



**Capital Projects & Purchasing Department  
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**BID: CCSO-06  
SHERIFF'S OFFICE  
CAD & NG911 PUBLIC SAFETY SYSTEM**

**BID DUE: WEDNESDAY, APRIL 25, 2018 at 2:00pm**

**Addendum #1  
dated 4-5-2018**

***Questions and Answers***

1. Would Colleton County Consider extending the implementation timeline from 180 calendar days to 365 calendar days? **ANSWER: Yes.** Section 2016-1711 Bid Forms /Article 5 – Time of Completion / Section 5.01 shall now read; **Bidder agrees that the Work: Installation of new integrated CAD and NG911 phone system to include training and system support for the Colleton County Sheriff's office, is to be completed within Three Hundred Sixty-Five (365) calendar days after the Notice to Proceed has been issued.** Any reference contained elsewhere in the document stating time of completion as 180 days shall be replaced with 365 Calendar days.
2. Will proposals be accepted for individual services from a CAD vendor or a NG911 vendor? **ANSWER: No.** As called out in the bid packet. The CCSO is seeking to replace its existing public safety system with a completely integrated solution that is one application, with one database, provided by one vendor.
3. Is a geo-diverse 911 solution required, or does the CCSO desire to have a solution that is capable of expanding to a geo-diverse solution in the future? **ANSWER: Yes**
4. If a geo-diverse solution is required, what is the location of the geo-diverse site? Will workstations be required at the geo-diverse site? Is high speed network available between the two facilities?  
**ANSWER: Yes**
5. Are the Ethernet switches listed in the Hardware Requirements section in addition to the network switches that will be provided with the 911 solution? **ANSWER: Yes**
6. How many full 911 work station answering positions are located at each site? **ANSWER: 9**

7. How many workstation monitors are required for each 911 answering position? **ANSWER: 2**
8. Of these workstation positions, how many are test or backup positions? **ANSWER: 0**
9. Is any half position workstation required (911 phones without workstations)? If so, how many?  
**ANSWER: 0**
10. How many workstation positions will need a Radio Headset Interface? **ANSWER: All**
11. Are workstation light-towers required? **ANSWER: No**
12. What is the number of 911 CAMA trunks, including wireless 911 trunks? **ANSWER: 6**
13. How many admin lines are at each site (including DID, PoTS, Ring Downs, Centrex, etc.)? **ANSWER: 6**
14. What is the number of SIP trunks? **ANSWER: 10**
15. What is the number of ISDN/PRI/T1? **ANSWER: NO ISDN, PRI - 23 channels, T1 - 24 channels.**
16. Will the 911 solution require business/administrative phones? If yes, how many? **ANSWER: All**
17. Will integration into a PBX be required for the 911 solution? Who is the manufacturer and model (type of interface, if known)? **ANSWER: PBX will be on site, ESI, 200IP**
18. Will the 911 solution be powered off of a building UPS system? **ANSWER: Yes**
19. How does the CCSO record 911 calls (analog or digital)? **ANSWER: Digital**
20. With regard to logging recording, does the CCSO record 911 trunks and phone lines at the 911 position or at the trunk level, or both? **ANSWER: Both**
21. Who provides the CCSO's ALI? **ANSWER: Currently AT&T, new facility will be Palmetto Rural Telephone Co.**
22. Is the CCSO ALI database NENA compliant? **ANSWER: Yes**
23. Will the CCSO be providing the time source (like NetClock) for the 911 solution? **ANSWER: No**
24. Should a critical spares kit be included as part of the 911 solution? Or as optional pricing? **ANSWER: Yes**
25. How many 911 telecommunicators will need training? **ANSWER: 20**
26. How many 911 administrators will need training? **ANSWER: 1**
27. Will the CCSO advise if there are currently, as part of this RFP, remote/secondary PSAPs?  
**ANSWER: 1 Back up facility**
28. How many full 911 answering positions are located at each site? **ANSWER: 5**
29. How many monitors are required for each 911 answering position? **ANSWER: 1**
30. Of those positions, how many are test or backup positions? **ANSWER: 0**

