

CITY OF MEMPHIS
REQUEST FOR PROPOSAL FOR COMPUTER AIDED
DISPATCH SYSTEM FOR POLICE SERVICES

REQUEST FOR PROPOSAL #26221

QUESTIONS & ANSWERS

Q#	RFP Section Reference	Page(s)	Question	Response
1	-	-	Would the City please provide a searchable PDF version of the RFP?	The document you received at the prebid meeting is searchable.
2	6.2.1, 6.2.5, Attachment C #919	11-12	Please provide more detailed information (protocol, data content, frequency of updates, etc.) for the following interfaces: KIOSK, SkyCop, LERMS, Oracle Personnel/Payroll, NCIC State databases, PDA devices, and alarms.	KIOSK: interface no longer needed...SKYCOP: I-VMS 4000: Camera system monitored by MPD Real Time Crime Center, the selected CAD will need to be able to accept a map layer of hyperlinks back to the said cameras, all cameras are IP based and reachable on the City network...LERMS: MPD is using Tritech Visions RMS ver 4.5.2. The City uses OMNIXX Force ver 5.0.0.1 for their interface to the State and NCIS systems. The city uses Alarm Soft Central Works 2000 to monitor local alarms.
3	6.2.2, and Attachment D - AVL Functional Specifications	12	Could the MPD please provide additional information regarding current AVL capabilities? Are vehicles currently equipped with GPS receivers? Are radios GPS capable and able to transmit AVL information? Are in-vehicle installation services required? Does the City desire the AVL capability to be implemented concurrently with the CAD/mapping capability, or with the Mobile Data System?	The City does not currently have an AVL solution for the vehicles or radios. We need to know what server hardware your system will require to collect the AVL data and push it real time onto the CAD map.
4	6.2.4, and Attachment B	13	Can the City please provide the data dictionary?	No. A data dictionary will be provided to the winning vendor for migration services. A NDA will be signed by that vendor.
5	9.7.2.4 and 9.10.1	24 and 28-29	In 9.7.2.4, the RFP cites Evaluation Factor 4 - Reference Checks/Sites Visits. In 9.10.1, the RFP cites "The proposal shall contain the following sections, in the order and format described", however, it is not apparent where to place the information to be evaluated for Factor 4; is it appropriate for us to place this information with that required for 10. Company Description and Qualifications?	YES
6	9.7.2.4	24	In 9.7.2.4, item 2 cites "2. The City may contact client references to validate the information provided by the Vendor and to determine the client's overall satisfaction with the solutions and services provided; therefore, it may prove beneficial to the Vendor to contact its referenced clients to ensure their contact information provided is up-to-date and that the reference will be available during the period of time that the City will be validating references." Please confirm that the dates for such validation would be between Oct 11, 2013 and Jan 20, 2014, or clarify as to an even more specific timeframe.	Between Oct 11, 2013 and January 20, 2014 is correct.

7	9.9.3 and 19.22	28 and 70	<p>In 9.9.3, the RFP cites “The City of Memphis, through its authorized representative, agrees to pay all uncontested amounts due under this agreement within 45 days after receipt of an accurate invoice.” In 19.22, the RFP cites “Properly submitted invoices pursuant to this Agreement shall be due and payable by the City thirty (30) days after receipt thereof”. Please clarify if payment terms are NET 45 or NET 30.</p>	<p>There will be a negotiated contract as a result of this award and the payment terms referenced in this RFP may be altered at that time. The payment schedules discussed in this RFP are subject to change and should be taken as general and negotiable.</p>
8	9.10.1	29	<p>The RFP cites “11. Discussion of all Evaluation Factors described in Section 9.7.2”; please clarify what is required and if information is to be repeated here that is provided for other items such as 14 and 15.</p>	<p>If the RFP asks for the same information in two places, please copy the response in both places.</p>
9	9.10.1, Glossary and 12.9.1	29, 86, 44	<p>9.10.1 cites “17. Resumes of key staff involved in the design, implementation and management of the project, including those of project management staff for consideration by the City.” The Glossary identifies Key Personnel as including “but not ...limited to, the Project Manager, Technical Leader or Training Leader.” 12.9.1 cites “...Resumes must be provided for all staff on the implementation team, including references for recent customer sites.”</p> <p>Please clarify specifically whose resumes need to be provided with our proposal.</p>	<p>On 9.10.1 just the qualifications of the lead person for each discipline listed. We do not expect resumes of the implementation team to be submitted at the time of the proposal, but each vendor should be prepared to provide that information if selected.</p>
10	9.13	33	<p>The RFP cites “the M/WBE participation is defined as the dollar value of subcontracts awarded to certified minority and/or women business enterprises divided by the total proposed base bid amount.” Please clarify what elements within the Costs Data forms constitute the “base bid amount”.</p>	<p>Computer Aided Dispatch/Interfaces/Operating System are the base system. Everything need for the BASE CAD system. Mobile Data Terminals/Software and AVL are optional.</p>

