A POLICING SERVICE FOR OUR FUTURE

Request for Information

On
Body Worn Cameras
And
Digital Evidence Management Systems

An Garda Síochána

Contents

1.0 Introduction

An Garda Síochána (AGS) is the national police and security service in the Republic of Ireland with responsibility for all policing and national security matters. It is a single, countrywide organisation and is a largely unarmed force. AGS has a central Headquarters and consists of Geographical Operational Units and National Specialist Units. The Geographical Operational Units are organised into 4 Regions, subdivided into Divisions with varying sizes of stations located in over 569 locations. The organisation is made up of approximately 14,000 Garda members and 2,500 Garda staff. Further information concerning AGS is available at the following website: www.garda.ie.

In conjunction with and assisted by our Government partners AGS is currently undertaking a major transformation programme in the organisation arising from the recommendations of the Commission on the Future of Policing in Ireland (CoFPI).In their report[1] *The Future of Policing in Ireland*, CoFPI recommend that:

"An Garda Síochána should develop a plan to deploy body worn cameras. There is a significant amount of experience in other jurisdictions which could be tapped for best practice. Modern policing organisations around the world have found that body cameras can help to improve front line capability with the accurate recording of incidents, expedite analysis, enhance situational awareness, and sometimes protect police from harm."

(Chapter 21 Digital Innovation and Information Management; Recommendation 12 - page 79).

In accordance to the Garda Síochána (Recording Devices) Bill 2022, the AGS drivers for the introduction of body-worn cameras (BWC) and a Digital Evidence Management System (DEMS) include:

- Improved Safety for Members
- Cost & time savings
- Moderation of behaviour
- Providing an independent witness
- Securing convictions
- Aligning with best policing practices
- More efficient channels for third party (including citizen) video upload
- Better policing outcomes.
- Reduction of man hours involved in processing CCTV
- Crime/Offence Detection
- Evidence Collection

2.0 Purpose of this Request for Information (RFI)

This RFI seeks to obtain information in relation to proven business and technical solutions, including lessons learned, best practices and recommendations that will assist AGS in identifying its requirements for BWC, DEMS and the potential for integration with/or replacement of our existing CCTV Video Management Systems (VMS).

AGS is also interested in using the outcome of the RFI to inform the potential redesign of the Garda Data Network. Whilst the network redesign project is not in the scope of this RFI, different design implications and decisions taken on the implementation of the BWC / DEMS / VMS solutions may hugely influence the network redesign.

As stated above, the existing Garda Network comprises over 569 geographically dispersed locations, with differing connectivity and needs. The DEMS / BWC project and the projected data requirements will likely require radical change in the Garda network to cope with the future needs of video upload, video streaming and video on demand across the country. The decisions around cloud storage or on premise DEMS and VMS outcomes could also influence the AGS

[1] Report year 2018 Publication of the Future of Policing in Ireland - Commission on the Future of Policing in Ireland (policereform.ie)

network redesign project. Respondents are asked to include any case studies and or data network implications that their solutions have had with other policing organisations using their technologies.

This initiative is of critical importance to AGS and the wider justice sector and respondents are advised that while this RFI is the first step in the procurement process, AGS will consider all of the information gathered and then move to the next stage of the procurement in a timely manner.

AGS know that this work cannot be done without the collaboration of many important stakeholders including, but not limited to all Garda members and their associations, Garda management, the Department of Justice, the Office of the Data Protection Commissioner, the Office of the Government Chief Information Officer, the supply market and the community at large.

N.B. Respondents to this RFI should note that this is not a tender competition and will not result in short listing or any contractual negotiations and participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent Request for Proposal / Pre-Qualification Questionnaire, or any other type of procurement exercise. However, information gathered during this exercise may be used to inform future procurement processes and respondents should bear this in mind when disclosing confidential or other sensitive information.

Please Note: An Garda Síochána is interested in accessing, for evaluation of RFI responses, a range of Body Worn Cameras and Digital Evidence Management Systems as early as possible in the process. Any equipment/software provided would be on an evaluation/no-cost basis and would be returned at the end of the process.
During the RFI stage access to equipment/software is not a prerequisite and will not disadvantage a supplier.
AGS may use your device as part of the Public Consultation process to illustrate how and where Body Worn Cameras may fit with the Garda Uniform. Use or non-use of any device is not reflective of any preference of An Garda Síochána.
If you are interested in AGS having access to your device / software please let us know at ICT-BWC@garda.ie.

3.0 Responses Costs

AGS will not reimburse any respondent for any expenses incurred in responding to this RFI.

4.0 Treatment of Responses

4.1. Use of Responses: Responses will not be scored or formally evaluated. However, all responses received will be read and may be used by AGS to develop or modify procurement strategies and any future procurement documents.

4.2. A review team composed of representatives of the AGS BWC and DEMS teams will review all responses. AGS may hire an independent consultant, or use any cross Government resources that it considers necessary to review any response.

4.3. AGS may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

4.4. Each respondent is solely responsible for ensuring its response is delivered on time, to the correct location.

4.5. Responses to this RFI will not be returned.

5.0 Confidentiality of Supplier Responses

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by AGS), AGS may use the information to assist in drafting future procurement exercises or contract documents. Being mindful of the Freedom of Information Act 2014, respondents should clearly mark any portions of their response that they consider proprietary or confidential, third-party or personal.

6.0 Opportunity for an Information Session

AGS may, at its discretion, hold an information session with the supply market on this RFI. The date, time and location of any information session, if required, will be published on the eTenders website[2] at a later date. The information session if required, will provide interested vendors with an opportunity to seek clarifications on the objective and content of this RFI.

