August 23, 2017

TO: All Bidders

<div align="center">

ADDENDUM NO. 1

Situational Awareness and Incident Support Tool

(RFP 18-004)

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This **ADDENDUM No. 1** forms part of Durham County's Request for Proposals (RFP 18-004) for Situational Awareness and Incident Support Tool. All other requirements of the original Specifications remain in effect in their respective order. Receipt of this Addendum must be acknowledged on the Addendum Acknowledgement Form included in the RFP.

1. Responses to RFP 18-004 are due on August 31, 2017, by 2:00 P.M.

2. The last day for receiving questions regarding the RFP August 16, 2017, by 3:00 P.M.

3. Attached are questions received along with the responses.

Should you have any questions regarding this Addendum, please contact me.

Sincerely,

Hilda W. Williams

Hilda W. Williams
Senior Procurement Specialist
919.560.0054

Questions and Responses

(RFP 18-004)

1. **Question:** The below references on page 32 and 33 seem to indicate different requirements for references; please confirm that the Customer is looking for 3 references from city/county customers of offerors who are similarly situated in size to Durham City and County and that such customers can be from anywhere in the US as long as the size is similar.

   Page 32:

   Tab 7 – References

   Three (3) references from local jurisdictions comparable to the size of Durham City and County that are currently using the proposed solution. Complete the Reference Form on Page 24 and return with your proposal.

   Page 33:

   f) References from at least three (3) similar clients

   Response: Three (3) references required from city/county customers similar in size to Durham City and County. Anywhere in the US is acceptable.

2. **Question:** Please confirm that by "24 hour maintenance costs" as referenced on page 28 that the Customer requests that 24 hour help desk support is available.

   Response: Confirmed. Technical support must be available 24/7 due to the nature of our business. Please include costs related to this support in the RFP.

3. **Question**: Page 29 lists the requirement of compatibility to pull request for service information from Sungard OSSI and TMA Systems; please confirm that the API / SDK for these products will be provided to offeror by Customer or companies at no charge to the offeror.

   Response: Confirmed. Technical support must be available 24/7 due to the nature of our business. Please include costs related to this support in the RFP.

4. **Question**: Page 29 references the requirement of a mobile application. However the solicitation does not list requirements for the mobile application. Please provide requirements for mobile application or if undefined please confirm that such mobile application may be designed, delivered, and accepted as scoped in an offeror's proposal.

   Response: Mobile Application is undefined. We are relying on the expertise of the vendor to create a compatible mobile application with their software.

5. **Question**: Please confirm that the 10 double sided page limit on page 5 does not include attachments/certifications (i.e., MWBE etc).

   Response: The 10 (ten) or less double-sided page requirement does not include any required forms or any attachments submitted by the Proposer.

6. **Question:** The RFP lists the following as a requirement: Compatibility to pull request for service information from Sungard OSSI and TMA Systems.

   Can the Government please specify which products from Sungard OSSI and TMA Systems are in use for which compatibility is required and the version numbers of said products?

   Response: Sungard OSSI OpCenter Version 17.3.0.3; and TMA Systems Version 5.1.0.

Referencing: General Information

7. **Question:** What Situational Awareness and Incident Support Tool is Durham County currently using?

   Response: Durham County is currently using Intermedix WebEOC.

8. **Question:** What Situational Awareness and Incident Support Tool is the City of Durham currently using?

   Response: The City of Durham is currently using Intermedix WebEOC.

Referencing: Background

9. **Question:** For each system to integrate or replace, are there specific business functional scenarios that describe the required solution functions?

Esri ArcGIS	http://www.esri.com/arcgis/about-arcgis - Mapping solution
SalamanderLive	http://www.salamanderlive.com/ - Credentialing and Accountability
Everbridge	https://www.everbridge.com/ - Mass Notifications
Crisis Track	http://www.crisistrack.com/ - Damage Assessment for Local Government
Alertus	https://www.alertus.com/ - Mass Notification
Sungard CAD	https://www.superion.com/
	http://www.foxcomm-wi.com/system/files/Sungard-Outgamie%20WI_PSJ_07.08.16%20FINAL.pdf – CAD and Mobile Dispatch
Sungard OSSI	

   https://www.sungard.com/~/media/publicsector/brochures/ossi_overview.ashxhttps://www.sungard.com/~/media/publicsector/brochures/ossi_overview.ashx

	http://www.notepage.net/ossi/ossi.htm - Individual Notification (Alerting)
TMA Systems	http://www.tmasystems.com/Company/ - CMMS

   Response: The only system that may potentially be replaced is Crisis Track. We're looking for a single location to reach these support tools already in use by Durham City and County government. Preference is to view and use these accounts through the Situation Awareness/Incident Support solution.

