<table>
<thead>
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<th>Question No.</th>
<th>RFP Reference</th>
<th>Vendor Question</th>
<th>County Response</th>
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<tr>
<td>1</td>
<td>General Question</td>
<td>Will the County consider releasing the RFP document in an editable, electronic format, such as Microsoft Word? The PDF file does not allow vendors to check the required boxes or enter the required detailed narrative responses. It is not clear in the RFP whether this document will be provided to vendors along with the Microsoft Excel version of RFP Attachment B at the mandatory pre-proposal conference.</td>
<td>Electronic documents were distributed at the Pre-bid conference.</td>
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<td>2</td>
<td>III. Functional Requirements Spreadsheet</td>
<td>With close to 1,000 requirements and point to point questions, waiting to receive these documents at the pre-proposal meeting next week significantly reduces the opportunity to provide a quality response. We respectfully request the County to add these files to the web site early this week in order for us to immediately begin the response process.</td>
<td>The period for Questions from Vendors is extended to Noon on 07/26/13. The new end date for proposal submission is 4:00 PM 08/16/13. We are sorry but we cannot provide you with the information you are requesting at this time. All information needed to return a response will be issued at the prebid conference on July 10, 2013. We feel that proving you or anyone else with this information, at this time could be construed as showing favoritism, or giving one bidder an advantage over others.</td>
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<td>3</td>
<td>Pg 7 INTRODUCTION</td>
<td>We have not been able to locate these Electronic Response Forms on the Shelby County website. Can you please direct me to the location of those files. Thank you.</td>
<td>Electronic documents were distributed at the Pre-bid conference. We are sorry but we cannot provide you with the information you are requesting at this time. All information needed to return a response will be issued at the prebid conference on July 10, 2013. We feel that proving you or anyone else with this information, at this time could be construed as showing favoritism, or giving one bidder an advantage over others.</td>
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<td>4</td>
<td>F. System Interfaces</td>
<td>A. Could the County please identify the expectations for these interfaces? UCR/NIBRS/NFIRS is normally a component of records management systems is there a particular set of data which needs to be interfaced? B. For SCADA alarm monitoring please identify the current vendor of the alarm system and the expectation of interface.</td>
<td>A. SHERIFF - [1] Describe the ability to associate CAD information with Crime Incident reports. Shelby County currently in progress of RFP for an INFOHUB product tying local warrants, corrections management, district attorney records, etc. into a single access point. Vendor for this has yet to be selected. Interface needed. FIRE - Current NFRS vendor is ETI (Emergency Technologies Inc.) - Interface needed to push CAD to NFRS. B. SHERIFF - [1] Current systems are: Kaiotech for 107 Mullins Station, Memphis, TN - provided by Allied Systems. Viziotech for 1075 Mullins Station, Memphis, TN - provided by Allied Systems. First Alert for Vizimatic for panic alarms.</td>
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<td>5</td>
<td>For each interface, Vendors must specify the following:</td>
<td>In order to comply with this request please specify the vendor, data scheme, contact information and expectation of each of the requested interfaces.</td>
<td>SHERIFF - Finished only after award.</td>
</tr>
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<td>6</td>
<td>G. Third-party Partner Applications</td>
<td>A. In order to price this properly can the county provide station blue prints of each fire station where this system is expected to be installed? B. Please specify any ordinances or local building codes which must be adhered to in order to install the equipment. C. Please identify the fire station bay layout along with any existing PA systems in order to scope properly. D. Does the voice automated dispatch need to perform any other functions such as bay automation, station lighting etc?</td>
<td>A. FIRE - Single Source Vendor for true digital voice dispatch - LOCUTION [Vendor Contact is Brigitte Barreto - <a href="mailto:bridgetteb@location.com">bridgetteb@location.com</a>] Vendor has made site visits and has determined hardware needs and locations at all sites. B. SHERIFF - Yes, Vendor should coordinate with Shelby County Code Enforcement. C. FIRE - See 6.A. above D. FIRE - See 6.A. above</td>
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<td>7</td>
<td>H. Mobile Data Shelby County intends to implements a mobile data system. Vendors should include all hardware and software in their proposal to implement a full functioning mobile data application. The County currently utilizes NetMotion to enable mobile connectivity.</td>
<td>A. Does the county have any particular requirements for the mobile workstations? B. Is touch screen operation required? C. Are day readable screens required? D. Are fully ruggedized workstations required? E. Does the County require a product certification with MIL-STD-810G, IP-65 etc? F. Is there a preference for fixed versus removable workstations? G. Is vehicle installation to be part of this as well? If so please provide make, model, year for all vehicles to be installed. H. Does the County currently have a preferred cellular carrier?</td>
<td>A. SHERIFF - Yes B. SHERIFF - Yes C. SHERIFF - Yes D. SHERIFF - Yes E. SHERIFF - Removable F. SHERIFF - Require vendor to install first two-(2) mobile workstations and then four-(4) Radio Shop personnel in installation procedures. Currently using computer stands shown at [<a href="http://jottodesk.gojotto.com/laptop-mounts.html">http://jottodesk.gojotto.com/laptop-mounts.html</a> - Mounting hardware is vehicle specific. Fleet consists of Chevy Tahoes, Chevy Impalas, Chevy Caprices, Dodge Chargers, and Ford Crown Vics. E. SHERIFF - Vizimatic KG F. SHERIFF - Not Applicable</td>
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### Vendor Questions and County Responses