7.0 Objectives

This RFI has the following objectives:

- Determine the level of market interest and capacity to respond to AGS requirements ;
- Obtain information on current and potential new technologies and approaches;
- Solicit recommendations that would enhance the success of a future procurement process for this project;
- Obtain detailed non-binding cost estimates for budget purposes;

[2] www.etenders.gov.ie - eTenders Website

- Understand innovative solutions that could provide AGS an opportunity to optimise business processes and efficiencies;
- Understand the relationships between BWC / DEMS / VMS or otherwise in the marketplace in order to inform any future procurement;
- Understand the reliance on Cloud / hybrid / on premise solutions in each of the different solution components.
- Understand the DEMS products capabilities in the post processing of data, particularly in object recognition, redaction, ttranscription, translation and AI integrations and the potential for FRT, including any "pay as you go" AI integrations.
- Understand the network and physical implications in the adoption and rollout of BWC charging points and docking platforms from the space, power and network perspectives.
- Understand the ability of the DEMS products to potentially have FRT capability that can be made available / unavailable to Garda members based on their role and permissions using a suitable Role Based Access Control (RBAC) system.
- Understand the willingness and capacity of the respondents to participate in a Pilot where, post Qualification, the successful tenderers may be asked to participate in a pilot with different units and divisions across the Garda Network.
- The potential, or otherwise, for the provision of expert witness from BWC and DEMS providers to be available in court as key technical witnesses for any initial challenges to the use of the systems in the Irish Justice system.

8.0 Respondent Participation

Upon review of the responses, AGS may arrange to meet (physically or by way of video calls), with some or all of the respondents to further our knowledge and understanding of their response.

Respondents should supply the following details in response to this RFI:

1) Summary Details

- Outline of available solutions and services including technology components
- Typical approach for solution delivery
- High level and indicative cost estimates / ranges (note that these estimates will only be used for general guidance and budgetary purposes, for example in the formulation of a business case). Respondents are again reminded that this is not a tender competition and any cost estimates provided will not be taken into account with respect to any potential future procurement which will be a completely separate process
- Reference sites providing details of how a similar solution and/or services were successfully delivered
- Contact Details of the person to whom further enquiries can be sent, as per the table below:
- Where the responder is part of a consortium, please add details of each of the constituent parts.

Contact Name	
Role within the Respondent's Organisation	
Email Address	
Telephone Number	
Postal Address	

2) Completed Appendicies A-D bearing in mind the high level requirements set out in section 10 of this RFI.

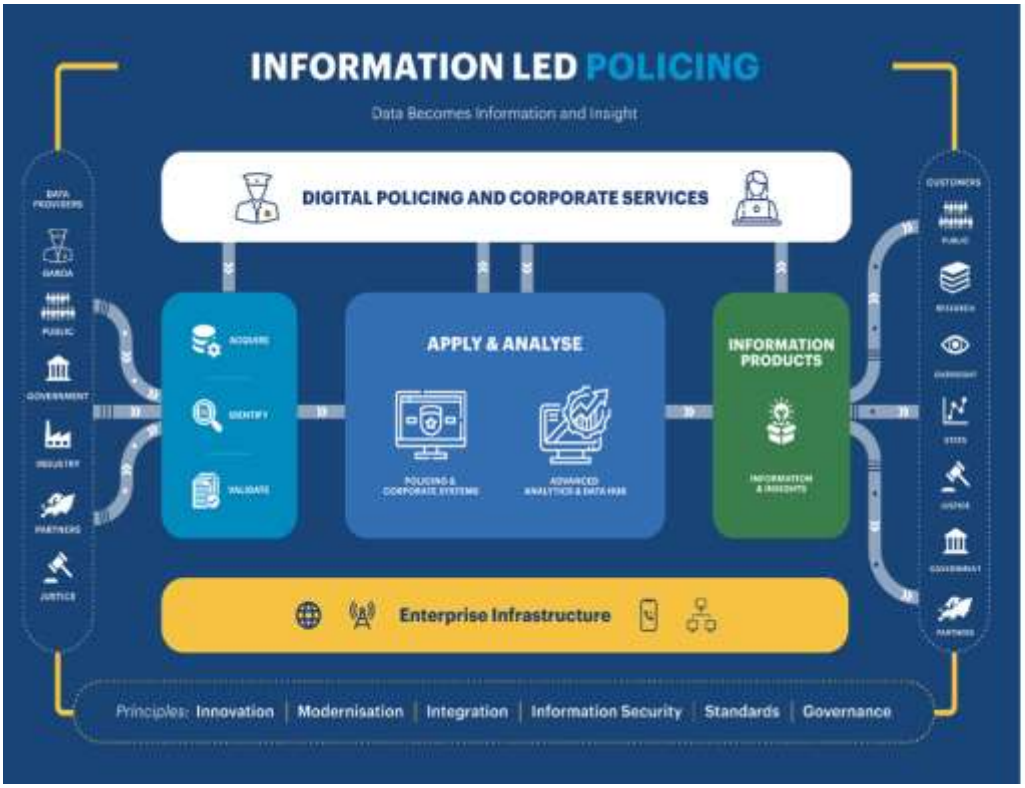
Responses should be in the English language and should not exceed one hundred (100) pages in length. Responses must be submitted in electronic format through the e-Tenders.gov.ie messaging system.

To arrive no later than 3.00pm, local time, on the 3rd November 2023.

AGS reserves the right to enter discussions with specific respondents regarding their submissions solely to clarify details in the response. Such discussions are without prejudice to any subsequent procurement exercise and should not be regarded as being indicative of the particular submission's suitability or otherwise with regard to An Garda Síochána requirements. Similarly, the fact that An Garda Síochána does not enter discussions with a particular respondent should not be seen as an indication that the respondent's submission is not suitable.

