Thursday, May 8, 2025

Computer Aided Dispatch (CAD) Replacement Project
RFP #354-PD25-34
Addendum No. 1

The purpose of this addendum is to answer questions received during the open question and answer period. All other terms and conditions given in this Request for Proposals are in full force and effect.

QUESTIONS & ANSWERS
All questions and answers are included the corresponding document.

In response to all questions received pertaining to Town of Cary's willingness to negotiate its standard contract terms and conditions, Cary is willing to negotiate the terms of a final contract with the selected bidder in order to align said terms with the solution being offered; however, Cary will expect bidding vendors to understand that its standard contract will serve as the basis for the final agreement.

In response to all questions received pertaining to terms of the Town of Cary's standard contract dealing with licensing versus ownership, Cary is willing to negotiate the terms of the final contract to align said terms with the solution being offered to accurately account for this distinction.

Category	Section	Question	Response
Functional or Technical Requirements	RFP Section 3 Scope of Services, Page Numbers 11-13	Will the Town please provide the current number of active CAD workstations used for dispatching excluding workstations that are strictly used for disaster recovery situations? Also, would the Town please specify if any of the workstations are used for training purposes only?	There are 9 consoles for primary dispatch, 9 for back up dispatch and 1 for training purposes.
Functional or Technical Requirements	RFP Section 3 Scope of Services	Is the Town of Cary interested in a tightly integrated, combined CAD/RMS solution?	The Town of Cary 911 is the primary dispatch center for emergency calls for service for multiple agencies, including the Town of Cary and Morrisville Police as well as Cary, Morrisville, and Apex Fire Departments. Cary, Morrisville and Apex Fire departments are currently using ESO for their records management, and both Morrisville and Cary Police agencies have Axon RMS. A new CAD system will need to interface with all of these. This RFP is not seeking any solution for RMS, nor is one required at this time.
Functional or Technical Requirements	RFP Table 1, page 3	How many vehicles will require CAD access capabilities? This would not be the number of users but the number of MDTs/tablets in the vehicles.	In the RFP, page 3, *Table 1. Relevant CAD Statistics for Bidder Attention* , the number of mobile CAD users for Cary Police, Cary Fire, Apex Fire, Morrisville Fire and Morrisville Police is currently 671.
Functional or Technical Requirements	Appendix C - Section 6	We understand that RFP is expecting to have both Data Center (Primary Site) at & Disaster Recovery in Cloud. Kindly clarify if this understanding is correct? also confirm What is the DC to DR replica requirement (Eg: 100% or 50%)?	Yes this is correct. Disaster Recovery must be a mirror image of the last snapshot prior to CAD going down. The DR replica requirement is 100%.
Functional or Technical Requirements	RFP- Attachment D	What is the required period for online data storage? What is the required duration for backup and archival storage? What type of storage is preferred - offline disk, tape backup or both. Please confirm of contractor is expected to provide manpower to perform the specified backup procedures	The required period for online data storage is infinite. Database backups (data) are currently as follows; where they are hot/live to be restored in minutes: full backup of the database should be once per day; differential backups every 3 hours; T-log backups every 15 minutes. Storage preferred by the Town is offline disk. Yes, we expect backups to be performed by the contractor, using a modern backup solution. Vendors should propose a recommended backup solution. Retention governed by NC Records Retention Schedule.
Functional or Technical Requirements	Appendix B, Functional Requirements Tab, Line 113	Can the Town please clarify what "Shoot Time" is?	Shoot time is a critical CAD event that logs when a dispatcher officially sends the call to field units. It acts as a benchmark for performance monitoring, particularly in fire rescue response, and helps measure and reconstruct emergency response timelines.
Functional or Technical Requirements	RFP PDF, page 42, Attachment D, Section 1	Does the Town require that vendors perform services on a 24/7 basis or will vendors only be required to work during business hours. Alternatively, does the Town mean "IT Services" to mean only the software and functionality derived from the software such that the software would be available on a 24/7 basis?	Implementation services and standard IT support services are assumed to be provided during business hours. Product must maintain 99.999% up-time and IT Services/support of the product must be 24/7.
Functional or Technical Requirements	Section 1.2, Table 1, page 3	In addition to the number of users, can you please confirm the quantity of dispatchers, call takers, and supervisors?	27
Functional or Technical Requirements	Appendix B - Non-Functional Requirements tab, CAD - Ref - 13	Are the Service Level Availability and Operational Metrics referenced in requirement 13 the items mentioned in requirement 16 in the Non-Functional Requirements tab?	This specifically refers to the Non-Functional Requirements categorized under "Availability", "Operational Continuity", "Concurrent Users" and "Operational Transaction Volumes". CAD-Ref-14 through 27, 33, 34.
Functional or Technical Requirements	Appendix B - Non-Functional Requirements tab, CAD - Ref - 16	Can you provide your requested up-time requirement for CAD? Requirement 16 indicates "9.9999" uptime.	This should be 99.999% as per Non-Functional Requirement "CAD - Ref - 21"