31. How many positions will need a Radio Headset Interface? **ANSWER: All**
32. Are any 911 CAMA trunks, including wireless 911 trunks, terminated at the remote PSAP? If so, how many? **ANSWER: 4**
33. Are there any SIP trunks at the remote site? If so, how many? **ANSWER: Yes, 5**
34. Are there any ISDN/PRI/T1 trunks at the remote site? If so, how many?  
**ANSWER: 2 - T1 for Ali Links, CAMA Trunks for 911, 5- POTS Lines**
35. Will the remote/secondary PSAP require business phone build outs? If yes, how many? **ANSWER: 5**
36. Will the solution be powered off a building UPS system at the remote/secondary PSAP?  
**ANSWER: Yes**
37. Are calls recorded at the remote site? **ANSWER: Yes**
38. Are they recorded at the line level or position level, or both? **ANSWER: Both**
39. Should a critical spare kit be proposed as optional pricing? **ANSWER: YES**
40. Will telecommunicators at the remote/secondary PSAP require training? If so, how many telecommunicators will need training? **ANSWER: NO**
41. Number of Active CAD dispatch seats? **ANSWER: 5**
42. Number of Supervisor/Backup CAD dispatch seats? **ANSWER: 3**
43. Number of Jail beds? **ANSWER: 99**
44. What is the number of sworn deputies at the CCSO (excluding detention and 911)? **ANSWER: 64**
45. What are the personnel numbers for the following?  
CAD; **ANSWER: 24**  
Civil; **ANSWER: 7**  
Records; **ANSWER: 2**  
Jail; **ANSWER: 30**  
Road Patrol; **ANSWER: 27**  
ADMIN; **ANSWER: 13**  
CID; **ANSWER: 10**
46. The RFP requirements include an interface with Emergency Reporting, but another part of the RFP references integration with Inter Medix software. Is integration required with both of these systems? Or has Inter Medix replaced Emergency Reporting? **Emergency Reporting is the Firehouse software, Triptix by Intermedix. This is required.**
47. The RFP states that the data to be converted is a DOS-based CAD system. Will the CCSO provide the vendor and version name for this system? **ANSWER: The current CAD System is on an ISeries Server. AS400 Vendor is Superior**

48. Only CAD data conversion is requested in the RFP. Does the CCSO need any other systems (such as RMS and JMS) to have data converted as part of the project? **ANSWER: Yes, Civil Process Software. Genesis. SQL Database, JMS Vendor is Superior AS400 iSeries Server**
49. Page 65 of the RFP states that the system should include a Resource Library. Will the CCSO provide clarification as to the functionality of the expected Resource Library?  
**ANSWER: All reference for a Resource Library is deleted.**
50. Should requirement SC11 in the System (Global) section of the Public Safety Software System Technical Requirements be omitted? **ANSWER: Yes, Delete SC11**
51. It appears that requirements OB5 in the Mobile section of the Public Safety Software System Technical Requirements are incomplete. Will the CCSO please clarify?  
**ANSWER: replace OB5 with the following: The system should support the mobile application on any modern mobile data terminal with the following specifications;**
- **Modern Intel Processor or Equivalent**
  - **512 MB RAM**
  - **4 GB storage**
  - **1024x768 Touch Screen**
  - **Windows 7 or 10 x (32 bit or 64 bit)**
  - **Air Card Connection**
52. It appears that requirements OC12 in the Mobile section of the Public Safety Software System Technical Requirements are incomplete. Will the CCSO please clarify?  
**ANSWER: replace OC12 with the following: The system should allow Mobile users to view all incident information available to call takers and dispatchers to include but not limited to;**
- **Incident location**
  - **Nature of call**
  - **Priority**
  - **Beat**
  - **Complainant / reporter data and contact information**
  - **Narrative details**
  - **Any duplicate on linked incidents**
  - **Attached state NCIC queries and returns**
53. Paragraph 2, Page 3: Would it be acceptable to have separate applications with different manufacturers and different databases, but one single point of contact. The answer to this statement could eliminate most of your potential bidders. “The CCSO is seeking to replace its existing public safety system with a completely integrated solution that is one application, with one database, provided by one vendor. In addition, the vendor shall not only provide but also maintain the software and servers (including OS and DBMS) under the vendor’s standard maintenance and service agreement.” **ANSWER: Yes**
54. Section 4 System Security, item f. Please explain this statement. “The proposed system must provide a means to indicate to PSAP personnel that system availability is at risk.”  
**ANSWER; Section 4 item f. shall be deleted.**
55. What is your yearly call volume? **ANSWER: Average 30,000 a year.**
56. How many 911 CAMA trunks will you have at the Main and Backup site. **ANSWER: Main – 6. Back Up – 6**

