|  |
| --- |
| ADDENDUM 4 NSP7149 Z1, QUESTIONS AND ANSWERS |

Date: July 1, 2024

To: All Bidders

From: Jason Dean

 Nebraska State Patrol

RE: Addendum for NSP7149 Z1

to be opened July 22, 2024 at 2 p.m. CST p.m. CST

#### Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned solicitation. The questions and answers are to be considered as part of the solicitation. It is the responsibility of bidders to check the State Purchasing Bureau website for all addenda or amendments.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Question Number | RFP/ITBSectionReference | RFP/ITBPage Number | Question | State Response |
| 1. | Section V – Project Description and Scope of Work E 1. a – Phase 1 Planning and Preparation: ii – Requirement Gathering | 40 | Requirements gathering: Analyze current processes and workflow to determine solution needs.Question 1: What specific processes and workflows will be analyzed?Question 2: How will you document and validate the solution needs? | **Answer Question 1:** The vendor must provide a requirements gathering and analysis in order to understand the current and desired workflow and business rules that the CAD system will support in a production environment. These discussions and discoveries in the requirements gathering phase will identify and validate configuration options with the NSP dispatch staff. The information gained from these work sessions will enable the vendor to configure the CAD system to match or improve upon the current dispatch workflows utilized by NSP.**Answer Question 2:** During implementation of the CAD and MDS solutions, the vendor will need to document deliverables and validate (receive approval and sign off) the accuracy of the documentation of the deliverable. For example, when the requirements analysis is done and a workflow is configured, the expectation is that this newly configured workflow will be documented and validated. |
| 2. | Section V – Project Description and Scope of Work F: Technical Requirements – 1. | 41 | Describe your solution’s architecture in detail, to include full redundancy capabilities for a PSAP. Please also include why you recommend this particular architecture for the Agency and associated customer agencies to rely on. 1. Client/Server:
2. Provide recommended high availability and disaster recovery model

b. Cloud hosted:i. Provide how system is updated.c. Cloud native:i. Explain which cloud provider your solution is hosted in, and which cloud tools will benefit the agency for redundancy and resiliency. Question 1: Can you provide an overall architecture diagram of your solution?Question 2: What components are critical for ensuring high availability? Question 3: which cloud provider hosts your solution?  | **Answer Question 1:** Yes, the vendor may provide an overall architecture diagram of your solution.**Answer Question 2:** High Availability involves redundancy at various levels, including hardware, software, and data, to keep critical services operational even during incidents. High Availability includes:\*Data Redundancy: Maintain multiple copies of data to prevent loss due to hardware or software failures.\*Multiple Servers or Databases: By replicating data across servers or databases, you ensure backup copies are always available.\*Load Balancers: Distribute incoming requests across multiple instances or resources, optimizing resource usage and enhancing system performance.\*Failover Mechanisms: Automatically switch to backup components when the primary ones fail.**Answer Question 3:** NSP does not have a current cloud provider hosting their CAD and MDS solution.  |
| 3. | Section V-PROJECT DESCRIPTION AND SCOPE OF WORK H: Current CAD and MDS Challenges and Limitations. 4- Interfaces | 44 | 4. Interfacesa. Motorola APX Next Systemi. Includes AVLb. Nebraska Information Analysis Center (NIAC)i. API to Nebraska Intelligence and Threat Exchange (NITE)c. Niche RMSi. Capabilities and certifications for response plansii. Field-based Reportingd. Active Directorye. CAD to CADf. Incident Management System (TBD)g. Intrado E-911h. Omnix/NCICi. Query transactions neededii. Entry transactions are desirediii. Each CAD terminal has its own ORI and MNEiv. Message switch vendor will be changing in the next 18-24 monthsi. Body worn camerasj. GETAC In-car videok. Aircraft camera systeml. Eventide logging recorderm. Schedule Anywheren. AVL/MACHo. TraCSi. eCitationii. Crash reportingp. Towing interfacesi. Tow Exchangeii. Omnixiii. \*\*\*add Sarpey tow provider\*\*q. NDOT IP based camerasr. AirWing/drone feeds. Code Redi. For notifications, however NSP prefers to procure a CAD system that can handle notifications so that they don’t need CodeRedt. Salamander LiveQuestion: Provide more information on the above-mentioned interfaces | **Answer:** The interfaces listed in the questions are not the complete list of interfaces that need to be quoted in the Cost Proposal worksheet. Please use the interfaces listed in the Cost Proposal worksheet.NSP has provided information concerning interfaces in the “Interface List” as an amendment to the RFP. This information represents an overview of the interface as it relates to CAD and MDS. NSP asks that the bidders provide a fixed cost in the RFP to estimate the costs associated with the bidder’s solution. It is acceptable to add caveats to the fixed cost estimates that more information may be needed at a later date.   |
| 4. | Section V-PROJECT DESCRIPTION AND SCOPE OF WORK E: 1.d: Phase 4: Go Live and Ongoing Support | 40 | Monitor system performance and usage: Reliability period for monitoring and addressing any Priority 1 or Priority 2 issues.Question: The reference to Priority 1 and Priority 2 is same as Level 1 and Level 2 errors detailed under J: Reliability Testing Page # 46? | **Answer:** The wording of “Level” and “Priority” are interchangeable, whichever the bidder is accustomed to using in their response is acceptable. |
| 5. | General | N/A | Please provide the budget for this contract.Please provide the list of incumbents and previous spending for this contract.How many vendors does the agency intend to award for this contract. | **Answers:** NSP will not be providing a budget for this contract. NSP is not releasing information related to incumbents and/or previous spendingThe goal is to acquire CAD/MDS from a single vendor. |

This addendum will be incorporated into the solicitation.