

Washington State
Office of the Attorney General
REQUEST FOR INFORMATION
Link Analysis Software

To all potential vendors,

The Washington State Office of the Attorney General is issuing this Request for Information (RFI) to obtain a Link Analysis software solution. This is simply an effort to gather information that may be included in a more formal solicitation and not a solicitation for offer to sell at this time. The AGO requests that interested vendors answer the following list of questions to provide details on the solution product they can offer in this category and feedback on what questions the AGO should be asking in a future solicitation document.

Please email your response to Contracts@atg.wa.gov no later than 5:00 p.m. PST on February 28, 2020. Should you have any questions regarding this RFI, please feel free to contact me at the same address. Please be advised that the AGO reserves the right to alter or cancel this RFI at any time.

Thank you very much for your participation in this process, we look forward to receiving your responses.

Sincerely,

Sydney M. Wright
Assistant Contracts Administrator – Procurement Coordinator
Washington State Office of the Attorney General

Background

The Washington State Office of the Attorney General (AGO) provides legal services to the state and its officials, departments, boards, commissions and agencies. The AGO is looking to acquire Link Analysis software solutions to assist with criminal legal cases and related investigations.

For more information about the AGO, please visit: www.atg.wa.gov.

RFI Questionnaire

1. Describe the Link Analysis solution that your company provides and the different modules of your solution. Please describe the different methods available for deployment of your solution (i.e. SaaS, Hosted, on-Premise) and if any of the modules are locked in to a certain method of service delivery method. For on-Premise solutions, please provide system specifications and server software version requirements.
2. Please describe the flexibility in deploying your solution. Is the AGO able to deploy a small set of modules in the initial phase and purchase additional modules/functionalities in the later term of the contract?
3. Please provide a sample list of your major clients that include law enforcement agencies and other state attorney general offices. If these clients have given you permission, please provide contact information for referrals.
4. Is your company recognized federally, or within Washington State as a Minority, Woman, Minority Woman, Combination, Veteran Owned, or Socially and Economically Disadvantaged business? For more information on certifications, please visit <https://omwbe.wa.gov/certification>
5. Please describe your willingness and process for setting up a demonstration of your Link Analysis solution. These demonstrations can be set up immediately and do not need to wait for a RFI response. Preferred location for the demonstration is at the AGO's Seattle office location located at 800 Fifth Avenue, Suite 2000, Seattle, WA 98104. Please contact the procurement coordinator to schedule.
6. What advance preparation will the Attorney General's Office (AGO) need to accomplish in order to effectively implement a new Link Analysis solution? What have you seen as major hurdles to successful implementation? For example, the AGO may need to migrate an existing data set to a new Link Analysis solution, how does your firm handle such migration effort and other implementation matters in general?
7. Please describe your standard solution implementation process, including a high-level summary of a statement of work and approximate timeline for a "typical" implementation based on the background information provided in this RFI. Please clearly indicate what, if any, work that would need to be subcontracted.

8. Please describe your standard organizational change management methodology including initial training, on boarding and on-going learning resource, documentation and knowledge transfer

9. Please describe the pricing models for your solution and if possible, provide a preliminary estimated pricing for budgetary information only based on the information provided in the background section of this RFI. Please include options for licensing (subscription, perpetual, named user, concurrent use, shared licenses, Enterprise license); maintenance and support models, service level commitments, consulting services for initial analysis, design, installation and training. Also, please indicate whether or whether not your solution is sold via Third Party Resellers as a participant in NASPO ValuePoint Software VAR #ADSPO16-130651 contract.

10. As confidential information will be stored in the Link Analysis solution, please provide your approach to data security and privacy protection and include examples of any certification (SOC 1 and 2) currently applicable to your company in regards to data security. Please provide a general description of how you manage encryption for data at-rest and data in-transit.

11. Please describe the capabilities, limitations, and how your Link Analysis solution addresses the following technical areas:
 - a) Identifying commonalities, relationships, trends and outliers within or between multiple and/or different types of data sources.
 - b) How the solution is intuitive and easy to use for people with limited technology skills.
 - c) How the solution addresses accessibility issues (color blindness, etc)
 - d) Explain any “App” options for use on Mobile Devices.
 - e) Explain authentication method used, like: Single Sign-On using Active Directory.
 - f) Explain database requirements and compatibilities (is the solution based on Microsoft SQL Server or a Graph database?)
 - g) Database or data source types, connections, numbers, and sizes.
 - h) Number of user-definable Entities, Relationships, and Metadata fields.
 - i) Importing and exporting data and images.
 - j) Time-range (temporal) Analysis.
 - k) GIS/Geospatial Tools: ArcGIS
 - l) Google Earth integration.
 - m) Visualizations of results.
 - n) Report creation, user filtering/sorting, sharing and printing.

- o) Social Network Analysis Metrics.
- p) Hand-draw (drag-and-drop) link charting.
- q) Gradients, Link Traversal, and duplicate removals.
- r) GUI Relationship Editor.
- s) Permissions flexibility – can some data or reports be shared, but others protected?
 - Can system administrators define user level permissions for read, write, view-only or cannot-view-at-all?
 - Is this done using Active Directory groups, or is there a dynamic security module?
- t) Query Builder:
 - Native Language Support “show me all the addresses within one mile of...”
 - Full Text Searching?
 - Does the solution find “similar” (abbreviations or variations of search terms)?
 - Can queries be set up to run in the background and notify a subscriber or administrator if a match is found?
 - Does your solution allow dynamic searching of every field either independently or in any combination within a set of tables?
 - Does your solution display query results in a grid-type view that can be exported?
 - Does your solution provide verification of results (which fields were included, what table and data source the results came from, etc)?
 - How are result “counts” displayed?

12. What questions do you have for us that we should consider in developing a formal solicitation? What questions should the AGO be asking in a formal solicitationR to obtain the most comprehensive response to assess the best overall solution?

13. What information would be needed from the AGO in order for you to develop a proposal to provide Link Analysis Solution?

Thank you again for your time to respond to this RFI, we look forward to receiving your response.