Western PA Regional CAD
Responses to Vendor Questions

Item	Question	Response
1	Can you please provide the following information regarding each County's existing Annual Calls for Service (CFS) that are created in the CAD system so we can accurately size your system? This is typically different than the average number of calls taken per day. Item Annual Number Created Calls for Service/ By Agency / Butler Calls for Service / By Agency / Lawrence Calls for Service / By Agency / Mercer Calls for Service / By Agency / Venango	Butler County - 103,433 Lawrence County - 74,785 Mercer County - 130,367 Venango County - 28,395 Numbers provided are for total annual calls for service per County. Please refer to RFP Section 6.2 and the "RCAD Information Sheet" on the Venango County website on the "Bids and Request for Proposals" page.
2	2. 2.4 Mandatory Items Question: Can you please confirm that Attachment A, RCAD Specifications includes only important items and none of them are considered Mandatory?	All RCAD specification items are important; there are no items in Attachment A listed as Mandatory.
3	3. 6.1 Background An important potential benefit of the RCAD system is the ability of the four Counties to realize the following: geo-diverse support of failover capability; resource sharing; hot seating; and system administration using the Emergency Services Internet Protocol Network (ESInet) that currently supports regional customer premises equipment (CPE). The individual PSAPs, however, must survive independently in the event of network outages. The Counties also require the ability to address specific individual County needs along with global configurations. Question: Can you provide a description for what functionality and features are desired for "hot seating?"	Hot seating is the ability for a staff member at one RCAD center to login at another RCAD center and be able to function as if they were at their home center when processing calls for service. This includes but is not limited to pending call queues, unit status and mapping.
4	Question: Please explain what functionality is required by individual PSAPs in the event that the RCAD experiences a network connectivity outage to the Regionally Hosted System Core?	Standard CAD operations of on a standalone PSAP (e.g., calltaking, dispatching, mapping, mobile data, AVL, interfaces) with the capabilities based on the nature and extent of the outage.
5	Question: Can you provide a list of the specific individual County needs for the RCAD system?	In addition to standard CAD operations of a standalone PSAP (e.g., calltaking, dispatching, mapping, mobile data, AVL, interfaces), please refer to the RFP Section 6.2 for specific needs.
6	4. 8.2 Project Expectations The Vendor(s) will provide a site license or equivalent licensing option that includes an unlimited number of workstations for all software applications deployed as part of this procurement. Vendors shall describe licensing options included with this procurement. Question: Can you provide a list of the requested CAD client licenses being requested per County?	Please refer to the "RCAD Information Sheet" on the Venango County website on the "Bids and Request for Proposals" page.
7	Question: Can you provide a list of the requested Mobile concurrent connections being requested per County?	For the purpose of the response to the RFP, use these numbers: Butler County – 336 Lawrence County – 220 Mercer County – 425 Venango County does not currently have Mobile units communicating with CAD. To allow for future implementation, please use 106 concurrent units for Venango County.
8	The County expects the Vendor to present a solution for the geo-diverse placement of equipment promoting continuity of operations of the RCAD shared system and supporting individual PSAP survivability. Question: Can you explain in detail what is meant by "individual PSAP survivability?"	Each PSAP shall have the ability to process calls for service without a loss of normal CAD functions even when disconnected from the host.
9	5. 8.4 Workstation Requirements The proposal will include the capability of remote CAD workstations that are Web-based, and which do not require dedicated circuits for virtual private network (VPN) tunneling. The proposal will include a description of the solution for remote Web-based access. Question: Can you explain in detail how you envision a remote CAD workstation to function on the RCAD system without a VPN connection and also meet public safety mission critical security requirements?	The intent of the RFP is to solicit a solution from the respondents based on industry best practices.
10	6. 8.6 Systems Interface Summary Pennsylvania JNET Question: Please provide a description of the interface being requested for each County and the functionality being requested from the Mobile environment.	Please refer to "Attachment A – RCAD Specifications FINAL" Spec IDs 1481 and 1713 through 1736. Additional information may be found on the JNET information page http://www.pajnet.pa.gov/Pages/default.aspx

11	7. 8.13 Mobile Data Requirements to communicate using air cards, as well as the Motorola Astro25 and Harris radio frequency (RF) networks. Question: Is this requirement designed to show all functionality including GPS location tracking, messaging and query capabilities that can be performed on a portable Motorola Astro25 radio?	The statement should read: "Requirements to communicate using air cards, as well using the Motorola Astro25 and Harris radio frequency (RF) networks.
