ADAM PAUL LAXALT
Attorney General

STATE OF NEVADA
OFFICE OF THE ATTORNEY GENERAL

WESLEY K. DUNCAN
First Assistant Attorney General

NICHOLAS A. TRUTANICH
First Assistant Attorney General

Request for Information

Investigations Division
Evidence Room

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1. Introduction

The State of Nevada Office of the Attorney General (AGO) is seeking cost and approach planning information for a software management system for its Evidence Rooms. Using information obtained from this Request for Information (RFI) and other Law Enforcement sources, AGO will establish general fiscal planning amounts for upcoming budget cycles. Also, AGO will prepare a more formal Request for Proposal (RFP) to be released in the near future soliciting Evidence Room Software vendors to assist in implementing a current and sustainable program for Evidence Room Management. Evidence Room Software vendors are encouraged to become familiar with the content presented below and demonstrate their interest in the upcoming RFP by responding to this general planning information request.

1.1 Business Background

The Investigations Division of the AGO seizes and obtains evidence pertaining to criminal investigations and prosecutions. The evidence is variable in nature, and includes but is not limited to documents, computers, office equipment, medical equipment, CDs, videos, cassettes, paintings, jewelry, firearms, and other miscellaneous items.

The Investigations Division is comprised of approximately 45 Investigators across 3 office locations. Each office has its own evidence vault. There are currently 5 individuals assigned to the Evidence Vault as an ancillary job duty.

The volume of evidence stored in the various Evidence Vaults fluctuates depending on the investigative caseload. Currently there are in excess of 1,700 pieces of evidence across the 3 vaults.

1.2 Problem Description

The AGO has three Evidence Rooms located at three offices; one in Carson City, one in Las Vegas, and one in Reno. There are three computers dedicated to the Evidence Rooms, one for each Office Location.

The current program utilized for Evidence Room Management is Evidence Trac, by Total Solutions, Inc., Version 1.01.18. The program was originally acquired many years ago as a standalone system. There have been no software updates or maintenance, nor is there a service contract in place to assist staff in resolving problems with the old software or the maintenance of current equipment. At this time, the agency has no knowledge of any updates for Evidence Trac.

With the exception of one individual, current users have little to no training on how the system functions, and they are essentially unable to operate the program effectively. The user manual is not helpful, and one of the evidence room technicians has created their own excel based program to track evidence because they are unable to generate reports or do anything other than enter and remove evidence from the system and print bar codes.

Evidence Trac is installed as a standalone program on individual computers located in each vault. Evidence Trac can only be accessed by someone granted permissions on that specific computer, who must also be granted administrator rights for Evidence Trac. As administrator rights are specific to the computer being used, it's possible to lose access to the entire database with personnel changes. As each system is stand alone, only one person can work on any evidence vault related matters at a time. Additionally, because each system is standalone, there is no way to run a single comprehensive report on evidence for the entire office. Instead, someone from each office must create and run a report, and then someone else must compile the information from all three of the offices. Furthermore, there is no way to assure the reports being run are in fact the same report, so the data cannot be trusted. There is no continuity between the three office locations with respect to auditing, inventory, evidence follow up, purging, disposition, or other common evidence room activities.

No audits have been conducted, because there is no knowledge of how to run an audit report. The last inventory was conducted approximately two years ago. Due to the inability to utilize the current system, an inventory conducted in one of the evidence rooms was based on a report that listed all evidence ever entered into the evidence vault, and pieces that are marked as “out” or “destroyed” were crossed out, leaving the remaining items representing the current inventory list.

As it stands today, once evidence is seized, it cannot be processed until it is taken to one of the evidence vaults, and the data is entered into the system. This is problematic because when evidence is seized in the field, it is entered into a separate software system in order to provide a list of evidence seized to the subject and to the court as a return. However, because Evidence Trac does not allow for the upload of the previously entered information, all items must again be entered into the system upon arrival at one of the evidence vaults.

Evidence Trac does utilize / produce barcode labels, however there is little knowledge of how to use the barcode scanner and most of the barcode equipment is believed to be nonfunctional.

1.3 Opportunity Description

Using a formal Request for Proposal (RFP) process, AGO will solicit, evaluate, and select a new evidence software management system.

AGO's requirements are currently under development for subsequent RFP release. Proposed solutions will provide the necessary hardware, software, training, and ongoing support as described in the future RFP.

The related RFP process will include the following steps:

- Finalize AGO's updated requirements and solicit potential vendors through the RFP process;
- Evaluate and select an appropriate software and hardware solution that best satisfies the AGO's needs;
- Install new software and hardware;
- Take Evidence Trac database content and integrate it into the new system.
- Test and validate newly installed software;
- Provide staff orientation and training; and,
- Launch the final solution into production.

