

**THE PORT AUTHORITY OF NY & NJ**

PROCUREMENT DEPARTMENT  
4 WORLD TRADE CENTER  
150 GREENWICH STREET, 21ST FLOOR  
NEW YORK, NY 10007

**REQUEST FOR INFORMATION**

**TITLE:       COMPUTER AIDED DISPATCH SYSTEM (CAD) / RECORDS  
MANAGEMENT SYSTEM (RMS) FOR THE PORT AUTHORITY  
POLICE DEPARTMENT**

**NUMBER:   6000000417**

**QUESTIONS DUE BY:     June 30, 2021                   TIME: 12:00 PM**

**RESPONSE DUE DATE:   July 9, 2021                   TIME: 12:00 PM**

**CONTRACTS SPECIALIST NAME: Nadine Aziz**

**PHONE #: 212-435-4628**

**EMAIL: naziz@panynj.gov**

## **1. GENERAL INFORMATION: PORT AUTHORITY POLICE DEPARTMENT**

### Port Authority of New York and New Jersey

For background with respect to The Port Authority of New York and New Jersey (the “Port Authority” or “Authority”) see [www.panynj.gov](http://www.panynj.gov). Additionally, the most recent electronic version of the Authority’s Annual Report is available at <http://www.panynj.gov/corporate-information/annual-reports.html>.

### Port Authority Police Department

The Port Authority Police Department (sometimes referred to herein as “PAPD”) is a 2,000+ member transportation security and counterterrorism police department headquartered in Jersey City, NJ, with police command operations at most Port Authority facilities, including but not limited to the metropolitan area’s three major airports (LaGuardia Airport [30 million passengers per year], John F. Kennedy Airport [61 million passengers per year], Newark Liberty International Airport [46 million passengers per year]), the Hudson River crossings, the ports, and the World Trade Center in Lower Manhattan. Additional PAPD Command locations include the Central Police Desk, PATH Police Command, and the Port Authority and George Washington Bridge Bus Terminals.

The PAPD is a unique police force in that they operate at transportation agencies located in two states: New York and New Jersey. This sets forth a multitude of challenges. For example, some police commands expand over two states, meaning that statutes and penal laws must reflect where the incident occurred. External crime reporting must be divided by both state as well as municipality. In addition to standard addressing and geo-validation of incident locations, the PAPD requires the ability to precisely locate an incident in a wide range of unique locations such as airport terminals, tunnels, bridges, large retail complexes, and multi-floor buildings.

On average, the PAPD responds to 115,000 calls for service and completes 204,000 self-initiated Computer Aided Dispatch System (CAD) jobs. Seven of the thirteen police commands are currently utilizing CAD to complete approximately 319,000 calls per year. On average, the PAPD writes 14,000 incident reports per year, approximately half of which are criminal and half of which are non-criminal (all numbers based on a two-year average).

## **2. OBJECTIVE**

- a.** The intent of this Request for Information (RFI) is to obtain marketplace information concerning an integrated Commercial Off the Shelf (COTS) CAD/RMS system. PAPD is in the process of researching functionality, features, and capabilities of modern CAD/RMS systems to develop and publish a Request for Proposal (RFP). Such information gathered as part of this RFI process might inform the development of future solicitation(s) for the acquisition of such systems and any associated systems and maintenance.

### **3. RESPONSE**

Responses to this RFI shall address the following information in the following order:

- A. The name, address, homepage URL and Federal Employer Identification Number of the Respondent
- B. Contact information (name, title, email, telephone number) of the individual who shall act as the Respondent's contact with the Authority for further information requests and future solicitations, if any
- C. A signed copy of Attachment A (Agreement on Terms of Discussion) hereof.

#### **1- Company Overview**

A brief description of the Respondent (in this Section, sometimes referred to as "you" and "your"), its lines of business, organization, mission, affiliates, objectives, location, government agencies with current contracts, years in business under its present business name, and a list of previous business names used, if any. Describe experience in Public Safety and the CAD/RMS industry.