12	7. 8.19 User Configured Interface Tool The proposed solution will have the capability for an authorized operator to construct and implement a module using vendor-supplied tools that is capable of interfacing with external applications and databases. The Respondent shall include training in the operation of the user customizable interface tool in the proposal. Question: Can you provide additional detail on how you plan to utilize this tool for the RCAD system?	Using tools provided with this module, the user is able to create and customize an interface with an external application and/or database.
13	8. 8.43 Functional Requirements Spreadsheet M – Mandatory requirements express a minimal acceptable level of performance and Vendors must meet the requirement as written. If a Vendor cannot comply with a Mandatory requirement, they may be judged "nonresponsive" and their proposal will be rejected in its entirety. Question: We have been unable to identify any Mandatory requirements included in the functional matrix. Can you provide a list of these items?	All RCAD items on the Functional Requirements Spreadsheet are important; there are no items in Attachment A listed as Mandatory.
14	The County has requested that vendors enter all responses in the RFP Electronic Response Forms, some of the required response materials are in a format that cannot be included in an Excel document (e.g.., architecture diagrams, organizational charts, etc.) and many responses exceed the character limit of each cell (e.g., personnel resumes, sample training plans, etc.). Is it acceptable to submit these materials as attachments or exhibits in a format other than Microsoft Excel?	When submitting diagrams, photos, charts, etc., create a Section in the printed proposal submission titled "Supplemental Documents". Reference these documents in the comments area in the Electronic Response Form and include the location of the document within the "Supplemental Documents Section" (page number, section/subsection).
15	Regarding RFP Attachment A – RCAD Specifications Vendor Response Form, text entered in the Additional Comments column does not wrap, and the column is locked so that vendors cannot manually adjust the size of the cell. Will the County release an unlocked version of this document or should vendors simply state, "See Attachment D" and include all comments in RFP Attachment D?	Attachment A – RCAD Specifications Vendor Response Form format has been adjusted to allow word wrap and automatic row height adjustment to accommodate Vendor responses. The RCAD RFP Response Form format has been adjusted to allow automatic row height adjustment. The content has not changed. The new Attachment A is now "Attachment A – RCAD Specifications Vendor Response Form r1" and the RFP response form is now "RCAD RFP Response Form r1". The Vendors will use these forms in their response. Copies of these forms will be emailed to the registered attendees and they will be responsible for distribution with their organizations
16	Regarding RCAD RFP Response Form, Section 1.1 – Demonstration of Project Understanding, Row 21 states, "Vendors are NOT to insert the response into this RFP"; however, certain sections and rows contain editable cells designated as "Detail" (for example, Section 8.4 Workstation Requirements, row 257). Please clarify in which RFP file vendors should enter the requested details.	Detail responses should be entered in the designated cell, titled "Detail", of the electronic response form "RCAD RFP Response Form r1".
17	RFP Page 52, Section 10.2 Proposal Presentation, requests that vendors mark submitted packages with, "CONFIDENTIAL, COMPUTER-AIDED DISPATCH SYSTEM, <RFP #>." Please provide the number of this RFP.	There is no designated RFP number – Packages are to be marked "Regional CAD".
18	RFP Page 58, Section 11.3 Proposal Format, does not specify where vendors should include completed RFP Attachments C and D. Please specify where these documents should appear in the proposal.	Attachment C and D should appear as part of the "Comprehensive Response".
19	Regarding RFP page 58, Section 11.3 Proposal Format, please confirm that vendors should include all of their responses to RFP Section 2 – Comprehensive Response; RFP Section 4 – Experience of the Respondent; RFP Section 5 – References; and RFP Section 6 – Additional Information in RFP Attachment C – RCAD RFP Comments Form.	All attachments and responses should appear as part of the "Comprehensive Response".