11	14.1.1	48	<p>The RFP cites that “Sample test plans will be provided with each proposal. The plans provided will include, at a minimum, the following:</p> <ul style="list-style-type: none"> • Functional test plan • Integration test plan • Performance test plan • Acceptance test plan • Reliability test plan” <p>Paragraph Section 9.10.1, which specifies the order and format of proposal sections, does not mention test plans to be submitted; please clarify in what section of the proposal (as defined in 9.10.1) these are to be included.</p>	<p>The vendors can include the plans as an element of Section 9.10.1.12.</p>
12	19.3, 7.3.3, and 9.1	60, 16, and 17	<p>Clarification of the project schedule parameters is requested. The RFP cites in 19.3 Contract Period that “The fully executed contract will be effective immediately for a period of three years with two additional 1-year options for a total of up to five years, subject to the availability of funds to fund same, except as extended by contract amendment, warranty, maintenance contract or unless terminated earlier. The contemplated project schedule for CAD and mapping shall not exceed 12 months from contract signing. The schedule for the implementation of the mobile data system shall not exceed 18 months following the cutover of the CAD and mapping system.” In 7.3.3, it cites the ability to deliver the proposed software and functionality at the current facility in a timeframe not to exceed 32 months of contract signing.”</p> <p>Please clarify the relationship between the three year contract term and the 32 months.</p> <p>Please also clarify the meaning of the two additional 1-year options and their relationship to the five years of maintenance.</p> <p>Can the MPD please confirm the following high level schedule:</p> <ul style="list-style-type: none"> Month 1 - Contract Award Month 12 - CAD and Mapping Go-live Month 14 - 1 year warranty for CAD and Mapping begins Month 26 - Extended Warranty/[5 Yrs] Maintenance for CAD and Mapping begins Month 30 (No Later Than) - Mobile Data (optional) Go Live Month 32 - Mobile Data (optional) Warranty begins Month 44 - Extended Warranty/Maintenance for Mobile Data (optional) begins 	<p>There will be a negotiated contract and SOW as a result of this award. The Contract Period referenced in this RFP may be altered at that time. The timeframes discussed in this RFP are subject to change and should be taken as general and negotiable.</p> <p>Disregard the "high level schedule" included with this question.</p>

13	17.2.4 and 17.2.6	53	17.2.4 uses the term "critical system problems" which is defined in 17.2.7 (i.e., "Critical system failures". 17.2.6 uses the term "major system failure"; please provide a definition for "major system failure".	In 17.2.6: Major system failure should read critical system failure.
14	19.32	75	<p>The RFP cites that "The City will conduct whatever tests it deems necessary to determine satisfactory software performance and will have 90 days after the completion of each project phase to conduct such tests".</p> <p>Please confirm that "each project phase" refers to three phases: the CAD & Mapping project in its entirety, the AVL project in its entirety, and the Mobile project in its entirety.</p> <p>Please confirm that "satisfactory software performance" refers to performance testing per the required "performance test" of 14.1.1, e.g., response times.</p>	The project phases will refer to milestones clearly identified in the implementation plan. Example: If the vendor notified us that the data migration process has been completed, we will perform testing to determine if the data is available in the new CAD environment. The project phases will be determined during contract/project plan negotiations.
15	19.36	77	The RFP cites Procedures for Substantial Completion. However, there is no discussion of how a request for substantial completion is to be used. Please clarify. Please also clarify if a certificate of substantial completion is required prior to final acceptance.	Please refer to the Section of 19.36 described on page 78.
16	19.37	78	<p>The RFP cites "Only proposals submitted on the form(s) provided, with no changes, additions or deletions to the terms and conditions will be considered. Bids containing terms and conditions other than those contained herein may be considered nonconforming."</p> <p>Does this statement indicate that the City will <u>not</u> consider changes to any terms and conditions in the RFP?</p>	The city reserves the right to consider changes to the terms and conditions in the RFP.