9.0 Garda Vision

AGS is in the process of revising our Data & Technology to identify how we can deliver solutions to transform the digital capabilities and functions of AGS, supporting a culture of information-led policing that will reap the benefits of becoming a fully digitally enabled organisation.



The diagram describes a data ecosystem where data is processed to become information and insight.

Our corporate and policing systems provide this information to Garda personnel through intuitive and user centric tools.

Digitalisation of policing requires the combination of these electronic tools and devices with Garda professional skills.

Advanced analytics are applied to the same data to create the evidence essential for management, policy makers and stakeholders to make informed assessments and decisions.

10.0 AGS Requirements

10.1 BWC

AGS intends to deploy BWC to our Garda members and wishes to learn about the capabilities and best practice applying to the use of this technology prior to undertaking the project and to inform a future procurement exercise. We are interested in learning about the solution you have, the roadmap for your proposal and any advice you have for AGS in this regard.

Some particular areas of interest include:

- Personal issue versus pooled deployment
- Types of police officers using BWC e.g. dispatch, traffic, beat, specialist, overt / covert uniform / non uniform members.
- Usability, change management and training requirements
- Technical capabilities of the device
- Dependency on proprietary DEMS or otherwise.
- What are the real life experiences/Implication of Policy changes on BWC use and Data Storage?
- What is the typical daily storage duration used by existing police customers?
- What are the Issues being experienced around Data Storage and retention by customers?
- What are the Issues being experienced by expanded use of BWC in Police forces for video management?
- Solutions for automating tagging of Video data collected

With respect to the technical capabilities of the device AGS understands that the BWC will typically consist of a camera, microphone, battery, and suitable on-board data storage. The BWC may also include other features, such as:

- Notification that camera is on / off (for the member, the public or both)
- Emergency Button (for contact with the control room)
- Potential to integrate with Tetra Radio
- Record on / off (may be auto-controlled by Policy / back end system)
- Infrared illumination
- Ability to tag video data with a case number for reference,
- Screen that the member can use to view video, or link to Mobile Device
- GPS – with the ability to tag a Geo Location to a specific video segment
- USB-C Connectivity to a suitable Mobile Device
- Ability to stream over Bluetooth, Wi-Fi or an embedded Sim (Physical and / or Virtual). The Location of the Mobile Sim in the device is of particular interest – as the Mobile Manufacturers have taken great strides in the development of their devices to maximise the connectivity, please include any details of respondent's connectivity rates and technical details. Please detail current or future plans for streaming, and the ability to connect directly or through the member's mobile device. Also the potential for emergency streaming when an emergency button is pressed or potentially the emergency button on the Tetra Device is pressed.

From a mounting perspective the expectation is that cameras are designed to be worn at various locations on the body or even head-mounted. An Garda Síochána currently uses the Klickfast mounting system for Tetra Radio and Mobile Data Stations (Smart Phone) on the members Stab Vest and are interested in understanding variations and suggestions from respondents for head and chest mounting and connectivity options for our consideration.

BWCs are typically deployed by our policing colleagues in other jurisdictions to record various types of incidents, including traffic stops, dispatch calls, interviews, domestic violence cases and arrests. Any case studies or use cases that respondents have in this area would be very useful, including any documented cost savings from introduction of BWC or DEMS

Most BWC systems also capture audio. The audio recording may be at least as significant as the video, especially in cases involving investigation of use of force incidents where the video field of view may be limited or partially obscured due

to the officer and suspect being in close contact during an altercation. Also, the placement of the microphones on the BWC may impact the quality of the recording, especially for head or shoulder-mounted systems. Some BWC systems include noise suppression technology and more than one microphone, again details of the respondent's device in this regard will be of assistance.

Battery runtime for the BWC is of interest in that it is the length of time the BWC can run without the battery needing to be recharged. AGS is interested in details of battery run time – to include factors of buffering, resolution and storage rates (i.e. differing battery life if constant storage at 720p or 1080p for a 12hour shift). What is the maximum time of continuous recording for a fully charged device? AGS is also interested in Battery life – the longevity and degradation of a battery over its life, charging profiles, e.g. are they better with Pool or Personal Issue? Details of the ability to "refresh" the device where the battery and hard disk may be replaced are of interest.

Data storage on the BWC is also of interest, in terms of overall storage and the factors that could affect data storage on the BWC. Respondents are asked to provide a table of Device types, storage rates, cache memory for pre-event recording (buffering).

In addressing the response concerning your BWC / DEMS integration responders might detail the full digital evidence journey highlighting issues such as Security, Data-Footage integrity, Continuity (Chain of Custody - Exhibit), Life-Span of Equipment, Court accepted Standard(s), Contested cases of BWC or DEMS evidential trails , product deliverability, servicing and lead-in times for servicing, search-ability of data, within and across case files.

10.2 DEMS

AGS intends to deploy a DEMS in conjunction with BWC and wishes to learn about the capabilities and best practice applying to the use of this technology prior to undertaking and to inform a future procurement exercise. We are interested in learning about the solution you have, the roadmap for your proposal and any advice you have for AGS in this regard.

AGS understands the critical dependence on having a DEMS for the introduction of BWC. However, having made such an investment AGS is particularly keen to ensure that the maximum benefit can be derived from the DEMS, other than just for BWC, to support our police officers in criminal investigations. The DEMS will be focused on ingesting and storing operational information / evidential data that is generally considered unstructured data. This includes video, audio, photos, emails, and other operational and investigative data some of which may have different or even proprietary file formats. The DEMS is not being considered to store or manage administrative structured data for which the AGS uses separate systems, however respondents are asked to highlight areas where their technology has successfully been integrated through Open APIs or similar to Records Management systems, Investigation Management Systems, Property Management Systems, Document Management Systems, and other potential evidence stores..