Functional or Technical Requirements	Appendix B - Non-Functional Requirements tab, CAD - Ref - 33	Requirement CAD - Ref - 33 indicates "600 concurrent mobile users in the field (across all agencies dispatched by Town of Cary 9-1-1)", whereas 354-PD25-34 indicates 671 presumably non-concurrent total mobile users. For proper sizing purposes, how many concurrent mobile users is the system expected to support?	We have the following that would need to be logged on in some capacity: **Cary 9-1-1 Emergency Communications Center** -~12-15 licenses at a time to ensure each console can access CAD simultaneously (includes supervisor access and secondary/back up center) **Cary Fire** -9 Stations with some visualization of current system Status (no need for full CAD/MDC functionality) -19 Front line apparatus with Mobile field use (iOS) -~3-5 concurrent administrative users at one time **Cary PD & Morrisville PD** -~40-60 officers (between both agencies) on a given shift; ensure enough licenses are available during the day. Vendor will need to clarify if their solution requires two separate licenses per officer, for an officer to be logged onto CAD from the computer as well as another device such as their mobile phone. **Morrisville Fire** -3 Stations with some visualization of current system status (no need for full CAD/MDC functionality) -6 Front line apparatus with Mobile field use (MDT) -~2-4 concurrent administrative users at one time **Apex Fire** -6 Stations with some visualization of current system status (no need for full CAD/MDC functionality) -12 Front line apparatus with Mobile field use (MDT) -~2-5 concurrent administrative users at one time
Functional or Technical Requirements	Appendix B - Non-Functional Requirements tab, CAD - Ref - 34	Requirement CAD - Ref - 34 indicates "1.5M calls for service (annually), including an estimated 10% growth", whereas 354-PD25-34 indicates 202,563 Calls for Service per year. For proper sizing purposes, how many Calls for Service is the system expected to support?	Approximately 202,563 Calls for Service per year , including an estimated 10% growth".
Functional or Technical Requirements	N/A	Please provide the number of CAD dispatch centers and their addresses.	1 dispatch center and 1 back up dispatch center.
Functional or Technical Requirements	Appendix B - Non-Functional Requirements tab, CAD - Ref - 50	Please expand on the following requirement: "The system must be approved by the NCSBI for NCIC use."	The State Bureau of Investigation must validate the CAD vendor which will allow dispatch to run all necessary queries for NCIC through CAD.
Functional or Technical Requirements	Appendix B - Functional Requirements tab, Resource Management - 006	As incident management and monitoring is core functionality within CAD systems, please define your vision for this requirement: "The system shall provide an Incident Management system."	Whenever possible the system should foster cross agency, cross department and cross resource collaboration. This functionality should equip the communities of Cary, Morrisville, and Apex with a dynamic, data-driven, and scalable solution that boosts public safety and improves operational efficiency for each resident and business
Functional or Technical Requirements	Appendix B - Functional Requirements tab, Resource Management - 015	Can you explain what you mean by: "provide a visual indicator when a priority post needs a resource".	The system should be able to provide an indicator that is easily visible in the system when a priority post needs a resource. For example, a "red exclamation point" should appear when a priority post needs a resource.
Functional or Technical Requirements	Appendix B - Functional Requirements tab, Resource Management - 180	Resource Management requirement 180 references field units using MARVLIS. Should an interface for MARVLIS be included in this solution, and if so, what is the desired functionality of that interface?	This was included inadvertently, and is not required.