Provide the following:

- 1. Total number of customers and range in size of organizations
- 2. Customers with over 1,000 sworn law enforcement personnel
- 3. Customers in New York and New Jersey
- 4. Customers that serve a multi-state and/or multi-municipality area
- 5. Customers that are transportation oriented similar to the Port Authority
- 6. Customers that are in the public sector

#### **2 – CAD/RMS Functionality, Features and Capabilities**

Respondents are encouraged to provide as much detailed information as possible. As previously stated, the PAPD may leverage RFI information to develop a CAD/RMS RFP.

- A. CAD/Mobile/RMS Integration
  - a. Provide an overview of the benefits of an integrated CAD/RMS system
- B. CAD System
  - a. Overview of CAD system functionality, features, and capabilities
  - b. Mobile integration
  - c. Modules
  - d. System configuration capabilities
  - e. Any information determined by the Respondent that may provide value to PAPD
- C. Mobile Application
  - a. Information not covered in the CAD System section above
- D. Law Enforcement Records Management System (RMS)
  - a. Overview of RMS functionality, features, and capabilities
  - b. GIS/mapping integration
  - c. Mobile integration
  - d. Modules
  - e. System configuration capabilities
  - f. Any information determined by the Respondent that may provide value to PAPD
- E. Business Intelligence/Analytics

- a. Report and dashboard capabilities
- b. Capability of automated reporting via software or third-party software(s)

### **3 – GIS/Mapping**

- A. GIS requirements for the CAD/RMS system
- B. GIS functionality not covered in the above CAD/Mobile/RMS section

### **4 – Technical**

- A. Uptime, dependability, performance, redundancy/hot fail-over, disaster recovery for:
  - a. Hosted/Cloud solution
  - b. On-premises solution
  - c. Hybrid solution
- B. Cybersecurity overview
- C. Data security and privacy overview
- D. Hardware installation options – Provide an overview of the options regarding the installation and support of equipment

### **5 – System Installation and Implementation**

- A. Describe the typical CAD/RMS installation process for an organization the size of PAPD, including a timeline
- B. Provide an overview of expected responsibilities of the customer and provider
- C. If the Respondent has used subcontractors or other firms to provide services during installation, identify them and their responsibilities during installation.
- D. Provide an overview of how training is completed

### **6 - Interfaces**

- A. Overview of interface capabilities
  - a. Federal
  - b. New York State
  - c. New Jersey State
  - d. Databases within local municipalities
  - e. Third party applications
    - i. Capability to integrate with other products such as, but not limited to electronic ticketing, phone apps, body cameras, etc.

### **7 – Data Conversion**

- A. Overview of data conversion options
- B. Options to access legacy CAD/RMS data if data conversion is not completed

### **8 – Maintenance, Support and Warranty**

- A. Provide an overview of maintenance and support post go-live
- B. Provide an overview regarding company support options
- C. Provide an overview of the company's warranty
- D. Explain the process and frequency to obtain system updates and upgrades

### **9 - Pricing Methodology**

- A. Provide an overview how the company develops a price for the proposed system
- B. Provide a list of cost factors (e.g., equipment, licenses, project management, installation, configuration, interfaces, training, etc.)

#### **10- Certifications and Reseller / VAR Network**

- A. Provide any certifications, either individual or on a firm basis, that are required to work on / access or modify your Solution, inclusive of all systems
- B. Describe any independent audit or FedRamp certifications, such as but not limited to, SSAE18
- C. List of collaborations with value added reseller or other integrators for contracting, if applicable

#### **11 – Minority and Women Owned Business (MWBE)**

Describe any areas in a CAD/RMS project that could include subcontracting to meet MWBE goals and objectives

#### **12 - Future solicitation(s):**

Identify any information that future solicitation(s) should convey to enable interested firms to develop fully-consider proposals with firm-fixed pricing.

### **4. SUBMISSION OF INFORMATION**

By the date specified on this RFI's cover page, each Respondent shall EMAIL a .PDF copy of its response in one file to the individual listed on the cover page. The email shall reference RFI number 6000000417 and include title “**CAD/RMS SYSTEMS FOR THE PORT AUTHORITY POLICE DEPARTMENT**” in the email Subject line and within the response document.