Referencing: Section 7.0 Work Requirements

a. A hosted online solution that supports no less than 200 registered users that can access system simultaneously and offers ***a customizable interface for each user:***

10. **Question:** Can you further define or describe what you envision as a customizable interface for each user?

Response: Tiered levels of information upon login. For example, City and County management should be able to see a big picture overview of what's happening in the area but also be able to dive into the program for more detailed information. Departments or Emergency Support Functions should be able to see information specific to their responsibility upon login with the option of seeing broader information later.

e. The final product shall be inclusive of but not limited to: ***Resource list both internal to the city and County of Durham and external partners.***

11. **Question:** What would be included as resources?

Response: FEMA typed resources, i.e., equipment and personnel. Listings of what we house inside Durham City and County as well as contracts or retainers currently held.

e. ***Allow for decision requests at a glance***

12. **Question:** Please define or describe what you envision as "a decision request at a glance".

Response: Based on the customizable interface, the user is alerted to a decision request quickly on any screen they're using. May be a scroll, banner, etc.

e. ***Provide a map of road conditions and road closures and allow for push/pull of information via mobile application.***

13. **Question:** Is the push and pull of information via mobile application specific to the map of road conditions and road closures**?**

Response: Road conditions and road closures as well as user based alerts.

e. ***Compatibility to pull request for service information from Sungard OSSI and TMA Systems.***

14. **Question:** What type of service information from Sungard? Would this be "on request" or a scheduled activity?   If so, at what frequency would this request be pulled?

Response: OpCenter portion of Sungard on request. Request would ideally be pulled during Emergency Operation Center activation to assist in Situational Awareness. Frequency could consist of 1 or 2 minute refresh cycles.

15. **Question:** Are there published interfaces for the Sungard OSSI and TMA systems?

Response: Not that we currently have.

16. **Question:** Is there a list of functional scenarios to be completed for the integration of Sungard OSSI and TMA Systems?

    Response: Not at this time.

    e. *__Customizable views tailored to a group of users, i.e.,: Managers, Tacticians, Elected Officials.__*

17. **Question:** What degree of customization do you envision – screen formatting, or information filtering and grid?

    Response: Information filtering and grid.

    e. *__Ability to view the status of City and County resources, i.e., Police, fire, EMS, Sheriff.__*

18. **Question:** Do you wish to have the ability to view status via a Dashboard? Or ability for each dept. to see and monitor KC Status Board?

    Response: Yes, a dashboard is preferable. Looking for a high level of units available at any given time.

19. **Question:** Is the status of City and County resources, i.e. police, fire, EMS, Sheriff derived from another system interface or is this identifying an internal solution requirement?

    Response: Could be derived from OSSI OpCenter.

    e. *__Ability to gather Social media intelligence for planned and unplanned events.__*

20. **Question:** Is there a preferred or existing solution for gathering Social media intelligence or is this wholly to be provided by the new system solution?

    Response: We're currently using HootSuite for social media intelligence. Integration is acceptable and/or recommendations for a better solution.

21. **Question:** Information verification, quality control mechanisms. Please explain.

    Response: This is in reference to the ability of an EOC Manager to verify information before posted directly to the information sharing platform. A Controller view should be available to vet information.

22. **Question:** Ability to gather Social Media Intelligence for planned and unplanned events. Please explain.

    Response: Seeking a solution to search social media or be alerted to social media posts with particular key words. For example, an alert that #DefendDurham is being used. Additionally, the ability to insert our own key word search across social media platforms in a geographically defined location.

23. **Question:** Reference Attachment L – Sample Contract: Please verify that Durham County will also be willing to sign the End User License Agreement for the use of WebEOC services and including it as a part of the Service Contract. ESi does not have any exceptions to the Service contract as presented in the RFP.

    Response: As long as our Legal Department reviews and approves the use of the EULA, we should not have any issues incorporating it with the service contract.

END OF ADDENDUM NO. 1