57. Do you have IP recording requirements? **We have a separate recording provider. The system shall be capable of providing instant retrieval recording capability and to perform this function at each individual station.**
58. On separate occasions, the County asked for both a storage rack and a cabinet to hold the backroom equipment. Is there a preference? **ANSWER: Storage rack**
59. We would like to provide our paper (as opposed to accepting your Terms and Conditions). Will there be an issue with accepting our paper? **ANSWER: Yes**
60. Article 14 Submittal of bid states to include all forms listed in 2016-1714.  
**ANSWER: All required forms are within the document. And can be found under 2016-1710. This was a typo.**
61. Functional and technical requirements are in the attached Excel spreadsheet: CCSO PSSS Technical Requirements.xlsx. The vendor must complete this spreadsheet as part the proposal. Failure to answer all the requirements in accordance with the provided instructions may result in rejection of the vendor's proposal. **ANSWER: The excel sheet was converted to the PDF for advertisement and can be found after page 68 of the document.**
62. The Contractor/Vendor and Subcontractor shall include with this section a detailed financial statement indicating the Contractor's or Subcontractor's financial resources. The information on that statement shall be certified by a Certified Public Accountant and shall be submitted on the Associated General Contractors of America form "Standard Questionnaires and Financial Statement for Bidders". **ANSWER: Page 42. Section 1.02 Description, item C. should be replaced with: The Contractor/Vendor and Subcontractor shall include with this section a detailed financial statement indicating the Contractor's or Subcontractor's financial resources. The information on that statement shall be certified by a Certified Public Accountant.**
63. Will the County allow bidder to take exception and/or request clarification to the terms and conditions of the RFP? **ANSWER: Take exception, No. ANSWER: Request clarification, Yes**
64. Will the County allow bidder to attach its standard agreement to its Response to serve as the basis of negotiation upon award? **ANSWER: Yes, as a negotiation item only.**
65. Will the County allow bidder to provide its service related exhibits and attachments?  
**ANSWER: Yes**
66. Section 2016-1702 Information for Bidders, Article 7 – Bid Security, item 7.01 and Section 2016-1705 Notice of Award make reference to Paragraphs 5.01 and 5.02 of the General Conditions; however, a General Conditions section is not included in the document. Will the CCSO please provide the intended General Conditions section? **ANSWER: All reference to the General Conditions thru out the RFQ shall be deleted. There are no attached General conditions.**
67. Section 2016-1702 Information for Bidders, Article 7 – Bid Security, item 7.02 states that the successful bidder must provide executed contract documents and the required contract security within fifteen (15) days after Notice of Award. Article 9 – Liquidated Damages, item 9.01 states that the successful bidder must provide the executed contract documents and contract security within seven (7) days after Notice of Award. Will the CCSO please clarify the correct time frame? **ANSWER: The time frame is 15 days from Notice of Award in both instances.**