



TARRANT COUNTY PURCHASING DEPARTMENT

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MAY 16, 2023

RFP NO. 2023-137

QUESTIONS AND RESPONSES

**REQUEST FOR PROPOSALS FOR ANNUAL CONTRACT FOR COMPUTER AIDED
DISPATCH AND LAW ENFORCEMENT RECORDS MANAGEMENT SYSTEM**

PROPOSALS DUE JUNE 8, 2023, AT 2:00 P.M., CST

1. It is my understanding that this is a re-issue RFP and that the previous version was pulled due to lack of desired responders. Can you provide the names of the providers that did respond to the initial RFP?

RESPONSE:

The reason that Tarrant County rejected all responses received can be found via this link:

<https://tarrantcounty.primegov.com/meetings/ItemWithTemplateType?id=321466&meetingTemplateType=2>

Proposals on RFP No. 2023-046 were received from the following vendors:

CentralSquare Technologies LLC

GTS Technology Solutions, Inc. partnering with Mark 43

Integrated Computer System, Inc. (ICS)

Motorola Solutions, Inc.

Tyler Technologies, Inc.

2. What are the drivers for this RFP?

RESPONSE:

- Improve performance and tech support quality (*Mission critical support)
- Looking for new and improved features

3. Have any providers been onsite to demonstrate their capabilities in person?

RESPONSE:

No.

4. What Consultant is Tarrant County utilizing to help organize the RFP process?

RESPONSE:

Solutions Cube Group LLC was utilized to assist with requirements gathering. There is no consultant being utilized to help organize the RFP process.

5. Can the references provided be for accounts that have gone live in the past three years?

RESPONSE:

Yes.

REQUEST FOR PROPOSALS FOR ANNUAL CONTRACT FOR COMPUTER AIDED DISPATCH AND LAW ENFORCEMENT RECORDS MANAGEMENT SYSTEM
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QUESTIONS AND RESPONSES

6. Page 62 Respondent's Implementation Approach (Tab 3): b. System Configurations - Onboarding Assessment(s): Could the County elaborate on what "Onboarding Assessment(s)" refers to?

RESPONSE:

What assessments does your organization do to capture the agency's current configuration, including modules used, pick list/code table items, and related information?

7. Page 62 Respondent's Implementation Approach (Tab 3): e. Organizational Change Management - Operational Transition & Adoption – Successful adoption of the technology into existing operational processes is essential. As part of Organizational Change Management is the County interested in assistance in augmenting their current SOPs to align with the new system?

RESPONSE:

The Sheriff's Office has a number of operations that are heavily involved with using various components of the CAD/RMS system. Procedures in various divisions may include detailed references to system terminology or functionality in the current system that is changed in the new system. The selected vendor may be asked to provide language to align the documents with the functionality in the selected system.

8. Page 62 Respondent's Implementation Approach (Tab 3): e. Organizational Change Management - Operational Transition & Adoption – Successful adoption of the technology into existing operational processes is essential. As part of this RFP was there an employee committee involved?

RESPONSE:

The Sheriff's Office has assembled a number of employees from different areas to evaluate the RFP responses.

9. Page 62 Respondent's Implementation Approach (Tab 3): e. Organizational Change Management - Operational Transition & Adoption – Successful adoption of the technology into existing operational processes is essential. What if any participation did the County line staff have with the RFP process?

RESPONSE:

Requirements were captured from many Sheriff's Office staff that led to the development of the specifications in this RFP. The Sheriff's Office has assembled a number of employees from different areas to evaluate the RFP responses.

10. Page 62 Respondent's Implementation Approach (Tab 3): e. Organizational Change Management - Operational Transition & Adoption – Successful adoption of the technology into existing operational processes is essential. What if any participation and input will the County line staff have during the implementation process?

REQUEST FOR PROPOSALS FOR ANNUAL CONTRACT FOR COMPUTER AIDED DISPATCH AND LAW ENFORCEMENT RECORDS MANAGEMENT SYSTEM
--

QUESTIONS AND RESPONSES

RESPONSE:

Subject Matter Experts will be identified in each functional area and will be made available to work with the selected vendor's implementation team, under the direction of the County's designated project manager.

