



**STATE OF TENNESSEE  
ALCOHOLIC BEVERAGE COMMISSION**

**REQUEST FOR INFORMATION  
FOR  
LAW ENFORCEMENT RECORD AND EVIDENCE MANAGEMENT SYSTEM**

**RFI #31603-072320  
July 23<sup>rd</sup>, 2020**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee Alcoholic Beverage Commission issues this Request for Information (RFI) to identify vendors who have the capacity, technology, and experience to provide a replacement software solution for criminal case records and evidence management.

The Tennessee Alcoholic Beverage Commission (TABC) means to solicit information on existing industry solutions to manage investigations. The TABC will review responses to questions contained within this RFI; this information will assist in determining how the TABC will proceed in acquiring and implementing a new record and evidence management solution. This solution shall utilize modern technology to meet the department's strategic vision, by automating current manual processes, support future validated business processes, significantly improve efficiency, accuracy, and timeliness, meet state and federal laws for the security of sensitive offender information; provide resource and cost savings, and offer a complete solution for criminal record and evidence management.

We appreciate your input and participation in this process.

**2. BACKGROUND:**

The Tennessee Alcoholic Beverage Commission (TABC) is a statewide agency whose mission is to protect the public through regulation, education, and enforcement of Tennessee's alcoholic beverage laws. The agency oversees the manufacturing, import, distribution, and sale of all alcoholic beverages throughout the state; they also have jurisdiction in matters of illegal alcohol sales and criminal activity at licensed establishments and with permitted individuals.

Currently, the TABC utilizes various tools to digitally manage their criminal case files including the Historical Criminal Case Database (CCDB), which is an application that houses high-level casefile details and generates casefile numbers as entries are made; an online form builder complaint submission process that can be accessed by the public via the agency's primary website (<https://www.tn.gov/abc/>); a manually managed Microsoft Excel complaint log; and

individually created digital case file folders stored securely on the state-network, each containing their respective investigation documents, photos, and other relevant data of the case and it's closure.

Report data is limited to criteria captured within the CCDB and complaint logs. The agency's only available criminal case report dashboard is a count of open and closed cases per district. The rest of the reports are limited to Comma Separated Values (CSV) output and must be manually manipulated based on individual search criteria. Law enforcement personnel have various rights to each element of the records management process, depending on their roles.

For evidence management, the TABC uses a third-party application to log and track digital evidence, including the location of physical evidence, the chain of custody, disposition, destruction status, etc. There are reporting tools available along with regular evidence management tools. Initially, agents fill out an intake form that the supervisor and evidence custodian approve, and that captures details about when and where the items were confiscated, subject information, TABC agent information, and specific counts and descriptions of all collected evidence for that case. Each evidence line item is issued a barcode for tracking and inventory purposes. The barcodes of the items and the container and shelf where they're stored get captured in a management software system.

### **2.1 Project Goal:**

To create one application that combines and tracks all data, documents, and evidence gathered during Tennessee Alcoholic Beverage Commission law enforcement investigations in order to better enhance case management procedures, eliminate redundancies, optimize reports, and provide the ability to exchange relevant information with current system(s).

### **2.2 Common TABC Criminal Offense Types:**

- Sale of alcoholic beverages to minors
- Minors in possession of alcoholic beverages
- Impersonation or fraudulent documents
  - Fake/stolen/borrowed driver's licenses, server permits, and/or social security cards
- Selling/storing liquor without a license
- Illegal manufacturing/sale of moonshine
- Drug offenses
- Gambling

### **2.3 Additional Agency Details:**

- Four (4) district offices statewide
  - Nashville, TN (headquarters)
  - Memphis, TN
  - Knoxville, TN
  - Chattanooga, TN

- An average of 500 criminal cases are initiated yearly
- There are 40-50 users
- Six (6) user roles
- Common document/reports:
  -

**2.4 Key Software Feature Requirements:**

| REPORTING                          | OPERATIONAL                                 |
|------------------------------------|---|
| Inventory of Search                | Audit and Control                           |
| Property Receipts                  | Role Based Security                         |
| Arrest Reports                     | User Friendly/Intuitive                     |
| Rights Waiver Statement            | Business Continuity                         |
| Search Warrants                    | Disaster Recovery                           |
| TN Incident Based Reporting System | Ad Hoc/Custom Reporting                     |
| Report- (TIBRS Report)             | System Integrity/ Availability              |
| Evidence Inventory                 | Search/Advanced Search                      |
| Evidence Destruction               | Offline/Mobile Access & Entry               |
| Master Index                       | Custom Dashboard Views per User Role        |
| Redaction Tools                    | Cross-Application Data Exchange             |
| TRACKING                           | USER ROLES                                  |
| Offenders                          | Chief/Dep. Chief Law Enforcement Officer    |
| Evidence Tracking                  | Special Agent/Asst. Special Agent in Charge |
| Chain of Custody                   | Special Agents                              |
| Crime Analysis                     | Evidence Custodian                          |
| BACK OFFICE FUNCTIONALITY          | Law Enforcement Admin                       |
| Forms and Content Management       | IT Admin                                    |
| Workflow Management                |   |
| Document Template Management       |   |
| E-Signatures Solution              |   |
| System Administration              |   |

