

**City of Memphis**  
**Division of Fire Services**  
**CAD Bidders Conference**  
**May 22, 2009**

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*Additional questions will be accepted and responded to until 06/15/09*

- 1. In regards to the staffing requirement, the RFP lists the ability for automated calling. Should the capability of the system be mandatory instead of important?**  
*Yes, the capability should be listed as mandatory.*
- 2. Licensure for positions and back up site positions. How many current work positions.**  
*11 CAD dispatch work positions. The back up facility currently is inadequate; all positions are to be at the primary site.*
- 3. Would that include a backup server?**  
*Yes, we will need a backup server at 333 East Parkway location (backup site).*
- 4. Are you wanting five-nines availability for the Fire side as far as Records Management?**  
*Yes, we are seeking best available system availability that can be accommodated.*
- 5. Do you need site license pricing or individual seat pricing? If you want seat license pricing, how many seats would you like?**  
*Ideally we would like an option; should be scalable, having expansion capabilities. We would like to see both pricing options, a site license pricing option and seat license pricing, based on an 11-12 position requirement.*
- 6. Time clock is listed as an option, are you looking for a time clock? Clarified as an employee clock to be used in staffing.**  
*No, an employee time clock is not a requirement. However, it can be priced as an option in proposal.*
- 7. Does the City have a preference for a brand name for the master clock?**  
*No preference, but it will need to be a Network Time Protocol (NTP) clock.*
- 8. There is an interface reference to the current MOSCAD, but also references a more advanced station alerting system, should we quote both?**  
*Yes*
- 9. The RFP listed 56 fire stations. You stated 57 stations. How many fire stations do you have?**  
*Proposal response should be based on 58 fire stations.*
- 10. How many training, development, and maintenance workstations will be needed?**  
*Pricing will be required for 30 workstations, 35 workstations, and 40 workstations.*
- 11. The RFP list 175 mobiles, how many would be on duty on a given busy night?**  
*All of them. All would need the same functionality.*

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- 12. For the Enterprise GIS, is it just the City of Memphis or is Shelby County included? Do you want just to the City limits?**  
*The entire county will be included.*
- 13. Partnering hardware with software?**  
*Whoever is awarded the contract can sub-contract, but they are held accountable.*
- 14. The bonding and insurance is pretty steep. Is there any flexibility?**  
*No*
- 15. The number of calls for service in the last two years?**  
*130,000 annually combined incidents for Fire and EMS – up to 20 pieces of apparatus will response based on level of emergency response needed*  
  
*Approximately 600,000+ emergency and non-emergency service calls annually*
- 16. What is the number of web access licenses required?**  
*We do not currently utilize web accessible system. However, please include pricing for 125 web licenses and 150 web licenses.*
- 17. What is the number of positions, without dispatch capabilities, that will be able to generate reports?**  
*7 positions with full administrative rights to all systems and reporting tools, 150 with query capabilities.*
- 18. What type of connectivity is there to the remote locations?**  
*Fiber to the vast majority*
- 19. Will you be providing a copy of the attendee list?**  
*The vendor and the primary representative's name and email address will be posted on the website.*
- 20. Is the mobile system a combination of RF and air cards? Do you own any middleware or have any alternative to RD Lap?**  
*Currently, we have RD Lap. No, we do not have any alternative at this time.*
- 21. Any preference in Sequel verses Oracle?**  
*Oracle is the preference. If Sequel it must have the necessary hooks into Oracle.*
- 22. So we should price Oracle and Sequel licensing?**  
*Yes, list and price them both.*
- 23. Do you have any other plans to switch from RD Lap in the next year?**  
*Yes, we are going to need a new medium; cellular, mesh or any other vendor supplied IP based technology providing full internet connectivity.*

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- 24. Replacing RD Lap isn't part of this program, should we assume that the system will be in place?**  
*No, a replacement needs to be listed/priced in the RFP*
- 25. Will that extension ripple out to the rest of the schedule?**  
*No*
- 26. Staffing for entire department, including dispatch, will there be two different sets of representatives to set up the "rules"?**  
*Yes, since filled rank for rank, to set up the rules for staffing, we will need two separate groups to setup – a set of rules for suppression & EMS and a set of rules for dispatch.*
- 27. If a vendor only has Fire RMS, could he respond to the RFP directly or as a sub?**  
*As a subcontractor, under a prime CAD vendor.*
- 28. Is there a budget range?**  
*Budget crisis has hit Memphis & Shelby County area, can't give a definitive answer, possible budget cuts for council.*
- 29. Does Motorola have an API that can be shared for the dynamic regrouping?**  
*We have a CD that has API description and testing environment, but Motorola has proprietorship, will have to have permission from Motorola to give out. **Motorola representative Kevin Brent stated that he would email the appropriate people to request permission for the information to be shared. The Motorola API will in all likelihood be made available to the winner of the contract since the API is currently extended to our present CAD Vendor. Terms and conditions associated with securing the API License are to be determined.***
- 30. Is the TDD capability needed on all positions or just the call-taking positions?**  
*All positions, since all have capability of call-taking.*
- 31. Philosophy on data sharing, who will be the target audience of the data?**  
*Agencies that we pull information from and agencies that we send information to...**question needs further clarification from vendor for appropriate response.** However, please note that Memphis Fire owns all data and data sharing capabilities.*
- 32. Do you need the capability to create canned reports and ad hoc queries internally?**  
*Yes*
- 33. Currently using ESRI GIS Server 9.3?**  
*Yes*
- 34. Is funding secure?**  
*Portions of funding have been secure.*
- 35. Kimball is evaluating the RFP, however, will Fire personnel be on that team?**  
*Yes*

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**36. Number of Fire Department personnel?**

1,900

**37. We wonder if we could request a more fulsome description of the process the RFP calls a “three tier dispatching system”.**

*The three-tiered system basically describes the progression of an incident through the dispatch system.*

*The first tier is the receipt of a call requesting either fire or EMS assistance. The calltaker receives the call and creates an incident by entering pertinent information into the CAD system. Information includes, but is not limited to, the address, phone number, nature of the request, etc. The call taker then sends the incident to the vocal alarm to be dispatched.*

*The second tier is the actual dispatch of the responding companies by the vocal alarm operator. The vocal alarm operator retrieves the incident from the CAD system and selects the apparatus that will respond on the incident. The apparatus is assigned to the incident and dispatched using the MOSCAD station alerting system, dispatching through the fire station speakers. When the apparatus is assigned to an incident, the information is also sent to the station printers (rip and run) allowing the personnel to have a printed copy of the incident information. After the incident is dispatched and assigned the run information is sent to the appropriate radio operator, either fire or EMS.*

*The third tier is the communication with responders who are on incidents. If the apparatus is not in the fire station, the radio operators must dispatch them via radio (at the direction of the vocal operator). The radio operator communicates with the personnel on the apparatus, documenting their activity and needs from the point that they leave the station on an incident until the apparatus clears the incident and returns to the fire station.*