

Computer-Aided Dispatch and Records Management System Addendum #1

1. Section 1.4.5.a. "The system proposed is Microsoft Windows™ based." What is the reason for a Microsoft Windows-based solution? Is the County open to a browser-based cloud solution? (p.6)
 - *The County prefers web-based implementations in most circumstances, but this system must meet CJIS requirements. If a proposal meets CJIS requirements and functions as a browser-agnostic service, it would be acceptable.*
2. Section 1.4.5.b. Please define "geographical database" in "After initial entry of information, the system shall verify the incident location against a geographical database (geo file) and provide response recommendations using ESNs."(p.8)
 - *This is to have a system in place, so that the Deputies can plot on a map where the calls are located and where the deputies are currently at, via their GPS signal from their patrol vehicle.*
3. Section 1.4.5.b. "The system shall be capable of recommending a vehicle tow company upon request." Will the County provide the list of recommended tow companies and on what basis are recommendations to be made on? (p.10)
 - *Yes, this information will be provided.*
4. Section 1.4.5.c. "Searching for sound-alikes of the entered name. " Can the County be more specific with this requirement. Would "fuzzy search" and "wildcard search" capabilities be sufficient for this requirement? (p.11)
 - *Need the ability to search information with a wildcard option. So, for example, they can search with calls that have been received by searching with a partial name, ie Chas%.*
5. Section 1.4.5.c. "Integral spell checking for narratives and supplements shall be provided." Does the County mean "Integrated" instead of "Integral"? If not, please define "Integral." (p.11)
 - *Yes, integrated.*
6. Section 1.4.5.c. "Proposed software includes databases for the following" Please describe the use case. For this requirement, is the County asking for a way to use the list to tag entities (ex. tag "Arsonist" to a person) so that officers can pull a statistical report from the data? (p.13)
 - *Yes*
7. Section 1.4.5.d. "Instant Access to Detail Records." The requirements seem quite specific here (i.e. "...detail records shall be shown as an overlay to the current display." "No updating of the information in the overlay shall be permitted."). Will the County permit alternative methods to providing users the Instant Access to Detail Records? (p.14)
 - *As long as it provides the details from search provided. There needs to be the ability to drill down into information, as an example from a case number into the case notes.*
8. Section 1.4.5.d. "Internal Messaging." Please describe the use case of an internal messaging system within an RMS. Is it for users to communicate comments/questions regarding specific reports? If meant for broader use, is there a reason email does not work for County users? (p.14)
 - *The deputies need the ability to send internal messages amongst each other, the 911 call takers, and other agencies in the CAD system. These messages may contain CJIS data and, as such, may not utilize conventional email systems.*

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9. Section 1.4.5.d. "Reports" For reports that aggregate information (activity reports, statistics, summaries, logs), please specify the fields that the County expects in these reports. (p.15)
 - *The proposer shall define reports that are provided by the proposed system.*
10. Section 1.4.5.f. "Mapping: The map can be configured to show various layers..." What does the County mean by "layers?" (p.16)
 - *The visual representation of a geographic dataset in any digital map environment. Conceptually, a layer is a slice or stratum of the geographic reality in a particular area, and is more or less equivalent to a legend item on a paper map. On a road map, for example, roads, national parks, political boundaries, and rivers might be considered different layers.*
11. Section 1.4.7. Can the County provide a Rough Order of Magnitude (ROM) level of data conversion in terms of 1) number of tables, 2) number of reports, and 3) data quality [will data require much cleanup and validation or is it consistent and accurate today?] (p.18)
 - *More data will be provided at time of RFP acceptance. However, the number of tables is approximately 140, number of reports is to be determined (based on report layout of availability in software system), data will be validated by Klamath County before being provided. So, it should be consistent and accurate.*
12. What is the total number of dispatch stations (both primary and backup PSAPs)?
 - *To be discussed at later time.*
13. What were the total number of Calls for Service (CFS) in CY2014 and CY2015?
 - *25,311 (2014), 26,665 (2015)*
14. Regarding the October 1, 2016 date "to have the system fully functioning" – can you provide clarification if it is the County's intent to have a cutover from the existing system and Live on the new system by this date? Or is this the date that you wish to have the system installed and ready for training?
 - *This is a target date, which can be modified, based on the availability of the vendor and data conversion.*
15. I'm guessing that the Klamath Emergency Communications District will be included in this RFP as well as Klamath PD. Am I correct in that assumption? What other agencies in the county will be on the new system? I know that they are all on a shared system today. Will this be replacing that shared system, or will the SO break off and have their own?
 - *Klamath County is pursuing an RMS solution that has the ability to also support CAD, should that be desired. The proposed solution should be suitable both for single or multi agency use. Future partnerships should not be assumed.*
16. What is the expected upfront cost of the new system?
 - *This has not been determined.*
17. Is there a budget in place for a new system? I ask this, because sometime RFPs are issued with the intent of simply finding out what a system will cost. If you can answer this, what is the amount of the budget?
 - *The RFP has been issued with the intent of determining the budget.*

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18. What vendors have given price quotes to help them set the budget?
➤ *We have no current quotes.*
19. What vendors have been in to show software demonstrations in the past 24 months?
➤ *In the past 24 months, there have been brief demonstrations from vendors with whom we currently have contracts: EIS and Beacon.*
20. Would it be possible to get an extension on the RFP due date of May 19th? My RFP Manager is looking at this right now and will let me know how much more time they will need, but usually we need 6-8 weeks to respond. I'm not asking for an extension at this time. I'm just asking if one might be considered if we need it.
➤ *If requested ahead of time, this may be possible, but is not guaranteed.*
21. Can companies from Outside USA can apply for this? (like, from India or Canada)
➤ *No. This system must meet CJIS requirements.*
22. Whether we need to come over there for meetings?
➤ *Yes, for training.*
23. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
➤ *No. This system must meet CJIS requirements.*
24. Can we submit the proposals via email?
➤ *Yes.*
25. Is this for a replacement of the CAD system at 911 or is the SO looking to start up their own CAD system independent of the County.
➤ *Klamath County is pursuing an RMS solution that has the ability to also support CAD, should that be desired. The proposed solution should be suitable both for single or multi agency use. Future partnerships should not be assumed. Please do not contact non-county agencies regarding this RFP.*

NOTICE TO ALL BIDDERS AND PLANHOLDERS

The documents for the above-referenced Project are modified as set forth in this Addendum. The original documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the Contract Documents. ***Bidder shall take this Addendum into consideration when preparing and submitting a bid, and shall acknowledge receipt of this Addendum in the space provided on the Bid Form.***

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Please sign and return this Addendum with your Bid.

Contractor Name

Date