference to case and/or citation data.

The MVR solution must be open to the present or future possibility of integration with other hardware and software which may include speed measurement devices, automatic license plate reader technologies, vehicle mounted or mobile radios (recording activation linked to radio emergency mode activation), and ambush or threat recognition systems.

K. Technology Refresh

Refresh of technology and hardware at defined intervals as technology advances during an anticipated contract term. The Department wants to ensure the FHP continues to use the most technologically advanced and up-to-date mobile video recording equipment available.

L. Training

Training should be available as follows:

1. Train-the-trainer sessions for Department personnel to train other users on how to use the various functions of the solution.
2. Training on installation for up fitting and equipment transfers to future vehicles at the Department’s Central Installation Facility in Middleburg, Florida.
3. Training on the operation and troubleshooting of the new equipment.

M. Software Requirements

Front-end and back-end software requirements that are compatible with Microsoft 64-bit Windows 7 Enterprise and Windows 10 Enterprise. Must ensure that software remains up-to-date and compatible with future Windows OS builds and security requirements. Software requirements must include, in addition to Windows 7 and 10 compatibilities, iOS and Android compatibility to allow for viewing from iOS or other mobile devices.

Software requirements must allow for integration with Active Directory for user assignments to Department-configurable permissions groups. The permissions groups shall allow for, at a minimum: ability to view own video on server, ability to view other users’ video on server,

view specified classifications of video, ability to copy/export video, ability to redact video, ability to import video to storage, and ability to reclassify existing video on server.

N. Data Migration

Capability of storing and viewing existing video from the FHP's current system.

O. Security and Fraud Prevention

Solution must have a means by which each piece of equipment that has a data storage mechanism, provided and maintained under any anticipated Contract is properly sanitized to ensure data cannot be retrieved from media prior to disposal, replacement, reuse, or removal. Acceptable methods of sanitization include software to overwrite data on computer media, degaussing, or physical destruction. File deletion and formatting media are not acceptable methods of sanitization.

Any system used or data stored outside of the Department's network or physical premises, or data transmitted outside of the Department's network, must be secured in compliance with applicable Federal and Florida Laws and rules, and must be protected from unauthorized access or modification with appropriate level of security logging for audit purposes. All recordings will remain the sole property of the Department regardless of the storage location.

The Back-End system must be capable of providing logs and reports of all user interactions with the storage system to include at a minimum, date/time, user ID, searches/actions performed, videos viewed and/or downloaded/exported. These reports shall be configurable to show any interactions for a specific video or file within a date/time given or all interactions for a specified user within a specified date/time.

6.0 REQUESTED INFORMATION

The Vendor shall prepare its RFI response simply and economically, providing a straightforward, concise description of the solution(s) available. Fancy bindings, colored displays, and promotional material are not desired. Responses are to be organized as directed below.

- A.** Provide a cover letter identifying the Vendor's contact information.
- B.** Provide answers to the questions below by reprinting each question in the RFI response:

Tab A - Overview

1. A description of the Vendor's understanding and approach to accomplishing the goals described in Section 5.0 Project Goals.
2. A description of the proposed solution; emphasizing open standards based on Commercial Off-the-Shelf (COTS) technologies, as appropriate.
3. An explanation of why the suggested solution was chosen.

Tab B - Vendor Background

Provide the following information about your company and proposed partner, if applicable:

1. Provide a statement giving a brief history of your company, how it is organized and summary of available products.
2. Provide the company's official name, address and website URL.
3. Describe how long the company has been in business.

4. List and explain your company's experience working with public safety agencies.
5. Provide a list of other states, jurisdictions, and companies that have utilized the solution.
6. Describe the history of your suggested solution.
7. Describe how much reliance the company places on Commercial Off-the-Shelf, non-proprietary equipment.

Tab C - Product Components

Provide a detailed list of products that would likely be necessary, as well as the system requirements, to support the solution as intended by this RFI, in regard to the following:

1. Software
2. Hardware, including Energy Star rated equipment
3. Third party products
4. Warranty
5. Maintenance and support

Tab D – Functionality

Provide narrative of the system functionality as it relates to:

1. System Architecture
2. Security
3. Licensing
4. User Interface
5. Level of component integration
6. Storage

Tab E – Cost

Provide sample cost information that would apply to a solution as described in the RFI response, including but not limited to, the following:

1. Product or Line Item
2. Quantity Required – Number of each product/line item required. Cost per product or line item
3. Overall Initial Cost (5-year term)
4. Optional Renewal Term Cost (5-year term)
5. Return on investment analysis
6. License fees associated with the solution
7. Cost Benefit Analysis

NOTE: To preserve your company's ability to bid on any future procurements related to this RFI, it is important to provide **general pricing information only** (i.e., competitive ranges, and variable impacting price, etc., not a specific price quote).