2. Evidence Room Software

A primary purpose of this RFI is to determine what software solutions are available to address current concerns and problems. This RFI section communicates the AGO's expectations and envisioned direction. Vendors are asked to provide costing and approach information based on the functionality described below. Where appropriate, vendors are encouraged to include additional functionality or components that may be of value or interest to the AGO. Such information should be accompanied with related cost and product or services description information.

1.4 Software Needs

The AGO is seeking a solution that encompasses the full life-cycle for evidence tracking and management and includes the following high-level functions (examples listed are not exhaustive):

1) Itemized/ Serialized with Barcode Evidence Identification Function
   a) Use of Barcode labels and Scanner
   b) Preferably **–** integration with ProLaw (Law Office case management system). for all case information, Case Number, Suspect Information, Case Type, (broken down by division), Assigned Staff (Investigator, Deputy Attorney General), etc. to limit data entry and errors.
   c) Automatic item serial number assignment to correlate with case numbers established by ProLaw.
   d) Continuation of all case header information from prior entry on same case.
   e) Batch editing or movement ability.
   f) Breakdown of Type of Item (Records, Firearms, Cash, etc.)
   g) Item Location (Evidence room and location)
   h) Assigned Attorney and Investigator

2) Evidence Location Function
   a) We have four vaults across three locations, so we need a program and equipment that can accommodate all three locations and multiple users.
   b) Two locations are geographically close enough that Field Equipment could likely be shared such that possibly only two (pieces of equipment) would be needed instead of three.

3) Report Generation Function
   a) Ability to run various reports based on fields or keywords, for all three vault locations, or a specific vault. Examples include:
      i) Evidence by Assigned Staff
      ii) Location of Evidence
      iii) Type of Evidence (documents, cash, firearms, jewelry, etc.)
      iv) Status of Evidence (In custody, at outside agency, destroyed, returned, etc.)
      v) Year input
      vi) Case Number
      vii) Reminders for follow up, disposition, or destruction
      viii) Purge List Generation

4) Query and Search Function
    a) Ability to run queries and searches based on field of keywords, and the ability to search based on any of the report functions.

5) Chain of Custody Function
    a) Beginning from Seizure of Evidence to Disposition
    b) Electronic format preferred, including signatures.
    c) Ability to provide property receipts (in list form), both electronically and with paper. It is important that we can use this function in the field to provide the property owner with a complete receipt of all items (with descriptions) seized.

6) Administrative Functions
    a) Administrative control functions for user access and tracking work
    b) Ability for any evidence custodian to run reports and queries
    c) Multiple users for data entry, limited access for running reports, etc.

7) Clerical Functions – Standardized content and form for:
    a) Generation of memorandums for follow-up with Investigators,
    b) Generation Disposition Letters

8) Remote Access Function
    a) Desktop access to allow for administrative work. All assigned personnel have primary duties and assigned desk locations, therefore the ability to fulfill Evidence related assignments without leaving their assigned location is very useful. Expanded security protections and protocols must also be included to preserve the integrity of seized evidence.
    b) Field Access to enter evidence while on location of searches and the ability to prepare and deliver evidence receipts to property owners immediately upon completion of the search warrant. Ultimately, property labels in the field could include barcodes that would allow for uploading of the evidence data and then subsequent scanning of the information into an evidence vault.

9) Account Maintenance Function
    a) Training for personnel - Personnel changes are not infrequent and new personnel need access to software training.
    b) Provide a useful user manual detailing operations and maintenance of the software.
    c) Availability of customer service representatives to assist Evidence Custodians with troubleshooting and technical issues.

1.5 Evidence Room Software Approach

In addition to the above functional and system capability descriptions, the solution should specify:

- Necessary hardware to support the proposed solution;
- Necessary software and related products required to support the proposed solution;
- Consulting services to fully install, configure, test, and implement the proposed solution;
- Consulting services to develop, test and implement required interfaces;

- Consulting services to help the State convert Evidence Trac data into the proposed software; and
- Consulting services to train and orient end-users and to update necessary desk procedures.

In their RFI responses vendors should consider the above and provide additional suggestions for successfully implementing potential solutions.

3. RFI Response Scope

As presented above, AGO requires an Evidence Room Software Management system to process evidence for multiple rooms in three separate locations. AGO is seeking information from industry knowledgeable vendors that will enhance the State's understanding of available solutions. Interested vendors are encouraged to provide insight to different products by responding to the RFI.