It is envisaged that the DEMS will not be used exclusively in support of BWC. Therefore, AGS is interested in understanding the ability of potential solutions to ingest and store digital assets from multiple sources. This includes the end to end justice journey from public upload (Public Dash-cam video, CCTV, mobile device video / images and similar files provided by citizens through investigations or online crime reporting), AGS member generated (body worn video, Garda in-vehicle cameras, custody video, drone video, CCTV Video, video / photos / audio from smartphone devices deployed to front-line police officers) all the way through the AGS / justice system to use in court.
Respondents are also asked to give detail in relation to Public Upload facilities, either directly to the DEMS or through associated Portal products as part of their solutions. (All products and solutions, including third party recommendations should be costed if at all possible – video codec standards should be referenced in terms of all video ingestion upload and viewing). The portal would allow for An Garda Síochána to create public campaigns for public upload of Dashcam or similar type Digital Video and any digital evidence formats (as mentioned above) for admission to a video case file.

The DEMS must use open standards based data formats for all digital assets, where possible. This includes codecs, hashes, metadata for information management, security and geocoding purposes.

Proprietary formatting must be stored in original format with the ability to transcode to more common formats.

In Relation to the integration with Geographical Information Systems, AGS utilise the ArcGIS mapping platform and expect that any geo coded data and mapping elements used or consumed or shared by the DEMS will be compatible with ArcGIS.

Can your solution also manage GPS – Auto geotag bodycams footage to an incident location within a specified distance. If a CAD or Pulse incident is Geo tagged is it possible that bodycam footage within an agreed radius could be linked to that incident until otherwise clarified.

Given that AGS is a national organisation and the geographical boundaries and current infrastructure challenges, including bandwidth limitations in remote locations, please detail how your solution allows for both a highly distributed storage of digital assets and the ability to completely centralise storage, if required.

The solution must permit multiple tools and other AGS systems and applications the ability to access and cross link operational files via APIs or similar, to digital assets. For example, video player, video editor, audio editor, operational records management system (PULSE), Investigation Management System (IMS), mapping applications, the new Garda Safe CAD system.

As part of the disclosure process to fulfil prosecution, defence and court requirements, the files must be accessible for secure access including audit trails and redaction as required. Respondents are asked to outline how their solution can be used across the full Justice ecosystem, where suitable a Portal, or secure links (or otherwise) can be shared with the Courts Service, the Director of Public Prosecutions (DPP) and Legal Counsel whilst maintaining the integrity of the system, the files and the legal process.

The solution must provide full Information Management (IM) capability. At a minimum, this ability includes the capacity to capture, index, search, manage, cross-reference and link through metadata, sequester, extract, delete and transfer information according to legislation and policy. Audit, archival and deletion functions must also be supported. Respondents are asked to outline how multiple copies of Evidence may be stored in geographically separate locations in case of file corruption.

AGS has invested in UX and respondents are asked to outline in detail if their product(s) can adhere to the AGS Style Design Guide making the user experience and user interface familiar and straightforward, easy to learn and easy to operate.

Respondents are asked to detail if multiple languages and translation are a potential in their product(s).

Data stored in the DEMS must be up tagged with the appropriate metadata that will enable proper information management, security and governance.

In terms of the Digital Evidence trail, respondents are asked to include a sample of their Audit trail and confirm that all data once in the system will absolutely prevent any user manipulation option, describe options how this is proved in your solution and how Garda Management would be notified of potential threats or attempts by malicious actors through the Audit trail.

Suppliers are asked to submit any case law that may have come up in the implementation and subsequent use of their solutions in other jurisdictions. Case law in terms of challenges to the efficacy of your solution and evidential trail.

10.3 DEMS and Hosting

Aligning to the Irish Government strategy AGS is interested in understanding the implications of a cloud-first approach to deliver the DEMS / BWC solutions.

Respondents are asked to outline cloud / hybrid and on premise capabilities across their product(s) where some / all data could be maintained by the DEMS with different security statuses on different storage systems. Respondents are asked to also outline any cloud redundancy solutions they have in relation to managing multiple copies of evidence in geographically diverse locations.

Depending on the hosting model, there is a need for multifactor authentication to control access, which will have to be linked to the AGS Authentication models.

In relation to respondents who have a cloud based solution AGS are interested to understand:

- How and if AGS or Irish Government IP Addresses could be on the cloud service; and,
- Where AGS could leverage existing Irish Government Network (GN) private connectivity directly to the nearest Cloud Data Centre and benefit from this. AGS would like to utilise Government networks rather than open internet to leverage the Cloud Technologies where possible

Respondents with this private Network connectivity are asked to outline how the wider Justice Family and DPP could view / login to a subset of evidence relevant to them and their role in the proceedings.

Respondents are asked to provide details in terms of the long term storage of Evidential Data, its retrieval, viewing, uploading, viewing by third parties, and potential cost models that you have per GB of data per Month. Please include details of how a search could potentially be used across these different media and potential cost implications of searching across the different storage media.

In terms of moving from one DEMS to another where contracts have ended, respondents are asked to detail the process of moving evidence from your system to another vendor's system and where you have "on-boarded" evidence from another vendor and any additional costs that may be association with exiting or entering.

Respondents are asked to clarify ownership of any Cloud data – where An Garda Síochána has uploaded video and added metadata, and where the DEMS may also add Metadata – (UserID, Date, Time, location, and all other metadata). It is envisaged that all data in the AGS DEMS is and would remain the property of An Garda Síochána, and AGS need clarification that your system allows for this.

