



**Questions/Responses #3
CAD/RMS/AVL/AFR
RFP Project #060B0400007
March 29, 2010**

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors who received the RFP. The statements and interpretations contained in the following responses to questions are not binding on the State unless the RFP is expressly amended. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the offeror asking the question.

1. The fourth bullet in 3.4.4.2 includes "...the number of inmates serviced by commissary operations." Should this item be removed?

Response: This requirement has been removed through Amendment #1 to the RFP.

2. Question: Requirement 675 offers to provide existing Police and Fire information and data collection forms. Please provide these forms so that vendors may determine whether the data elements can be captured. Should this line be removed as a specific requirement?

Response: This requirement has been removed through Amendment #1 to the RFP. Offerors should propose a standard set of law enforcement and fire information and data collection forms such as Uniform Crime Reporting (UCR), National Incident-Based Reporting System (NIBRS) and National Fire Incident Reporting System (NFIRS).

3. Question: Requirements 832 and 839 note that "Any required software licenses for achieving these capabilities shall be included in the proposal." Do these need to be removed as separate requirements?

Response: This requirement has been removed through Amendment #1 to the RFP.

4. Question: Requirement 1131 appears to be incomplete. Is this a requirement?

Response: This requirement has been removed through Amendment #1 to the RFP.

5. Question: We would like to ask to add the 5 Agencies in the requirements document and indicate which requirement is applicable for them specifically. This would enable industry to create an interoperability road map and at the same time tailoring the solution to the individual needs of each Agency which would lead to a higher efficiency for the Agencies and has inherent cost savings.

Response: Will not be considered.

6. Question: No 20 / LD4: The system shall interface with IA Pro - Records of officer disciplinary actions

Will DoIT publish the API to enable vendors to verify if their product meets the requirement and, if necessary, can estimate the effort for the FFP or will any adaptation be ordered via task order?

Response: No, IA Pro is COTS.

7. Question: No 22 / LD6: The system shall interface with ADORE - Automated Observation Reports and Evaluations

Will DoIT publish the API to enable vendors to verify if their product meets the requirement and, if necessary, can estimate the effort for the FFP or will any adaptation be ordered via task order?

Response: No, ADORE is COTS.

8. Question: No 27 / LD11: The system shall interface with Power DMS - Electronic directives and e-signature capability for CALEA compliance

Will DoIT publish the API to enable vendors to verify if their product meets the requirement and, if necessary, can estimate the effort for the FFP or will any adaptation be ordered via task order?

Response: No, PowerDMS is COTS.

9. Question: No 29 / LD13: The system shall interface with Skills Manager - Used by Academy

Will DoIT publish the API to enable vendors to verify if their product meets the requirement and, if necessary, can estimate the effort for the FFP or will any adaptation be ordered via task order?

Response: No, Skills Manager (Crown Pointe) is COTS.

10. Question: No 30 / LD14: The system shall interface with Training Manager - Used by Academy

Will DoIT publish the API to enable vendors to verify if their product meets the requirement and, if necessary, can estimate the effort for the FFP or will any adaptation be ordered via task order?

Response: No, Training Manager is COTS.

11. Question: No 36 / IN1: The CAD to RMS interface shall be bi-directional and allow for Call For Service (CFS) data to be transferred from the CAD to the RMS.

Is there any third party (current fielded system) involved? If so, will DoIT publish the API to enable vendors to verify if their product meets the requirement and, if necessary, can estimate the effort for the FFP or will any adaptation be ordered via task order?

Response: No current fielded system to be included but potential for E911 project integration in future task order.

12. Question: No 720 / GR36: The system shall also be able to provide reports that satisfy all Uniform Crime Reporting requirements.

Please specify "satisfy all". Do you have a list which can be provided?

Response: UCR is a state implementation of federal requirements. Please see FBI Website for UCR Guidelines.

13. Question: No 738 / GR54: "The RMS system must include a reporting engine that provide the following minimum capabilities:

d) The report generator will provide a number of pre-defined reports, custom tailored to meet the needs of the STATE. "

Can you provide the “pre-defined reports, custom tailored or will any adaptation be ordered via task order?

Response: “Pre-defined” refers to the proposed system having pre-programmed, universally utilized standard reports available for use with minor configuration and data mapping “out of the box.”

14. Question: No 744 / GR60: The RMS system shall provide basic administrative reports summarizing significant activities and occurrences handled by departments and divisions using the system.

Can you provide the parameters for these reports or will any adaptation be ordered via task order?

Response: Please provide vendor best practices during prior implementations. The multiple state agencies seek to consolidate reporting by implementing as close to out of the box as possible. But agency based report creation and maintenance capabilities should be described.

15. Question: No 866 / GR201: This subsystem shall collect information for all involvement of an individual, and process and display selected information that may be used to list and display names of individuals arrested for committing crimes or being involved in criminal acts.

Can you elaborate this requirement or will any adaptation be ordered via task order?

Response: Crime analyst shall be able to query based on specific or general crime types. Example: All persons arrested for Burglary (generally) or all persons arrested for 1st Degree Burglary. Some examples break these types of queries into UCR based crime types Homicide, Rape, Robbery, Arson... See FBI website for details on UCR values.

16. Question: No 56 / GF7: The system shall provide for dispatcher workstations to act as call takers without requiring any reconfigurations, since dispatchers and supervisors may assist call takers to process routine calls for service.

Will this include ALL PSAPs (at the state, local and municipality) level?