Functional or Technical Requirements	Appendix B - Functional Requirements tab, Call Handling - 039	"The Dispatch system shall provide the ability to track when an Automatic External Defibrillator (AED) device is removed from its holder. This information should be gathered via third party integrations". Should an interface be included for AED? If so, what is the AED vendor and the protocol to be used?	Currently, there is no integration with an automatic external defibrillator device. This requirement asks the vendor to provide the capability to integrate with an AED in the future if possible.
Functional or Technical Requirements	Appendix B - External Interfaces tab, lines 9 and 21, RFP PDF, Section 1.2.1, page 3, INT - 008 and INT - 022	Appendix B lists CentralSquare FRMS and ESO but not FirstDue. In Figure 1 page 3 of the main document, it lists FRMS and ESO but not FirstDue. In figure 1, page 3 of the main RFP document, it lists FirstDue and ESO. Can the town confirm what FRMS systems we are required to interface to?	Fire uses ESO as their RMS. FirstDue is implemented as part of the county implementation surrounding Pre-Incident Planning. We will need interfaces for both in some capacity.
Functional or Technical Requirements	Appendix B - External Interfaces tab, lines 5 and 15; RFP PDF, Section 3, page 12	There are two RMS listed: Niche and CentralSquare. On page 12 of the main RFP there is a mention of Axon RMS. Can the Town confirm which RMS system we need to interface to?	Cary, Morrisville and Apex Fire departments are currently using ESO for their RMS, both Morrisville and Cary Police agencies have Axon RMS. A new CAD system will need to interface with all of these. Niche was incorrectly listed.
Functional or Technical Requirements	RFP PDF, Section 1.2.2, page 4	For FSA, can the Town confirm what system the Town is using? There is mention of Motorola radio throughout; is this toning or is there an actual Fire Station Alerting system the Town has that we need to connect to?	The town does not have a specific FSA system, it is just done through the Motorola radios (mobile and portable) that are at each station.
Functional or Technical Requirements	Appendix B - External Inferfaces tab, line 8	Axon BWC and in-car video is listed in Appendix B under external interfaces, but it is not mentioned in the main RFP document nor Appendix E. Can the Town confirm this integration is required?	Yes, Axon BWC and in-car video integrate with CAD to tag videos automatically based on CAD integration, GPS location, or officer identifiers to streamline searchability and organization of video from body or in-car cameras. Axon Fusus also pulls data from CAD to ingest call types, locations and uses CAD data to trigger live camera feeds, transmit data such as building layouts and utility maps, overlay incident locations and provide context-aware notifications.
Functional or Technical Requirements	Appendix B - External Inferfaces tab, line 13	AQUA is listed in Appendix B under external interfaces, but it is not mentioned in the main RFP document nor in Appendix E. Can the Town confirm this integration is required?	Aqua does not pull from CAD, it just pulls audio from the phone system. It is a program associated with Priority Dispatch (ProQA) that allows for quality assurance grading of calls for service. It also has an adapter connection to our recorder to pull call audio, so we just require CAD interface with ProQA.

