CHATHAM COUNTY PURCHASING DEPARTMENT

ADDENDUM NO. __4__   TO   __RFP No. 20-0018-1__

FOR: CAD/RMS/Business Intelligence System

The deadline for questions has been changed to Monday, April 20, 2020 at 5:00 pm EST. Proposal due date remains April 30, 2020 at 5:00 p.m. EST.

For convenience, the County is using sequential numbering for all questions. Prior addenda can be found at https://purchasing.chathamcounty.org/Bids/Open-Bids.

Please find revised cost proposal attached with additional instructions. Particularly note instructions in 9c.

Question #

35. Please clarify the number of Law Records Mobile (Field Based Reporting) concurrent users as the 593 concurrent users for MDT's also includes Fire-Rescue. Does the LRMS total of 425 include all the Law Field Based Reporting numbers? If not, how many of the 593 concurrent MDT users are to also include Law Field Based Reporting?

   Estimated Concurrent Staffing numbers (e.g., Number of personnel logged into the application at the same time)

   - CAD 911 Communications has 21 positions, EMS has 5 positions, Fire Please use graph question 51
   - MDC breakdown – LE, Fire and EMS EMS would use 40 at highest staffing, Law Enforcement has approximately 165 County wide
   - LRMS Approximately 365 County-wide
   - FRMS Please use graph question 51

   Surge Staffing: (e.g., Hurricane staffing)
   - CAD 911 Communications has 40 positions, EMS has 8 positions, FIRE Twice the number from graph page 51
   - MDC breakdown – LE, Fire and EMS EMS would use 55 at surge staffing
   - LRMS - 365
     FRMS Twice the number from graph page 51

Please describe how your firm would size the system for a surge and any cost factors.

36. Will user-defined formats be used for both sending query requests and receiving

return data? For example, will users create custom formatted queries to send to NCIC and or the State network; and or will users need to create custom formats for how the response returns to the CAD system for storage? 911 Communications response: Using a predefined format compliant with State (GCIC) requirements for input and response should be sufficient for CAD.

37. If creating a user-defined format for a screen, will this need to be available from mobile, RMS and or CAD systems? 911 Communications response: CAD system only.

38. The following statement suggests an online interface for connecting to State/NCIC database: "The interface should provide or support an online interface from the CAD application to the State/NCIC database." What use cases should we be aware of for this connection? For example, will users need this connection to authenticate their level security for the request format they are sending? Will this connection be triggered every time a request is submitted and show up as a new screen in the originating software system? Is this an embedded link to a URL for the state site and found in a specific query request screen? Will the CAD or RMS solution need to receive and or store a record of any request or response sent by way of the online interface?
911 Communications response: For CAD, user access to the State/GCIC interface should be determined by authority codes within the CAD system. Uses for the interface should include, but not limited to, driver license queries, vehicle registration queries, wanted person queries, stolen gun queries, etc.. The CAD solution would need to receive and store the responses within the system. Rather than dictate how this is to be done we prefer the vendor explain how their product(s) would meet this need.

39. Will the Pre-Arrival Questionnaire Interface provide a single CFS without intermittent updates to the CAD software? Addendum 3, Question 24: Please provide a list of the pre arrival questionnaire interfaces used today for each agency. 911 Communications response: We currently do not have any interfaces with pre-arrival questionnaires. We are utilizing PowerPhone CACHLite as a standalone product. Please note, moving to the new CAD, we will move to an interface solution either with our current vendor or another vendor. EMS does not currently have an electronic interface but defaults to Priority Dispatch EMD manual cards

911 Communications response: No. The ability to include intermittent updates would be a necessity.

40. If intermittent updates from the Pre-Arrival Questionnaire Interface are available,

after a CFS is sent to the CAD software, how should the CAD software represent them? For example, if adding subsequent/intermittent informational updates to an existing CFS in the CAD software, will this overwrite the existing narrative in the CFS record or should it append to the start or end of the narrative? Should the CFS be allowed to change for the type (e.g., "choking" becomes "unconscious person" or "chest pain" becomes "heart attack")?
911 Communications response: Additional information should append to the narrative as the most recent addition to the narrative, otherwise key information will be lost. CFS will need to be able to change types as the nature of a call from the beginning to closure can change rapidly.