20	Please provide more information on the MotoMapping location tracking system in order for us to provide an accurate interface bid. Please provide specs.	Per the Motorola MotoMapping data sheet. MotoMapping is a client/server application that receives device locations from the Motorola Unified Network Service (UNS), and displays those locations spatially, in real time, against a backdrop of commercially available or customer produced maps and overlays. Detail Specs not available at this time.
21	What type of Zetron system does the County have?	Zetron 2100 series Alphanumeric Paging Terminal using TAP protocol
22	Who is providing the funding for this consolidated project?	The funding model has been established. Details will be shared with the selected vendor.
23	What is the budget?	Ultimately, the project budget will be based on the competitive bids submitted in response to the RFP.

24	Can a vendor propose multiple solutions?	Multiple solutions are encouraged, as long as the needs of each county are met. Each proposed solution will be evaluated separately. Please include a separate set of electronic forms for each solution proposed.
25	Does the County intend on the data warehouse and public portal being a part of this current proposal or will it be a separate procurement?	The data warehouse and public portal are to be considered part of this project
26	We conduct a series of reviews of the RFP documents with various team members who comment and provide clarifications and detail on specific items in the RFP. During that process, we pass the response forms back and forth as it allows us to contain all the dialogue in one place. Is it possible to get an "unlocked" version of excel files so we can save a copy under a different name and use them for that purpose? This is an internal excel spreadsheet only. The response documents you get back are the original format required.	We will send an updated RFP Vendor Response Form and an updated Cost Data Vendor Response Form to the attendees of the Bidders meeting.
27	If the Counties are using radio-based data communications: • if using an RNC, is it set up for RDLAP or MDC4800 protocol? • If they're set up for RDLAP are they using middleware such as RadioIP or DataRadio?	RCAD members are not using radio-based data communications for mobile data applications other than Lawrence County which will be utilizing the MotoMapping application for location tracking with an interface to Motorola APX 6000 radio
28	If the Counties are using cellular data: • What protocol/speeds are their "aircards" (cellular data modems) using? "4G" (LTE, HSPA+), "3G" (EV-DO, EV-DO rev. A, HSPA), "EDGE" etc.? • What bandwidth do they have between their communications center and their wireless company (Sprint, AT&T, Verizon, whoever)	Multiple agencies utilize different cellular networks with varying protocols and bandwidth depending on the carrier/coverage available in each county. Respondents should provide minimum bandwidth requirements
29	How many fire stations and discrete move-up/posting locations (locations other than fire stations) do the agencies utilize?	There are a total of 106 fire departments, most only a single station. Reference the RCAD information sheet provided with this update. Other posting location information is not available.
30	Please clarify the below statement. I have looked on the website, and downloaded the available documents. The only document that has any checkboxes as indicated, is the FINAL RFP document. If we are not to check the boxes in this document, where are we to do it? No other document has these check box requirements. What am I missing?	These items were provided and explained at the pre-bid meeting.
31	As each state is different, please identify what licenses and certifications are required? Page 5 – 2.4 Item #4. Vendors must have all appropriate licenses and certifications required in the Commonwealth of Pennsylvania to perform the services, procure all permits, and pay all charges, taxes, and fees.	We are unaware of required licenses and certifications.
32	Page 6 – 2.4 Items 11 & 12: Are you looking for BID BOND with the submission at 10% of the proposed price, – or a PERFORMANCE BOND? They are 2 different things - Performance Bonds are normally after award and all performance related items have been agreed upon (bond pricing and bond application requirements are different also).	• At the time of bid, a bond is expected for 10% of the bid price. This must be with a surety company authorized to do business in the Commonwealth of Pennsylvania. • At the time of contract, a bond must be executed for 100% of the contract price. This must be with a surety company authorized to do business in the Commonwealth of Pennsylvania. This must be submitted within 14 days of the contract award.
33	What is the number of the RFP? It is not mentioned anywhere, although we are required to have it marked on the outside of the submittal package.	Refer to Item #17
34	When the County refers to backup/admin licenses, are these used in production?	The backup/admin licenses will be routinely used for query/admin functions except in times of emergency/overflow.
