



Greenville County Procurement Services Division
301 University Ridge, Suite 100
Greenville, SC 29601-3660
Computer Aided Dispatch System
RFP# 66-05/03/16

Questions and Answers Issued May 4, 2016

NOTICE TO VENDORS:

The following revisions, additions, and clarifications are hereby made part of the Contract Documents for the above-referenced project and shall be taken into account in the preparation of all proposals and the execution of all work. Responders shall acknowledge receipt of the Questions and Answers in their proposals.

The following questions were submitted for RFP# 66-05/03/16:

Q1) Is the County tax exempt? If not, what is your tax rate?

A1) The County of Greenville is not tax exempt. The SC Sales Tax is 6%.

Q2) Is the Cassidian system the County's 911 dump?

A2) Yes.

Q3) Please clarify the following statement from page 6, "Identify ability to recall information from Records".

A3) Vendor shall identify their ability to enter and retrieve information from a "homegrown" records system.

Q4) From page 6, "Identify automated data conversion from existing CAD system to proposed system," how much data is there? What format is the data in now, SQL/Oracle, etc.?

A4) Premise Hazard information needs to be converted; our current CAD vendor supplied us with a 20.4MB Excel file and the layout can be extrapolated from it. Common Places needs to be included in a new CAD system. We believe we can extrapolate them from our ArcGIS database. Alarm Configuration information will likely need to be converted but we have no cogent idea how large that information is. We believe the data is all SQL format.

Q5) Will the County accept in interface other than to APCO – such as ProQA?

A5) Yes.

Q6) Please clarify what is meant by "visual display of all operator activity."

A6) Activity is displayed to CAD Operators in a manner so operators may easily follow work flow. For example: CAD Operator A may know CAD Operator B added comments to incident 12345: gun in residence, CAD Operator C closed incident 45678, CAD Operator D entered Tstop A32 Augusta&Mills.

Q7) In the statement “Identify capability of having a block in incidents so that a Tag can be entered and run automatically,” please confirm that the term “block” to be the same as “field”? If not, please clarify further.

A7) Block is the same as Field. The CAD system must have the ability within the narrative or creation of an incident to initiate a NCIC and DMV request of License Plate

Q8) How many dispatchers / call takers does the County have at each location?

A8) The County makes no distinction between Call-Taker / Dispatcher Positions.

Sheriff’s Office - 12 positions

Greenville City - 8 positions

Travelers Rest - 2 positions

Greer - 3 positions

Mauldin - 3 positions

Simpsonville - 3 positions

Fountain Inn - 3 positions

EMS - 6 positions

Q9) Does the County have a preference for vendor provided End-User training or a Train-the-Trainer approach?

A9) Train-the-Trainer to PSAP Administrators level.

Q10) For the EMS-FAT interface, please describe the functionality required between CAD and EMS-FAT.

A10) It is used for Fire Analysis, Planning Software to analyze historic data from CAD. There is a CAD interface written for this product. EMS-FAT receives response and incident information from CAD, for example; response location, Incident type, call/incident/response times, comments/details.

Q11) For the Homegrown RMS, is the interface expected to be a one-way export of CAD event information to the homegrown RMS?

A11) Yes.

Q12) For the COMTECH interface, please describe the functionality required between CAD and COMTECH.

A12) Fire Alerting System (toning stations, opening bay doors, turning on lights).

Q13) Is documentation on the current data structure available (such as data dictionary or database ERD) for both CAD and Records Management?

A13) No.

Q14) Does the agency have resources/staff with knowledge of the data and database structure that can be shared with the vendor to establish data relationships and mapping of data elements to be converted for both CAD and Records Management?

A14) For CAD, the 9-1-1 Office has staff who are knowledgeable about CAD tables.

Q15) Can database structure information and/or sample data be shared prior to bid submission to allow for more precise analysis?

A15) No.

Q16) Does the agency have staff, knowledge and capacity to provide the data for both CAD and Records Management in one of the following standard formats: Microsoft SQL; Microsoft Access; DBF or Delimited Text?

A16) No.

Q17) Was data to be converted from both the CAD and Records Management legacy system previously converted into that system, added via third party interface(s) or was all data natively entered exclusively through the application user interface?

A17) Natively entered.

Q18) How many distinct agencies have data in the legacy system for both CAD and Records Management?

A18) CAD: 8 PSAPS; RMS: unknown.

Q19) Of the total agencies identified in Question #19, how many of those agencies will be converted for both CAD and Records Management?

Q19) At least 5.

Q20) Are there specific rules, policies, common practices or other restrictions that would limit or control the selected vendor's access to the data to be converted?