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<tr>
<th>Number</th>
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</table>
| 8      | Shelby County Fire Department had currently in-vehicle mobile data.      | A. Could the County please provide the make, model, and system specifications of the Fire Department's current in-vehicle mobile data platform?  
B. Is replacement of the current in-vehicle platform part of this procurement?  
C. FIRE - Motorola M5000, GTAC 5000, running Motorola PCTAC applications with tactical mapping.  
D. FIRE - Only for dedicated mobile server and associated applications. |
| 9      | Priority Dispatch ProQA The County desires to include the pricing for the optional purchase of Priority Dispatch ProQA for EMD, Emergency Fire Dispatch (ESF) and Emergency Police Dispatch (EPD). The County currently has licenses for Priority Dispatch ProQA for EMD. SCFD intends to continue using ProQA for EMD pre-arrival instructions and coding and is investigating the use of ProQA for EFD. SCSD is investigating the use of ProQA for EPD.  
A. Please provide a count of the number of workstations which would need to be used for EMD; additionally please provide a county of existing licenses.  
B. Please provide the current version of ProQA in use.  
C. Please provide the count of the workstations which would require EFD.  
D. Please provide the count of the workstations which would require EPD.  
E. FIRE - Currently has 7 licenses for ProQA, would like an option for EFD and EPD licenses as well.  
F. SCFD - 12 licenses at the Main site  
G. FIRE - 7 licenses for main site  
H. FIRE - Most up to date version of ProQA is required for this project.  
I. SCSD - 9 A.  
J. SEE 9 A. |
| 10     | 1. Training  
I. Shelby County expects that the selected Vendor will provide customized training to each agency regarding the use and configuration of the CAD system and interfaces. The training will include operations and functional training to all users from each agency; train-the-trainer sessions to trainers selected from each agency; and administrative training to each agency’s administrative staff, which covers all aspects of operating and managing the system. Mobile data training will be exclusively train-the-trainer.  
A. Could the County please identify how many users need to be trained for CAD and Mobile training?  
B. Depending upon the number of users that would need to be trained, it may be necessary to conduct multiple training sessions that may affect project duration and cost. Would the County consider a Train-the-Trainer training approach (for CAD) rather than end-user training?  
C. SHERIFF - Agency specific training for SO.  
D. FIRE - Agency specific training for SO.  
E. SHERIFF - NO. |
| 11     | 6A. Project Timeline  
The County anticipates issuing the notification of contract award in October 2013. Contract negotiations will begin upon notification of contract award. The County anticipates the services to commence in January 2014. The selected Vendor must be prepared to begin immediately upon receipt of a Notice to Proceed.  
A. What is the County’s anticipated/declared “go-live” date of the new system?  
B. FIRE - 28 months or less from award list date. |
| 12     | 6F. Disaster Recovery  
Vendors must provide the necessary hardware and software for an in-line (hot) disaster recovery system that will be located at a geographically separate site away from the dispatch center or production server location. Disaster recovery failover to a full function (including interfaces to external systems, e.g., mobile data, AVL) disaster recovery system must be configurable to be both automatic and able to be initiated by manual operation. The failover process should be seamless and transparent to the operators. There will be a system message delivered to agency-selected workstations (e.g., supervisor, administrator) that primary operations have switched to the backup system.  
Vendors must describe the disaster recovery solution including data replication, server failover to the disaster recovery site, client failover, and fail back to the primary site.  
A. Please clarify if Disaster Recovery (Hardware and Software) is to be priced as part of this procurement as there is no section in the pricing pages for this.  
B. ALL hardware and software necessary to host and service all existing workstations and all of their associated functionalities are to be included. The pricing is to be included on the “Other Costs” form on the Cost Data Form. |
| 13     | Page 18, #5 and Page 20, Section C  
Please clarify where it states 1 additional workstation at the backup site on P.18 and on P.20 it states 3 additional workstations.  
A. The SO will immediately be placing one additional workstation at the backup site and the 3 additional workstations are for the Primary site. |
| 14     | Page 26, Section H, 1st paragraph Mobile Data  
Does it include all hardware, mounting hardware, modems, etc.?  
A. VMR has 34 trucks; AMR will provide funding for the mobiles, so please quote as FIRE.  
B. FIRE - Agency specific training for SO.  
C. SHERIFF - Agency specific training for SO.  
D. FIRE - Agency specific training for SO.  
E. SHERIFF - NO. |
| 15     | Page 26, Section H, 1st paragraph Mobile Data  
Requesting make/model of all fleet vehicles to receive Mobile Data  
A. FIRE - SEE 7.G. |
| 16     | Page 26, Section H, 1st paragraph Mobile Data  
Page 26, Section H, 1st paragraph Mobile Data  
Page 26, Section H, 1st paragraph Mobile Data  
What auxiliary mobile data products are requested (LP readers, aux cards, printers, etc.)?  
A. FIRE - SEE 7.G. |
| 17     | Page 26, Section H, 1st paragraph Mobile Data  
Are the AMR MDT units included in the count of 50 for Fire?  
A. None  
B. FIRE - Agency specific training for SO.  
C. SHERIFF - Agency specific training for SO.  
D. FIRE - Agency specific training for SO.  
E. SHERIFF - NO. |
| 18     | Page 18-20  
Will interfaces be needed for the backup site as well?  
A. Yes, the SO is expecting complete functionality as they have at the Primary site at the backup site. |
| 19     | General Question  
Do you have a current provider for Fire Station Alerting?  
A. Yes, but requesting true digital voice solution. At this time, FD is only aware of a sole vendor. Location, but open to any providers you may propose as long as they provide the true digital voice solution. The system will need to be installed by the vendor. The current list of stations listed in the RFP is correct. |
| 20     | General Question  
Is radio installing?  
A. Yes, by the vendor. |
| 21     | General Question  
Everything is turnkey?  
A. Yes.  
B. No. |
| 22     | General Question  
Do you currently own DECCAN or LiveAMLM?  
A. No.  
B. YES.  
C. SHERIFF - Supervisor positions receiving alarms. Currently using several disparate systems. Some are received via radio, others via computer, others via alarm panel.  
D. Vendors are to specify and propose their ideas and best concepts. |
| 23     | Page 19, last bullet and Page 25  
SCADA is mentioned, but not in the RFP as Interchange in Attachment A; what are you monitoring, will request interface specifications?  
A. SCADA is mentioned, but not in the RFP as Interchange in Attachment A; what are you monitoring, will request interface specifications?  
B. SHERIFF - Supervisor positions receiving alarms. Currently using several disparate systems. Some are received via radio, others via computer, others via alarm panel.  
C. Vendors are to specify and propose their ideas and best concepts. |
| 24     | Page 18, and Page 25  
Real Time Live Video is mentioned, what are you looking for? To use video recording, seen live in the CAD and stored, and provide the video system where?  
A. The SO is looking for the streaming capability of existing real-time video to watch officer stops and the ability to deliver individual video back to CAD on a case by case basis; would be an interface not the system itself; propose what vendor sees as an acceptable concept/good solution.  
B. No, each Primary PSAP has a time source (1 for SO and 1 for Fire) as well as one time source at the backup site. |
26 General Hardware Specification
Will racks for the servers also be requested?

