Request for Proposal #2021-061

Law Enforcement Inventory and Asset Management Software

ADDENDUM No. 1

ISSUE DATE: March 26, 2021

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Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original documents. This Addendum shall be acknowledged by the offeror in the RFP document.

A) **Delete/Add/Replace**

A. **Delete:** RFP ~~Due Date of March 30, 2021~~ throughout the RFP document and **REPLACE with** the ***new RFP Due Date of April 9, 2021*** at **2:00PM EST** throughout the RFP document. Continue to follow the instructions to upload your proposal submission package as listed in the RFP document.

B) **Question and Answers**

1. **Question:** Regarding Section 4.2.Q (page 6) - Unlimited Users – Change status active/Inactive Our solution allows for an unlimited number of licensed users and the ability to change their status, however there are two primary types of user licenses: Core users and Light users. Core users can have the ability to add, modify, and delete information based on their group permissions. Core user examples would include admins & technicians. Light users typically have modified views with limited change or read-only privileges, or the ability to initiate service requests. Union County can limit any users' access and ability to change certain modules/agencies/assets and information.
   - How many core users does Union County want included in the base proposal?
     Answer: 15 core; 300 light
   - Does Union County want light users to have the ability to initiate a service request/work order?
     Answer: Yes
   - How many light users does Union County want included in the base proposal?
     Answer: At least 300

2. **Question:** Would Union County prefer a solution that is On-Premise, on Union County's network, or a cloud-based/subscription solution hosted by the winning vendor. In other words, would the County prefer pricing be provided for the same solution presented both as a county-owned, on-premise solution and a vendor-managed hosted solution or is there a preference?
   Answer: On premise

3. **Question:** Would Union County want the ability to manage radio communications systems IDs to avoid duplications and assignments outside of agency ranges?
   Answer: Unknown at this time.

4. **Question:** How is the County currently managing their Law Enforcement Inventory and Assets today (i.e. Excel Spreadsheet, homemade tool, etc)?
   Answer: Excel spreadsheets

5. **Question:** Would the County be willing to extend the proposal due date if responses to questions are not received by March 19th, 2021 in order to ensure vendors can adequately respond and all requirements are taken into consideration?
   Answer: Yes. Refer to the new RFP Due Date listed in section "A" above.

6. **Question:** Page 4, second paragraph of section 2.3, second sentence states, "All questions and answers may be posted as addenda on www.unioncountync.gov and/or www.ips.state.nc.us. " Has the County decided yet which site the answers will be posted to, please advise?
   Answer: Yes. We plan to post addenda on the Union County and State of NC "IPS" Websites.

7. **Question:** Please share the number of field users and admin users for the solution? We see that there is a mention of unlimited users but can you provide a range.
   Answer: 15 Admin; At least 300 field

8. **Question:** How are the assets and inventory being managed currently? Are you currently using any Asset Management/Fleet Management solution?
   Answer: Excel

9. **Question:** We see you have requested for open APIs. Can you provide us the names of current system in place (ERP/CMS/GIS etc.) with which County is planning to integrate the solution?
   Answer: Mostly Excel

10. **Question:** Is there any Go-Live date that County has in mind for the solution?
    Answer: Mid to late summer 2021

11. **Question:** Will the county provide a list of the data points that are intended to be captured by the Law Enforcement Inventory and Asset Management solution?
    Answer: Unknown at this time.

12. **Question:** Will the county provide workflows for the business processes that are intended to be managed in the system?
    Answer: Yes.

13. **Question:** Will the county expand upon what they are looking for in relation to the SOW requirement, "P. Custom Viewing"? What specifically is the county seeking with this requirement?
    Answer: Ability of users to customize dashboard in a way that works best for their individual preferences

14. **Question:** What is the funding source for this system (i.e. Federal funds, County General Fund, etc.)?
    Answer: General Fund FY2022

15. **Question:** Has a budget been established for this system?
    Answer: County Budget development is in process

16. **Question:** Is this system replacing an existing system?
    Answer: No

17. **Question:** Is there any data migration to be done?
    Answer: Yes. From excel

18. **Question:** What is the implementation timeline that the County is seeking for a go live after the contract is signed?
    Answer: Mid to late summer

Re: Armory

19. **Question:** Do you issue arms through doors/windows? If so, how many?
    Answer: No

20. **Question:** Number of firearms to be tagged?
    Answer: 1,000ish

21. **Question:** Number of other non-serialized items in armory (batons, etc.) to be tagged?
    Answer: 3,000+

22. **Question:** Is there a standard arms issue per patrol? Is so, what is the issue? Patrol issue, SWAT issue, etc.?
    Answer: Yes. Patrol: Pistol w/ 3 mags, Shotgun, Patrol Rifle

    Jail: Pistol w/ 3 mags

    SRT: Pistol w/ 3 mags, Shotgun, Rifle

    Sniper: Pistol w/ 3 mags, Shotgun, Rifle, Sniper Rifle

Re: Vehicles

23. **Question:** What are the types of "vehicle assigned equipment" requiring issue?
    Answer: Including but not limited to AEDs, car door unlocking kit, stop sticks, flares, fire extinguisher

Re: Uniforms

24. **Question:** What is the typical number of monthly uniform issues?
    Answer: Minimum of 10 but usually higher. Determined by requests and vendor delivery

25. **Question:** How have Law Enforcement's assets/inventories been managed up to now? Manually, spreadsheets, other programs (if so, which)? If programs, will all legacy data be moved to the new system, or will any of these programs remain and become integrated instead?
    Answer: Spreadsheets that will be imported

26. **Question:** From Tab F, for the completion of Appendix A - Cost Form Total Software System/Services Cost: the pricing detail to include for the Cost Form, should that detail be added in the actual lines of the form, or instead may we be allowed to add tables/details after Appendix A (still in Tab F) to maintain the clarity of Appendix A?
    Answer: The pricing detail may be added into the Cost Form (Appendix A) or if needed, complete

the Cost Form (Appendix A) and add tables/details in Tab F accordingly.

