

City of Morrow Emergency 911 Communications



City of Morrow Request for Bids for Emergency Communications Computer Aided Dispatch System

Responses to Inquiries

1. *Would it disqualify ***** if we use two other non-multi-service agencies as references?*
No, the City of Morrow will not disqualify BCE however under the review and scoring BCE may receive a lower score in that area.
2. *Would it disqualify ***** if we cannot provide a reference in the state of Georgia ?*
No, the City of Morrow will not disqualify BCE however under the review and scoring BCE may receive a lower score in that area.
3. *As we are a Canadian company with CAD customers in the US and Canada, would it disqualify ***** if we provide a reference in Canada?*
No, the City of Morrow will not disqualify BCE however under the review and scoring BCE may receive a lower score in that area.
4. *Your proposal is in a pdf format, do you have the requirements in another format such as Word or Excel?*
Yes, we have a copy in Word.
5. *Is the deadline for the bid February 2, 2015 at 2:00pm? Section 3 titled Submission states the deadline for submittals is January 15, 2015 at 2:00pm.*
Deadline is February 2, 2015 at 2PM
6. *The bid states that there are four (4) workstations. Of these, how many are dispatcher positions and how many are call taker positions?*
All four (4) workstations serve dual-roles both as call takers and dispatcher positions.

7. *Along with that, can they change between dispatcher and call taker positions? Such as, can a position start out as call taker and then switch to dispatcher?*
Yes, they can alternate between call taker and dispatcher throughout the 8-hour shift.
8. *Is each workstation staffed 24x7?*
Yes, 24X7 -365 days a year.
9. *What are the anticipated number of annual EMS/Fire incidents for the City?*
The Fire Department averages a total of 2,100 calls for service a year.
10. *Is the City looking for a vendor or client hosted EMS/Fire Records Management solution?*
The Fire Department uses Firehouse for reporting all emergency calls excluding EMS transports in which we use Image Trend and are looking in the near future to switch all fire and calls for service to report on Image Trend.
11. *Are any integrations outside of CAD needed for the EMS/Fire Records Management solution?*
Yes, we are interested in the integration of CAD and our Firehouse/Image Trend RMS Solution.
12. *Section IV Proposal Format, subsection 10 states that we must submit an affidavit stating we participate in E-Verify. Can you tell me if the City of Morrow will be providing the affidavit for us to fill out and sign?*
Here is the link for E-Verify, we would only need a verification document stating you are currently enrolled and participate in E-Verify.
<http://www.uscis.gov/e-verify/you-start>
13. *Is the City of Morrow currently on an ESRI platform for mapping?*
We are not currently using ESRI for mapping.
14. *Would the city accept a CAD system proposal operating in a Windows environment using ORACLE Server (standard edition) as the backend database management system?*
Yes, the City will accept a proposal using ORACLE as its backend database, however under the review and scoring the company may receive a lower score in that area.
15. *In reference to the Essential Functions for a CAD System chart—*
Question: *Do you want us to submit the chart as part of the proposal? There is no reference to the chart in the Proposal Format section.*
No, the chart is not part of the proposal we are only looking for the responses within the chart inquires.
16. *In the “Legacy Data Access” portion of the RFB (pg. 12) it states:*
“The Emergency communications department would not like access to its legacy data.”
In Section 5 - Implementation Services - there is an item “Conversion information.”
In Section 8 – Cost Proposal – there is an item “Estimated range of costs for conversion of each application, if available, and a description of data that would be typically converted”

Question: Is the PD looking to convert data? Or, what is expected in these sections?
There will be no conversion information of legacy data.

17. In the statement located below, the RFB mentions ‘manual processes’.
“The applications outlined in this RFP will replace the applications currently operating as described above, as well as manual processes where automation is not currently utilized.”
Question: There may be an automated solution or module we could propose that would eliminate the need for the manual processes if you would like to define those processes.
The manual processes will be provided during the software demo under the questions and answers.