10.4 Staffing and Operation of BWC and DEMS

Respondents are asked to provide an estimate from their existing clients of the expected additional human resources required to support this proposed project through its life time in terms of

- ICT support for BWC – Number of Staff per x00 Body Cams.
    - (Replacement/repair, support, asset management, and any hardware / software upgrades)
- ICT Support for DEMS – Number of staff per PB of video data / x cases.
- ICT Staffing Support levels for CCTV Centralisation
- AGS Administration – Number of Staff to manage x cases through the DEMS system.
- Frontline Garda Support – Roles and support for video evidence management / BWC
- Data Integrity staff
- FOI / Data Protection
- Governance

AGS are also interested in understanding if the DEMS / BWC projects have resulted in the different policing organisations they work with having to create new roles, outside of the traditional policing roles.

10.5 DEMS and VMS

An Garda Síochána has a number of CCTV Video Management Systems (VMS) across the country and are interested in potentially using this RFI to also inform our CCTV VMS requirements. We are interested in the relationship between

DEMS and VMS and the potential for DEMS and VMS potentially to share the same storage. If the VMS is totally standalone, then we are interested in the potential for the DEMS to integrate / upload VMS images for case files. Respondents are asked to review the new Garda Síochána (Recording Devices) Bill 2022[3] in terms of their responses in relation to Public CCTV , where the regulations may assist in terms of understanding our requirements in this area.

As part of the RFI and subsequent procurement cycle, AGS may replace its existing CCTV VMS with a suitable new centralised system. Respondents are asked to propose VMS's that :

- Can support a multitude of CCTV cameras and CCTV camera standards
- Provides configurable live-views
- scalable video walls and portable solutions.
- integrates with other older video management systems (owned by 3rd parties)(please give details)
- Integrates with DEMS
- allows CCTV camera controls capable PTZ cameras
- Can demonstrate chain-of-custody reporting and related security protocols
- Can leverage or provide search functionality for search using metadata (where appropriate)
- Facilitates secure streaming services from any specific locations to any API driven back end systems, i.e. CAD, Investigations Management Systems, and Garda Mobility Devices.
- Can reduce network congestion with low-resolution solutions and decrease latency in video streams.
- Potential to connect Mobile Device / Drone / Tablet for streaming / viewing data.
- Can provide an encrypted video stream from the IP Camera back to any Garda network - please provide details of existing solutions, or projected plans in this area.

AGS are looking to use open standards Technology to manage our CCTV network. AGS is also looking at developing a centralised National CCTV network which will maintain control of all CCTV Cameras from the Centre and manage storage Centrally. AGS is looking for industry and other feedback on the following:

1. Centralised control of all CCTV Cameras
2. Centralised maintenance of all CCTV networks under its control
3. Use of internet for camera feeds and its security issues
4. Should AGS consider its own Private CCTV network or use the internet or a mixture of both?
5. How should AGS address CCTV Cyber security issues on the Internet when using CCTV?
6. Installation of Temporary Camera networks.
7. Implementing temporary access to third party CCTV camera networks taking live feeds from Third party Private CCTV networks in line with part 6 of the Garda Síochána (recording Devices) Bill 2022 for special events or emergency situations.
8. Use of Video Storage on the Edge and Analytics to reduce storage requirements.
9. Cloud CCTV Solutions

10.6 Facial Recognition Technology

As stated in the introduction, this RFI and the subsequent procurement processes will be run under the legislative basis of the Garda Síochána (Recording Devices) Bill 2022 which does not include a provision for the use of Facial Recognition Technology (FRT). However, Government policy is to provide a legal basis for the retrospective use of FRT in defined circumstances with appropriate safeguards as part of separate legislation; currently envisaged as the Garda Síochána (Digital Management and Facial Recognition Technology) Bill 2023.

An Garda Síochána has no plans to use live facial recognition on BWCs and responders should confirm that any such capabilities in their devices can be removed or switched off by default. While BWC footage is expected to be relatively

[3] Garda Síochána (Recording Devices) Bill 2022 (oireachtas.ie)

small in volume and not a significant source for retrospective FRT, other DEMS managed digital evidence could be more significant in size.
Responders should provide details of any retrospective FRT capabilities built directly into the wider DEMS solution and examples of how it integrates with 3rd party analytics systems including FRT. Respondents are invited to provide any other comments on the approach to implementing tools and costings for the retrospective analysis of images and footage from the DEMS by a Garda owned and operated system. All analysis tools must operate on a decision support basis only; Garda policy prevents autonomous machine decision making where this could adversely impact a person.

10.7 Mobile App Integration

An Garda Síochána has a Mobility project running where almost 13,500+ frontline members have Android Devices with custom Apps to aid them in their different policing roles. In the interest of categorising Data, An Garda Síochána is interested in the availability of a Mobile App, that would work in tandem with the BWC. If such an App does not exist in your technology stack, please indicate a willingness to work with An Garda Síochána to work with open APIs to jointly develop such an App. Also, please detail any Mobile Apps that you currently provide as part of your BWC / DEMS offering detailing functionality and any future functionality that you can share.

There are a number of features that are of interest to AGS:-

- Where the Garda Task Manager App could be triggered when the BWC Record button is pressed. – A member could then add metadata (incident IDs, case number and more) to this video transaction – which would be pushed back to the supporting DEMS.
- Where a Garda member is being dispatched by the Garda SAFE CAD (Saab) system, and the dispatch is currently sent to the Garda Incident App – ideally this dispatch ID would be available as metadata to the Garda Task Manager, when the record button is pressed on the BWC, so the member can flag the incident ID and the SAFE system would be updated - so all Incidents with BWC deployment would be flagged.
- When the Member docks their BWC their Mobile Device would get a notification for the member to Categorise the Video.
- The Mobile App would also facilitate the Member to tag the video segments with comments or potentially links to back office systems (PULSE, IMS, CAD) and mark it evidential and categorise recordings to a pre-defined category list.
- The App should also have the ability for a member to view live video from their own BWC or a colleagues BWC, with the appropriate security.

