



**Addendum No. 1
To
REQUEST FOR PROPOSALS
RFP NO.: 2016-01**

COMPUTER AIDED DISPATCH SYSTEM FOR THE SUMMIT COUNTY 911 CENTER

Date of Addendum: March 1, 2016

**PROPOSALS DUE:
March 25, 2016**

ATTENTION BIDDERS

The following, as additions to and modifications in the Request for Proposal, will be included in, and become part of the Computer Aided Dispatch System for the Summit County 911 Center RFP No.: 2016-01. Proposers are, therefore, instructed to take the following into account in rendering any proposal for this work. The updated RFP document can be located at <http://www.co.summit.co.us/bids.aspx?bidID=140>

This addendum has two parts, Addendum Changes and Answers to Questions Submitted by Email.

Summit County CAD RFP Addendum – Changes

This addendum shall be effective as of 3/1/2016

1. Change: Page 2
 - FROM: All interested firms are invited to submit a proposal in accordance with the terms and conditions stated in this Request for Proposal.
 - TO: All interested firms are invited to submit a proposal in accordance with the functional requirements and instructions to bidders stated in this Request for Proposal.
2. Change: EXCEPTIONS Page 17
 - FROM: This section should include any exceptions to the RFP terms and conditions.
 - TO: This section should include any exceptions to the RFP Instructions to Bidders or Functional Requirements sections stated in this document.
3. CHANGE: A.9.q Page 26
 - FROM: View crime graphical dashboards organized by UCR code, date, agency, and location.
 - TO: View crime graphical dashboards organized by incident type, date agency, and location.
4. CHANGE: B.1.1.b Page 26
 - FROM: Shall import (automatically) external alarm data that conforms to the APCO/CSAA (Central Station Alarm Association) published ANS; and, Shall generate a CFS upon receipt of a new alarm notification.
 - TO: Should import (automatically) external alarm data that conforms to the APCO/CSAA (Central Station Alarm Association) published ANS; and, Should generate a CFS upon receipt of a new alarm notification.
5. CHANGE: B.1.17.b Page 35
 - FROM: Shall adhere to the APCO/CSAA 2.101.1-2008 External Alarm Interface Exchange American National Standard (see below).
 - TO: Should adhere to the APCO/CSAA 2.101.1-2008 External Alarm Interface Exchange American National Standard (see below).
6. CHANGE: B.1.17.h Page 35
 - FROM: Shall send an automatic update message to the alarm company during the progression of the event—when the primary agency has been dispatched, when the primary agency has arrived on scene, and when the CFS has been closed, including any disposition information reported by the primary agency that responded.
 - TO: Should send an automatic update message to the alarm company during the progression of the event—when the primary agency has been dispatched, when the primary agency has arrived on scene, and when the CFS has been closed, including any disposition information reported by the primary agency that responded.