Tab F – Implementation/Maintenance

Provide the following details for the proposed solution:

1. An overview of the implementation process and its complexity, along with a realistic estimate of the timeframe required for the implementation phase.
2. Describe the complete level of effort to implement the system described.
3. Describe the requirements (both financially and staffing related) to maintain the system.
4. Describe the method(s) by which the products would be supported during a continuous contractual period.

TAB G – ADDITIONAL INFORMATION

Provide any additional information not already requested in this RFI that your company believes would be helpful to the Department in considering solutions to the goals outlined herein.

7.0 RESPONSE SUBMISSION

The Vendor shall submit:

- a. One (1) original version of the response submittal, with eight (8) copies.
- b. One REDACTED hardcopy of the response, if applicable. See Section 12.0 PROPRIETARY INFORMATION.
- c. One electronic copy of the entire response, and redacted response, if applicable, in Adobe (.pdf) on a USB flash drive.

Sealed packages to be delivered to the Department shall be clearly marked on the outside of the package with the RFI number and company name. Vendors shall submit the RFI response to the Issuing Officer at the address indicated in Section 14.0 ISSUING OFFICER.

8.0 CALENDAR OF EVENTS

The table below contains the Calendar of Events for this RFI. Vendors should become familiar with the Calendar of Events as the dates and times may be subject to change. It is the Vendor's responsibility to check the Vendor Bid System (VBS) for any changes. All changes to the Calendar of Events will be through an addendum to the RFI. Vendors are responsible for submitting all required documentation by the dates and times indicated below (Eastern Time).

DATE	TIME	ACTIVITY
03/27/17		RFI is released on the VBS.
04/07/17	12:00 p.m.	Questions are due.
04/18/17		Anticipated answers to questions are released.
04/28/17	3:00 p.m.	RFI responses are due.
TBD		Vendor Demonstrations, if deemed necessary by the Department.

9.0 ADDENDA TO THE RFI

The Department will post any addenda to this RFI on the Florida Vendor Bid System (VBS) at:

http://vbs.dms.state.fl.us/vbs/search.criteria_form

Each Vendor is responsible for monitoring the VBS for new or changing information.

10.0 QUESTIONS

Questions or requests for clarification regarding this RFI must be received in writing, via email, by the Issuing Officer identified in Section 14.0 ISSUING OFFICER, by the date and time specified in the Calendar of Events or as amended by the Department. Questions will not be answered via telephone. The Department anticipates posting answers to questions received on the Vendor Bid System (VBS) by the close of business on the date stated in the Timeline.

NOTE: Questions must reference DHSMV-RFI-022-17 in the subject line of the e-mail.

11.0 DEMONSTRATIONS

After the Department receives responses to this RFI, and at the sole discretion of the Department, one or more Vendors may be selected to demonstrate to the Department the Vendor's products and services relating to the information submitted in the RFI response.

The purpose of the demonstration is to permit the Department to visually see and confirm stated functionalities and capabilities and to ask questions related thereto.

Demonstrations, if scheduled, shall be held at the Department's Neil Kirkman Building in Tallahassee, Florida.

12.0 PROPRIETARY INFORMATION

Any portion of the submitted response which is asserted to be exempt from disclosure under Chapter 119, Fla. Stat., shall be clearly marked "exempt", "confidential", or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secrets shall be marked "trade secret as defined in section 812.081, Fla. Stat." Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and the Department will provide such records in response to public records requests without notifying the Vendor. Designating material simply as "proprietary" will not necessarily protect it from disclosure under Chapter 119, Fla. Stat.

13.0 VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential demonstration to discuss this Request for Information. The state of Florida, Department of Highway Safety and Motor Vehicles will not be responsible for any vendor-related costs associated with responding to this request.

14.0 ISSUING OFFICER

The Issuing Officer, acting on the behalf of the Department, is the sole point-of-contact regarding all matters relating to this RFI. All questions and requests for clarification are to be directed to:

Christina Espinosa
Bureau of Purchasing and Contracts
Florida Department of Highway Safety and Motor Vehicles
Neil Kirkman Building, Mail Station 31
2900 Apalachee Parkway
Tallahassee, Florida 32399-0524
850-617-3394
christinaespinosa@flhsmv.gov