ADDENDUM #1

DATE:        April 30, 2020
TO:          Prospective Proposers
RE:          Addendum #1
             Selection of a Vendor to Provide a Report Management System and Computer-Aided Dispatch Software for the
             Tyler Junior College Police Department
             RFP No: J2120-20-06

NOTICE TO PROPOSERS:

This Addendum (5 pages) forms a part of the Notice to Bidders. Acknowledge receipt of this Addendum in the space provided on the Proposal Form. Failure to do so may subject Proposer to disqualification.

QUESTION #1: Will TJC please provide information (vendor and system) regarding its local municipal court system for processing eCitations?

ANSWER: The current vendor used by Tyler Municipal Court is InCode.

QUESTION #2: Will TJC confirm that it currently has two active (24x7) dispatch seats? In addition, would TJC please list any other dispatch seats for the proposed system (supervisory/backup/part-time)?

ANSWER: We currently have one active dispatch seat. As of right now it is not 24x7, but we are working toward that. Our dispatch operation typically runs Sunday from 11:00 pm to Friday at 11:00 pm.

• There will be at least two supervisors who would need the ability to log into CAD, communications manager, and the division lieutenant. I (Chief) would like to be, but it is not necessary.
• As we grow, we want to have two active dispatch seats at least five days a week.

QUESTION #3: Will TJC please provide the total number of sworn officers, as well as specify if anyone other than these sworn officers will be writing citations? If so, will TJC please provide the total number of personnel who will be writing citations?

ANSWER: A total of 17 people will have the ability to write parking or moving violations.
QUESTION #4: Will TJC please specify if any non-sworn users require access to the system? If so, please provide the number of users.

**ANSWER:** The TJC Police Department currently has five non-licensed public safety officers who will be required to complete reports as needed.

QUESTION #5: Does TJC require any mobile functionality other than eCitations? If so, will TJC please provide the number of mobile units (vehicles) that are in user and note which of the following should be included: (1) Mobile AVL, (2) Mobile CAD, and (3) Mobile Records

**ANSWER:** No. We currently do not have eCitations or Mobile RMS or CAD. Right now our focus is getting a complete RMS and CAD system in place. Once we get a complete system in place, we can work toward getting computers in the vehicles and eCitations for traffic offenses. However, we want to make sure we have the ability to incorporate eCitations or computers in the vehicles when we are ready.

QUESTION #6: Will we be requested to do a data conversation from the agency’s legacy system?

**ANSWER:** I would like for the data to be converted from the legacy system.

QUESTION #7: Are you looking at using a third-party vendor such as DigiTicket or Brazzos to do your ticketing?

**ANSWER:** We are going to look at that option in the future, but for now the focus is the RMS and CAD programs.

QUESTION #8: What is the current CAD and RMS application in use? When was it installed? Who is the system provider?

**ANSWER:** Cardinal Tracking is the vendor and Badge is the RMS program. We do not currently have CAD. Cardinal Tracking has CAD, but we are currently not using the program.

QUESTION #9: How many calls for service were received in the last 3 years per year?

**ANSWER:** From 1-1-17 through 12-31-19 the recorded calls for service were 15,594. However, until 1-1-19, the police department was primarily writing calls for service on a daily call log rather than using the dispatch module in the current RMS program. I do not have a way to look up calls for service that were written on the officer’s daily log.

QUESTION #10: Does the department utilize the State provided OpenFox portal to facilitate any NCIC/TLETS queries or entries currently?
ANSWER: Yes.

QUESTION #11: What is the number of users that will need ‘view only’ access to analytics/statistical reports and/or bulletins?

ANSWER: Zero.

QUESTION #12: What is the numbers of users that will need to create analytical/statistical reports and/or bulletins?

ANSWER: Approximately 28; 17 police officers, 5 public safety officers, and 6 dispatchers.

QUESTION #13: What is the desired timeline to implement the CAD and RMS (i.e. desired go-live date for the new system)?

ANSWER: I believe our current contract is up on September 1st.