17	Attachment C, #105	3 of 51	Will less than full compliance with non-functional requirements (e.g., MS Server 2012) result in rejection of a vendor's proposal?	Please utilize the functional Specs Comments tab in these situations. If your company utilizes alternate Server software that has a clearly defined and acceptable support lifecycle please include all details. An evaluation team will be looking at each and every answer and the functional specs comments fields will be closely examined when a vendor chooses "partially comply".
18	Attachment C, #364, #934, #939, #1124	13 of 51,...	Please provide all relevant TN, Shelby County, and Memphis security requirements pertaining to the listed CAD Spec IDs.	MPD follows the Policies defined in the CJIS Computer Access Security manual version 5. The selected vendor will have to identify and comply with the State security Policies if a connection to the state (TCIC) data base is made for the purpose of running state warrants and record checks. IF an interface to the County JAIL or warrant software is made , the vendor will need to review and comply with those standard requirements. Memphis will require members of an implementation team to undergo criminal history and background checks before they are allowed access to terminals with sensitive information. Memphis will also require preapproval before any off site remote access is authorized as defined in the specifications list.
19	Attachment C, #545	19 of 51	Are the sub event type codes separate type codes that are assigned to an event in addition to the primary? Or does the agency desire to be able to define a Primary type code such as 02 and sub types as 02A, 02B, 02C and only single primary or sub Type code assigned to an event?	We use sub type codes to further define an event. Example: event type - Alarm.... Subtype -Business . The sub types should be applicable to the primary event types. Example: We do not want business as a subtype of Domestic Disturbance.
20	Attachment D, #16	1 of 13	Please provide all relevant TN, Shelby County, and Memphis security requirements pertaining to AVL Spec ID 16.	In addition to the relevant CJIS Computer access guidelines, The proposed system will be free of any generic log-ins, After the go live date written authorization will be given whenever the selected vendor needs to access the system for normal maintenance issues, the city reserves the right to request a connection audit log detailing remote access.
21	9.1	17	Proposal Due Date: Given the requirement for M/WBE participation, in order for us to perform proper due diligence of the certified M/WBEs, agree Statements of Work, obtain pricing, etc., would the City please extend the due date to November 8.	At this time the City is not entertaining an extension of the due date.

22	General	-	Will the City please issue a conformed RFP as a result of any changes necessitated by the Q&A?	No. Changes will posted in an addendum.
23	6.2.2	12	Please provide a list of all MPD vehicles that will require AVL installation, by vehicle make, model and year, and quantities thereof.	We have seen various hardware options when referring to the hardware that will be in each vehicle. At this time we are interested in the different options available and an estimated installation cost. The City understands that this cost could be higher for vehicles that are not considered regular patrol cars. The majority of the fleet will be late model Dodge Chargers. The City also understands that the various AVL solutions can have varying degrees of integration that can raise the installation cost. We expect the vendor to estimate the cost so that a decision can be made regarding these factors.
24	6.2.5 and Attachment C. CAD/AVL Functional Specifications, Spec ID #1133	13	The RFP cites "The system will store the video file and associate the file with an event via hyperlink." Please confirm that the video is to be stored in the CAD system; otherwise please clarify. If confirmed, please specify how much video will need to be stored, and the online and offline retention periods.	6.2.5 does not state "the system will store the video file and associate the file with an event via hyperlink" However, video captured at the RTCC will not be stored in the CAD system. Video archival will be handled separately.
25	9.1 Schedule of Events	17	Orals, if necessary, are in the Schedule of Events as the week of October 28. How much advance notice will the City provide for an Orals presentation? What is to be the format, content, and duration of an Orals?	Vendors should expect a minimum 1 week advance notice. The Orals will be a discussion on items of interest to the MPD Evaluation team and the duration will depend on the amount of time estimated to discuss those items. However, the duration will be disclosed with the invitation for the meeting.
26	9.7 Evaluation and Award Criteria	20-26	Please specify the weights of the Evaluation Factors and subfactors. In the absence of weights, what is the relative importance of the various factors?; for instance, which are more important than which others, which are significantly more important than others, which are more important than certain others combined, etc.	The weights will not be made available. The factors are listed in order of weighted importance to the Evaluation Team.