A20) Yes; NCIC/CJIS access policies would be enforced.

Q21) Please describe the available bandwidth specifications between all locations affected by the CAD application

A21) Shared 10mb to remote PSAPs.

Q22) For hardware, does the County plan to use existing hardware or procure new hardware (CAD workstations, Mobile units, servers) as part of this project?

A22) New. HP and Cisco are preferred hardware.

Q23) Please provide additional information/ clarification of the KMS “Synergy “ software use and functionality.

A23) “Synergy” is software that allows one keyboard/mouse to be used between multiple workstations.

Q24) Please further clarify your desired functionality regarding the statement “The proposed CAD system must be able to handle existing multiple agencies autonomously and allow unique codes between agencies”. Is the County looking for each agency to see ONLY their codes, and to be able to set other system parameters for only their agency—not the same as others?

A24) Yes.

Q25) Who is your current CAD vendor?

A25) Motorola.

Q26) On page 4 it is stated “Current sites are connected via AT&T Switched Ethernet (ASE) data circuits; identify any known transmission requirements to remote PSAPs.” Our program ideally runs on Ethernet which is 1GB. Does the ASE support this type of bandwidth from device to server?

A26) No.

Q27) How many mobile units do you have? Are you looking for Routing in the mobiles?

A27) There are 560 units. Routing in the mobiles will be based on overall CAD solution.

Q28) Please provide additional information regarding: Interface to "LawTrak".

A28) Vendor shall provide information on their ability to automatically exchange data with program named LawTrak.

Q29) Please provide additional information regarding: Compatibility with "BiWeb" OpenText.

A29) Vendor shall provide information on their ability to automatically provide CAD and Mobile data to SQL database for use by Open Text.

Q30) What modules is the County looking for under a new law RMS system?

A30) All modules associated with our needs.

Q31) Please confirm that the County wants Law Field Based Reporting?

A31) Yes.

Q32) Is the County looking for an interface to Emergency Reporting – not a new fire reporting system?

A32) The County is looking for an interface to Emergency Reporting software.

Q33) Please clarify what “Star Number” is and their use.

A33) Star Numbers are a numerical identifier assigned to each person in an Agency and unique to each Agency which tracks the individual’s activity. Star numbers are not re-issued or recycled when someone leaves an Agency. Similar to Social Security numbers.

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- Q34) Please clarify the statement: “Confirm and identify automatic tracking of personnel's work”.
- A34) Any actions taken by personnel is logged regardless of whether data is added/updated/deleted from system.
- Q35) Please clarify the use of the ComTech system; and is County looking for an interface to both a new Radio alerting system for the FDs and an interface to the existing ComTech?
- A35) Vendors shall confirm interface with ComTech and list any other radio alerting systems interfaces that are provided.
- Q36) Please clarify the following “Confirm capability of assigning/copying call to another agency.”
Is the County referring to an agency that you do or do not dispatch for?
- A36) Both.
- Q37) Please provide additional information regarding the statement “Confirm unit browse sorted by area or numeric.”
- A37) Vendor shall provide information on their ability to see/list units (Responders) based on assigned areas or identifiers.
- Q38) On page 5, 2nd Bullet from Bottom, the County is requesting a full RMS package be proposed as an option to the CAD system. Please provide the specifics for quoting the system including: Total number of concurrent users (maximum on the system at any moment) for in office and mobile users. For system sizing, how many total reports are created annually and what is the percentage of increase each year?
- A38) There are 600-700 users with 300-400 concurrent; however, many users open multiple sessions so there is a possibility of having up to 1300 concurrently. Total reports created annually are unknown.
- Q39) On Page 5, last bullet, for the RMS data conversion, please provide information on the data being converted (database, how many years of data, total number of reports, Field Interviews, Traffic Accidents, Citations, etc) This information is required to properly quote data conversion. A more cost effective approach is a legacy data query. Would the County prefer a legacy data query in lieu of data conversion?
- A39) The County can write interfaces with APIs to its homegrown RMS. The County is interested in knowing how the vendor can best interface with its homegrown RMS; if a legacy data query is the most cost-effective means to accomplish that, the County would accept that.
- Q40) For Mobile Data Replacement on page 7, under MDT's, please provide the total number devices as well as the concurrent users (maximum on the system at same time) for the mobile data system. This is needed to provide the most cost effective proposal for Greenville County.
- A40) There are 300 MDT users in the Sheriff's Office. The potential exists there to be 700+ MDT users if all Law Enforcement and municipal FDs are included. The County is very interested in a tier-pricing structure for MDT clients (e.g. 1-100, 101-500, 501-1000, etc).

END OF QUESTIONS AND ANSWERS