7. CHANGE: B.3.7.d Page 41
 - FROM: Shall/Should contain a 2-way, real-time interface to auto populate roster information in CAD.
 - TO: Shall contain a 2-way, real-time interface to auto populate roster information in CAD.
8. CHANGE: B.3.15.q Page 44
 - FROM: Shall allow for tracking of train schedules/locations that result in blocked crossings.
 - TO: Should allow for tracking of train schedules/locations that result in blocked crossings.
9. CHANGE: B.3.15.r Page 44
 - FROM: Shall allow for tracking of train AVL data to factor blocked crossings.
 - TO: Should allow for tracking of train AVL data to factor blocked crossings.
10. FORMAT ERROR: B.4.4 Page 45
 - Start at 'b' instead of 'a', did not change
11. FORMAT ERROR: B.4.7.h Page 46
 - Did not change the format of this item, but it does not need to be responded too since it is an example for item g.
12. CHANGE: B.8.5.c Page 60
 - FROM: Shall include (optional) more sophisticated functionality (e.g. alert and check off of tasks, notifications made, or other issues capable of being tracked).
 - TO: Should include more sophisticated functionality (e.g. alert and check off of tasks, notifications made, or other issues capable of being tracked).
13. CHANGE: B.8.8.d Page 60
 - FROM: Shall interface to [insert specific application/product here] incident command software.
 - TO: Should interface with incident command software. (vendor to provide a list of supported software)
14. FORMAT ERROR: B.9.3.b Page 62
 - Did not change the format, item B.9.3.b does not require a response, but c-g do require a response.
15. CHANGE: B.10.1.cc (second one) Page 65
 - FROM: Shall include an interface to public awareness messaging systems.
 - TO: Shall include an interface to CodeRED public awareness messaging system.
16. ADD: B.10.1.cc.1 Page 65
 - The CodeRED system maintains a list of all callers who have elected to be a part of this community alert system. The system then calls, emails and texts every person on the list and plays or transmits the voice message.
17. ADD: B.10.1.cc.2 Page 65
 - The CAD system should take advantage of the CodeRED API to maximize native functionality from the CAD system, without the need to open a browser and access CodeRED directly.
18. CHANGE: B.10.1.dd (second one) Page 65
 - FROM: Shall include an interface to reverse 911, emergency notification, community notification messaging, and other standalone systems available to be activated by the PSAP or through local emergency management.
 - TO: Should also include the ability to interface with other available community notification messaging systems or other standalone systems available to be activated by the PSAP or through local emergency management.
19. DELETE: B.10.1.dd.1 (second one) Page 65
 - *The system maintains a list of all callers who have elected to be a part of this community alert system. An information message can be created. The system then calls, emails and texts every person on the list and plays or transmits the voice message. There is usually not an actual interface between the CAD system and the reverse 911 system unless the call list is maintained in the CAD database. A web interface is an option to provide citizens with the ability to add their name to the call list for noncritical incidents.*
20. CHANGE: B.10.1.hh Page 65
 - FROM: Shall provide (optional) a mechanism to create, record and otherwise manipulate a report number (separate from the CAD incident number) for cross-referencing purposes in the two systems.
 - TO: Should provide a mechanism to create, record and otherwise manipulate a report number (separate from the CAD incident number) for cross-referencing purposes in the two systems.
21. DELETE: B.10.1.jj.2 Page 66
 - *ProQA interface must guide dispatchers with ease through the case entry, key questions, post-dispatch, and pre-arrival instructions.*
22. CHANGE: B.10.1.oo.1 Page 66
 - FROM: Shall provide the ability to generate and send automatic radio tones.
 - TO: Shall provide the ability to automatically and/or manually initiate radio paging tones from the CAD client, without having to manually generate and send radio tones from the radio system interface.
23. FORMAT ERROR: B.10.2.pp Page 69

- Did not change the format, item B.10.2.pp does not require a response, but qq-xx do require a response.
24. CHANGE: B.10.5.b Page 71
- FROM: Shall interface to an Automated License Plate Reader (ALPR) software.
 - TO: Shall interface to an Automated License Plate Reader (ALPR) software (such as Genetech). Please provide a list of currently supported ALPR vendors.
25. DELETE: B.10.5.d Page 71
- *Supports an interface between the Application Extender Document Imaging System to support scanning documents as direct attachments to case records.*
26. DELETE: B.10.5.e Page 71
- *Supports capturing, validating and reporting both state IBR and UCR data to the state of Colorado. Must support both simultaneously.*
27. CHANGE: C.1.1.t Page 72
- FROM: Automatically status units based on their geographic location.
 - TO: Automatically change unit status based on their geographic location.
28. CHANGE: C.1.1.x Page 72
- FROM: Shall provide access to MDC functions authorized to the field level within each function by system administrations down to the role level (i.e. a patrol officer may not have access to some functions that a street sergeant may have).
 - TO: Shall provide access to MDC functions authorized at the field level within each function, configured by system administrators, down to the user role level (i.e. a patrol officer may not have access to some functions that a street sergeant may have).
29. CHANGE: C.1.1.z Page 72
- FROM: Shall enable the mobile unit to, if authorized, self-initiate incidents, self-dispatch incidents from a queue, change its status, query CAD and RMS information, and query local and national databases, such as wanted-person checks. Many MDCs, especially those not integrated as part of a CAD system, will require a message switch to enable the transmission of data and access to external databases.
 - TO: Shall enable the mobile unit to, if authorized, self-initiate incidents, self-dispatch incidents from a queue, change its status, query CAD and RMS information, and query local and national databases, such as wanted-person checks.
30. CHANGE: C.1.3.a Page 73
- FROM: In accordance with CJIS policy 5.4
 - TO: Shall comply with CJIS policy 5.4
31. FORMAT ERROR: C.1.8.d page 74
- Did not change the format, item C.1.8.d does not require a response, but e-k do require a response.
 - Start at 'b' instead of 'a', did not change