11. Page 62 Respondent's Implementation Approach (Tab 3): e. Organizational Change Management - Operational Transition & Adoption – Successful adoption of the technology into existing operational processes is essential. Could the County elaborate on what Organizational Change Management services they would highly desire?

RESPONSE:

Guidance on leveraging any workflows or similar technologies as designed, input to update SOPs or other procedure documents that reference system functionality, guidance on operational processes to leverage the functionality of the systems as designed (rather than attempting to force the new systems to meet existing procedures that were designed for the incumbent systems).

12. Pages 68-69 HUB Policy How does using a MWBE company as a partner impact the selection criteria? How much weight is given to this if so? Does the "The Commissioners Court herein establishes a 20% good faith target goal for Tarrant County" apply to this bid?

RESPONSE:

Being a minority vendor or partnering with a minority vendor will not impact vendor selection in any way. There is no weight given to minority vendors. Tarrant County has established a goal, which affects Tarrant County's outreach efforts. The HUB Policy is included in Tarrant County solicitations to bring awareness to the vendor community of the Tarrant County goal.

13. Tab 2 There are many narrative questions mixed throughout the "Tab 2: Product Specifications" document. How are vendors to respond to those if not allowed to change the fillable Adobe response sheets? Please outline how vendors can provide narrative responses.

RESPONSE:

Your narrative responses should follow on separate pages after the required forms. Please follow the same numbering system.

14. Page 10 Statement of Work, Background B. Computer Aided Dispatch: 11 licenses. Please provide the number of CAD workstations, please include separate totals for active positions, backup positions, and training positions

RESPONSE:

Active = 11, Training = In any Current active consoles, Back up = 4 (Not live, Currently in building process).

15. Page 10 Statement of Work, Background B. Records Management System: 386 licenses. How many sworn officers will utilize the proposed RMS system?

REQUEST FOR PROPOSALS FOR ANNUAL CONTRACT FOR COMPUTER AIDED DISPATCH AND LAW ENFORCEMENT RECORDS MANAGEMENT SYSTEM
--

QUESTIONS AND RESPONSES

RESPONSE:

1000 Active RMS users.

16. Page 10 Statement of Work, Background B. Mobile (dispatch + field reporting and approval): 200 licenses. Please provide the number of mobile units to be deployed in the proposed solution with a breakdown between law enforcement/fire/EMS.

RESPONSE:

200 Law enforcement, No fire/EMS.

17. Pages 49 & 57 RMS Specifications 6-7.5, 6-7.5.1 and 6-7.5 (narrative) 6-7.5: The training and employee system includes the ability for scanned documents to be directed to multiple folders; 6-7.5.1: The folders referenced in 6.7.5 supports individual security permissions on each folder; 6-7.5 (narrative): Describe how scanning features are implemented in the proposed RMS system, including the ability to scan to multiple folders and the ability to apply different security permissions to each folder. Please provide more functional details about what your agency wants for this requirement.

RESPONSE:

Ability to scan documents and attach to each employee record in RMS. Each record has a template folder structure, where administrators can grant access (Add, Edit, Delete) to different user roles as needed. Also, the ability to create folders by administrators.

18. For 6-7.5 (narrative), is the requirement for the entire RMS system or just training and employee as indicated in 6-7.5 and 6-7.5.1 (matrix)?

RESPONSE:

Employee/training module.

19. What document scanning feature does your agency currently use?

RESPONSE:

Standard scanning from PDF, Word, Images, etc.

20. Is the County open to selecting multiple vendors for this RFP? The County may find it in their best interest to engage an independent, operationally focused entity (other than the selected CAD/RMS vendor), to serve as an advocate for the County, delivering organizational change management expertise (3.e.) and providing project management oversight (4). A vendor-neutral consulting organization with public safety, change management, and CAD/RMS subject matter experts can leverage their extensive experience in successfully implementing many different CAD/RMS platforms. These experts understand the technical, operational, and policy considerations for these complex systems, workflows, and contract elements and would provide change management and project implementation to support the unique needs of each discipline (911, law enforcement, fire, EMS, detention, etc.).

RESPONSE:

No, the County is not open to selecting multiple vendors for this RFP.