**3. COMMUNICATIONS:**

3.1. Please submit your response and any questions regarding this RFI to:

Chris Dowell, IT Director for the TN Alcoholic Beverage Commission  
 TN Strategic Technology Solutions: Resource & Regulation Business Domain  
 500 James Robertson Pkwy  
 Nashville, TN 37243  
 Christopher.Dowell@tn.gov

3.2. Please reference **RFI #31603-072320** with all communications to this RFI.

**4. RFI SCHEDULE OF EVENTS:**

| EVENT |                       | TIME<br>(Central Time Zone) | DATE<br>(all dates are State business days) |
|-------|-----------------------|-----------------------------|---|
| 1.    | RFI Issued            |                             | 7.23.2020                                   |
| 2.    | RFI Response Deadline | 3:00 PM                     | 08.12.2020                                  |
| 3.    | Review Responses      | 3:00 PM                     | 08.25.2020                                  |

**5. GENERAL INFORMATION:**

- 5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.
- 5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.
- 5.3. The State will not pay for any costs associated with responding to this RFI

**6. INFORMATIONAL FORMS:**

The State is requesting the following information from all interested parties. Please fill out the following forms:

| RFI #31603-072320            |   |
|------------------------------|---|
| TECHNICAL INFORMATIONAL FORM |   |
| 1.                           | RESPONDENT LEGAL ENTITY NAME:   |
| 2.                           | RESPONDENT CONTACT PERSON:<br>Name, Title:<br>Address:<br>Phone Number:<br>Email: |

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| 3. Provide a description of your company's experience providing record and evidence management solutions.  |
| 4. Provide a detailed description of how your company's existing solutions address the following:  |
| a. Describe and provide clarity of existing in-production core and optional solutions.   |
| b. What types of solutions are currently in development?   |
| c. Describe the technical architecture of existing solutions.  |
| d. Describe the use of industry best practices in the development and delivery of similar solutions.   |
| e. Describe and include examples of the process/policy standards you adhere to for data exchange.  |
| f. Provide any examples where the core solution has been fully implemented on a state-wide scale.  |
| g. Does your company provide implementation services, or do you use a third party?   |
| a. Which services, if any, are provided by a third party?  |
| h. Describe the optional modules not included in your core solution. Do NOT include specific pricing.  |
| i. Describe suggested customer and vendor staffing based on your most successful partnership with similar implementations.   |
| a. Describe and summarize your company's management of project resources for assigning and allocating dedicated, required resources for a record and evidence management solution. |
| j. Describe the process to collect, prioritize and manage changing requirements.   |
| k. Describe the anticipated timeframe to configure, test, train, convert and implement the solution based off previous implementations of your core solution.                      |
| l. Describe overall testing approach and types of testing conducted before handing off for User Acceptance Testing.  |
| m. Describe your training approach (one-on-one, train the trainer, etc.).  |
| n. Describe/outline training that could be provided to employees. Is training readily available including on-line formats and easily accessible?                                   |
| o. Describe any lessons learned the State should consider on criminal record and evidence management solutions.  |
| p. Describe recommended security measures for criminal record and evidence management solutions.   |
| a. Is your software Criminal Justice Information Services (CJIS) or Federal Tax Information (FTI) compliant?   |
| 1. If yes to either, describe the methods utilized to meet compliance.   |
| q. List and describe your capability to provide report options for operational, managerial, and executive levels of reporting.   |
| a. Explain the scope covered by your standard out of the box (OOTB) reports with respect to the operational needs of officer's and agency-wide activity or                         |

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| performance in given areas. Are there any limitations to report transactions?   |
| b. Explain if your capability allows authorized personnel to generate standardized reports and aggregate reports.   |
| c. Describe your capability to provide ad hoc tools or templates that permit authorized personnel to create their own reports based on available database tables and data elements.                   |
| d. Explain your report design-creation-publishing methodology, does it allow for flexible user-friendly queries.  |
| e. Explain if your solution supports templates or “widgets” to provide users the capability to create dashboards that are updated real-time.  |
| f. Explain your capability with respect to report output type options (e.g., PDF, XLS, CSV, XML, etc.)  |
| r. List all the types of file interface or data exchange options that are available with your solution.   |
| s. Explain if your solution has the capability to support DAT, CSV, TXT, PDF, JPEG, XML and other commonly used file formats or files types i. If it includes other options, please list and explain. |
| 5. Provide anticipated ongoing software maintenance and support services required to sustain the solution including estimated timeframes to complete.   |
| a. Identify whether software upgrades are included in the maintenance offering.   |
| b. Explain the number of anticipated upgrades over an annual period.  |
| c. Describe the frequency of releases and whether release notes are provided.   |
| d. Provide your most recent copies of a release schedule and release notes.   |
| e. Explain your product warranty and warranty period policy.  |

| <b>COST INFORMATIONAL FORM</b>   |
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| 1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.): |
| 2. Describe the typical price range for similar services or goods. Do NOT include specific pricing.              |

| <b>ADDITIONAL CONSIDERATIONS</b>   |
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| 1. Please provide input on alternative approaches or additional things to consider that might benefit the State: |