27. **Question:** Just to verify, you would be the point person running the whole process?
    Answer: Cheryl Wright is the procurement contact responsible for the procurement process associated with this project. The point person during set up and installation, will be a representative from the Sheriff's Office staff.

28. **Question:**Do you have an estimate on the number of assets/supplies you would need tracked?
    Answer: It is our intention to track uniforms, equipment, cars and inventory items in our agency supply office. We may include some jail items such as mattresses and cleaning supplies. As for an exact number, that would be difficult to determine at this point but if we think in terms of people and cars, at a minimum, we have more than 250 uniformed employees and they each are issued numerous items on their person and in their vehicles. Our fleet is just under 300 units and each unit has multiple items assigned to it, as well. It is important to note that we will not necessarily focus on bringing existing fleet into the system, at first. We will focus on moving forward with new items and will only work backwards as it is deemed appropriate. For example, we will most likely include a vehicle that is in its first year or so of service but not a vehicle that is a year or two from being sent for surplus.

29. **Question:** Is there a preference between On-prem vs. cloud?
    Answer: On Premise

30. **Question:** Do you foresee a change in the number of assets in the next few years as the population and law enforcement personnel size that goes with it change?
    Answer: Yes.

31. **Question:** What asset management capabilities do you currently have?
    Answer: Excel spreadsheet. The County uses MUNIS for fixed assets but I don't believe we will be needing to duplicate that.

32. **Question:** Approximately how many system users does Union County anticipate upon initial deployment?
    Answer: Refer to *Questions #1 and #7*

33. **Question:** Approximately how many asset records does Union County anticipate tracking upon initial deployment?
    Answer: Unknown at this time.

34. **Question:** What is the approximate total acquisition value of the assets to be managed in the new system?
    Answer: Unknown at this time.

35. **Question:** Is Union County migrating asset records from an existing database or system? If so, which one?
    Answer: Excel spreadsheets

36. Question: Does Union County desire a cloud-based solution, or intend to host the new system on its own servers? For UCSO -
Answer: Host on our Servers

37. Question: Does the County have persistent WiFi/cellular access in the areas where barcode scanning will be performed, or is there a need for offline scanning as well?
Answer: Yes

38. Question: Does the County intend to purchase barcode scanning hardware through the selected vendor? If so, approximately how many devices will be required?
Answer: Yes. *4-6*

39. Question: Does the County desire a perpetual license model where an up-front license fee is assessed, followed by an annual software maintenance and support fee, or would the County also consider a subscription licensing model where license and support fees were combined into an annual fee?
Answer: Upfront then annual maintenance and support.

40. Question: In Section 3.1 of the RFP, the County indicates that the asset management system will be used to order supplies and equipment. Does the County envision using the system to order items from outside vendors, or will the system be used for County users to requisition items from on-hand supplies?
Answer: The system should be used for County users to requisition items from on-hand supplies. If not in our stock, then notification of an order sent to procurement via supervisor approval.

41. Question: Is the County authorized to purchase these products and services from GSA Multiple Award Schedules (MAS) through the Cooperative Purchasing Program with the U.S. General Services Administration?
Answer: Not at this time.

42. Question: Since this is a cloud installation, should the quote include monthly cloud hosting, backup and maintenance costs?
Answer: On Premise, not cloud

43. Question: Barcode and RFID functionality and geotagging require dedicated hardware and mobile applications. Is this functionality to be included?
Answer: Yes

44. Questions: 4.1 B   Are transactions where receipts and signatures are to be maintained performed from a single location? Do physical receipts need to be printed? If so, would this require a receipt printer, or is letter-sized acceptable? Is signature capture to be done from a mobile device (mobile phone or barcode scanner), or from a counter-top signature capture device?
Answers: Yes. Lettersized printed receipts, email receipts, mobile device

45. Question: 4.1 M   What type of notifications? Email? Text?
Answers: Both

46. **Question:** 4.2 C   Signature capture requires either a mobile device application or a signature capture device (countertop) and local application running on a workstation to submit signature to the cloud app. What type of capture will be implemented?
Answer: Both with mobile as primary

47. **Question:** 4.2 D   Audit Security- please elaborate.
Answer: Track user activity

48. **Question:** 4.2 H   Integration with AD- is this local AD or Azure cloud AD? Are any third-party authentication services used/available? How many users will the application need to support?
Answers: Local

49. **Question:** 4.2 J   Are user roles and user active/inactive status to be assigned and maintained by the application, or AD?
Answer: Application

50. **Question:** 4.2 N   Geotagging- please describe how you would like this to function.
Answer: QR- Location Assignment

51. **Question:** 4.2 R   Is CSV format acceptable for import/export?
Answer: Yes

52. **Question:** 4.2 T   iOS/Android device compatibility- the cloud application is accessible from any modern web browser running on Windows, Chromebook, Mac, iOS, or Android. Barcoding/RFID/Signature Capture and Geotagging may require a separate mobile application with configured tasks that processes captured data in the cloud. Is a dedicated mobile app (iOS/Android/Windows compatible) for these functions acceptable?
Answer: Willing to consider. Would need further information/demonstration

53. **Question:** What type and quantity of barcode and/or RFID Scanning Units will be used?
Answer: 4-6 handheld device

54. **Question:** Will you print barcode and/or RFID labels on site?
Answer: Yes

55. **Question:** What is the approximate number labels you will require a year?
Answer: 1,000 to 10,000 per year

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END OF ADDENDUM No.1