EMS would permit an update and allow changes.

41. Should the CAD software send any information regarding a CFS to the Pre-Arrival Questionnaire Interface besides initial geographical (e.g., address) data points?
911 Communications: This would be determined by what new EMD software we move to, with our current provider, we do not have any interfaces.

EMS would recommend any and all pertinent data be sent as applicable

42. Is the group looking for a new personnel management system or an interface or interfaces to existing systems? This is not part of current scope but vendor may propose optional modules and pricing that they offer for personnel management.

43. Based on RFP page 160 and Addendum 3, item #28, please confirm/list all participating agencies with sworn count for each agency. Please use the table on page 160 for the purpose of your proposal response. Please provide any impact of varying personnel numbers on your pricing or proposal.

44. Functional Technical Matrix, Alarm Tracking Tab

   a.   What is the County currently using to track and bill false alarms? The County uses software called Cry Wolf. We have requested information from other agencies on what they use.

   b.   Is the County interested in a false alarm managed-services (outsourced) approach for tracking and billing false alarms? This would not be considered as part of this RFP.

   c.   Can you please provide the following information about the County's current alarm program?

      i.   What is the total number of false alarms in the years, 2018 and 2019? 2018 = 2,687, 2019= 2,888
      ii.   What is the total amount billed for false alarms in the years, 2018 and 2019? 2018=$2800, 2019= $5800

iii. What is the total amount collected for false alarms in the years, 2018 and 2019? 2018 = $116,444, 2019 = $109,483
These totals include registration and permit fees.

iv. What is the total number of active alarm systems at the end of years, 2018 and 2019? Current number of active registrations is 10,571

d. Does the County require alarm systems to be registered? If so, is it an annual registration? What are the initial and annual registration fees? Alarm systems must be registered. Annual renewal is July 1st of every year. It is the responsibility of the alarm companies to register the customers. The fees are $12 per resident and $24 for commercial properties and this is for a 1 year term. The alarm company has to pay a $100 permit fee annually. We currently have approximately 77 companies.

e. Please provide a copy of the current alarm ordinance and fee/fine schedule? See multiple attachments for various agencies.

45. Given the COVID-19 pandemic and crisis will the County consider granting a 2-week extension and accept electronic submissions removing the requirement to ship out hard copies? The due date is now April 30 2020 at 5:00 pm EST and the County would still like to receive five (5) hard copies.

46. Is EMS dispatched as part of the fire discipline?
Yes and No. EMS as a first responder function is dispatched as part of fire discipline. EMS as a BLS/ALS ambulance and Neonate Mobile ICU is a specific EMS stand alone discipline.

911 Communications response: EMS is a separate discipline from fire, but both do respond to certain calls for service.

47. How many calls for service were received in the last 3 years per year?
From RFP, page 155

PSAP	2017	2018	2019
Chatham County Communications Services	299,882	292,100	279,893
Tybee Island	N/A	N/A	N/A

48. How many call-takers and dispatchers are there in total?
Addendum 2, Question 5:

5. Number of active call-taker/dispatch positions required (i.e., number that are expected to be used outside of disaster situations, in the requested solution). Please do not include test/training or backup/DR positions.

There are 23 currently with potential for 50 - 60 at the new Center

All 23 positions are capable of both call taking and dispatching. We do not differentiate the positions by capabilities.

49. How many sworn responders will be using the new CAD and RMS?
    Addendum 2
    6. Number of sworn officers using RMS including field reporting. Civilian users should be excluded from this count.
       County-wide law enforcement sworn officers 860

    7. Number of sworn officers using Mobile (CAD). Civilian users should be excluded from this count.
       Number of sworn officers using Mobile (CAD) 475

50. How many users will need to make NCIC/GCIC basic inquiries in the CAD?
    a.   Basic inquiries = persons, vehicles, guns, boats, articles

    911 Communications response: We have 91 users that will potentially need query access.
    Queries performed through CAD will likely only be done by the Dispatch Center personnel. LE mobiles may opt to use their LRMS for query access. Other LRMS users, Records Management, P & E, Property Detectives, etc., would not query through CAD. If a single interface system for both CAD and LRMS with multiple ORIs is proposed, that could be considered.

