

Shelby County TN
Sherrif's Office / Fire Department
Vendor Questions and County Responses

Question No.	RFP Reference	Vendor Question	County Response
1	General Question	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-bid conference.	Electronic documents were distributed at the Pre-bid conference.
2	HH. Functional Requirements Spreadsheet Pg50 1. The Functional Requirements Spreadsheet, printed as Attachment B, is a Microsoft Excel document listing the detailed expectations for the proposed system. The electronic version of the spreadsheet will be provided to all Vendors attending the mandatory pre-proposal conference.	With close to 1900 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 those files to the web site early this week in order for us to immediately begin the response process.	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. All information needed to return a response will be issued to each bidder attending our mandatory pre-bid conference at 2:00 pm, Wednesday, July 10, 2013.
3	Pg 7 INTRODUCTION Vendors are NOT to insert the response in this RFP. Vendor responses are to be recorded and returned using the Shelby County RFP #13-006-87 Electronic Response Forms available for download on the Shelby County website.	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.	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. All information needed to return a response will be issued to each bidder attending our mandatory pre-bid conference at 2:00 pm, Wednesday, July 10, 2013.
4	F. System Interfaces The County will require the Provider to provide interfaces to the following applications and systems: Uniform Crime Reporting (UCR)/ National Incident-Based Reporting System (NIBRS) • National Fire Incident Reporting System (NFIRS) • Local warrants and warrants • SCADA alarms monitoring	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.	A. SHERIFF - 1) Desire the ability to associate CAD information with Crime Incident reports. 2)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 NFIRS vendor is ETI (Emergency Technologies Inc.) - Interface needed to push CAD to NFIRS. B. SHERIFF - 1) Current systems are: Viziotech for 1075 Mullins Station, Memphis, TN - provided by Allied Systems. ExaqVision for all other locations-provided by Dillard Door Securetech for panic alarms
5	For each interface, Vendors must specify the following: • Description of the system to be interfaced • Information to be transferred to/from the other system • Number and type of queries to be made to each system • Description of how the interface is to function from the user's point of view (i.e., terminal emulation of the other system, file transfer) • Communication protocol • Which party is expected to provide connectivity where required	In order to comply with this request please specify the vendor, data scheme, contact information and expectation of each of the requested interfaces.	SHERIFF - Provided only after award.
6	G. Third-party Partner Applications The County will require the selected Vendor to procure, in the County's name, the applications required to meet the digital voice with automated dispatching third-party software and the automated fire apparatus move up recommendation and tracking third-party software. The third-party vendors must have a proven track record with the selected Vendor. The third-party software finally selected must be approved by the County. The cost of the software, installation and maintenance must be in the cost proposal.	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?	A. FIRE - Single Source Vendor for true digital voice dispatch - LOCUTION (Vendor Contact is Brigitte Barreto -bridgetteb@locution.com) . Vendor has made site visits and has determined hardware needs and locations at all sites. B. FIRE - Yes. Vendor should coordinate with Shelby County Code Enforcement. C. FIRE - See 6.A. above D. FIRE - See 6.A. above
7	H. Mobile Data Shelby County intends to implement 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.	A. Does the county have any particular requirements for the mobile workstations? B. Is touch screen operation required? C. Are daylight readable screens required? D. Are fully ruggedized workstations required? E. Does the County require any 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?	A. SHERIFF - yes B. SHERIFF - yes C. SHERIFF - yes D. SHERIFF - yes E. SHERIFF - yes F. SHERIFF - Removable G. SHERIFF - Require vendor to install first two-(2) mobile workstations and train four-(4) Radio Shop personnel in installation procedures. Currently using computer stands shown @http://jottodesk.gojotto.com/laptop-mounts.html - Mounting hardware is vehicle specific. Fleet consists of Chev Tahoes, Chev Impalas, Chev Caprices, Dodge Chargers, and Ford Crown Vics H. SHERIFF - Verizon 4G FIRE - NOT APPLICABLE

Shelby County TN
Sherrif's Office / Fire Department
Vendor Questions and County Responses