18. In the Section on “CAD Interfaces” and then under the heading “Police” it states:
The Morrow Police Department uses a Synergistics Software (SSI) for their Records Management System and Mobile Data Terminals. The system is a SQL based software and the server resides in our facility.

Question A: Is the City only interested in the respondent submitting the cost for an interface? Or would an option to purchase a new integrated Records Management System be considered?

The RMS system is under the Police Department a separate department and yes the Police Department is interested in purchasing a new RMS System.

Question B: What type of interface is expected—one way or two way? And what data is expected to be output/input?

Two ways - Ability for mobile data terminals to receive CAD call information while also allowing the police officer to pull case numbers, update narrative information etc.

19. In reference to the hardware requirements for this RFB:
--Under the Proposal Evaluation Criteria, it states that: The system will consist of four (4) CAD workstations and Server
--In the Proposal Format under Section 4-Hardware Information, it requests specifications for a server and workstations.
--In the Proposal Format under Section 8 -Cost Proposal, it asks to provide costs on all Associated Hardware.

Question: Is the department requesting that a server and 4 workstations be included in the pricing of this project? Or is the department only requesting specifications for this hardware.

Both options, the cost with the hardware (server and 4 workstations) and specifications of the hardware.

20. Is there an established budget for the project?

No, there is no established budget for this project.

21. Does the City own the rights to interface into current records systems or will the vendor have to negotiate this right?

The city owns the rights to interface with the Records System.

22. *The RFB mentions providing hardware. Will the City maintain the hardware? Would you consider purchasing hardware through the City's IT department, according to vendor specifications?*

The City will maintain the hardware. We will consider purchasing the hardware however would like to see the additional option of allowing the vendor to provide the hardware as well.

23. *The RFB states "GCIC: Currently the Dispatch Center uses a Criminet to access the Georgia Crime Information Center system. The new CAD software must either interface with Criminet or have the ability to connect to the state GCIC through the CAD software." Please provide interface specifications for the required system.*

We will provide the winning bidder with the required information for the interface.

24. *Does the City plan to purchase Mobile CAD licenses for all 25 mobile laptops as part of this CAD project, or would those be secured as part of a possible future RMS/Mobile project?*

No, this will be a future project for the Police Department.

25. *Does the City require full failover for the Mapping and GCIC functionality in addition to CAD functionality?*

Full failover for GCIC primarily.

26. *Will the City also need the AVL hardware for the units (GPS pucks)?*

No, not with this current project.

27. *If so, how many pucks will be needed?*

N/A

28. *Does the City currently have an Esri server license?*

No

29. *If so, please state the license type and version.*

N/A

30. *Does the City need the ProQA interface as part of the CAD project?*

Not with the immediate project, however CAD vendor will have to interface with the dispatch protocol software when a new interface is chosen.

31. *Does the City need eCitations software for mobile units as part of this project?*

No not with this project.

If so, how many licenses would be needed?

N/A

32. If eCitations licenses are needed, how many electronic signature pads, driver's license scanners and printers would be needed?

No licenses are needed with this project.

33. Does the City need Alarm Billing functionality as part of CAD?

Yes, we bill quarterly so the ability to run a report would be needed.

34. Elsewhere in the RFB (page 3 and page 15), the City asks for information, including pricing, for data conversion. However, based on the information at the bottom of page 12 it would seem that the City is not planning for data conversion. Would the City be interested in data conversion if the vendor can demonstrate that it has successfully converted VisionAIR CAD for other clients?

No data conversion.

35. Are all the listed interfaces required? That is, will the new CAD system need to interact directly with all the third-party systems listed (with the exception already noted for GCIC)?

Yes, all interfaces are listed.

36. Would the City please provide the queries that will be needed from CAD?

We will provide the winning bidder the queries needed.

Page 12, Proposal Evaluation Criteria

- 1. Does the City desire the vendor to provide the hardware for not only the CAD servers, but also the CAD workstations?**
- 2. If so, what all would be required for the workstations (workstation, monitors, printer, etc.)?**