51. How many workstations/devices are used by records personnel, evidence, dispatchers, and detectives?

Please refer to Page 154 see excerpt below.

Core License Requirements

Agency Name	CAD Desk PC	LRMS Desk PC	FRMS Desk PC	MDC Total #	LRMS MDC	Fire/EMS MDC	Bus Int.
Chatham County Communications Services	46	0	0	338	0	0	TBD
Chatham Emergency Services - EMS	3	0	TBD	TBD	0	49	TBD
Chatham Emergency Services - Fire	3	0	TBD	TBD	0	24	TBD
Chatham County Police	0	80	0	100	100	0	20
Chatham County Sheriff	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bloomingdale Police	2	TBD	0	12	TBD	0	TBD
Bloomingdale Fire	0	0	0	0	0	0	TBD

BOE Campus Police	15	0	0	15	0	0	TBD
Garden City Police	0	0	0	0	0	0	TBD
Garden City Fire	4	0	0	7	0	7	TBD
Isle of Hope Fire	1	1	1	1	1	1	TBD
Savannah Police	650	650	650	40	325	325	40
Savannah Fire	20	20	20	20	30	20	20
Pooler Police	3	25	0	50	50	0	0
Pooler Fire	9	0	9	TBD	13	0	13
Port Wentworth Police	2	0	0	0	0	0	0
Port Wentworth Fire	2	0	0	0	0	0	0
Thunderbolt Police	1	0	0	8	8	0	0
Thunderbolt Fire	2	0	0	5	0	0	0
Tybee Police	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Optional License Requirements

Agency Name	Training/ FTO	IA	K9	Supply/ Inventory Mgt.	Other	Other
Chatham County Communications Services	6	0	0	0	0	0
Chatham Emergency Services - EMS	2	0	0	0	0	0
Chatham Emergency Services - Fire	2	0	0	0	0	0
Chatham County Police	10	3	0	5	0	
Chatham County Sheriff	N/A	N/A	N/A	N/A	N/A	N/A
Bloomingdale Police	0	0	0	0	0	0
Bloomingdale Fire	0	0	0	0	0	0
BOE Campus Police	0	0	0	0	0	0
Garden City Police	0	0	0	0	0	0
Garden City Fire	0	0	0	0	0	0
Isle of Hope Fire	0	0	0	0	0	0
Savannah Police	10	8	8	8	0	0
Savannah Fire	20	2	0	10	0	0
Pooler Police	5	0	0	0	0	0
Pooler Fire	1	0	0	0	0	0
Port Wentworth Police	2	0	0	0	0	0
Port Wentworth Fire	2	0	0	0	0	0
Thunderbolt Police	2	1	0	0	0	0

Thunderbolt Fire	1	0	0	1	0	0
Tybee Police	N/A	N/A	N/A	N/A	N/A	N/A
Tybee Fire	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Fire (Served by Chatham Emergency Services)	N/A	N/A	N/A	N/A	N/A	N/A
Vernonburg Police (Served by Chatham County Police)	N/A	N/A	N/A	N/A	N/A	N/A

MobileCom Licenses (Currently Installed)

AGENCY	MOBILECOM LICENSES (currently installed)	NOTES
Chatham 911 Communications Services	2	Server: 1 / Testing: 1
Chatham County Animal Services	7	8 open licenses for Chatham County
Chatham County Police Department	78	
Savannah Fire Rescue	32	12 open licenses for City of Savannah
Savannah Police Department	198	
TOTAL LICENSES IN USE	**317**	
TOTAL LICENSES AUTHORIZED	**338**	

52. How does the agency currently connect to the NCIC/GCIC? 911 Communications response: For CAD the Dispatch Center and 1 LE agency currently connect via an MPLS Network connection using a dedicated router and persistent routes. The Dispatch Center also uses the GTA/GBI-GCIC web portal to perform functions other than queries. All other agencies would need to answer how they connect.

