



THE COUNTY OF GALVESTON

RUFUS G. CROWDER, CPPO, CPPB
PURCHASING AGENT

COUNTY COURTHOUSE
722 Moody (21st Street)
Fifth (5th) Floor
GALVESTON, TEXAS 77550

April 28, 2023

PROJECT NAME: Sheriff's Office RMS/CAD/JMS Systems

SOLICITATION NO: RFP #B231018

Re: ADDENDUM #1

To All Prospective Proposers:

The following information is being provided to aid in the preparation of your RFP submittal(s):

Revised Timeline:

The submission deadline/RFP opening originally scheduled for **Thursday, May 4, 2023 at 2:00 p.m.** has been revised. The revised submission deadline/RFP opening is:

- **Submission deadline/RFP Opening:** **Thursday, May 25, 2023 @ 2:00 p.m.**

Corrections:

1. The second to last bullet point on page 9 of the Special Provisions should read as follows:

Responses to individual, detailed requirements are required and are included in "Attachment A – Functional and Technical Requirements." Your response should use one of the following codes. If additional explanation is required, please include in your response, and reference the Req ID.

- **SUP** – Supported as delivered "out-of-the-box"
 - **PSUP** – Supported through an integrated partner solution
 - **PADD** – Supported through add-on products offered by partners
 - **MOD** – Supported via modifications (screen, configurations, reports, GUI tailoring, etc.)
 - **3RD** – Supported via a third-party solution
 - **CST** – Supported via customized (changes to source code)
 - **FUT** – Will be supported in a future release
 - **NS** – Not supported
2. Attachment A should be labeled **Functional and Technical Requirements** instead of **Master Index**.

Questions:

Question #1: *In regards to RFP #B231018, Sheriff's Office RMS/CAD/JMS Systems, can the County provide the ATTACHMENT A MASTER INDEX, in an excel format for vendors to use to execute their responses?*

Response: Yes. Attached are the three excel files named "RMS Requirements - Vendor Response.xlsx", "CAD Requirements - Vendor Response.xlsx" and "JMS Requirements - Vendor Response.xlsx" that vendors can completed and submit the excel file electronically via flash drive or SD Card.

Question #2: *We would like a three week extension in providing our response. With approximately 186 pages of requirements that need answers, we believe an extension is warranted.*

Response: The submission deadline/RFP opening date has been revised. The new submission deadline/RFP opening is Thursday, May 25, 2023 @ 2:00 p.m. CST.

Question #3: *Please confirm that you require both the Original and five (5) copies to be provide as single-sided and unbound and not included in binders. As this is a complex solution, loose-leaf copies would generate thousands of pages. To foster the efficiency of reviewing the proposals, will the County please consider double-sided copies in binders?*

Response: Yes.

Question #4: *Please verify the format for submission for Attachment A (RMS, CA JMS Matrices).*

Response: Please refer to the response to question #1

Question #5: *In Section N – BACKGROUND, (page 100): No (sworn/civilian) personnel numbers were provided for:*

- *Hitchcock Fire marshal*
- *Galveston Police Department*
- *High Island VFD*
- *Port Bolivar VFD*
- *Crystal Beach VFD*
- *Tiki Island VFD*

Response:

- Hitchcock Fire marshal (dispatched by GCSO - 1 person)
- Galveston Police Department (Comm Center - 155 sworn/25 civilian)
- High Island VFD (dispatched by GCSO – NO MCTs in use approx. 20 volunteers – ESO, ERS, Active 911)
- Port Bolivar VFD (dispatched by GCSO – NO MCTs in use approx. 20 volunteers – ESO, ERS, Active 911)
- Crystal Beach VFD (dispatched by GCSO – NO MCTs in use approx. 30 volunteers – ESO, ERS, Active 911)
- Tiki Island VFD (dispatched by GCSO – NO MCTs in use approx. 20 volunteers – ESO, ERS, Active 911)

Question #6: *Section N – BACKGROUND, (page 100): No Civilian personnel numbers were provided for:*