27 General Hardware
Does the County have a preference for vendors (HP, Dell, etc.)?

28 General Hardware
The RFP specifies 5 counties of GIS data; will the County be providing the other counties map data?

29 General Question
Monitors - confirming 5 - 27” monitors at each workstation?

30 Page 20, ProQA
How many licenses are needed?

31 Page 20, ProQA
Shall we provide training for EFD and EPO as well?

32 Page 23, System Characteristics
Mentions GIS, State and County security requirements, are the State or County requirements more stringent than GIS?

33 Page 25, System Interfaces
Mentions NIMBY, MRIs which is typically run through RMS, what CAD capabilities are needed?

34 Patient Reports
Is there an ECPR vendor to interface to?

35 Page 19 and Page 25 Interfaces
Vendors are requesting a lot of which interfaces are currently in place; who is the provider, what is desired from the users perspective, or are you requesting the interface as you do not currently have one. Should the interface exist currently, will need to identify the Model, Vendor, contact information, and whether this is mandatory or optional.

36 Requirement 1477 and 1478
Scheduling software - aside from personnel interface? Yes, this is optional and for SO SHERIFF employees and 20FD employees; scheduling of dispatch personnel only, not field personnel or resources. Same for SO and FD.

37 Page 20, WISER
What is the WISER system?

38 General
Do you anticipate fiber connections to the primary and future FD backup site?

39 Specification 1480
Do you have a Motorola MUP?

40 Specification 1482
Please clarify; we are not talking about emergency buttons?

41 General Question
Are you asking for any AVL, standalone other than an MDT? Animal Control vehicles, etc.

42 General Question
County installation of mobiles - do a few and train staff of County, correct?

43 General
AVL clarification

44 General Question
Monitors - confirming 5 - 27” monitors at each workstation?

45 General Question
Will new 911 system be installed by the time we install the CAD system?

46 Page 51, #18
County Travel Policy, may we have a copy?

47 Page 3, 2nd paragraph
The cost of site visits is really on the vendor?

48 General Question
Has there been any consideration for the extension of time?

49 Page 35-F, paragraph 3
Data Migration & schema data

50 Page 18-85
Add how many additional CAD workstations?