ALBUQUERQUE
PUBLIC SCHOOLS

Accelerate Progress for Students

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<u>RFP NO. 20-046RMS - ADDENDUM #1</u>

Questions and Response   April 24, 2020

1. **Question:** Does the APS police communications center function as a Primary, or Secondary, PSAP for 911 calls initiated by people at the schools?
   Response: It is secondary and separate. APS police dispatch has its own local number for the district callers to use.

2. **Question:** If they get all the 911 calls initially, do they forward fire & EMS calls to various other departments and are these calls to be monitored in the new CAD?
   Response: We do not receive 911 calls direct.

3. **Question:** If the comm center acts as a secondary PSAP, and only dispatches calls, do you receive these from the Primary PSAP(s) by telephone only, or do they also transfer any CAD to CAD data?
   Response: By telephone only. They either transfer the call or keep the 911 call and initiate fire and EMS then call APS dispatch.

4. **Question:** Does the center also dispatch Fire and EMS calls and thus need to recommend and track these types of units in CAD, or just police units? (Section 2.3 of Exhibit A mentions fire unit recommendation and the **Mobile Data - Future** narrative lists EMS fire/rescue in -vehicle mapping, but only Police Department statistics are given in the Background Information table)
   Response: We have the ability to call Fire/EMS and get assistance and log them on the call however we do not have a frequency to dispatch them ourselves.

5. **Question:** Is the Department replacing the Sleuth software?
   Response: We are looking into other options.

6. **Question:** Would you please clarify if a new RMS is required by the APS police department?
   Response: Yes it is.

7. **Question**: The title of the RFP includes both CAD and Records Management, but the narrative describes current use of Sleuth for Records Management. The narrative section, **Project Overview**, specifies CAD, future mobile data and associated interfaces, but not RMS specifically. The RMS

sheet of Exhibit A describes officer reports, so it appears that there is a requirement that would include replacing the APS police departments current incident reporting system.
Response: Yes.

8. **Question**: The narrative section **Records Management System (RMS) Interface** describes a need for future interfacing between CAD and RMS's. Are these interfaces to other, neighboring police department RMS's, or does this project also include an RMS program for the APS police department itself --- or potentially both?
    Response: Itself.

9. **Question:** What should we enter in the "Reference" column of the Exhibit A worksheets? Should we include the page number or section title in our Response where we describe our solution to the worksheet's requirement? Or, Is this column for an explanation of any "M", "C", or "N" response that we mark in the Response column?
    Response: The "Reference" column is for an explanation of the "M", "C", or "N" response. Adding references to your response can be included for further detail.

10. **Question:** Would you describe the expectations for "Data Warehouse - Data Lake" a little more please? Given the differences between Data Warehouse and Data Lake (i.e., Data Structure, Purpose of Data, Users, and Accessibility), would someone please describe how the APS police department's stored data might be used and/or shared? Is there a regional, or cooperative group of, police departments throughout the School District who share data back and forth?
    Response: Currently the APS Police Department has no computerized data storage, nor Data Warehouse or Data Lake. The department envisions using Data Warehouse / Data Lake for budget planning, statistics, trend analysis, historical reporting and ad hoc reporting. We are interested if the vendors have experience with a Data Lake. Has the vendor integrate peripheral data such as web sites, and mobile apps using a Data Lake opposed to a Data warehouse.

11. **Question:** What is the anticipated implementation schedule for the project? The **Data Migration** section of the narrative states an expectation that data migration will be completed prior to go-live. It also recognizes that there are intermediate steps that will be necessary. If it's possible to go live with CAD, importing critical data like addresses, event types, unit numbers, personnel, etc. beforehand, and then migrating historical data from years past over time --- while still being able to query it at the dispatcher's console --- would that situation be something the Department would consider?
    Response: Latest, December 2020

12. **Question:** Can APS please provide who your current CAD and RMS vendors are?
    Response: Sleuth is our current CAD software. APS currently does not have an RMS system.

13. **Question:** Can APS provide what information they would like to have sent to the Infor Lawson ERP.
    Response: No data will be sent to IINFOR Lawson, but rather data will be pulled from INFOR Lawson into the CAD/RMS System.