8	Shelby County Fire Department SCFD currently has in-vehicle mobile data.	A. Could the County please provide the make, model, and system specifications of the Fire Departments current in-vehicle mobile data platform? B. Is replacement of the current in-vehicle platform part of this procurement?	A. FIRE - Motorola ML900s, GTAC S400s, running Motorola PMDC applications with tactical mapping. B. FIRE - Only for dedicated mobile server and associated applications.
9	L. Priority Dispatch ProQA The County desires to include the pricing for the optional purchase of Priority Dispatch ProQA for EMD, Emergency Fire Dispatch (EFD) and Emergency Police Dispatch (EPD). The County currently has licenses for Priority Dispatch ProQA for EMD. SCFD intends to continue to use ProQA for EMD pre-arrival instructions and coding and is investigating the use of ProQA for EFD. SCSO is investigating the use of ProQA for EPD.	A. Please provide a count of the number of workstations which would need to use 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	A. FIRE - Currently have 7 licenses for FD Would like an option for EFD and EPD licenses as well. SHERIFF - EPD - 12 licenses at the Main site FIRE - EFD - 7 licenses for main site Would like the same number per agency if required for backup purposes. B. FIRE - Most up to date version of ProQA is required for this project. SHERIFF - Most up to date version of ProQA is required for this project. C. SEE 9.A. D. SEE 9.A.
10	T. Training 1. 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?	A. SHERIFF - Agency specific training for 50. FIRE - Agency specific training for 20. 1 System Admin from Sheriff and 1 System Admin from Fire B. NO
11	AA. Project Timeframe 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.	What is the County's anticipated/desired "go-live" date of the new system?	18 months or less from award bid date
12	FF. Disaster Recovery Vendors must provide the necessary hardware and software for an on-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 proposed disaster recovery solution including data replication, server failover to the disaster recovery site, client failover, and fall back to the primary site.	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.	All hardware and software necessary to hold 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.	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. ?	Everything needed to fully implement the Mobile Data solution. The SO is requesting ruggedized, removable laptops. Verizon wireless is the current carrier and we will continue with their service. Verizon VPN is used on the SO side, and NetMotion is utilized on the FD side to connect. The modems are currently 3G. The FD is not requesting laptops at this time. but will SHERIFF and FIRE expect a server to connect to their current system. SHERIFF - MDT units and installation equipment are desired. (Optional purchase) Also see 7.G.
15	Page 26, Section H, 1st paragraph Mobile Data	Requesting make/model of all fleet vehicles to receive Mobile Data.	SHERIFF - SEE 7.G.
16	Page 26, Section H, 1st paragraph Mobile Data	What auxillary mobile data products are requested (LP readers, aux cards, printers, etc.)?	SHERIFF - NONE
17	Page 26, Section H, 1st paragraph Mobile Data	Are the AMR MDT units included in the count of 50 for Fire?	AMR has 34 trucks; AMR will provide funding for the mobiles, so please quote as an option. AMR has already purchased their NetMotion licenses (Mobility XE). Fire has sufficient licenses for what is in service currently.
18	Page 19-20	Will interfaces be needed for the backup site as well?	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?	No, but requesting true digital voice solution. At this time, FD is only aware of a sole vendor, Locution, 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?	No, by the vendor.
21	General Question	Everything is turnkey?	Yes
22	General Question	Do you currently own DECCAN or LiveMUM?	No
23	Page 19, last bullet and Page 25	SCADA is mentioned, but not in the RFP as Interfaces in Attachment A; what are you monitoring; will request interface specifications?	SHERIFF - Supervisor positions receiving alarms. Currently using several disparate systems. Some are received via radio, others via computer, others via alarm panel. 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? In car video recording, seen live in the CAD and stored, and provide the video system where?	The SO is looking for live monitoring capability of existing in-vehicle 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
25	Page 19	Master Time Source, is it a single system?	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.

Shelby County TN
Sherrif's Office / Fire Department
Vendor Questions and County Responses