RFI responses will provide general product and vendor experience overviews, high-level project approach information, and solution costing information for planning purposes.

1.6 Product Overviews

In their RFI response, vendors are encouraged to describe and provide Evidence Software Management products that would satisfy the AGO's needs as outlined in the RFI. Additional referenced products that may be of value and interest to the AGO are also encouraged. Product marketing material and/or additional vendor explanation is sufficient with associated cost planning information.

1.7 Vendor Experience

In their RFI response, vendors are encouraged to provide information describing their particular Evidence Room Management technology and experience background and other distinguishing factors. Please keep the vendor experience response within three written pages.

1.8 Project Approach

In their RFI response, vendors are encouraged to provide information that describes their particular project approach for implementing their proposed solution and overall project schedule. Please keep the project approach and schedule response within five (5) written pages.

1.9 Cost Planning Information

A primary purpose of this RFI is to obtain initial costing information for a replacement Evidence Room Software Management program. While the RFI will not result in an award, the AGO believes it is in the vendor community's best interest to assist in providing costing information. After reviewing RFI information, Vendors are requested to:

- Provide costing information for implementing their solution as described by the RFI;
- Provide costing information for optional and/or alternative items that the vendor may describe in their RFI response;

- Include in the costing estimates vendor services for installing equipment and software, configuring equipment and software to meet the AGO requirements, updating business desk procedure and providing application training, converting Evidence Trac data, launching the final system; and,
- Include a percentage of total cost required for ongoing product maintenance and general support.

1.10 Technical Requirements

An additional purpose of this RFI is to obtain information on the technical requirements for an Evidence Room Software Management program. While the RFI will not result in an award, the AGO believes it is in the vendor community's best interest to assist in providing technical requirements information. After reviewing RFI information, Vendors are requested to:

- Provide technical requirements for implementing their solution as described by the RFI. Include hardware and software required to operate the system. Be clear on which items are included in the costing information and which items would be an additional cost to the state;
- Provide technical information for optional and/or alternative items that the vendor may describe in their RFI response;
- Include in the technical information on vendor services for installing equipment and software, configuring equipment and software to meet the AGO requirements, updating business desk procedure and providing application training, converting Evidence Trac data launching the final system; and,
- Include the information on the typical technical approach to the vendor's implementation and ongoing maintenance, including tasks performed by the vendor, and tasks performed by the customer's IT staff.

4. Vendor Responses

Vendor RFI responses must be submitted within the timelines specified in Table 3, *RFI Events and Schedule*, and in accordance with Section 4.1, *Submittal Instructions*, and Section 4.2, *Submission Requirements*, found below.

3.1 RFI Events and Schedule

The table below illustrates events and schedule for this RFI. All times are stated as Pacific Time (PT).

Table 3 - RFI Events and Schedule		
RFI Event	**Date**	**Time**
RFI release date	January 18, 2017	4:00 pm
Deadline for submitting questions	January 30, 2017	4:00 pm
Answers to questions submitted available on or about	February 13, 2017	4:00 pm
Deadline for submitting RFI responses	February 27, 2017	4:00 pm
Invitations for vendor presentations (Optional)	March 13, 2017	4:00 pm

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates and times at any time, with appropriate notice to prospective vendors.

3.2 Submittal Instructions

Written vendor questions and/or comments regarding this RFI will be accepted by the State through e-mail. All communication regarding this RFI must include the following:

- RFI Name: Nevada Office of the Attorney General Evidence Room
- Vendor Name;
- Vendor Contact Name;
- Address;
- Telephone Number; and
- Email Address.

Communications regarding the RFI are to be directed to:

Catherine Krause, Nevada Office of the Attorney General
100 North Carson Street
Carson City, NV 89701-4717
Telephone: 775-684-1104
Facsimile: 775-684-1108
Email: ckrause@ag.nv.gov

The deadline for submitting questions is found in Table 3, *RFI Events and Schedule*. Vendor RFI questions and/or comments received will be grouped together into a single State response and addressed in writing through e-mail to the vendors submitting questions on the date specified in Table 3.

3.3 Submission Requirements:

The State requires that each Vendor's EXHIBIT B – VENDOR RESPONSE FORM be submitted via electronic email no later than the submission date and time specified in Table 3, *RFI Events and Schedule*, to:

Catherine Krause, Nevada Office of the Attorney General
100 North Carson Street
Carson City, NV 89701-4717
Telephone: 775-684-1104
Facsimile: 775-684-1108
Email: ckrause@ag.nv.gov

The AGO prefers that other submitted product and vendor information such as descriptions, approaches and supporting data be submitted electronically to the above email address; otherwise, the vendor is requested to make three (3) copies of the additional material and deliver it to the street address provided above.

