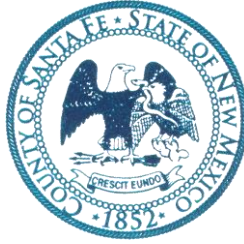


Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Robert A. Anaya
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Ed Moreno
Commissioner, District 5

Katherine Miller
County Manager

September 15, 2017

SANTA FE COUNTY
REGIONAL EMERGENCY COMPUTER AIDED DISPATCH SYSTEM

RFP# 2017-0288-RECC/IC

ADDENDUM #3

Dear Offerors,

This addendum is issued to reflect the following immediately. It shall be the responsibility of interested offerors to adhere to any changes or revisions to the RFP as identified in this Addendum No. 3. This documentation shall become permanent and made part of the departmental files.

**The DEADLINE to submit bids has been EXTENDED to
2:00 PM (MDT) on Friday, September 22, 2017 at the Santa Fe County Purchasing Division,
located at 142 W. Palace Avenue, (2nd floor Bokum Building), Santa Fe, N.M. 87501.**

Question 1: Please provide a Word copy of the RFP document to facilitate response.

Response 1: Santa Fe County will NOT release word documents to the public for ANY solicitation.

Question 2: Please clarify/confirm that based on Addendum, 1 – we are to ONLY respond to the Evaluation factors - not anything else in the RFP?

Response 2: The Evaluation factors are the only portion of the RFP that will be scored based on the points stated in the RFP.

Question 3: The County indicated that a ‘bid’ is not required, nor do you want the offeror to provide a ‘solution’ at this time. The Proposal Summary is OPTIONAL. Please clarify how you are going to determine what the best system for your needs is, from just the responses to the evaluation criteria.

Response 3: The County is requesting qualifications from the Offerors. Those who are found to be most qualified and score the highest based on their response to the evaluation factors will be invited to Oral presentations. During that time, the Offeror will have the opportunity to demonstrate their product as well as answer additional evaluation criteria questions that are also point based to the evaluation committee. After the highest ranking firm is established, that Offeror will be asked to provide their best solution to the County's needs based on further meetings/discussions with the County during the negotiation phase as well as a cost proposal.

Question 4: Please clarify on page 21 – required submission you state at the top:

All proposals shall be limited to twenty (20) pages, with exception to professional licenses and certifications, which shall be added as appendices. But the last paragraph on that page seems to conflict. This type of 'additional material is neither a license or certification. It states the following. *Offerors may attach other materials that they feel may improve the quality of their responses. However, these materials should be included as items in a separate appendix.*

Response 4: The 20 page limit is for the response to the evaluation factors. The evaluation factors is the ONLY part of the proposal that is scored. Any additional information you may want to provide can be included in an appendix but this information will not be used during the evaluation of the proposal.

Question 5: Please clarify what is the County expecting as to software product delivery. Is the County looking for the vendor to do all the 'software build' activities – such as nature code development and input, input of responses and unit recommendations, etc., and deliver a "turnkey" product, with no County input as to any of these?

Response 5: Contractor shall install the software on-site to verify software readiness with the supplied hardware and conduct functionality testing. The objectives of the activities in this stage are to verify that software products meet design requirements and to obtain the RECC's acceptance and approval of the software product(s).

Question 6: Are there any actual functional requirements for this response so vendor answers can be compared, or is this a full narrative response only? Of particular concern is the below dealing with the system not functioning properly. Without a set of functional requirements this is a very subjective and difficult requirement to meet.

Response 6: Minimum functionalities has been provided in the RFP. Please refer to response 3 for further clarification.

Question 7: Please clarify --- Is this RFP being issued by the CORRECTIONS Department? I see no Corrections Software being required.

Response 7: The RFP is being issued by the Santa Fe County Purchasing Division for the Regional Emergency Command Center (RECC).

Question 8: We need to clarify the below – is the County looking for the vendor/contractor to do all the ‘software build’ activities and deliver a turnkey product.... because we do not do that

Installation and Acceptance

- *Contractor shall install the software on-site to verify software readiness with the supplied hardware and conduct functionality testing. The objectives of the activities in this stage are to verify that software products meet design requirements and to obtain the RECC's acceptance and approval of the software product(s).*

Response 8: The RECC is expecting a fully “turn key” product to include all necessary equipment and, software and hardware, installed and fully functional.

Question 9: As to Data conversion:

- a. How many years of data?
- b. What files and what is the volume of each?
- c. You state it should be done on-site. This is typically done in our office then sent electronically to the system. Both the County and the vendor (remotely) would then work on it to refine.

Response 9: a. a minimum of 25 years
b. DB’s
c. Remotely or on- on site will work

Question 10: Is the County looking for a replacement Law RMS? What about Fire RMS??

Response 10: Yes. The intent is to have all user agencies utilizing the same RMS. Fire may be the only agency that the CAD system will have to interface with if they chose not to switch.

Question 11 : How many copies of the response are required?

Response 11: As stated on page 21 of the RFP, 1 original and 5 copies shall be submitted.

Question 12: Does the RECC use virtualization? Do they own SQL? What version?

Response 12: Not currently in a virtual environment but would consider with new system. Yes we own SQL version DB2.

Question 13: Please clarify what mobile hardware you currently use, along with the specifications.

Response 13: This information will be provided at a later date after the committee has selected the highest qualified firm.

Question 14: Please clarify the interfaces you require: we see:

- a. Zoll Fire RMS

- b. EmergencyPro Fire RMS,
- c. EMD (from whom?)
- d. Vesta 911 equipment.
- e. What Law RMS?
- f. Other needed interfaces?

Response 14: b. Emergency Reporting
c. Priority Dispatch
d Call handler answering system for dispatch
d. SunGard
e. Other: Trax, NM Crimes, Securus Jail Management System utilized at the Adult Detention Facility.

Question 15: Do you need an NCIC interface?

Response 15: Yes.

Question 17: How many mobile users do you have?

Response 17: Total rough estimate 450-500 users.

Question 18: How many RMS users do you have?

Response 18: 500 RMS users.

Question 19: Please describe how animal control is dispatched.

Response 19: Animal control is dispatched on the same frequency as their corresponding law enforcement agency. They utilize the same tracking and RMS as their corresponding law enforcement agency.

Question 20: Please clarify the time period for finalizing the contract. Per the schedule, it looks like Best and Final, Oral presentations and Finalize the Contract are all in Sept, 2017, with contract award October 2017 (no actual dates). The response is required to be valid for 90 days from submission or Best and final, so we are trying to work out the actual time frames.

Response 20: The intent is to award the contract as quickly as possible but because there are multiple user agencies, a specific date is difficult to provide this early of the RFP process. Our intent is to award in October as stated.

Question 21: On page 4 of RFP states "All proposals submitted shall be valid for one hundred and twenty(120) days subject to action by the County" and on page 17 of the RFP states "Responses to this RFP, including proposal prices, will

be considered firm for sixty (90) days a tier the due date for receipt of proposals or ninety (90) days after receipt of a best and final offer if one is submitted.” Please clarify which is the correct time frame?

Response 21: Proposals shall be valid for 120 days.

Please add this Addendum #3 to the original bid documents and refer to bid documents, hereto as such. This and all subsequent addenda will become part of any resulting contract documents and have effects as if original issued. All other unaffected sections will have their original interpretation and remain in full force and effect.

Proponents are reminded that any questions or need for clarification must be addressed to Iris Cordova, Senior Procurement Specialist at icordova@santafecountynm.gov.