26	Page 19	Personnel Application - what are you looking for?	To track personnel with ID number, emergency contact information, phone numbers, skills, etc. Can be incorporated into CAD system. It is currently part of the CAD system and can be standalone and interfaced with new CAD if vendor does not have their own solution. CAD should recognize record based on any unique information supplied. Something more robust than what is currently available is desired - fields needed for employee address, phone, emergency contact information, HIPPA information, religious preference, etc. -
27	General Hardware Specification	Will racks for the servers also be requested?	For the primary site, there are 19" racks supplied by the County IT; County IT prefers 208v connected equipment. As for the Arlington backup site, there will be a need for a rack. Vendor is to provide.
28	General Hardware	Does the County have a preference for vendors (HP, Dell, etc.)?	The County does not have a specific vendor, as they are open to all vendors, however, they do have primarily Dell equipment. SHERIFF - currently uses HP equipment.
29	General Question	The RFP specifies 5 counties of GIS data; will the County be providing the other counties map data?	Yes, they are not looking for the entire 5 counties data to be uploaded into the system, probably only a 5 to 10 mile radius around the city county limits. What they do not want is to be limited to the number of data sets they can upload into the system. The system should be capable of the same capabilities for adjoining counties that are provided for Shelby County.
30	Page 29, ProQA	How many licenses are needed?	Currently have 7 licenses for FD; would like the same number if required for the backup site. Would like an option for EFD and EPD licenses as well. (EPD - 12 licenses at the Main site and 9 at the backup site OR a total of 12 licenses to be used interchangeably between the main site and the backup site.
31	Page 29, ProQA	Shall we provide training for EFD and EPD as well?	Yes
32	Page 23, System Characteristics	Mentions CJIS, State and County security requirements, are the State or County requirements more stringent than CJIS?	No
33	Page 25, System Interfaces	Mentions NIBRS, NFIRS which is typically run through RMS, what CAD capabilities are needed?	SO would like the data to flow from CAD to the RMS system; same for Fire to have CAD data flow to ETI RMS system.
34	Patient Reports	Is there an EPCR vendor to interface to?	AMR has own servers you can feed CAD data to. AMR utilizes an in-house EPCR created by AMR.
35	Page 19 and Page 25 Interfaces	Vendors are requesting a list 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.	SHERIFF - CURRENT: Centracom Gold elite radio consoles, integrated mapping, pictometry, 911 CPE equipment, TDD, NCIC Open Query, mobile data, master time source SHERIFF - DESIRE ADDITIONAL INTERFACES: RMS, ProQA EPD, real time video monitoring, INFOHUB to include warrants, court records, etc., AVL, SCADA, Metro Alarm Office database, local DMV records, text paging via CAD. ASAP is an option for SHERIFF. FIRE - CURRENT: Centracom Gold elite radio consoles, integrated mapping, pictometry, 911 CPE equipment, TDD, ProQA EMD, ETI Fire RMS, mobile data, AVL, WISER, paging FIRE - DESIRE ADDITIONAL INTERFACES: Fire station alerting with digital voice, text paging via CAD, email alerts of incidents, ProQA EFD, automated move up recommendations and tracking.
36	Requirement 1477 and 1478	Scheduling software - aside from personnel interface?	Yes, this is optional and for 50 SHERIFF employees and 20 FIRE 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?	This is a website we access from the Fire MDTs which supplies us with HAZMAT information. We just want to ensure we can connect to the website. No need to pull data from the website and enter it into CAD.
38	General	Do you anticipate fiber connections to the primary and future FD backup site?	There is not currently a backup site for FD at this time; but do not envision fiber connectivity but rather a leased line (Metro E link).
39	Specification 1480	Do you have a Motorola MUPs?	No not currently, do not have GPS radios. Don't provide, just have capability to support it. Also, would like messaging as well as GPS. The SO is looking for high alert messaging on portables (desirable) if the officer is not in the vehicle.
40	Specification 1482	Please clarify; we are not talking about emergency buttons?	Currently, if an emergency button on a radio is pushed, the Map shows a halo around that piece of equipment which generated the emergency button so it alerts the dispatcher on the Map screen. This is the functionality we are looking for both the Sheriff's Office and Fire Department.
41	General Question	Are you asking for any AVL standalone other than an MDT? Animal Control vehicles, etc.	No, only with MDTs.
42	General Question	Clarify installation of mobiles - do a few and train staff of County, correct?	Yes, install 2 mobiles and show County staff, but vendor supplies all equipment to install.
43	General	AVL clarification	Do not want to rebid to get location; would like it to be interactive. (LIVE)
44	General Question	Monitors - confirming 5 - 27" monitors at each workstation?	No, 24" monitors rather than 27" monitors. ***An Addendum will be uploaded to the website.
45	General Question	Will new 911 system be installed by the time we install the CAD system?	Yes
46	Page 53, #18	County Travel Policy, may we have a copy?	Yes, we will post it on the website.
47	Page 3, 2nd paragraph	The cost of site visits is really on the vendor?	As it is written currently, yes, but the County will reconsider wording and if change is warranted, an Addendum will be uploaded to the website.
48	General Question	Has there been any consideration for the extension of time?	The County is considering and will post an Addendum on the website should an extension be granted. The Addendum would specify the new dates.
49	Page 35.V, paragraph 3	Data Migration & schema data	Would consider legacy data running alongside CAD as long as the delivery of information to CAD is seamless . It appears schema data is proprietary.
50	Page 18 #5	Add how many additional CAD workstations?	SHERIFF - One-(1) additional CAD workstation at Sheriff's Back up Site & three-(3) additional CAD workstations at the Main Site. (ADMIN)