

The Department of Law and Public Safety (LPS) is seeking a vendor to provide professional consulting and advisory services in connection with the Department's recent effort to modernize the Computer Aided Dispatch/Report Management System (CAD/RMS) used by the New Jersey State Police (NJSP).

Beginning around December 2018, the NJSP engaged a vendor to provide a fully integrated CAD, mobile, and RMS solution capable of being fully developed and deployed, along with training materials, by October 2021. The new system was intended to replace a legacy CAD/RMS system with modern and mobile solutions to better meet NJSP evolving needs. However, beginning around the end of 2023, the NJSP and its CAD/RMS vendor had agreed to sunset the new solution and roll back to the legacy CAD/RMS system. LPS and NJSP intend to continue system modernization efforts via a Next Generation CAD/RMS system.

LPS, in support of the NJSP, is seeking a vendor with experience working with public safety entities and agencies to provide LPS and NJSP the following professional and advisory services:

1. Current-State Analysis
  - a. This analysis, based on document reviews, data, and interviews will (1) assess the existing technology and related policies, procedures, and training and (2) include recommendations to address any identified gaps or needed improvements.
  - b. Analysis will include:
    - i. assessments of the items, issues, concerns, and challenges leading to the sunset of the new system;
    - ii. assessments of the legacy CAD/RMS system, including strengths and weaknesses of the system and end user perspectives and needs;
    - iii. assessing leadership expectations, goals, objectives, and challenges;
    - iv. review of all related policies, procedures, standards, and trainings related to CAD/RMS use and data;
    - v. review of and recommendations regarding documented requirements for a Next-Generation CAD/RMS system.
  - c. The analysis will be a combination of video/remote conferences and on-site days at State facilities.
  - d. Prior to the production of a report detailing the findings and recommendations of the Current-State Analysis, the awarded vendor will host a briefing presentation with LPS and NJSP leadership to discuss initial findings and recommendations.
  - e. This project effort is anticipated to take between three to four (3-4) months.
2. IT Governance Framework
  - a. The awarded vendor will prepare an IT Governance Framework to support LPS/NJSP alignment to ensure success of the Next Generation CAD/RMS project.
  - b. The IT Governance Framework will consider all stakeholders – both IT and business units – and make recommendations regarding roles and responsibilities, communications efficiencies, funding planning and support, as well as policy development and ongoing training and education.
  - c. This project effort is anticipated to take between three to four (3-4) months.
3. Technical Assistance Consulting Hours

- a. In connection with the roll back and planning for the Next Generation CAD/RMS system, the department may have need for professional advisory and consulting services. These hourly services may include:
  - i. document review and recommendations,
  - ii. data collection support and analysis,
  - iii. business process analysis,
  - iv. focus group and/or work group assistance and facilitation, and
  - v. assistance with vendor management, communication, and negotiation.

Vendors interested in submitting proposals for consideration should include a discussion of the qualifications of the team members assigned to the project. LPS/NJSP are specifically interested in qualifications and skills working with other law enforcement entities on large, complicated IT projects, preferably in the context of CAD/RMS systems.

Vendors must include a pricing proposal with their submission. Pricing for the Current-State Analysis scope of work must be submitted as a firm fixed price. Pricing for the IT Governance Framework scope of work must be submitted as a firm fixed price. Pricing for Technical Assistance Consulting Hours must be submitted as an hourly rate, which will be billed monthly. LPS/NJSP will negotiate a not-to-exceed cap on hourly rate consumption prior to issuance of a purchase order.

All expenses and travel costs must be included within in the firm fixed price or the fully-baked hourly rate.

Potential bidders may email questions regarding this SOW to [procurement@njoag.gov](mailto:procurement@njoag.gov) by 2:00 pm on March 22, 2024. Answers will be posted by March 27, 2024. Proposals are due via email to [procurement@njoag.gov](mailto:procurement@njoag.gov) by 2:00 pm EST on April 1, 2024.