Summit County CAD RFP Addendum – Answers to Questions Submitted by Email
3/1/2016

ATTENTION BIDDERS

The following questions were raised and are answered below:

1. Will the County consider at least a 2 week extension to the current due date?

At this time the county is not considering a 2 week extension.

2. Page 16 - #10 says a copy of the vendor's proposed Maintenance Support Agreement should be in Section 9 -ANNUAL SERVICE AND MAINTENANCE. Then again on page 17 Section 11 requires a copy of the Vendor's License and Maintenance Agreements. Just confirming that you want the maintenance Agreement in BOTH places.

1. Page 16: Vendors shall include a copy of their proposed Maintenance Support Agreement in Section 9 of their RFP response.

2. SAMPLE LICENSING AGREEMENTS

This section should include all applicable sample license agreements and maintenance support agreements for the proposed application software products and interfaces.

We only need one copy of the maintenance support agreement in Section 9. The sample licensing agreements section you can still list any license agreements and refer us to section 9 for your maintenance support agreement.

3. Are you looking for or do you prefer a cloud-based solution?

We are looking for certain cloud-based features such as backup solutions, database hosting support, and application hosting. But at this time we are looking for an "in house" solution, not a strictly cloud-based solution.

4. How many mobile units do you have?

Below is our approximate amount of mobile users and devices. This varies and will eventually grow when we are allowed to use different types of mobile devices. We currently have anywhere from 25 to 40 units simultaneously connected to our mobile server. Again this will grow depending on the types of devices allowed to connect to the mobile server, such as cell phones, android, and ios devices.

- a. 250 users
- b. 100 devices

5. You have confirmed that you are going to use your existing hardware (not purchasing any additional) and OS. Since you already have the hardware and OS and are currently maintaining them, will that then negate the requirements below:

- a. Page 16 – ANNUAL SUPPORT and MAINTENANCE :

- i. #9. Describe the vendor's proposed responsibilities for the ongoing maintenance support of all hardware, system software, and other third-party components proposed by the vendor as part of this planned system.

- b. Page 16 - HARDWARE and SYSTEM SOFTWARE - 1st paragraph?

- i. The center requires the selected vendor to act as the Systems Integrator and propose, price, deliver, install, and configure all server hardware and related system software required to support the proposed application software products and related interfaces while providing the level of availability and performance specified in this RFP.

We do plan on using our existing virtual environment and hardware resources. But, if there is any features of your proposed solution that cannot be virtualized, requires any specialized hardware, or cannot run on our existing environment then we will need support and maintenance information for any proposed hardware.

6. Section B.10.1.kk: Requires an interface with radio systems hardware/software supporting the ability to manually or automatically page and tone units. What is this radio system hardware/software and is any interface documentation or an API available?

Radio system is Moducom; there is currently no API for Moducom. We are currently in the process of acquiring a new radio dispatch system but have not made a decision yet and will not make a decision before this RFP deadline. Can you please let us know what vendors you do support an existing interface with, or if this is an option with your CAD for communication with any radio dispatch system.

7. Section B.10.3.a: Requires an interface enabling the ability to import and display the radio ID (and optionally the officer ID) information to the dispatcher by those keying mobile and/or portable radios. What is the specific radio system is providing the data? Is this interface with the radio system directly or via the Moducom console? Is any interface documentation available?

We currently do not have a radio system that can provide this data. We are in the process of acquiring a new radio dispatch system so no interface documentation is available. We would like to know which radio system vendors you currently have a working interface. Also, we would like an explanation on if you support this feature and how you support it. Also if you have any documentation on how this requirement is met, please provide that with your RFP submission.

8. Section B.10.1.cc: Requires an interface with Public Awareness messaging and "Reverse 911" systems. Are these system currently in place and what are they (manufacturer, product, etc.)? Is any interface documentation or an API available for them? What system is this and will the County please provide an example of how it is to be used (workflow)?

