



Addendum #2 to Request for Proposal No. 2011-056

Question 1 (submitted June 28, 2011 at 11:03am)

Section III. Software System Requirements (pages 10-14), does the Town of Stratford require vendors to provide a narrative response to each item in this section or has this information been provided for informational purposes only? If a point-by-point narrative response is required, in which section of the proposal should vendors place their responses?

Question 1 – Town of Stratford response

No, the Town of Stratford does not require vendors to provide a narrative response to each item listed in Section III. Software System Requirements (pages 10-14). The section is meant to provide a detailed description and high-level overview of the Town of Stratford's system requirements. We recognize that each vendor's software modules might not be organized in the same fashion as outlined in pages 10-14. The functionality of the overall software system is critical to the Town of Stratford, not module name. Please respond in section F. Functions and Features list on pages F.35 –F.53. As you respond, please confirm that the module contains the functionality described on pages 10-14 or identify if it is not within the designated module on pages F.35-F.53.

Question 2 (submitted June 28, 2011 at 11:03am)

Page 27 requests hardware and operating system software costs; however, the Town of Stratford has also issued RFP #2011-052 for Server and PC Virtualization. Does the Town still require pricing for hardware as it relates to RFP #2011-056 or will hardware be procured separately from RFP #2011-052?

Question 2 – Town of Stratford response

The Town of Stratford has issued an RFP for Server and PC Virtualization; however, the Town still does require pricing for hardware as it relates to RFP #2011-056. Please provide hardware and operating system software costs as requested in Section V. on page 33.

Question 3 (submitted June 28, 2011 at 11:03am)

Section F. Functions and Features List, how should vendors provide comments and explanations to the functional matrix?



Question3 – Town of Stratford response

The Town of Stratford is providing a Microsoft Excel copy of the Functions and Features List. Vendors should respond to Section F. Functions and Features List using this file and add comments and explanations in the space provided. If more space is required then please attach a separate document and make note of the requirement.

Please note that the Excel spreadsheet will have multiple tabs that correspond to the various functional areas of the Functions and Features List. It will be secured to allow input into the check boxes and comment area only. In addition, vendors are not allowed to add or delete any lines (rows) within the spreadsheet. The contents of this document are the sole property of the Town of Stratford.

Question 4 (submitted June 30, 2011 at 3:35pm)

Would the agency be willing to grant an extension for the RFP Due Date?

Question 4 – Town of Stratford response

Yes, the Town of Stratford has extended the due date of the proposal one week to July 19, 2011 at 2:00pm (EST).

Question 5 (submitted June 30, 2011 at 3:35pm)

Could we get a copy of the RFP in Microsoft Word?

Question5 – Town of Stratford response

The Town of Stratford has provided a copy of Section V. Response Guidelines (pages 17-33) in Microsoft Word. The contents of this document are the sole property of the Town of Stratford.

Question 6 (submitted June 30, 2011 at 3:35pm)

Would the agency be willing to wave the Performance Bond?

Question6 – Town of Stratford response

No, the Town of Stratford is not willing to wave the Performance Bond. In the event a contractor is unable to provide the necessary Performance Bond after reasonable effort to obtain same, the Purchasing Agent will accept, in lieu of same, a Certified Check or an Irrevocable Letter of Credit for 100% of the proposal price, which will be held until the contract is completed and approved by the department head involved.



Question 7 (submitted June 30, 2011 at 3:35pm)

Is Stratford using State funding for this project?

Question7 – Town of Stratford response

No, the Town of Stratford is not using any State funding for this project. Funds have been bonded for this project and the budget has been established.

Question 8 (submitted June 30, 2011 at 3:35pm)

Does Stratford have a budget for this project?

Question8 – Town of Stratford response

Yes, the Town of Stratford has included this project in its budget. This project and the Server and PC Virtualization project, although running in parallel, have been budgeted for separately. Funds have been bonded for this project.

Question 9 (submitted June 30, 2011 at 3:35pm)

How many Concurrent Records Management Licenses will be needed?