10.8 ANPR

An Garda Síochána currently has a fleet of over 100 ANPR equipped vehicles. Respondents are asked to also identify any ANPR capabilities that they may have as part of their overall solution. Where the traditional in-vehicle ANPR kit could be augmented with appropriate forward / rear and internal cameras for video recording installed in the Garda Vehicles. The cameras would function similar to BWCs with auto or direct triggering geo tagging and auto upload when within suitable secure Wi-Fi. The responses to this part of the RFI may lead to a separate RFT process in the future.

10.9 Custody Suites

An Garda Síochána currently has a number of existing custody suites equipped with existing CCTV camera solutions. AGS is interested in learning of any case studies where BWC / DEMS have been used to replace / upgrade / augment the older CCTV based custody suite solutions.

APPENDIX A- Response Format- Company Details

Respondents must use this format to facilitate comparison between responses. Any response not in this format will be disregarded.

Tenderers May expand the text boxes to hold their answers. Tenderers may also add rows to the tables in order to provide additional information that is not covered by the questions asked. Where the responder is lead in a consortium, please add details of all of the companies with data included in your response.

Table 1 - Company Profile		
Company Name		
Company Address including Eircode (or post code if your organisation is not based in Ireland).		
Company Website		
Primary Point of Contact	Name:	
	Address:	
	Email:	
	Phone:	
	Responsibility of role	
Secondary Point of Contact	Name:	
	Address:	
	Email:	
	Phone:	
	Responsibility of role	

A1	Does your company have experience building and deploying BWC and / or DEMS for a geographically dispersed Police Service? Please give examples and a short description of the engagement – A number of case studies and / or references would be desirable. (Web Links to Case Studies are Permissible) Where case studies are added – please give details of the Law Enforcement Agency, with Contact Details.

A2	Does your company offer a full range of products and services including a fully featured DEMS as well as various evidence collection devices, including but not limited to: Body Worn Cameras (BWC), In Car Video, Interview Room Video, integration services to other vendors' equipment and to Records Management Systems? a) If your company offers collection devices, what devices are offered and how do they all integrate with your DEMS? b) If your company offers a fully featured DEMS or BWC's, but not both, would your company be willing to form a joint partnership in order to provide a fulsome offering of both DEMS and BWC's to AGS? c) What is your recommendation for AGS initiating a procurement process to acquire a DEMS and BWC's in one single or in separate offerings? d) Do you have DEMS and VMS integration i.e. have a VMS integration partner?

Table 2 - Capabilities Statement	
A3	Please describe corporate experience working with BWCs, DEMS, VMS and Storage solutions, particularly with large 10,000+ clients.

Description of Product(s) Available	
A4	Please attach PDFs of any technical literature relating to BWCs, DEMS, VMS and Storage solutions describing camera capabilities and any available accessories (i.e. part number, video format, recording time, battery life, estimated useful life, warranty terms, end-user training services). Please also include any technical data and/or marketing literature attachments with your response. (Web Links to PDF documents are permissible)

BWC / DEMS Service Level Details	
A5	Can you describe your Service Level Agreement (SLA) standards for BWC and / or DEMS in regard to areas such as service availability, time to respond, time to repair and application response time to standard queries and any other standards? As part of the response can you detail how you maintain staff security and what vetting procedures you have with existing Law Enforcement clients.

BWC / DEMS Cost Details	
A6	AGS wish to understand what the estimated range of cost (quantum and type) will be for the organisation in terms of the deployment of BWC and DEMS both initially and on an annual basis. AGS wish to understand the key factors, options and choices determining the level of costs involved. For example, what is your company's preferred pricing structure for BWC and / or DEMS? • Do you prefer to bill by device, by user, by simultaneous user, by data stored, by cloud access, by download request, or by any other metric • Is there a difference in pricing between readily available data storage versus long term data storage? • Would there be a financial advantage for the AGS to bundle the DEMS with BWC devices as a service, rather than a separate purchase of equipment and software? • Could your company provide an idea of current rates for its DEMS as well as current rates to bundle a DEMS with a BWC?

Post PQQ Pilot	
A7	Could you provide 100+ Body Worn Cameras for a funded pilot in AGS. Your Pilot will have to demonstrate the Camera and your chosen platform for Digital Evidence Management System. Please outline your willingness to do this and approximate costs for such a pilot if your company would be qualified as part of the tender process. Please also outline how you could provide support (implementation, technical and ongoing service support) during a 6 month pilot.

Security	
A8	Please describe any Security details you have in relation to integration with our own camera infrastructure, 3rd party CCTV Systems, 3rd party uploads and any concerns around this from a Cyber security perspective. How do you safely mitigate against attacks through 3rd party CCTV systems? What is the industry experience to date with cyber-attacks using video sources? AGS is keen to learn about encrypting CCTV cameras and using mobility encryption which treats them as IT devices rather than cameras.

APPENDIX B- Response Format- Body Worn Cameras

Camera Unit	B1	Camera – Pool or Personal Issue	
	B2	Describe Storage management – storage lifecycle	
	B3	Battery life – how long to charge – how long will it last	
	B4	Battery Life - how long will the battery last when recording is always on?	
	B5	Battery Life - how long will the battery last when recording is set to "on demand"	
	B6	Durability – typical replacement cycles of BWC	
	B7	Describe how members could wear the BWC on various parts of the body. Do all BWC have a dark, matte finish to blend into the user's uniform?	
	B8	Describe your minimum BWC storage capacity that will meet or exceed the following parameters: recording over a twelve hour shift, at 720p, day or night.	
	B9	Can you confirm that the user cannot mute audio during recordings.	