In June of 2016 Summit County will be switching to CodeRed for reverse 911 services. We foresee the workflow as follows: Incident occurs that requires reverse 911 mass text notification. Dispatcher should then have the ability to geo fence a specific area on their tactical map to designate an area to receive reverse 911 text notifications. Dispatcher is then able to send out the message from their CAD console, without having to open a browser and navigate to the CodeRed website. CodeRED will not provide us interface documentation or an API without Summit County signing a Non-Disclosure Agreement, so no interface documentation or API is available at this time.

9. Section B.10.1.dd Requires an interface with reverse 911, emergency notification, community notification messaging, and other standalone systems. Will the County please identify each system and provide interface information and/or an API for those systems that require an interface?

CodeRED is the only reverse 911 emergency public notification system Summit County will use starting in June of 2016. Interface information or an API is not available at this time.

10. Section B.10.5.b: Requires an interface with an Automated License Plate Reader (ALPR). Please provide an example of the expected use of this feature, how the County expects the data to flow, etc.

Genetech is our vendor for ALPR. We would like the ability for this data to flow from the ALPR software to the mobile data computer's CAD client, where plate numbers can then be run against the CBI database if the officer chooses. If the proposed CAD and mobile system uses this data in a different way, please provide details.

11. Section B.10.5.d: "Supports an interface between the Application Extender Document Imaging System to support scanning documents as direct attachments to case records". This appears to be an RMS requirement, is it applicable to this RFP? What is the specific system to be interfaced with and is any interface documentation or an API available?

This requirement has been removed from the RFP.

12. Section B.10.5.e: "Supports capturing, validating and reporting both state IBR and UCR data to the state of Colorado. Must support both simultaneously". This appears to be an RMS requirement, is it applicable to this RFP?

This requirement has been removed from the RFP.

13. B.1.1.c: Shall import (automatically) a CFS received from another CAD system. Is it the intention of the customer to have the respondent include a CAD-to-CAD interface to the scope of this RFP, or just write to our ability to provide a CAD-to-CAD interface and it's capabilities?

It is not our intention to have the respondent include a CAD-to-CAD interface in the scope of this RFP. Please include your ability to provide a CAD-to-CAD interface and the capabilities of said interface.

14. B.1.1: "Call Handling": Shall import (automatically) external alarm data that conforms to the APCO/CSAA (Central Station Alarm Association) published ANS; and, Shall generate a CFS upon receipt of a new alarm notification. Is it the intention of the customer to have vendors quote an ASAP "Alarm Protocol" interface? Or just speak to our ability to interface to this interface?

It is not our intention to have vendors quote an "Alarm Protocol" interface. However, if this interface is not included in the RFP pricing, than please provide pricing details. Also, please speak to your ability to interface to APCO/CSAA external alarm data.

15. The RFP makes reference to terms and conditions stated in the RFP and "the Summit County contract as submitted within the RFP". However, I'm unable to locate a distinguished set of terms and conditions within the 79-page RFP packet. It appears that we have used MSI's agreements in the past, but I need to be sure that Summit County has not provided their own agreement.

Summit County has not provided their own terms and conditions. Our intention was to have proposers submit their proposals in accordance with the "functional requirements" and "instructions to bidders" sections included in the RFP. We have changed two sections of the RFP that reference "terms and conditions" and changed those sections to reference the "functional requirements" and "instructions to bidders" sections.

16. Based on the requirements listed in the RFP, our proposal includes our Mobile Computing Technology (MCT) module. How many mobile units, such as laptops or tablets, require the MCT module?

We currently have anywhere from 25 to 40 units simultaneously connected to our mobile server, which we expect to grow after implementing a new CAD system. The approximate total number of users and devices is below:

- a. 250 users
- b. 100 devices

17. We plan to submit our response via FedEx. Is this the correct address for FedEx deliveries?
Summit County 911 Center
0227 County Shops Road, CR 1003
Frisco, CO 80443

Yes this is the correct shipping address for the Summit County 911 Center if using FedEx or UPS.

ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS OF THIS REQUEST FOR PROPOSALS REMAIN THE SAME.