27	9.9.1	27	The RFP cites "Failure to agree to the proposed payment milestones will result in a significant penalty in the overall evaluation of the proposal, pursuant to Section 19.29." Section 19.29 is Liquidated Damages, which relates to contract execution. Please clarify the relationship of 19.29 Liquidated Damages to the evaluation of a Vendor's proposal.	9.9.1 should read " Failure to meet the proposed payment milestones will result in a significant penalty....."
28	9.11.1 and Addendum 1	30	Only the POC name was changed by Addendum 1. Per 9.11.1, please confirm that the proposal submission address did not change and that proposals are to be delivered to: City of Memphis Office of Purchasing Agent Attn: Lt Col Queen McMahan 125 North Main St., Room 354 Memphis, TN 38103	The POC changed for the submission of questions, however, the POC for the submission of the proposals will remain the same. 9.11.1 has the correct information.
29	10.1.2. CAD Operating Environment	37	Does the City want to reuse existing servers, workstations, and monitors ?	Depending on the implementation timeline, no, with the possible exception of the monitors. They still have 3 years of warranty left on them. Unless your layout and/or configuration requires more monitors than we have. Presently each workstation has 2 (two) 23 inch monitors.
30	13.1.6	47	The RFP cites "The training schedule will be created so as to be completed within two weeks of the proposed go-live date." Please confirm that this means that all training is to be completed no later than two weeks before the proposed go-live date; otherwise, please clarify.	We would like the training to be concluded one week before the proposed go live date.
31	Attachment C. CAD/AVL Functional Specifications, Performance Metrics, #1175-1189	41-42 of 51	Please specify the peak call volume (call volume for the peak hour.)	Our peak hour of the day is hour 17. We generally create on average 212 events during that hour daily.
32	Attachment E. Cost Data Forms	106	Given that the costs associated with B. Mobile Data are "optional"; please clarify what constitutes the price to be evaluated; are optional costs included in the evaluated price ?	Only the core system price will be part of the evaluation criteria. Optional cost will not factor into evaluation score.
	Attachment E Cost Data Forms, D. Interfaces			The RTCC is the collection point of several IP based camera systems placed throughout the City.

33	and 6.2.5	5/11	Please confirm that the RTCC interface required is for SkyCop only; otherwise, please clarify.	We need to be able to place a map layer of the camera locations onto our map. The point files should be able to open a hyper link to the camera video/stills. If your company can suggest a deeper intergration to IP based cameras systems please explain. If events can trigger the automatic pop up of nearby cameras, or you have interfaced to camera controls through other projects, please explain. At the core we expect to be able to access the camera hyperlink from the CAD map.
34	Attachment E Cost Data Forms, I. Implementation/ Proj Mgmt Costs	10/11	What is the purpose of, and how does the City intend to use, the 2 nd table in this attachment (Job Title vs. Costs)?	This table identifies suggested support staff and fair market salary values for those positions. If your Company offers resident positions/services please include those cost here. Example: DBA, GIS professional, Server Administrator.
35	Not Specified	None Specified	What PDA is in use and what CAD call information is desired to be displayed on it? Is it the intent that information will be updated in real-time?	Memphis Police Officers carry Verizon Android cell phones that run a custom application, written by Data Driven, that allows them to enter report information directly into the RMS system. We would like to leverage that hardware already in place by interfacing with Data Drivens application, or a stand alone android app that has two way connectivity to the CAD. We are looking to push event date to the officers PDA, and we would like to receive disposition information back from the PDA when calls are cleared.
36	Not Specified	None Specified	Is an API or other interface design documents available for ESi SkyCap?	There is not an API available. However there are some SDK's and other documents available from ESI Companies. (skycopvideo.com)
37	Not Specified	None Specified	With regard to the AVL system: how many vehicles will be tracked?	With overlapping shifts there can be over 400 units on duty a certain hours of the day.
38	Appendix C- Section 967	None Specified	Appendix C- Section 967 states "Authorized users are able to monitor AVL unit diagnostic data, e.g., mileage, fuel level" - Is the City of Memphis currently utilizing a Fleet Maintenance Software package?	FleetFocus M5 is the fleet management software currently in use by the City.
39	Appendix C- Sections 984-992	None Specified	Appendix C- Sections 984-992 describe the "AVL Module" - Is the City of Memphis envisioning these cellular/GPS modules to be used for data connectivity and AVL or strictly for the AVL system?	Strictly AVL at this time.