Information submitted shall provide a clear understanding of the products and services that the vendor offers. Proprietary information that is submitted must be marked as such at the time of submission.

Vendors are encouraged to send any type of information that will describe their products and services. This includes screen shots, graphics, reports, white papers, presentations, technical requirements and multi-media. There is no page limitation to the RFI response.

It should be noted that the purpose of this RFI is to obtain information and educate PAPD stakeholders about CAD/RMS systems. A company that does not respond to the RFI may respond to a future RFP.

### **5. QUESTIONS AND COMMUNICATIONS REGARDING THIS RFI**

All communications concerning this RFI should be directed by email to the Contracts Specialist listed on the cover page of this RFI by the due date and time set forth on the cover page. The Contracts Specialist is authorized only to direct the attention of prospective Respondents to various portions of this RFI so that they may read and interpret such portions themselves.

Neither the Contracts Specialist nor any other employee of the Port Authority is authorized to interpret the provisions of this RFI or give additional information as to its requirements. If interpretation or other information is required, it will be communicated to Respondents by written addenda and such writing shall form a part of this RFI.

## **6. CONFERENCE/MEETING AND PRESENTATION DEMONSTRATION**

To further assist with understanding product functionality, this RFI process will likely, but is not guaranteed to, include product demonstrations. The PAPD reserves the right to invite any or all firms to each complete a high-level not to exceed three-hour CAD/RMS demonstration that will allow firms to showcase their systems. Due to time and resource constraints the Port Authority may limit the total number of demonstrations. Respondents must:

- Provide the ability to complete a high-level demonstration onsite and/or virtual
- Advise PAPD as to how much advance notice it needs to schedule a demonstration

At any time after the receipt of Responses, Respondents may be asked to participate in informal discussions with the Authority regarding further clarification of the Response and/or to provide additional information or to showcase their product capabilities in a real time fashion.

## **7. GENERAL**

- A. The Port Authority reserves the right to conduct interviews, issue a solicitation for a proposal, or to perform none of the above.
- B. The Authority reserves the unqualified right to request further information from any Respondent.
- C. Neither the expression of your organization's interest, nor the submission of your Response to the RFI and any documents or other information supplied by you, nor any correspondence, discussions, meetings or other communications between your organization and the Authority, shall impose any obligation on the Authority. The Port Authority shall have no obligation to any Respondent.
- D. Costs of participation or information preparation are not compensable or reimbursable by the Authority.
- E. This RFI does not require any action or response from the Port Authority, administratively or legally, after the due date stated on the first page of this RFI.

## **ATTACHMENT A: AGREEMENT ON TERMS OF DISCUSSION**

The Port Authority's receipt or discussion of any information (including information contained in any proposal, vendor qualification(s), ideas, models, drawings, or other material communicated or exhibited by us or on our behalf) shall not impose any obligations whatsoever on the Port Authority or entitle us to any compensation therefor (except to the extent specifically provided in such written agreement, if any, as may be entered into between the Port Authority and us). Any such information given to the Port Authority before, with or after this Agreement on Terms of Discussion ("Agreement"), either orally or in writing, is not given in confidence. Such information may be used, or disclosed to others, for any purpose at any time without obligation or compensation and without liability of any kind whatsoever. Any statement which is inconsistent with this Agreement, whether made as part of or in connection with this Agreement, shall be void and of no effect. This Agreement is not intended, however, to grant to the Port Authority rights to any matter, which is the subject of valid existing or potential letters patent.

Any information (including information contained in any proposal, vendor qualification(s), ideas, models, drawings, or other material communicated or exhibited by us or on our behalf) provided in connection with this procurement is subject to the provisions of the Port Authority Public Records Access Policy adopted by the Port Authority's Board of Commissioners, which may be found on the Port Authority website at: <http://corpinfo.panynj.gov/documents/Access-to-Port-Authority-Public-Records/>. The foregoing applies to any information, whether or not given at the invitation of the Authority.

\_\_\_\_\_  
(Company)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Date)

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