

Questions Regarding Bedford County-Town CAD-RMS Request For Proposal

1. In regard to the RFP Requirements Response Matrix, RFP ID CAD 229, CAD 236 and CAD 629:
 - 1.1. Are the Town and County looking for a CAD-to-CAD interface?
 - 1.2. If so, with which agencies/vendors would the Town and County be sharing CFS information?

Response: The Town and County are not looking for a CAD to CAD interface.

2. In regard to the RFP Requirements Response Matrix, RFP ID CAD 573:
 - 2.1. Are the Town and County currently utilizing a third-party rostering system such as Telestaff?
 - 2.2. If so, does the Town and County want an interface with that system?

Response: Neither the Town or County use a third party rostering application.

3. In regard to the RFP Requirements Response Matrix, RFP ID CAD 437: Can the Town and County please clarify the Reverse 9-1-1 vendor to which this interface is required?

Response: Both Town and County use Everbridge for emergency notifications.

4. In regard to the RFP Requirements Response Matrix, RFP ID RMS 402 (The system shall provide authorized access to JMS data):
 - 4.1. Please define "access."
 - 4.2. What is the anticipated workflow?
 - 4.3. What vendor is currently used for JMS?

Response: This question has been withdrawn from the requirements.

5. In regard to the RFP Requirements Response Matrix, RFP ID RMS 215 through RMS 219:

5.1. Are the Town and County currently using a third-party application for internal affairs functionality?

5.2. If not, is that something that the Town and County would consider?

Response: Neither the Town or County use a third party IA application. The Town may consider using one in the future.

6. In regard to RFP Requirement - Section 18. Proposal Requirements:

6.1. The Town and County are not requesting auditing financial statements to be included within the "Proposers Company Information" minimum requirements. We typically see proposals requesting 3yrs of audited financial statement and want to confirm that the non-inclusion of the requirement was not an omission, and that it would eventually be requested.

6.2. If so, does the county require 3 years of audited financial statement to be included as part of the required company information section of the RFP response?

Response: Financial statements are not required for the first round of the RFP process. Offerors that are requested to present in person demos after proposals have been reviewed may be asked to provide financial statements.

7. CAD 138 and CAD 139 - Does the Town/County currently have an audio recording system? If so who is the manufacturer?

Response: Our audio recording system is Exacom.

8. 2. CAD 206 through CAD 210, and CAD 228 - Would the Town/County like ASAP-PSAP included in the bid?

Response: ASAP-PSAP can be included as optional for future consideration but it is not currently needed by the Town/County.

9. 3. CAD 270 - Does the Town/County currently use a magnetic license plate reader? If so, which make and model?

Response: ALPR make/mode is 3M model 3-CAMP634-810-25-16-08 VP-SX4.

10.4. CAD 297 - Does the Town/County currently use a syndromic alerting/tracking application? If so, who is the manufacturer?

Response: Not currently.

11.5. CAD 361 and CAD 362 - Does the Town/County currently use a tone encoder system? If so, who is the manufacturer?

Response: Not currently.

12.6. CAD 623 - Does the Town/County currently use incident command software? If so, who is the manufacturer?

Response: Not currently.

13.7. RMS 140 - Does the Town/County currently use a fuel card system? If so, who is the vendor?

Response: The Town does not have a fuel card system. The county does have a fuel card system, Voyager, as well as in house pumps.

14.8. RMS 208 and RMS 210 - Do these items reference sex offender registration? If so, does the Town/County want an interface to registration software?

Response: We do not want to interface with registration software.

15.9. RMS 211 - In reference to SAR, is email sufficient for submission or is an interface required?

Response: Yes email is sufficient.

16.10. RMS 351, RMS 384, and RMS 385 – Does the Town/County use a third-party property and evidence system? If so, who is the manufacturer?

Response: The county uses Winace. The Town uses Tritech.

17.11. RMS 371 – Does the Town/County currently use L3 and Digital Ally video?

Response: We do not currently use either product.

18.Total number of dispatch personnel (dispatchers and supervisors)

Response: 25.

19.Number of active dispatch seats (24x7)

Response: 7.

20.Number of backup/supervisory/part-time dispatch seats

Response: 5.