14. **Question:** The RFP states that all "addendums must be acknowledged in the submitted proposal." Will signing and submitting the Letter of Transmittal Form (RFP page 29) fulfill this requirement or is acknowledgement of addenda required elsewhere in the proposal response?
    Response: You will need to sign and upload the Addendum to be included in your response. The Addendum contains a signature page.

15. **Question:** Is your list of definitions complete? It seems it is missing certain RFP-used terms (such as "Respondent" and "Vendor.")
    Response: This can be discussed further during contract negotiations.

16. **Question:** Will APS require any CAD to CAD interfaces?
    Response: Once Data is converted no connections are needed.

17. **Question:** Since this will be an electronic submittal via APS' Online Bidding System, does APS want all the tabs constituting Exhibits A and C converted to PDF and attached to the main PDF proposal file, or can we upload these exhibits separately in their native Excel format? (Uploading as Excel files would be much more practical.)
    Response: Please upload in Excel formats. You may combine all files into a .zip file to be uploaded into the online Vendor Registry system.

18. **Question:** The first bullet of the RFP-outlined Proposal Format is "Letter of Transmittal." Is that bullet referring to an actual typical letter of transmittal, or is APS referring to the RFP-included Letter of Transmittal Form? Our current assumption is that you mean a typical letter of transmittal, and that the RFP Letter of Transmittal Form will be included with the other required forms per the "Required Forms" bullet (also on RFP page 27).
    Response: The letter of transmittal being referred to can be found on page 29 of the RFP under Forms and Attachments. This page needs to be filled out, signed and attached to your response. This indicates agreement to the Terms and Conditions of the RFP.

19. **Question:** There are references to an interface to RMS and there are also specifications for RMS. Can APS confirm they are wanting to replace their current RMS or only wanting an Interface to RMS?
    Response: Replace full RMS System

20. **Question:** Can APS provide what information they would like to have sent Synergy (Student Information)?
    Response: Information will not be sent into Synergy rather data will be pulled from Synergy based on student ID.

21. **Question:** Is APS looking for two 911 interfaces? One E-911 interface and a NG911 interface to Motorola phone system?
    Response: One - the NM911 Motorola system

22. **Question:** # of CAD positions - The specifications document, hardware tab refers to 6 dispatch positions and 7 dispatch positions with separate status screens. Could you please provide some clarification on how many physical dispatch positions you would like software installed on?
    Response: 6 positions

23. **Question:** Training – RFP states that you would like CAD training for all system users. How many individuals will require onsite training?
    Response: 2 to 4 – train the trainer

24. **Question:** Pricing document request both on-premise and hosted. Does APS have a preference? If vendor offers both cloud and on-prem should that be provided?
    Response: Yes please provide an option for both.

25. **Question:** Will the APS list the total number of the following?
    Response:
    Dispatcher/call-taker positions- 6
    Full-time workstations- 12
    Back-up and/or supervisor workstations (not concurrent)

26. **Question:** What is the total number of CAD users that the APS anticipates will need training, including both full-time and part-time?
    Response: All User at the dispatcher level, admin for RMS users, field officers, Detectives, management and IT Team.

27. **Question:** The APS has identified six concurrent RMS/data entry stations. How many total users does the APS anticipate will need access to RMS, including in-field reporting?
    Response: 76

    Regarding the RMS interface with INFORLawson (ERP):
28. **Question:** Will the APS identify what data it wants to be pushed into or pulled out of the RMS?
    Response: Please see attachments

29. **Question:** Will the APS confirm which direction it would like the data to flow (from ERP to RMS or from RMS to ERP)?
    Response: The data will flow in, ERP to RMS.

30. **Question:** When does the APS desires the data to be transferred (daily, weekly, when a certain action is taken)? If it is based on a certain action in RMS, will the APS describe that action?
    Response: Data transferred daily for the sole purpose of verification and populate existing CAD fields. The data should be available for CAD dispatcher operators in the process of creating CAD records relating to APS employees or APS students.

Regarding the one-way data sharing interface, Synergy (student information):

31. **Question:** Will the APS identify what data it wants to be pushed into or pulled out of the RMS?
    Response: Please see attachments.

32. **Question**: Will the APS confirm which direction it would like the data to flow (from Synergy to RMS or from RMS to Synergy)?
    Response: The data will flow from Synergy to RMS.