Question9 – Town of Stratford response

The Town of Stratford will need approximately fifteen (15) concurrent records management licenses.

Question 10 (submitted June 30, 2011 at 3:35pm)

How many Full CAD Seats are needed?

Question10 – Town of Stratford response

The Town of Stratford will need at least five (5) full CAD licenses.

Question 11 (submitted June 30, 2011 at 3:35pm)

How many mobile laptops are in the field that will require Mobile Dispatching and Field Reporting?

Question11 – Town of Stratford response

The Town of Stratford Police Department is using approximately twenty (20) mobile laptops (model Panasonic CF-31 i3) in the field that will require mobile dispatching and field reporting. The Police Department operates between twelve (12) and twenty (20) units at one time. In addition, Police also have another ten (10) laptops that are not being used because air cards are



not presently available. Once air cards become available it is anticipated that those laptops will require mobile dispatching and field reporting. Fire does not currently have any laptops but will need approximately fifteen (15) laptops for mobile dispatching and field reporting. Please include costs for the additional Fire laptops that will need to be purchased in your response.

Question 12 (submitted June 30, 2011 at 3:35pm)

What modems are being used by the mobile units?

Question12 – Town of Stratford response

The Town of Stratford is presently using the Panasonic CF-31 i3 units.

Question 13 (submitted June 30, 2011 at 3:35pm)

What is the current connectivity from the Dispatch Center to the servers running Firehouse and EMS Charts?

Question13 – Town of Stratford response

The current connectivity from the dispatch center to the servers running Firehouse and EMS Charts is VPN-DSL. As part of the Server and PC Virtualization project this could potentially change as the infrastructure is upgraded and updated. Please respond with how your solution can be configured to best meet the Town of Stratford's needs.

Question 14 (submitted June 30, 2011 at 3:35pm)

Training:

- a. How many users are to be trained on CAD, RMS, Mobile.
- b. Does Stratford prefer for vendor to train all users or train-the-trainer style training classes?
- c. Will all training take place in one location, if not how many training locations will be used?

Question14 – Town of Stratford response

The Town of Stratford's training needs are as follows:

- a. There will be no more than one hundred forty (140) named users requiring training for CAD, RMS, Mobile.
- b. The Town of Stratford does not have a preference for training users. Please provide training costs for both the vendor to train all users and the train-the-trainer approach.
- c. The Town has not determined if training will take place in more than one location. Please assume that there will be one training location as part of your response.



Question 15 (submitted June 30, 2011 at 3:35pm)

Please, provide additional information about the below listed interfaces. Including whether the interface will be an import or export? Also, what data is expected to be transferred, what is the expected functionality?

- emsCharts – are you only looking for a CAD Import to emsCharts
- CryWolf – are you only looking for a CAD Import to CryWolf
- TeleStaff
- Everbridge
- MAPI-complainant Email
- CT DMV
- VIN Assist – who are you using for VIN Assist; Carfax?

Question15 – Town of Stratford response

The Town of Stratford is looking to replace the current dispatch and policy systems in use. Please include in your response details on how your solution will interface with the Fire's FireHouse and EMS's emsCharts Records Management Systems. Data from the CAD solution must be imported/exported to each respective system including, but not limited to, FireHouse, emsCharts, CryWolf, TeleStaff and Everbridge.

Presently, the Town has not implemented the TeleStaff software. Please describe if your solution can/cannot interface or integrate with this product. If it can, please describe how your solution would interface/integrate with TeleStaff. The Everbridge solution must be able to interface with the CAD and MDT's. The Town does not use VIN Assist; they use NCIC and Collect. Please describe how your solution interfaces with the NCIC and Collect systems.

Question 16 (submitted June 30, 2011 at 3:35pm)

Please, list all modules from the two existing systems that must be converted into the new system.

Question16 – Town of Stratford response

The RMS and CAD modules must be converted to the new system. The Town of Stratford has **three** existing systems: Hunt, Pamet, and AS-400. We have not been able to confirm that all AS-400 data was converted to Pamet. Please assume that data will need to be converted from all three systems and include a recommended data conversion plan in your response.