21.Number of mobile units for the Sheriff's Office

Response: Approximately 65.

22. Number of mobile units for the Police Department

Response: Approximately 11.

23. Number of mobile units for Fire/Rescue

Response: Approximately 100.

24. Total number of personnel for Fire/Rescue

Response: Approximately 500 members.

25. # of CAD Workstation licenses required – *Dispatch Stations + Supervisors*

Response: 25.

26. # of CAD Mobile Messaging and AVL Law Enforcement users – *LE field non report writers*

26.1. Windows device: 0

26.2. Smartphone, iPhone or iPad: 15

Response: This does not include MDT's.

27. # of CAD Mobile Messaging, AVL and Automated Field Reporting Law Enforcement users – *LE field report writers*

27.1. Windows device: 3

27.2. Smartphone, iPhone or iPad: 5

Response: This does not include MDT's.

28. # of Law Enforcement Report Writers not requiring Mobile Messaging or AVL -
Detectives and Investigators
- 28.1. Window device:
 - 28.2. Smartphone, iPhone or iPad

Response: These numbers are included in questions 26 & 27.

29. # of Fire/EMS Mobile Messaging and AVL
- 29.1. Windows device: 3
 - 29.2. Smartphone, iPhone or iPad: 10

Response: This does not include laptops or MDT's

30. Will the Town/County accept hardware, Database, and Operating System recommendation/requirements only, or is the Town's expectation that the vendor provide and maintain these items for the project?

Response: This is based on the individual offerors system architecture. For instance, if your solution is cloud based then we do not need any server hardware. What we would like to see in your proposal is the architecture that your solution is built on and what your recommendation is as far as hosting on prem, hybrid, cloud, etc. Also, if your solution requires any special hardware like a certain type of mobile unit that your company needs to provide we need to know that too.

31. Data Conversion - How many years does the Town/County want converted? What is the size of the database?

Response: There are 21 years of data in our system. We do NOT plan on converting the entire 21 years of data. We only plan on converting a portion of that data during the conversion process but do not have a specific amount at this time.

Current the RMS database is approximately 83GB. CAD is approximately 15GB.

32. Can the Town/County provide the number of CAD positions, Mobile Users and RMS users needed for the project?

Response: We currently have 7 CAD positions, approximately 175 mobile users and approximately ??? RMS users.

33. Please provide the number of personnel to be trained for dispatch, Mobile and RMS.

Response: We will operate on a 'train the trainer' basis primarily for training. For purposes of the RFP assume that we could have up to 25 people attending any single training session.

34. ". . . (collectively the "System") for use by the Bedford Joint Communications Center, Town of Bedford Police, Bedford County Sheriff's Office (BCSO), Bedford County Department of Fire & Rescue and other Town and County public safety agencies." Please advise what other Town and Public Safety agencies will be using the system.

Response: As of the publication of the RFP the only agencies that will be utilizing the system will be the Bedford Joint Communications Center, Town of Bedford Police, Bedford County Sheriff's Office (BCSO), Bedford County Department of Fire & Rescue. The system should be flexible enough to accommodate other safety agencies if needed providing no additional requirements would be needed to satisfy this.

35.c. A true multi agent/multi user environment enterprise solution that will satisfy the requirements of the Town, County and 911 Communications Center as set forth herein. Please further clarify your understanding of a "true multiagent/multi user environment". Are you looking for each agency (police, SO and Fire/Rescue) to define their own system parameters, map boundaries, etc?

Response: We are looking for a single solution that will be able to serve our dispatch, Town Police, County Sheriff's and Fire and Rescue. We do NOT want a solution that will require separate instances for each agency.

36. Please confirm that County/Town personnel will be available and responsible for the actual code and parameter input needed for the system; that the vendor is not expected to do all data input.

Response: Town and County personnel will be available to assist in system setup and configuration.

37. What is the Current State GIS Map vendor?

Response: WorldView Solutions (esri based)

38. Who is the current Billing Vendor or software used for Billing?

Response: Specifically what type of billing are you referring to?

39. There are comments denoted in RED. Can these comments be disregarded?

Response: Yes. Comments in RED can be disregarded.

40. What is the priority of H and M on the matrix? - Matrix CAD RMS sheet

Response: H is high priority. M is medium priority.