	B10	Describe how a user could activate the BWC while wearing gloves and without having to look at the device?	
	B11	Does BWC include indicators that will inform the user of the battery status, storage space status, recording status and uploading status? Please provide images and details of all of the statuses that the cameras can show.	
	B12	Does the BWC come with a visual indicator showing that the BWC is recording, to the Member and the Public ? - Please describe the operation and include visuals / options in your submission.	
	B13	For certain roles, the BWC should allow the user to disable all audio and visual indicators. Please describe this and the Policy / user granularity and give details of the back end processes involved.	
	B14	Describe your BWC's functionality that must allow for all video to be encrypted at source (on the BWC), in-transit (when the recording is removed from the BWC) and at rest, (when stored in the solution). Can you also certify that all data is encrypted throughout its journey?	
	B15	Describe the ability or otherwise of your BWC ability to upload data via Wi-Fi?	
	B16	Please detail the BWC's back end system (if not DEMS) - including recording settings and configuration such as, framerate, bitrate, resolution, and explain user setting and / or settings managed by the system administrator.	
	B17	Describe the BWC safeguarding feature so that the information stored to it is protected in the event of potential unauthorised access if lost or stolen.	

	B18	Detail the BWC security / robustness to ensure that its memory card cannot be removed.	
	B19	Please explain the BWC video technical properties and if standard non-proprietary formats are used.	
	B20	Does your Camera have a screen where members can view video as its recording? If not how do you achieve this?	
	B21	Can you camera facilitate a refurbishment - i.e. replacement of Battery / Hard Disk / camera lens - Please describe alternatives. Also, what is the expected lifetime and warranty of your BWC?	
	B22	Can you camera initiate or take part in Multi-Peer Recording – so if one camera is recording at a scene – all of the cameras could also be triggered to record.	
	B23	Please give details of the Operating system of your BWC, its management and any requirements for security patching, and roles or expectations of An Garda Síochána ICT in terms of the management of the BWC, or your company having to have access to complete these updates.	
	B24	Can your BWC device can be paired to a Smart Phone (Mobility Device) i.e. one time only Bluetooth connection to enable a member to view / interact with a BWC stream. What security do you have in terms of Bluetooth interference from other rogue devices?	

Start/Stop Recording	B25	Detail how the BWC could be equipped with a feature that will allow it to link to other systems that automatically trigger the camera through various user-defined parameters; - Agent incident-driven discretion - Environment - Instrumented Start (IOT / Vehicle / Holster / Lights and Siren). - Vehicle IOT integration that will allow the BWC to record from automatic triggers using inputs such as the emergency lights or vehicle siren.	
	B26	AGS are interested in exploring the video and audio recording Buffer – pre-record feature - please explain the feature/ settings / options and any post event recording settings that your solution has.	
	B27	Please describe the breadth of the BWC's software functionality that will ensure metadata is captured for any video that is recorded, including: Garda name, badge number, Camera ID, Video creation date, start and end times for video, GPS location and any other capabilities and capacity for additional fields.	
	B28	Describe your software functionality based on the above (metadata) that allows for the configuration of the meta-data, by a system administrator, as required, and reporting of same to external Audit Systems.	
Mounting	B29	Describe options for securely affixing the BWC to the police officer. Any media of mountings (link to photo / pdf) for your devices or samples that you are willing to share are acceptable.	

Video Offloading	B30	Describe the Docking process, particularly around the backend software functionality that will allow for upload of video from the BWC, through a suitable docking solution, without requiring any intervention from the user.	
	B31	Describe any Streaming that your BWC devices are capable of and the Stream Transport expected e.g. Mobile Sim, Virtual Sim, Bluetooth, Wi-Fi, USB-C, and detail the standards used.	
	B32	Describe how the BWC operates efficiently in high and low bandwidth environments, as well as off-line. What are the recommended network requirements?	
	B33	Give details of the Dock and Upload process and expected space / network configurations, security, please include visuals of the different docking configurations. With options ranging from a one-person station to a large metropolitan.	
	B34	Give details of the Dock hardware expectation, in terms of connecting to the network, via PC, Tablet, or direct connection from the dock to the network. Please give details in terms of network, connectivity, hardware required, for • 100 camera solution. • 50 camera solution • 20 camera solution • single camera solution.	
	B35	Given the geographical spread of the AGS organisation and the variation in station locations, sizes and types, please detail the docking station options particularly those that do not require a workstation for connectivity. (provide power specifications in your submission – including any AC / DC options)	

	B36	Describe how would your company handle the challenges of digital evidence collection and storage in remote locations? Where Mobile and Data speeds are low or unusable.	
Video Resolution	B37	Describe the video resolution capture and view / playback options and the implications of different settings.	
Audio	B38	Describe the audio capture and playback options and the implications of different settings.	
Data Management	B39	Describe any features relating to the tagging by the Garda member of the video from the station / and in the field, including Geo Tagging, or potential to tag from an associated Mobile App.	
GPS	B40	The BWC Global Positioning System (GPS) functionality should be included so that the geographic coordinates of an incident recorded using BWC can be easily identified	

APPENDIX C- Response Format - Digital Evidence Management System

Information Security / Information Assurance	C1	Describe the Desktop / Security features needed for Video playback	
	C2	Is External drive access required / allowed in your solution?	
	C3	Describe your end to end Encryption	
	C4	A full description of RBAC / User roles/tiered access would be useful	
	C5	Describe your system - Cloud / Hybrid / On Premise data storage	
	C6	How would you integrate / ensure that AGS Security operations were satisfied.	
Digital Evidence Management System Functionality	C7	Describe the DEMS software functionality and API's to allow access to the software application. Software functionality must allow for interfacing with the AGS's Records Management System(s) – PULSE, CAD and IMS.	
	C8	Describe the search functionality.	
	C9	Describe the Full audit trail options which are obviously required to track who viewed, exported, or edited / clipped / redacted any evidence or records for both internal users, external partners, or back-end administrators.	
	C10	Describe how audit would work for Public Upload or Court Download features if you have them.	