Question 17 (submitted June 30, 2011 at 3:46pm)

Section III. Software System Requirements (pages 10-14), does the Town of Stratford require vendors to provide a narrative response to each item in this section or has this information been provided for informational purposes only? If a point-by-point narrative response is required, in which section of the proposal should vendors place their responses?

Question 17 – Town of Stratford response

This question was submitted twice. Please see response to Question 1.

Question 18 (submitted June 30, 2011 at 3:46pm)

Page 27 requests hardware and operating system software costs; however, the Town of Stratford has also issued RFP #2011-052 for Server and PC Virtualization. Does the Town still require pricing for hardware as it relates to RFP #2011-056 or will hardware be procured separately from RFP #2011-052?

Question 18 – Town of Stratford response

This question was submitted twice. Please see response to Question 2.

Question 19 (submitted June 30, 2011 at 3:46pm)

Regarding RFP #2011-056, Section F. Functions and Features List, how should vendors provide comments and explanations to the functional matrix?

Question 19 – Town of Stratford response

This question was submitted twice. Please see response to Question 3.

Question 20 (submitted June 30, 2011 at 3:46pm)

Section A. Vendor Information, Requirement 3 which states, “Five years of financial statements, sales, and organizational information and, if applicable, similar information for proposed subcontractors (if applicable).” Please provide details/examples of the types of “sales” and “organizational” information the Town seeks.

Question 20 – Town of Stratford response

Examples of some of the types of “sales” and “organizational” information that the Town of Stratford is seeking as part of your “Statement of Qualifications” response may include, but not be limited to, the following:

- Company Overview
- Organizational Structure



- Staff Overview (number of employees, etc.)
- Resumes of Key Employees
- Business Philosophy
- Markets and Services
- Types of Clients Served
- Description of Recent Projects

Question 21 (submitted June 30, 2011 at 3:46pm)

Section IV. Software Evaluation Criteria, Data Conversion, please identify the types of data the Town is interested in converting, e.g., Evidence, Name, Warrant, etc.

Question21 – Town of Stratford response

The Town of Stratford plans to convert all data contained in their existing three systems. It is imperative that all of the data reside in one public safety system. The data conversion plan is an extremely important factor due to the Town's past experiences with public safety system implementations. Please include in your response a list of the data that must be converted at a minimum to begin use of your solution, and then a second list of data that can be converted after "go live". In evaluating this plan, please include in your response other data conversion projects from the same or similar systems, including which types of data cannot be converted successfully. The plan must include the costs for the data conversions to be performed on site, or a mechanism to secure the data transferred to a remote location.

Question 22 (submitted June 30, 2011 at 3:46pm)

Section B. Package Profile, Requirements 36-41 and 43 (beginning on page 24), along with the requested information regarding the vendor's experience, should vendors also provide pricing for the interfaces identified (ProQa, Telestaff, emsCharts, Firehouse, and Everbridge).

Question 22 – Town of Stratford response

Yes, if there are additional costs associated with the interfaces described in Section B. Package Profile requirements 36-41 and 43 please include these in your response.

Question 23 (submitted June 30, 2011 at 3:46pm)

Section F. Functions and Features List, page F.37, Requirement 4 under System Security which reads, "Access controls for multiple users can be assigned via workgroup security". Can the Town provide more information on the specific intent of this requirement?

Question23 – Town of Stratford response

The Town of Stratford's specific intent of the requirement on page F.37, Section VIII. System Security, number 4 that states, "Access controls for multiple users can be assigned via



workgroup security” is to determine how security access/rights are granted to users. Does the solution allow for users to be assigned access rights based on group-level (role-based) permissions vs. granting permission levels on an individual basis? This requirement would allow the system administrator to assign security rights to users based on security parameters defined by groups established within the solution.

Question 24 (submitted June 30, 2011 at 3:46pm)

Section F. Functions and Features List, page F.37, Requirement 7 under System Security which reads, “Ability to log non-changeable after a designated period of time.” Please provide more details on this requirement.