40	Not Specified	None Specified	Requesting an extension to respond to your CAD RFP, currently due 11 Oct 13. We are requesting an extension to 1 Nov 13.	At this time the City is not entertaining an extension of the due date.
41	Section 10.1.6	None Specified	Section 10.1.6 (PDA's) it states they are using Android phones. A. Can you please provide the PDA equipment models and specific current operating system version? B. Will the city consider a web based interface to the PDA's for dispatching purposes?	A. We're just beginning the transition to the Android devices: Samsung Stratosphere: Version 2.3.6 Motorola Bionic & Droid 4: Version 4.1.2 B. Yes. But a dedicated app is preferred.
42	Not Specified	None Specified	How many video management systems do you have and what are the versions and models?	One SkyCOP i-VMS 4000
43	Not Specified	None Specified	Will City of Memphis please unlock the answer spreadsheet? With multiple users adding to spreadsheet, spreadsheet would lock up adding or changing answers. Also, it limits the space for complete and accurate answers.	No
44	Not Specified	None Specified	Please provide the number of annual Calls for Service to City of Memphis 911	1,641,874 total calls
45	Not Specified	None Specified	We would like to request an extension of 3 weeks with RFP due date moved to Nov 1	At this time the City is not entertaining an extension of the due date.
46	Not Specified	None Specified	How many video feeds does the city have that will go to CAD system?	0. We do not intend for any video data to be dumped into the CAD. There is network video available on the network. We would like that video to be accessible to the CAD user through hyperlinks that would allow for viewing through an internet browser window.
47	Not Specified	None Specified	Does the city require Mobile Data software or should this be priced only as optional?	Yes. If you have MD software that is priced differently for laptop installs vs PDA installs, please specify. We will need to know the licensing cost per user.
48	Section 13.1.1	None Specified	Section 13.1.1 states: "The City requires both "All User Training" and "Train-the-Trainer" training plans to be proposed. Either or both training methods may be required, at the discretion of the City. Costs for each method will be listed separately on the Cost Data Form." However, the cost data form only lists train-the trainer costs. Would the City please clarify if they require both "All User Training" and "Train-the-Trainer" or just "Train-the-Trainer"?	The City expects the vendors to propose the cost for all user training. That cost item should be listed on the current cost data form in the training cost section on the "Other(Specify)" line item.
49	Not Specified	None Specified	How many annual calls do you take for service?	We have been averaging about 980,000 CAD events a year. We take about 1.6 million phone calls.
50	Not Specified	None Specified	How many positions are in the backup center?	11 calltaker positions, 10 dispatch positions, 1 admin position

51	Section 9.10 Proposal Format	RFP page 2, page 28	<p>RFP page 2 states “The Evaluation Team will only consider responses in the Electronic Response Forms”. Beginning on page 28, Section 9.10 Proposal Format, the RFP lays out required sections for the response. These include sections referred to as an Executive Summary, Complete System Description, Discussion of Section 9.7.2, Company Description/Qualifications including Dun/Bradstreet information etc. The electronic RFP forms provided by the City at the pre-bid conference do not include any means for vendors to respond to the sections noted in RFP Section 9.10 Proposal Format. For example, the response area for RFP Section 9.7.2 accommodates only the response “Understood” with no means to add supporting details. Please clarify exactly how vendors should respond to the requirements listed in RFP Section 9.10.</p>	<p>Section 2 describes the process of interpreting and responding to the sectional checkboxes and requests for details which are embedded in the RFP. The statement: “The Evaluation Team will only consider responses in the Electronic Response Forms” is an element of the Section 2 requirements and the scope of that specific statement is limited to items described in Section 2.</p> <p>Section 9.10 describes the format of the overall proposal. Electronic Forms are a component of the overall proposal. The total response package will be evaluated.</p>
52		RFP page 30	<p>RFP page 30 states that 2 original and 10 hard copies of the response are to be provided.</p> <p>How many copies of the Electronic Response Forms and Electronic Price Forms are required?</p>	1
53	Item #993	Page 35	<p>RFP page 35, Item 993 requests an interface with the City’s Personnel System. Please provide a vendor contact for the City’s personnel system and describe the expected operation from this interface (one way or two way, what data is imported and when, what data is exported and when)</p>	<p>Oracle E-business Suite R12. We are looking for a one way interface to pull basic information into the CAD. Example: Name, employee number, address, phone numbers, etc. We are looking to pull the best, most up to date employee data available without having to have someone on our staff manually enter it into teh CAD database. It can be a once a day data dump.</p>
END OF QUESTIONS				