Vendors must complete the Exhibit B, *Vendor Response Form*, and return it as the cover page of their response. AGO does not require a specified formal format for the remainder of the vendor's response.

5. Optional Vendor Presentations

Optional vendor presentations, should they be requested by the AGO, will be conducted at the vendor's own expense at-no-cost to the State of Nevada. Vendor presentations may be conducted following the review of vendor RFI responses.

The AGO reserves the right to invite up to five (5) designated vendors to present an overview of their UI modernization products and capabilities. Vendor presentations may occur if:

- The AGO determines it necessary to meet with vendors;
- The AGO determines that potential vendors demonstrated a high-degree of compatibility with the AGO's overall requirements;
- The vendor provided within Exhibit A, Table EA.2, *Cost Planning Information*, line 4, an overall Evidence Room Software Management Program cost planning number; and,
- The vendor indicates an interest to present "at-no-cost" to the AGO and has marked appropriately as such on their Exhibit A, *Vendor Response Form*.

Vendor presentations, should they occur at the AGO's discretion, will be conducted at the vendor's own expense and at no cost to the State of Nevada. Presentations may be conducted following the review of vendor responses.

If invited by the AGO, a vendor's presentation should provide an overview of the vendor's Evidence Room products, experience, system and services capabilities, Evidence Room implementation approach, and anticipated approach schedule. Invitations, if extended, will be to those vendors that meet the criteria outlined above and within the RFI.

4.1 RFI Response Review

Each vendor response will be reviewed by the Nevada Office of the Attorney General for the purpose of collecting additional information and knowledge about available products to handle Evidence Room Management. Information provided by vendors will be used to further enhance the Nevada Office of the Attorney General Evidence Room update initiative and subsequent RFP.

EXHIBIT A – VENDOR RESPONSE FORM

To be responsive to this RFI, vendors must complete Exhibit B in its entirety and return it as the cover page of their response. The Nevada Office of the Attorney General does not have a specified format for vendor responses beyond the inclusion of this Exhibit.

Table EA.1 Vendor Information

Vendor Name	
Vendor Address, City, Zip	
Vendor Point of Contact (POC) Name	
Vendor POC Title	
Vendor POC e-mail Address	
Vendor POC Phone Number	
Vendor POC Fax Number	
If invited, are you available to provide at-no-cost to the State a capabilities presentation to the Nevada Office of the Attorney General (Yes/No)?	

Table EB.2, *Cost Planning Information*, below will be used by the State to assist in fiscal planning for the Nevada Office of the Attorney General Evidence Room update initiative. To be eligible for an invitation to present, the vendor must provide an overall Evidence Room cost planning figure in line 4 of Table EB.2, *Cost Planning Information*, below. Estimated cost information will be used for fiscal and budget planning purposes only.

Table EA.2 Cost Planning Information

Functional Area		Estimated Cost
1	Evidence Room Software Management Cost Planning Figure	$
2	One Time Software Costs	$
3	One Time Hardware Costs	$
4	**Total One Time Evidence Room update Cost Planning Figure**	$
5	Ongoing Software Maintenance/Licensing Costs (annual)	$
6	Ongoing Hardware Maintenance/Licensing Costs (annual)	$
7	**Total Annual Ongoing Cost Planning Figure**	$

Vendor responses will be reviewed to determine whether or not the proposed vendor’s solution is compatible with the Evidence Room direction and functional requirements described in the RFI.

EXHIBIT A – VENDOR RESPONSE FORM (Continued)

Table EA.3 Vendor Evidence Room Functions

Evidence Room Functions	Functionality Included in the Vendor's RFI Cost Planning Information?	
	Yes	No
Itemized/ Serialized with Barcode Evidence Identification Function		
Evidence Location Function (multiple office locations)		
Report Generation Function		
Query and Search Function		
Chain of Custody Function		
Administrative Functions (user controls, oversight, management)		
Clerical Functions (Automatic Generation of Memorandums, Letters, etc)		
Remote Access Function (for field work or administrative needs)		
Account Maintenance Function		

Table EA.4 Vendor Evidence Room Technical Requirements

Evidence Room Technical Requirements	Included in the Vendor's RFI Cost Planning Information?	
	Yes	No
Hardware Requirements:		
Operating System Requirements:		
Database Requirements:		
Other Hardware of Software Requirements:		
Interfaces: Any optional interfaces or interface capabilities included in the cost information		