QUESTION #14: Page 13, Section 4 (SOW), Question 5 – Please clarify the following underlined portion of the first sentence: Ability to add information to the report individually rather than combing it in or tab.

ANSWER: The ability for information to be entered in its own section rather than having it combined with another section, thus removing duplication in the program. For example, sections for incident contacts, vehicles, property, etc. We would like the ability to enter individuals into the report and check a box or select from drop-down their involvement in the incident rather than having to put someone in multiple places.

QUESTION #15: Page 13, Section 4 (SOW), Question 8 – Does TJC prefer to see pricing on a vendor-hosted solution, a TJC-hosted solution, or two separate price quotes showing each?

ANSWER: Currently TJC prefers vendor hosting.

QUESTION #16: Page 13, Section 4 (SOW), Question 8 – If vendor-hosted, the preference is they are web-based”. Please clarify if the meaning is that the software solution would not have to be installed on a PC or server, but rather accessible exclusively through entering a web URL with, thereby nothing actually installed on a PC or server.

ANSWER: That is correct. We prefer a web-based RMS and CAD with a URL that does not require a VPN connection.
QUESTION #17: Page 13, Section 4 (SOW), Question 9 – Please clarify if you would like to have an electronic mobile citation system proposed in this response, if offered by vendor.

ANSWER: No, not at this time. Our focus is to get a complete RMS and CAD system before moving toward electronic citations and computers in the vehicles.

QUESTION #18: Page 13, Section 4 (SOW), Question 9 – Please indicate the municipal court software system with which an electronic citation system would need to integrate.

ANSWER: Tyler Municipal Court is using currently InCode.

QUESTION #19: Page 13, Section 4 (SOW), Question 11.a – Please describe the specific parameters TJC wishes to capture in an officer activity/productivity report.

ANSWER: All officer activity would need to be captured: building checks, traffic stops, arrests, etc.

QUESTION #20: Page 13, Section 4 (SOW), Question 11.c – Please describe the specific analytical parameters TJC wishes to capture in a crime analysis report.

ANSWER: We would like to capture information by location, type, time of day, etc. We want the information to be easy to access by not having to write a program to create the report. We want to be able to use drop-down boxes, check boxes, etc. to obtain the data needed.

QUESTION #21: Page 13, Section 4 (SOW), Question 14 – Please clarify that TJC wants the ability for 4 on-duty officers plus 1 chief, 1 sergeant, 2 lieutenants to have the ability to be logged on and using the proposed system at the same time (thus a total of 8 concurrent users). If incorrect, please indicate the correct number of concurrent users. If correct, please indicate if TJC wants those 8 concurrent users to have access to both the Records Management System and the Computer-Aided Dispatch, or only one of those systems (please indicate which one). And the same question regarding 2 dispatchers, plus 1 chief, 1 communications manager, and 1 lieutenant.

ANSWER: Based on scheduling there could be five concurrent users at one time. This would be divided up between the officers on duty, administration, and dispatchers. Officers on patrol would not need access to CAD, but supervisor, administrators, and dispatcher would need access to CAD and RMS.

QUESTION #22: Does TJC need in-car officers to have mobile capability with the ability to run TLETS in CAD?

ANSWER: No, we do not have plans to have mobile capability to run TLETS in CAD at this time.
QUESTION #23: What system is TJC using now, and will they want a data import?

ANSWER: Cardinal Tracking is the vendor and Badge is the RMS program. We do not have CAD. I would like to import that data, but need to see the cost associated with the data import due to the amount of data that would need to be imported.

QUESTION #24: Is TJC currently reporting NIBRS?

ANSWER: Yes, we are NIBRS compliant.

QUESTION #25: Is TJC fully sworn?

ANSWER: 17 officers and 6 telecommunications officers.

QUESTION #26: Does TJC wish to print citations in the field?

ANSWER: Eventually yes, however our focus right now is to have a full RMS and CAD system. We want a system that has the ability to have electronic citation so when we are ready we can add that feature.

QUESTION #27: What citation system is TJC currently using?

ANSWER: Paper in duplicate.

End