Response: The core system includes all participating State Police Agencies, but bidder should expect local PSAPs to consider using this vehicle in future TOs.

17. Question: No 134 / IR36: The CAD system shall provide the capability for a workstation to process multiple incidents (at least ten)

Is this simultaneously by the Telecommunicator?

Response: Not familiar with the term telecommunicator. The CAD software shall handle multiple open calls on a single workstation.

18. Question: No 135 / IR37: If a call is in progress when another call is received, the call taker shall be able to retrieve a new call entry screen for the second call without losing the information already entered for the first call

When the state says “if a call is in progress”, is the state speaking after the first caller interrogation is complete, and the call has not been processed, and then a new call comes in?

Response: Does not matter when in the process, once a call/dispatch is started it can be set aside and resumed as needed.

19. Question: No 156 / IR65: Once the address is validated, the system shall identify the appropriate Police or Fire district, sector, reporting area, agency of jurisdiction, and any other geographic boundaries containing the address. The two nearest cross-streets shall be displayed

Is it the states desire to have the CAD transfer the event to the appropriate agency?

Response: No, only present the information to the dispatcher/call taker. The system should allow the dispatcher to transfer the call/process to another on-system agency.

20. Question: No 165 / IR74: If more than one location has the same common place name (i.e., McDonalds), the CAD shall display a list of all locations with the same name

Is it the states desire to have this list (common place) for the entire state?

Response: Yes

21. Question: No: 192 / IR103: Incident locations in outside jurisdictions shall be verifiable in the system

Regarding 192, 193, and 194, would this include the District of Columbia as well?

Response: Yes

22. Question: No 205 / IR116: When a location is displayed for dispatch, the dispatcher shall be alerted to any fire hydrant out of service in the immediate vicinity or to any fire protection systems that are out of service for the location of the incident.

Is this at the local jurisdiction?

Response: Whatever the proposed system can accommodate

23. Question: No 231 / IR142: Emergency Medical Dispatch information shall be accessible from any Communications Center CAD workstation.

Does this include law enforcement as well?

Response: Yes – Particularly considering the aviation component.

24. Question: No 244 / IR155: As the call taker is obtaining further information through caller interrogation, the updated information will be sent to the dispatcher(s) who is/are handling the incident

Is this request for state, county and/or municipality?

Response: For the Core system and subsequent task orders

25. Question: No: 284 / IR198: Non-dispatched incidents shall be recorded and shall be retrievable from the system/incident history files for later access and information analysis.

Is the state referring “Non-dispatched” incidents to incidents that were generated an incident # only?

Response: Systems perform differently as to whether an incident number is assigned without dispatch. All incidents, whether there is an assigned number or not and whether it was dispatched or not shall be retrievable and searchable.

26. Question: No: 297 / IR212: Each call taker position shall have the ability to view the status of all active incidents

Is it the states desire to have the entire state call taker staff including the counties that are on board with the project to view all active police, fire and ems incidents?

Response: This is definitely a core component and a preference for future task orders but the ability to view all incidents should be enabled with agency based configurable settings. The true question is what is the best practice and how does it work.

27. Question: No 307 / DF7: The dispatcher shall be able to recommend units based on the unit or crew's special capabilities

Will the state provide a list of all specialized units and crews?

Response: Will be provided at implementation – vendor should describe any abilities or limitations for this feature in their proposal.

28. Question: No 309 / DF9: For dispatch, the system must account for the number of personnel currently staffed on the unit.

Is this request for fire and ems units only?

Response: No – all field personnel with regular dispatch-able duties.

29. The system shall be standards based employing the use of commonly accepted standards for both its internal components (i.e. J2EE, RDBMS) and its external components (e.g. SOAP)

Question: Please provide a description of these standards and how this relates to the Fire RMS. Please provide an example.

Response: Maryland uses the NFIRS fire incident reporting system so vendor should provide their best of breed solution based on the National Fire Academy standards.

30. The system shall interface where necessary to existing data repositories containing disparate sources of State CAD/RMS/AVL/AFR data for the purpose of data conversion.

Question: What is the purpose of these interfaces? Please elaborate on this requirement and provide an example of how this will work within the Fire RMS.

Response: The State desires to have data sharing across all State and Local public safety CAD/RMS users. Fire/EMS units should be able to electronically forward standard fire/EMS reports to the State.

31. The system shall interface with the State's Overtime Database - Overtime requests and reporting

Question: Is this intended for Fire RMS? If so, please provide more information and an example.

Response: No.

32. The system shall interface with Skills Manager - Used by Academy

Question: Is this intended for Fire RMS? If so, please provide more information and an example.

Response: No.

33. The system shall interface with Training Manager - Used by Academy

Question: Is this intended for Fire RMS? If so, please provide more information and an example.

Response: No.

34. The system shall interface with existing State GIS - Geographic Information Systems

Question: Is this intended for Fire RMS? If so, please provide more information and an example.

Response: No. However Fire CAD should have mapping capabilities.

35. FEMA, National Incident Management System (NIMS)

Question: Is the State of Maryland looking for an incident command system? Which NIMS requirements are required for this?

Response: No. But solution should support elements of NIMS such as when units arrive and command is established, passed to higher officers, etc.

36. Question: Approximately how many records will need to be converted from the old system to the new system?

Response: Unknown. Vendor should provide hourly rate for such service.

37. Question: Is there a deadline to submit questions?

Response: No.

* General note – If an offeror feels their solution replaces a functionality they should also state that they request to do so; but they should still describe their ability to integrate with the application.