- *All Constable Precincts*
- *Hitchcock ISD Police*

Response:

- All Constable Precincts (No Civilian personnel work for Constables)
- Hitchcock ISD Police (No Civilian personnel work for Hitchcock ISD)

Question #7: *Please provide a total number of consortium dispatchers, call-takers, and dispatch supervisors/adm by role and by agency.*

Response:

- Port of Galveston Comm Center – 6 Telecommunicators (perform all duties) 2 supervisors/admin
- Galveston Police Department – 21 Telecommunicators (perform all duties), 4 shift supervisors (share a Console/Work area), 1 Comm Center Manager
- Galveston County Sheriff's Office – 14 Telecommunicators (perform all duties), 4 Condition of Bond Analysts, 2 Comm Center Supervisors

Question #8: *Previously asked on April 4th. Can the County provide the Attachment A Master Index, in an excel format for vendors to use to execute their responses?*

Response: Please refer to the response to question #1.

Question #9: *What are the agencies that will be participating in this bid and what is the relationship with the Sheriff's Office: For example, is the Sheriff's office running the bid on behalf of all of the consortium members:*

- a. The table on page 100 (of 315) in the bid lists 17 law enforcement agencies apparently involved with the consortium, but the table on page 101 (of 315) only lists 10 law enforcement agencies (with sworn personnel), is this second table the list of agencies that are actually participating in this bid?*

Response:

Part of or projected to join the Consortium and participation levels:
Port of Galveston – Comm Center (CAD) – Law Enforcement (MCT and RMS)
Galveston PD – Comm Center (CAD) – Law Enforcement (MCT and RMS)

Dispatched by Galveston Co SO – unknown if they will have a cost required for access to MCTs
(All currently use MCTs)

- Tiki Island PD
- Bayou Vista PD
- Clear Lake Shores PD
- Hitchcock PD
- Bacliff Volunteer FD
- GC ESD2

Question #10: *Can you provide us with an electronic, executable version of Attachment A that is part of the RFP?*

Response: Please refer to the response to question #1.

- Question #11:** *Data Migration: Can you confirm that all Agencies are on the same system?*
- a. *Is there a single database for RMS/JMS/CAD/SIMS?*
 - i. *If multiple databases, how many databases should we anticipate will require migration?*
 - b. *Which specific modules and features be converted? (i.e., incident reports, crash reports, jail booking, CAD history, etc.)*
 - c. *What is SIMS?*

Response:

- a. The only Prospective agency NOT on the Galveston County Consortium is Galveston Police Department. All other are on the Galveston County Sheriff's Office Consortium. So, in theory 2 different systems but only 1 agency from League City Consortium. CAD has it own database, RMS/JMS is on another database, SMS is on other database
- b. CAD everything, RMS all, JMS all
- c. It is not SIMS but SMS (Switch Management System)

Question #12: *How many dispatch workstations are in use?*

Response: GCSO – 6 Primary – dispatch workstations; GPD – 6 Primary – dispatch workstations; Port of Galv – 2 Primary – Dispatch workstations. GCSO 5 – Backup dispatch workstations at back-up Comm Center – off-site in League City.

Question #13: *How many Fire/EMS apparatuses are dispatched?*

Response: Approximately we dispatch for 8 volunteer Fire Departments. Apparatuses change frequently. EMS – GEMS 3 Ambulances average and occasionally a supervisor however it could go up as the need arises. ESD2 – 4 Ambulances average with the possibility of two supervisor units, more for major events.

Question #14: *Is it the county's expectation that the command line feature be available and assist with all modules offered within the software suite of products?*

- a. *If this is limited to select modules or products, please advise which modules.*

Response: The command line feature is a "Should Have" for the CAD call taker module. As far as other modules it would be a nice feature if available.

Question #15: *RMS Requirements / Property and Evidence Management: Requirement 3.4.04 - Please provide additional information on the external storage facilities, including workflow and information to be captured is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: This is a "Could Have" and is not a priority. At this time, we are not aware of any interface options with any of the contracted wrecker service providers.