35	Are the CAD workstations used for dispatching and calltaking or are any of them calltaking only?	CAD workstations should be capable of being used for call-taker, dispatcher and combined operation
36	Of the 7 remote licenses (Mercer County), how many are used for remote dispatching purposes?	These are used strictly for administrative and training purposes.
37	How many total mobile users does Venango County anticipate using, including law, fire, and EMS?	Currently, the County is unsure how many mobile users they will require.
38	Where does the County anticipate the primary site and disaster recovery site will be located (i.e. primary site at Venango, DR at Mercer	Lawrence-primary and Butler – disaster recovery.
39	Please clarify the requirement for a performance bond. Is a bid bond also required?	Refer to Item #32.
40	RFP page 58, item 11.3 Proposal Format refers to a "Proposal Response Sheet." Please specify where vendors can find the Proposal Response Sheet.	These items were provided at the pre-bid meeting.
41	RFP page 59, item 2.e refers to an "RFP Response Form." Is this Form C – RFP Additional Comments or another document? Please specify.	This is the same as the Proposal Response Sheet.
42	Please provide details on the types of responses and information vendors should include on Attachment C – Additional RFP Comments Form.	This is to clarify the original response for the RFP in any way.
43	Please provide details on the types of responses and information vendor should include on Attachment D – Additional Functional Specification Comments Form. Is it acceptable for vendors to use the Comments column on Attachment A – Functional Specifications Spreadsheet?	This is to clarify any part of the specifications that you feel necessary.
44	For comments that exceed Microsoft Excel's character limit, may vendor create additional Word documents and exhibits?	Please use the Additional Comments forms for things that may exceed the character limit.
45	Where and when will the Pre-Bid Conference be held?	The pre-bid conference is mandatory and will be held at Butler County Emergency Services, 120 McCune Drive, Butler, PA 16001 on June 9, 2016 at 12:00.

46	When will all electronic documents be available?	All electronic documents will be given to potential bidders at the pre-bid conference and that will include a fill-in document from the RFP as well as the word and excel matrices.
47	As each state is different, what licenses and certifications are required?	Refer to Item #31.
48	What is expected with regard to bid bonds and performance bonds?	Refer to Item #32
49	As indicated in the RFP the County will procure the hardware as specified by the Vendor. Does the County anticipate that the selected vendor will be responsible for staging, racking, cabling and provisioning the county procured hardware with the applicable OS and Database applications, or will the hardware platform already be installed and ready for installation of vendors software?	Yes, the selected vendor will be responsible for staging, racking, cabling and provisioning the county procured hardware with the applicable OS and Database applications
50	FAX Are the FAX machines all IP based with static IP addresses?	Yes, the counties wish to utilize a FAX server solution or integrate to a Windows FAX server solution and or an output to a FAX queue.
51	Email Can you provide a list of the email servers that will require an interface? Please include as much information about these servers as possible.	The solution should provide for an SMTP server or be able to interface to a standard Email server.
52	MotoMapping location tracking Can you provide a description of how you envision this interface to work? Are you requesting location services and messaging to the Motorola subscriber radios?	Refer to Item #20.
53	JNET Can you list the queries you are requesting from JNET that vendors need to provide as part of this proposal?	Refer to Item #10.
54	QAES Can you provide a description of how you envision this interface to work?	The solution should allow an administrator to extract the CAD incident and unit response data to a flat text file. This data file should be able to be exported on a recurring basis as specified by the administrator. This is currently in use in Lawrence County utilizing an SQL script.
55	Zetron Alphanumeric Paging Can you please identify the Zetron device for this interface. Is it a model 25 or 26?	Refer to Item #21 this applies to the Lawrence County PSAP.
56	For move-up purposes, how many fire stations and discrete move-up/posting locations (locations other than fire stations) do the agencies use?	Refer to Item #29
57	Please provide more information on the GPS connectivity currently in place. Does the County currently use wireless GPS devices that can send GPS data over the wireless?	Not in place at this time. Lawrence County will implement GPS connectivity via MotoMapping with a July 2016 estimated implementation time line.
