PROCUREMENT SERVICES

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ADDENDUM No.3

REQUEST FOR PROPOSALS No.:	**1220-030-2024-038**
TITLE:	**Computer Aided Dispatch Replacement**
ADDENDUM ISSUE DATE:	**October 17, 2024**
CLOSING DATE AND TIME:	**ON OR BEFORE THE FOLLOWING DATE AND TIME (THE "CLOSING TIME"):** **TIME: 3:00 P.M. (LOCAL TIME)** **DATE: November 5, 2024**

INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 3 to 1220-030-2024-038 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponents or any sub-contractor not being familiar with this addendum. This Addendum No. 3 contains three (3) page/s.

QUESTIONS AND ANSWERS:

Q1: Referring to Technical Requirement 2010: We understand the City's preference for MS-SQL. However, we assume that you will accept an Oracle solution; do we have to provide the Oracle server licenses or does the City take care of that?

A1: We will accept Oracle solutions but the City's preference is for MS SQL. Please provide pricing both with and without Oracle server licenses.

Q2: Referring to Functional Requirement 1030: What are your expectations regarding the implementation of the use of common place names with the First Nations alphabet?

A2: CAD systems should be capable of storing and using the UTF8 or equivalent character data.

Q3: Does the Proponent need to import data from existing CAD system to the new one? If so, what data do you need to import, in what format, with examples if possible?

A3: The need to migrate records will be dependent on the CAD solution. Please note that the RFP is for the replacement of our CAD system – not our RMS.

Q4: In the case of an on-premise installation, does the City of Surrey anticipate including a secondary (backup) data center?

A4: Yes, please include options that are highly available and georedundant.

Q5: How many primary CAD workstation licenses will be required?

A5: The City anticipates we will require 10 licenses.

Q6: How many backup CAD workstation licenses will be required?

A6: The City anticipates we will require 6 licenses.

Q7: How many training CAD workstation licenses will be required?

A7: The City anticipates we will require 7 licenses.

Q8: How many CAD Mobile licenses will be required?

A8: The City anticipates we will require 222 licenses.

Q9: How many CAD users (named users) will there be?

A9: The City anticipates there will be 40 CAD users.

Q10: How many CAD mobile users (named users) will there be?

A10: The City anticipates there will be 222 MDT mobile users.

Q11: Our proposed solution offers both laptop-based (Windows OS) and phone/tablet-based mobile client solutions (iOS and Android). Can the City please clarify the typical maximum number of concurrent users of mobile applications that are Windows-based, and the typical maximum number of concurrent users of mobile applications that are iOS/Android based?

A11: Currently there are no iOS/Android based users at this time.

Q12: Does the City's CAD currently receive GPS data from:

1. GPS-equipped modems mounted in vehicles (typically sending either NMEA or TAIP format GPS sentences).
2. GPS-equipped P25 devices (mobile radios in vehicles, handset portable radios). If yes, what type of system is it? (Motorola Astro P25, Harris P25, etc).
3. If any of the above are true, what is the typically daily maximum of concurrent devices sending GPS data directly to the CAD system. This would be exclusive of GPS data being sent to CAD via the CAD system's mobile client software.

A12: Currently, AVL and GPS information is not uploaded to the CAD.

Q13: Referring to Technical Requirement 1006: The requirement calls for the ability for SFS clients to see what is happening in CAD. What would be the typical daily maximum number of users that would require this access?

A13: As many users as requested by our clients with a minimum of 1 per station.

Q14: Does the City utilize a fire station alerting solution? If yes, what is the name of the provider and what system/version is in place?

A14: Currently, the SFS uses a custom-built alerting solution.

Q15: Referring to Technical Requirement 1009: The requirement asks for integration with a preplan system such as APX. What is the City's desired interaction between the proponent CAD and the APX preplan application.

A15: Existing 2 way data exchange.

Q16: The proposed solution will be architected to support 935 concurrent mobiles (as per Addendum 2, response A2). However, it appears that the individual agencies will purchase their own mobile licenses. Does the City wish to receive pricing in 10-unit blocks of mobile licensing?

A16: 935 is number of units programmed in CAD. Not all of them have MDT installed. We estimate 222 MDC are currently in use. Some agencies may choose to purchase their own licensing and would likely prefer single blocks. For larger agencies, please provide 10-unit block pricing.

Q17: Will the City be migrating data from an existing CAD solution? If so, can you provide the product and vendor name for the current CAD?

A17: The need to migrate records will be dependent on the CAD solution. Please note that the RFP is for the replacement of our CAD system – not our RMS. Our current CAD system is FDM CAD on SQL data storage.

All Addenda will become part of the Contract Documents.

- END OF ADDENDUM -