Question #16: *RMS Requirements / Warrant: Requirement 4.2.01 -Please provide additional information on the Court system and detailed data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: The current court system is Tyler Odyssey (Tyler Navigator migration in process). Interface would have the ability to send between (bi-directional) RMS and Odyssey warrant and civil papers as well as service and/or change of status information. This could be based on case number or names.

The interface - data transfer would include the ability to search Odyssey via RMS to view case related warrants (entered in RMS).

Question #17: *RMS Requirements / Warrant: Requirement 4.5.01 -Please provide additional information on the Court system, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: The current court system is Tyler Odyssey (Tyler Navigator migration in process). Interface would have the ability to send between (bi-directional) RMS and Odyssey warrant and civil papers as well as service and/or change of status information. This could be based on case number or names. The interface - data transfer would include the ability to search Odyssey via RMS to view case related warrants (entered in RMS).

Question #18: *RMS Requirements / Warrant: Requirement - Please provide additional information on the Court system, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: Please refer to the response to questions #16 and #17.

Question #19: *RMS Requirements / Personnel: Requirement 17.1.01 -Please provide additional information on the Human Resources system, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: No existing interface with current HR System, but we are implementing new HR System which will be Workday and we would require to build new interface to ensure consistency between the Workday HR module and RMS/JMS personnel modules.

Question #20: *CAD Requirements / Health Services: Requirement 27.2 - Please provide additional information on the Pharmacy system, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: Via the current OSSI JMS system there is a one directional interface from JMS TO the VitaCore Emergency Medical Record (CorEMR) system for which JMS provides demographic information (Name, DOB, etc.) of inmates. JMS will still need a Medical Module in JMS for documenting some information such as Quarantines, etc. and we would require a bi-directional interface with CorEMR.

Question #21: *CAD Requirements / Health Services: Requirement 27.2 - Please provide additional information on the Mental Health Information System, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: Please refer to the response to question #20.

Question #22: *CAD Requirements / Health Services: Requirement 27.2.05 - Please provide additional information on the County EMR System, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: Please refer to the response to question #20.

Question #23: *CAD Requirements / Workforce Management Integration: Requirement 12.6.01 - Please provide additional information on the External Workforce Management System, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: An interface that allows Single-sign on Active Directory (currently we use AZURE AD). The Account is created in the External system (Workday) and will create/transfer information to CAD/RMS/JMS employee/account module.

Question #24: *CAD Requirements / Workforce Management Integration: Requirement 12.6.02 - Please provide additional information on the External System providing the vehicle updates, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: Section 12.6.02 can be disregarded. No interface needed for agency vehicle tracking system. Do want a module in RMS for equipment tracking (i.e., radios, units, etc.). If possible, allows CAD users to “checking out” available units and will also show specific units availability such as “out of service”.

Question #25: *CAD Requirements / Workforce Management Integration: Requirement - 12.6.04 - Please provide additional information on the External Workforce Management System, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: Section 12.6.04 can be disregarded. No interface needed for agency vehicle tracking system.

Question #26: *CAD Requirements / Administration Interfaces: Requirement 12.19.02 - Please provide additional information on the Resource Scheduling System, including workflow and identification of exact data to be transferred is needed, in order to perform the requirements analysis necessary to provide a quote for this interface.*

Response: Section 12.19.02 can be disregarded. No interface needed for resource scheduling system.

Question #27: *CAD Requirements / Video: Requirements in 14.5.27 - Please identify of all Video Management Systems being used and the total number of security cameras to be monitored.*

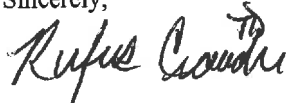
Response: Mobile Video – in car and body worn is Watchguard. Fixed camera vendor TBD – future project.

If you have any further questions regarding this bid, please address them to the representative listed below, via e-mail at purchasing.bids@co.galveston.tx.us, or contact the Purchasing Department at (409) 770-5371.

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Please excuse us for any inconvenience that this may have caused.

Sincerely,



Rufus G. Crowder, CPPO CPPB
Purchasing Agent
Galveston County