33. **Question:** When does the APS desires the data to be transferred (daily, weekly, when a certain action is taken)? If it is based on a certain action in RMS, will the APS describe that action?
    Response: Data transferred daily for the sole purpose of verification and populate existing CAD fields. The data should be available for CAD dispatcher operators in the process of creating CAD records relating to APS employees or APS students

34. **Question:** Is the State of NM uniform report form a Traffic Crash report, or crime report (eg. UCR or NIBRS), or do you need both?
    Response: crime report – UCR

35. **Question**: During this morning's pre-bidders conference for RFP 20-046 another vendor had suggested that his firm has had conversations with APS staff about adding APS to Bernalillo County's existing CAD/RMS system. I am curious if this is a possibility that Albuquerque is exploring? I understand that this may not be a viable option for all vendors as not everyone has local systems. That said, would you like vendors who can offer this option to include add-on pricing/licensing in their proposals
    Response: This is an option that has been explored by APS, but currently is not in the interest of APS.

Regarding the GIS Mapping interface:

36. **Question:** Will the APS identify what data it wants to be pushed into or pulled out of CAD?
    Response: The mapping is done in the radio call works

37. **Question**: Will the APS confirm which direction it would like the data to flow (from GIS Mapping to CAD or from CAD to GIS Mapping)?
    Response: From GIS to CAD

38. **Question:** When does the APS desires the data to be transferred (daily, weekly, when a certain action is taken)? If it is based on a certain action in CAD, will the APS describe that action?
    Response: This ideally would be a constant connection as data is entered.

39. **Question**: Does the APS desire integration to the Motorola NG911 phone consoles above and beyond the requested ANI/ALI spill?
    Response: No

40. **Question:** What type of integration does the APS desire to external Fire RMS systems?
    Response: None

41. **Question:** Does the APS dispatch fire or EMS resources?
    Response: We do not dispatch them directly. We have to call them and can currently add them to the call that they are in route/arrived/and cleared

42. **Question:** Exhibit C includes Digital Imaging Software on the pricing form. Will the APS provide more information about this requirement?
    Response: This requirement would allow adding preparatory video files as well as common images file formats.

43. **Question:** Does the APS desire to have any other system integrations with the Albuquerque Police Department's officers and the Bernalillo County Sheriff's Department (or any other agencies)?
    Response: No

44. **Question:** The RFP states that there is a desire for RMS to have a database for Automatic License Plater Reader (ALPR) Information. Can the APS provide details about this requirement? For example, how does the ALPR data get into the RMS – is it through an interface or will it be manually entered in the system? If the APS is seeking an interface with ALPR, please advise of the vendor/product and confirm that the vendor allows for an interface.
    Response: Please provide your best solution as APS does not currently have an RMS software solution.

45. **Question:** Does the PD use any Livescan Fingerprint machines – make and model and how many?
    Response: No.

46. **Question:** Please explain the Synergy interface and what data is pushed to that system?
    Response: No data is pushed to the Synergy Student platform. The interface is to "look-up" and verify the student number and/or student name from the Synergy Student database, then populate the corresponding CAD data fields.

47. **Question**: Confirm you have 7 CAD positions?
    Response: There are currently 6.

48. **Question:** There was a mention of a Fire RMS system – do you need the new system to interface to that product and if so, what product is that?
    Response: No

49. **Question**: There was a mention of the possibility of foregoing current RFP and just bolting onto the county Motorola system – is this a possibility?
    Response: No.

50. **Question:** Have you done any site visits and if so where?
    Response: No.

51. **Question:** How are you handling crash reports – state system log in?
    Response: State Crash Incident Report Form- Hard Version Booklet- UCR

52. **Question:** Your process for issuing citations – paper ? – eCitations
    Response: We don't issue Citations

53. **Question**: When you run NCIC through state does your DMV return a DL Photo to you?
    Response: We do not have access to NCIC currently

54. **Question:** Is there any opportunity for an extension to the due date due to COVID-19?
    Response: No. APS would prefer to keep the due date as is.