53. Does the agency use any 3rd party terminal to run transactions in NCIC/GCIC 911 Communications response: The Dispatch Center also uses the GTA/GBI-GCIC web portal to perform functions other than queries.

54. What is the number of users that will need 'view only' access to analytics/statistical reports and/or bulletins?
Please refer to staffing matrices in RFP and provide system capability to provide view access that is likely to be needed by these personnel.

55. What is the number of users that will need to create analytical/statistical reports and/or bulletins?

●Crime Analysis Approximately 15 Countywide

- Fire/EMS Analytics Estimate 5
- Admin CAD System 911 Communications: requires two (2) users911 Communications: requires two (2) users
- RMS System Admin Approximately 14 Countywide
- GIS System Admin Estimate 25 -30

56. What are the types of statistical reports currently in use and/or desired?

Please refer to RFP. For CAD, statistical reports are currently created, run and distributed by the CAD System Admin using a 3rd party database query application. We desire a robust system able to provide real-time dashboards of current workload by definable parameters, automate the running and distribution of scheduled reports and allow comprehensive ad-hoc report creation.

57. Will statistical reports be used for ETLs (Extract, Transfer, Loads)? If so, what is the cadence?

For CAD this is currently being done for two governmental entities (false alarm info) and one responding agency (Chatham EMS). False alarm info each 1x day; EMS call data is upon entry of call for service via a vendor supplied interface.

58. What is the desired timeline to implement the CAD and RMS?

Chatham County desires to implement the CAD/RMS system in a time frame that can be successfully completed by all stakeholders and the company. The County understands it could be a 12 to 18 month process. While the County would like the system to be operational as soon as possible, the County also wants due diligence to be completed. Proposers should provide a project schedule they believe provides the best opportunity for success in the shortest time frame. Quality has priority over speed. Proposers should provide specific information regarding why they are recommending their approach and the pros and cons of any options.

59. RFP Page 143, Section 14.7, Items 3-5: The only computer specifications we can find in the RFP are on page 159 and are only the workstation computers. Please provide information regarding current server and mobile computers.
The minimum specs listed on page 159 apply to both desktop and mobile computers. Our current server specs are irrelevant since Chatham County will be standing up new servers for this system. These servers will follow the recommended specifications put forth by the company awarded the contract.

60. Please confirm the correct version of Addendum 1 as the response to item 4, d. Smartphone Application is different in one of the updates as follows:

Addendum 1 (Original and attached to Addendum 3):

d. Smartphone app for CAD - There is widespread interest in this feature. Pricing

for this functionality should be shown as an option. Proposers should provide a range of costs including 1 - 30, 31 - 50, 51 - 100 and enterprise wide if available.

Addendum 1 (attached to Addendum 2):

d. Smartphone app for CAD -20 (911 Center only); 10 (Chatham EMS/Fire) TOTAL: 30 note: any others would be at the determination of the LE/Fire/EMS agency.

The correct version is: *d. Smartphone app for CAD - There is widespread interest in this feature. Pricing for this functionality should be shown as an option. Proposers should provide a range of costs including 1 - 30, 31 - 50, 51 - 100 and enterprise wide if available.*

61.   Section 5.1 Comprehensive GIS Information: Some of these items are part of our standard included product documentation. Is it acceptable to reference said documentation for the specifics while also providing an overview/synopsis for the specific item? No. Please create separate documentation for Chatham County. It would be best to have all of the information in one document to make it easier for users to navigate.

62. Section 5.1 Comprehensive GIS Information: Items 6-8 make the distinction between functionalities, features, and modules as related to GIS. Since these words can have very different meanings depending on the audience, would the County please define them in the way in which responses are desired?

Functionalities – capabilities available to all users by default
Features – capabilities that are included but may require configuration
Modules – additional 'pieces' of the software that may be available at an additional cost.

63. Due to the COVID-19 restrictions, would it be possible for the County to waive the notary requirements on the forms and allow these to be notarized at a later date? Yes

Prior addenda may be found at https://purchasing.chathamcounty.org/Bids/Open-Bids
We appreciate your interest in this solicitation.

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Margaret Joyner
Purchasing Director

4/15/20
Date