58	RFP Section 8.6, System Interfaces Summary, lists MotoMapping location tracking system; however, there are no other references to MotoMapping. Please provide details on the specifications and requirements for this interface.	Refer to Item #20.
59	RFP Section 8.6, System Interfaces Summary, lists QAES. Please provide details on the specifications and requirements for this interface.	Refer to item #54
60	RFP Section 8.6, System Interfaces Summary, lists Esri interfaces. Please provide details on the intent of the Esri interface.	the ESRI interface is to support GIS mapping applications
61	RFP Section 8.8., Email Server Interface states, "The proposed solution will generate and transmit a summary listing on request using a CAD function from a command line or entry on a CAD event entry or CAD dispatch form. The summary listings may be configured by agency and purpose." Please describe the information the summary listing should include.	The second paragraph of Section 8.8 should read: "The proposed solution will generate and transmit a summary listing of the CAD event on request using a CAD function from a command line or an entry on a CAD event entry screen or CAD dispatch screen. The summary listings may be configured by agency and purpose."
62	RFP Attachment A RCAD Specifications, Spec ID 114 states, "As a multi-node regional CAD system. The system will interface to each home agency's communication server." What is meant by "each home agency's communications server?"	The "home agency's communication server" is the communication server located at the PSAP initiating the request to interface.
63	RFP Attachment A RCAD Specifications, Spec ID 484 states, "The system supports the monitors being positioned in either landscape or portrait orientation." Please clarify the intent of this requirement.	The system supports a display format that is functional when the long side of the monitor is horizontal or vertical.
64	Regarding RFP Attachment A RCAD Specifications, Spec ID 1319 – 1334 Ambulance Rotation, does the County rotate ambulances in the same manner as tow trucks or are does the County track ambulances as units for which dispatchers are responsible via the CAD system?	Ambulances are tracked as units for which dispatchers are responsible, however, each RCAD member county should have the ability to specify a specific ambulance company to respond based on a specified rotation. (i.e., Weekly or daily).
65	RFP Attachment A RCAD Specifications, Spec ID 1592 states, "The system supports the delivery of the alphanumeric/text page in the form of a message to an internet enabled mobile device." Please clarify what the County considers an "Internet enabled mobile device."	A portable or handheld device such as a laptop, tablet or smartphone that can access the internet.
66	Please provide details on how are the InterAct mobile units connect to the current CAD systems, (i.e., 3G/4G or another radio infrastructure?)	Interact mobile clients connect utilizing middleware (Aether) over the cellular network using BIO-key authentication.
67	How many mobile law enforcement officers does the County anticipate will use the proposed system? How many mobile fire/EMS users?	Refer to item # 7
68	How many concurrent mobile users does the County have?	Refer to item # 7
69	How many law enforcement officers does the County anticipate will use the proposed CAD system? How many fire/EMS users?	Refer to item # 7

70	Where does the County plan to place the production and disaster recovery equipment? Will the Production equipment be local to a PSAP and allow dispatch workstations to locally connect at that site?	Refer to Item #38
71	Regarding RFP Attachment B Cost Data Form, Section D – Interfaces: o Please provide specifications and requirements for the Text-to-911 Interface.	Respondents shall provide ability to capture and log Text-to-911 data within a CAD incident. The data may originate from the 9-1-1 CPE or a Web based client.
72	Regarding RFP Attachment B Cost Data Form, Section D – Interfaces: o Please provide specifications and requirements for the FRMS Interface.	The agencies will use either FIREHOUSE or Emergency Reporting software.
73	Regarding RFP Attachment B – Regional CAD Cost Data Form, text entered in the Comments column does not wrap, and the column is locked so that vendors cannot manually adjust the size of the cell. Will the County release an unlocked version of this document?	Refer to Item #26
74	Regarding RFP Attachment B – Regional CAD Cost Data Form, is it acceptable for vendors to create additional sheets to include the required payment terms, pricing assumptions, information about license sizes, description of optional components, etc.?	Refer to Item #26
75	Regarding RFP Attachment B – Regional CAD Cost Data Form, should vendors include summations for each sub-table? If so, should these be included on a separate tab?	Summations for each sub-table are not required