55. **Question:** On page 15 under Project Overview it's mentioned that the CAD must have E911. Is this the ability to connect to an E911 call taking system?
    Response: Is it an option to a Motorola NG911 Callworks system

56. **Question:** What call taking system is in place today: Manufacturer, Model, Software Version
    Response: Motorola NG911 Call Works – being installed now current SW

57. **Question**: What mapping application is in place today: Manufacturer, Model, Software Version
    Response: No Mapping – will be integrating our GIS mapping to the Motorola NG911 mapping option

58. **Question:** When is the next call taking/mapping upgrade planned? Specifically, will there be a hardware update and when?
    Response: We are getting a new Motorola Dispatch system NG911 and MCC 7500 Installed in the next couple of months. We are also working on GIS mapping system internally and will be provide Maps for the Motorola system and we will be looking at using Rapid SOS with the City

59. **Question**: If the current state of business continues and travel restrictions are in place, how does APS plan to handle demonstrations?
    Response: Via Webinar/Zoom meetings

60. **Question:** Will the APS clarify if it is recommended to include CAD data migration services? If so, will it please provide the following?
    Current data vendor:
     Type of database (MS SQL, server, etc.)
    Size of database
    Response: There will be no migration

61. **Question:** Exhibit A, Specifications contains a section on Property/Evidence Bar Coding requirements; however, in the pre-proposal meeting, it was stated that the APS is not looking to replace this. Will the APS clarify whether an Evidence module is needed?
Response: Evidence module is not needed

62. **Question:** Is it vital that we utilize Microsoft AD for CAD credentials?
Response: Yes**.**

63. **Question:** Interface with INFOR Lawson (ERP), Synergy (Student Information) for one-way data sharing into the software solution. Since no requirements are stated, are the expectations for these interfaces just a one-way data dump for them to parse out as needed?
Response: Please see attachments.

64. **Question:** Checking employees in and out of a location…Are you keeping this information within the CAD and in-turn running a report for the information or simply passing the information to a 3rd party app such as Infor Lawson ERP?
Response: This information is used by us as well as the school. Example- a principal of a location can make sure that staff checked in for duties. They can also monitor the times that staff is checking out of the location for the alarm to be set up

65. **Question:** Radio consoles (Motorola MCC 7500). What type of interface? This is usually reserved for Fire Station Alerting & since you don't dispatch fire, can you describe what is the intended purpose & what functionality is needed?
Response: None

66. **Question:** Phone consoles (Motorola NG911). What type of interface? Is there any functionality beyond the ANI/ALI?
Response: None

67. **Question:** Who is the current RMS provider?
Response: APS does not cruelty have a RMS provider

68. **Question:** Who is the current CAD provider?
Response: APS is currently using Slueth Software

69. **Question**: During the pre-bid call it was mentioned that the data migration was going to be optional. Is that for both the CAD & RMS?
Response: There will be no data migration.

70. **Question:** If the solution selected is to be hosted in the APS data center (on-prem), what hardware may be used for this?
Response: APS has hardware that would support an on-premise solution.

71. **Question:** This RFP was focused on the CAD/RMS solution. Do the officers have existing hardware they are using today or would there be a need for officers to be assigned a portable system that they could use to access the systems from any location?
    Response: The officers have existing hardware they are utilizing.

ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:
Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

_____
COMPANY/FIRM NAME

_____   _____
SIGNATURE   **Date**

APD Police Dispatch Lawson Employee Data

1. Employee Number
2. First Name
3. Middle Name
4. Last Name
5. Gender
6. Ethnicity
7. Work Location (3 digit number)
8. Work Location Name
9. Addresses – House Number
10. Street Name
11. City
12. Home Phone
13. Work Phone
14. Position Code
15. Position Description
16. Emergency contact Name
17. Emergency contact Phone 1
18. Emergency contact Phone 2

APD Police Dispatch –Synergy Student data

1. Student Number
2. Student Name
   a. First
   b. Middle
   c. Last
3. DOB
4. Gender
5. Grade
6. Ethnicity
7. School Location
8. School Name
9. Student Addresses
   a. House Number
   b. Street Name
   c. City
10. Parents / Guardians
   a. Name
   b. Phone numbers (Home, cell, and work)
11. Emergency contacts (other than parents or guardians)
   a. Phone numbers (Home, cell, and work)
   b. Address