	C11	The Audit ideally would have functionality allowing for all user history to be logged and maintained, including the tracking of any unauthorized attempts to access the system or a piece of specific data. The tracking of a user's history must include, but may not be limited to, queries performed and date and time that records were viewed, exported, modified or printed. Describe how the AGS Audit system could connect to this data by API, rather than by report.	
	C12	Scalability – describe how your system scales, on premise, hybrid or cloud - or combinations for scale.	
	C13	File transfer from external Systems Describe how your system facilitates Public Upload, Integration with CCTV / VMS, integration with Drones, Mobile devices and upload of attachments.	
	C14	Retention / Purge Describe the granularity (or otherwise) of your Archive / Data Retention / Purge process.	
	C15	Redaction – describe how you enable video editing and non-destructive redaction, without modifying the original file, but always maintaining a link to the original file – and links to the audit of this activity	
	C16	Redaction – describe the Object Recognition features to allow for Automatic Redaction – of single Person / vehicle reg. – everyone / everything but that person / vehicle reg.	
	C17	Transcription – describe your software functionality to automate the conversion of speech to text from audio and visual media, and give an details of your transcription accuracy. What is your	

	C18	Describe the specific functionality of the transcription service, including cloud components and what metadata could be required or footprint left in the cloud service post transcription.	
	C19	Please describe how your transcription / translation service could transcribe / translate video that may be captured by an alternate system, but uploaded onto the DEMS.	
	C20	Cloud storage platform – Describe your platform and the relationship with your cloud provider and any data sharing / data sovereignty implications or agreements that AGS would have to engage in to use your platform.	
Cloud storage platform	C21	Ownership of AGS Cloud data – describe how AGS will maintain ownership of any video on your / third party cloud.	
	C22	Describe the process of cloud software change management or upgrades to the software functionality and how you ensure that it will not impact the integrity of any data or record.	

	C23	Describe how, at the end of a contract, AGS could retain its data and place it with another provider or on-premises, at no cost to AGS, in a standard format that is readily consumable using commodity applications?	
	C24	Describe the process of how the above transfer could work - how would your company facilitate the transfer of large scale amounts of data in non-proprietary formats? Maintaining links to data files for use with another system.	
	C25	Private IP Address: AGS is interested to understand if they can leverage the existing Government Network (GN) connectivity to the Cloud Providers and have AGS servers with a Private IP address.	
	C26	If AGS can use a Private IP address – please describe how Public Upload or Justice share could work on the same cloud provider?	
	C27	Describe any data limitations that your DEMS may have in a cloud instance. Please confirm that all data including Meta Data, Video, uploads, are and will remain to be in the exclusive ownership of An Garda Síochána.	
VMS	C28	Describe the relationship between your DEMS (if applicable) and VMS – are there particular VMS that are preferable, or standards that the existing AGS VMS should have?	

	C29	Currently when the frontline member presses the Emergency Button on their Tetra Set - it sends a GPS location and opens a channel to the Control room. How would you instrument this with a BWC linked to a Tetra device – where streaming and voice channels could be initiated on emergency.	
	C30	Describe any software functionality that you have to electronically disclose video and audio recordings to the courts and to other external agencies, as and when required, the expected networks, security protocols and if this can be automated or has to be a manual process.	
Connectivity	C31	What connectivity (Network / API) for your software is required for Public Upload Portal – for Dashcam / Public Upload Town or shop CCTV.	
	C32	What connectivity is required for Access to your cloud based data. Does the solution facilitate dedicated network links to specific data centres.	
	C33	Does you solution support Data Centre Interconnection - where they may be a primary and secondary data centre with exact synchronised copies?	
	C34	Please describe your support facilities in terms of a 24/7/52 help desk. Where you are proposing a consortium approach please detail how all parts of the proposed solution could be supported.	

	C35	How does you system facilitate key service notifications to a Security Operations Centre (SOC) (include details of Cloud integration if that is your preferred option)	
	C36	How does your support solution allow for emergency Incident response, in Ireland across 4 regions.	
	C37	If successful how would you support a deployment of 10,000+ BWC, with associated DEMS - for software support, hardware support, break –fix, level 2 / level 3 help desk support.	

APPENDIX D- Response Format- AGS System Integration

Mobile App	D1	Does your solution incorporate an Android Mobile App?.	
	D2	Describe how the app could be used by a member in capturing video, audio, photo and third-party evidence in the field.	
	D3	Describe how the App could be used to view video on the BWC.	
	D4	Describe how the App could be used to capture third party data in businesses and CCTV	
	D5	Describe how the App operates efficiently in high and low bandwidth environments, as well as off-line. Include store-and-forward capabilities for situations where the user is out of coverage.	
	D6	Describe how, using open APIs in your system that your App could be used by a Garda member to Tag video elements with details from Garda systems such as Garda Safe (Saab CAD system), PULSE (Records Management), Investigation Management System ,and other Garda Systems with Open APIs.	
	D7	Would you provide open APIs for a Garda App to consume tagging and video services.	

	D8	Describe how your systems currently integrate with Policing records management systems or Computer Aided Dispatch systems –through Open APIs or similar – where the police member can tag a video as part of an investigation or dispatch.	
	D9	Describe how your systems currently integrate with Police systems for the management of Property. Where a policing member captures video where they discovered property that needs to be managed and that they can tag the video to the Property Management System.	