

Questions & Responses Regarding RFP #3082 – Computer Aided Dispatch (CAD) System

Questions from Seven Outsource

1. Can companies from outside USA apply for this?
JCPS Response: To do so they would need to meet the following criteria:
 - Vendor must provide 800 phone number for 24/7 tech support
 - They must come to Louisville to do an on-site install at no additional cost
 - A vendor hosted or cloud-based system is unacceptable
 - System must be operational in 60 days
 - If they are a finalist they may need to come here to demonstrate that their system meets the specifications
2. Whether we need to come over there for meetings?
JCPS Response: If they are a finalist they may need to come here to demonstrate that their system meets the specifications and they must come here to do an on-site install and on-site training at no additional cost if chosen.
3. Can we perform the tasks (related to RFP) outside USA?
JCPS Response: Maybe, except a vendor hosted or cloud based system is not acceptable.
4. Can we submit the proposals via email?
JCPS Response: Emailed proposals are unacceptable.

Questions from ID Networks

1. There is no mention of an existing system or data conversion. Does JCPS have an existing CAD system and if so, would you like for the successful vendor to convert the existing system's data? If so, can you please detail what it is that you have, and what it is that you'd want converted.
JCPS Response: We use a CAD system that is Microsoft Access based. It was developed internally. It's desirable that data is converted, but not a requirement.
2. Does JCPS have its own IT staff or are they contractors?
JCPS Response: Yes, we have our own IT department.
3. The implementation timeframe of 60 days seems very aggressive given the fact that our projects normally take between 90-120 days, would JCPS be willing and able to start the project sooner so that the same end date could be met?
JCPS Response: We need to complete the project no later than April 30, 2019.
4. There were insurance requirements that didn't seem to apply to the nature of the business that would be done as a result of this RFP. I.E. – Automobile Liability for Commercial Buses being \$10,000,000. Will JCPS be requiring this even if it is not applicable in the case of the project?
JCPS Response: Not all of the insurance requirements on the sheet apply to all projects. This requirement will not apply to this project.

5. Regarding the desired functional requirements:

- Can JCPS specify what they meant by the bulleted item that reads “Single and Two Stage Dispatch from any Workstation” which was found on page 17?
JCPS Response: This is software engineering terminology.
- Can JCPS specify what they meant by the bulleted item that reads “Field based reporting using KYOPS” which was found on page 18? Does JCPS use KYOPS, and if so, do you do Incident Reporting submissions with it to the Kentucky State Police?
JCPS Response: Yes, we use KYOPS and submit incident reports through it to the Kentucky State Police.
- There are multiple requirements that lead the reader to believe that JCPS is requesting a RMS system too. Is that the case? Examples of such are:
 - Name Check for Priors in CAD and RMS
 - Name Check for Court Orders in RMS
 - Geofile Check for Prior Incidents in CAD and RMS

JCPS Response: We do want an RMS System. We need to track and print reports on nature of calls, location of prior calls, checking names on prior calls and such. This is Affirmative.

6. Can JCPS please confirm the following license counts being requested:

- Full CAD licenses: **1 for each dispatch position (2)**
- Admin CAD licenses: **1 for supervisor, 1 for administrative investigator, 1 for patrol coordinator and 1 for backup position. 4 total.**
- Mobile CAD licenses: **Equal to the number of patrol, patrol supervisors and investigative units that use mobile terminals on a regular basis. Approximately twenty (20) to start.**