

17-Aug	170,583,231
17-Sep	152,930,841
17-Oct	169,472,084
17-Nov	170,202,442
AVERAGE	161,916,710 Records/Month

Requirement: The LPR data service shall make available at least 30 million new unique LPR data records each month.

Response: Vigilant’s commercial database currently adds an average of 150-200 million unique records each month.

Requirement: The vendor shall have a history of at least five (5) years of providing similar LPR data services and/or products to law enforcement agencies.

Response: Vigilant Solutions, formerly Vigilant Video, was incorporated in 2005 and began selling LPR hardware and software in the public safety market shortly thereafter. Thomson Reuters has been providing CLEAR to DHS and other law enforcement agencies since 2008, and members of the federal client management team have provided CLEAR or CLEAR’s predecessor product even earlier, including to DHS since the agency’s inception.

Requirement: The vendor shall already be providing similar services to other law enforcement agency customers.

Response: Thomson Reuters currently provides online investigative research resources to agencies across the US Government and collectively to thousands of customers at all levels of government and level enforcement. Similarly, Vigilant provides an array of products and services to law enforcement customers across the US.

USER MANAGEMENT AND SUPPORT

The vendor shall provide:

Requirement: Written instructions and guidance to facilitate use of system.

Response: CLEAR resources will be available to guide access to the LPR feature via CLEAR. Additionally, Vigilant will provide Agency Manager and System User Manuals. An electronic copy in PDF format will be provided by email to the DHS project manager, as well as on CD. Besides written instruction, the LEARN software will have “Tutorial Guide” icon within the interface that will open a browser window and direct the user to a short YouTube video illustrating how to perform the specific feature. Below is a representation of the icon.