Question24 – Town of Stratford response

Please disregard this requirement. The Town of Stratford does not require the ability to log non-changeable after a designated period of time.

Question 25 (submitted June 30, 2011 at 3:46pm)

Section F. Functions and Features List, page F.41, Requirement 2 under CAD-E911 Interface Capabilities which reads, “Provides a utility to establish a separate ALI E911 queue for each operator's CAD workstation for calls answered by that Dispatcher.” Please provide more details on this requirement.

Question25 – Town of Stratford response

The Town of Stratford presently has four (4) dispatch positions. A separate ANI/ALI queue is required for each of the operator’s CAD workstations.

Question 26 (submitted June 30, 2011 at 3:46pm)

Section F. Functions and Features List, page F.43, Requirement 15 which reads, “Bar code capability under new FBI Fingerprint System”. Please provide specifics on the new FBI bar code fingerprints system.

Question 26 – Town of Stratford response

The requirement on page F.43 under the Records Management System, Section III. Profile Management, number 15 refers to evidence procedures. This capability will help users in documenting and locating evidence.



Question 27 (submitted June 30, 2011 at 3:46pm)

Section F. Functions and Features List, page F.43, Requirement 17 which reads, “Department, State, and Federal Form layouts, accessed by one entry and all data filled.” Please provide an explanation of this requirement.

Question 27 – Town of Stratford response

The requirement on page F.43 under the Records Management System, Section III. Profile Management, is referring to the various state forms that need to be completed such as the PR1, standardized warrants, evidence forms, etc. Presently these forms are located in various places in the Town’s current system. Users need to be able to find the forms in a central location and enter information in these forms while in the field. This is especially important when processing a crime scene, etc.

Question 28 (submitted June 30, 2011 at 3:46pm)

Section F. Functions and Features List, page F.44, Requirement 3 under Arrests which reads, “Ability to "drill-down" to detail information on key fields.” Can the Town identify exact “key fields” to be accessed and the type of detailed information to be obtained?

Question28 – Town of Stratford response

The “key fields” are those that are mentioned on page F.44 in the Records Management System Section IV. Arrests numbers 1. and 2. The information to be obtained would be dependent upon how your solution is configured. Please respond with your best answer.

Question 29 (submitted June 30, 2011 at 3:46pm)

Section F. Functions and Features List, page F.51, Requirement 16 under Information Access which reads, “Ability to query and access EMS Chart information through MDTs.” Please provide details/examples of the type of information to be accessed and the Town’s current workflow for querying and accessing EMS Chart information through MDTs.

Question29 – Town of Stratford response

The Town of Stratford needs the ability to access the following information from emsCharts through MDTs, including but not limited to:

- Address
- Nature of call/EMD code
- Time dispatched
- Time in route
- Time on scene
- Time departed for hospital
- Time of arrival at hospital



Question 30 (submitted June 30, 2011 at 3:46pm)

Section F. Functions and Features List, page F.51, Requirement 4 under Form/Report Capabilities which reads, “Ability to enter other forms via MDT.” Please provide details/examples of the other forms to be entered via the MDT.

Question30 – Town of Stratford response

The following are examples of the “other forms” to be entered via the MDT:

- All forms through the FireHouse software
- Evidence Form
- PR1 form
- Arrest Record Form

Question 31 (submitted June 30, 2011 at 3:46pm)

How many of the following will the Town require:

- Concurrent licenses for RMS?
- CAD Dispatch positions?
- Police laptop computers?
- Fire/EMS laptop computers?

Question31 – Town of Stratford response

The Town of Stratford will require not more than fifty (50) concurrent users of the system. Presently the Town has ten (10) dispatchers that routinely will access the CAD system. The Town is not planning to replace any of the existing laptop computers unless they are obsolete or do not meet the system’s requirements. Currently Police has twenty (20) laptop computers in use and EMS has ten (10) laptop computers in use. Fire does not currently have any laptops in use but will need approximately fifteen (15) laptops for mobile dispatching and field reporting. Please include costs for the additional Fire laptops that will need to be purchased in your response.