Functional or Technical Requirements	RFP PDF, Section 1.2.2, page 3	Our solution is licensed on a concurrent basis (concurrent = the maximum amount of users logged in to the system at any given time/single shift with normal call volume/activity). Will you please provide a breakdown of the number of concurrent licenses you need for CAD workstations, mobile field users on MDTs, and mobile field users on a smartphone (Android or iOS)?	We have the following that would need to be logged on in some capacity: **Cary 9-1-1 Emergency Communications Center** -~12-15 licenses at a time to ensure each console can access CAD simultaneously (includes supervisor access and secondary/back up center) **Cary Fire** -9 Stations with some visualization of current system Status (no need for full CAD/MDC functionality) -19 Front line apparatus with Mobile field use (iOS) -~3-5 concurrent administrative users at one time **Cary PD & Morrisville PD** -~40-60 officers (between both agencies) on a given shift; ensure enough licenses are available during the day. Vendor will need to clarify if their solution requires two separate licenses per officer, for an officer to be logged onto CAD from the computer as well as another device such as their mobile phone. **Morrisville Fire** -3 Stations with some visualization of current system status (no need for full CAD/MDC functionality) -6 Front line apparatus with Mobile field use (MDT) -~2-4 concurrent administrative users at one time **Apex Fire** -6 Stations with some visualization of current system status (no need for full CAD/MDC functionality) -12 Front line apparatus with Mobile field use (MDT) -~2-5 concurrent administrative users at one time
Integration	Appendix E – CAD Interfaces List	Will the town please describe the desired data exchange for the Traffic Management System interface?	Icons within the CAD mapping interface, when clicked on, directly connect and bring the camera system into CAD.
Integration	Appendix E – CAD Interfaces List	Will the town please describe the desired data exchange for the Environmental Mapping interface?	All data interfaces for these datasets will be in the form of the CAD system access ESRI hosted layers/services.
Integration	Appendix B > External Interfaces	Will the town please describe the desired data exchange for the Building Central interface?	All data interfaces for these datasets will be in the form of the CAD system access ESRI hosted layers/services.
Integration	Appendix B > External Interfaces	Will the town please describe the desired data exchange for the Utility Data Map interface?	All data interfaces for these datasets will be in the form of the CAD system access ESRI hosted layers/services.
Integration	Appendix B > External Interfaces	Will the town please describe the desired data exchange for the JOIN interface?	This was included inadvertently, and is not required.
Integration	Appendix E - CAD Interfaces List	Kindly confirm if the existing GIS vendor and customer will enable the required APIs and Mobile SDK for integration with the proposed CAD solution.	ESRI
Integration	Appendix B, External Interfaces Tab, Line 18	The Town has requested integration with the MSA SCBA Telemetry application. Can the Town please provide more information about this interface such as workflow, data elements the Town is expecting, one-way or two-way interface, data format, etc.?	This was included inadvertently, and is not required.
Integration	Appendix B, External Interfaces Tab, Line 23	The Town has requested integration with the Building Central system database. Can the Town please provide more information about this interface such as workflow, data elements the Town is expecting, one-way or two-way interface, data format, etc.?	This was included inadvertently, and is not required.
Integration	Appendix B, External Interfaces Tab, Line 24	The Town has requested integration with the City 3-1-1 database and reporting system. Can the Town please provide more information about this interface such as workflow, data elements the Town is expecting, one-way or two-way interface, data format, etc.?	We would like a two way, bi-directional interface with Salesforce.

Integration	Appendix B, External Interfaces Tab, Line 25	The Town has requested integration with the City Water database. Can the Town please provide more information about this interface such as workflow, data elements the Town is expecting, one-way or two-way interface, data format, etc.?	The Town desires a bi-directional interface as it pertains to hydrant data. Fire CAD users need the ability to see Fire Hydrant information within the CAD, associated with locations, including the status of each fire hydrant in operation, out of service, etc.
Integration	Appendix B, External Interfaces Tab, Line 26	The Town has requested integration with the "Common Operating Picture" application/database. Can the Town please provide more information about this interface such as workflow, data elements the Town is expecting, one-way or two-way interface, data format, etc.?	Fusus and/or similar common operating picture applications may require integration.
Integration	Appendix B, External Interfaces Tab, Line 27	The Town has requested integration with the Utility Data Map database. Can the Town please provide more information about this interface such as workflow, data elements the Town is expecting, one-way or two-way interface, data format, etc.?	Most interfaces with third party vendors will likely be a one-way, read-only connection that would provide road crew information, road closure updates, etc.
Integration	Appendix E - CAD Interfaces List, Section 2, CAD Interfaces List	Please describe the desired functionality for the Emergency Alert System interface.	CAD must be able to interface with PageGate to send out emergency alerts based on nature codes, time stamps and particular unit dispatch.
Integration	Appendix E - CAD Interfaces List, Section 2, CAD Interfaces List	Please describe the desired functionality for the Traffic Management System interface. Can Cary provide the current vendor/product used?	Icons within the CAD mapping interface, when clicked on, directly connect and bring the camera system into CAD.
Integration	Appendix E - CAD Interfaces List, Section 2, CAD Interfaces List	Please confirm if an interface to Zen City is required and describe the desired functionality. Would this be inbound, outbound, query, etc.?	The Zen City interface would be bidirectional, sharing information from public input to technical, dispatch, and police stakeholders.
Integration	Appendix E - CAD Interfaces List, Section 2, CAD Interfaces List	Please confirm if ASAP to PSAP functionality is required for the solution. There is a reference to "Asap to psap NCIC ORI" in the "Alarm Management Systems" row, but it is not included in Appendix B or Appendix C.	Yes it is required.
Integration	Appendix E - CAD Interfaces List, Section 2, CAD Interfaces List	Please describe the desired functionality for the Environmental Mapping System interface. Can Cary provide the current vendor/product used?	The objective of the requirement is for the new CAD system to be able to present weather and related environmental information/situational awareness to its CAD users.
Integration	Appendix B - External Interfaces tab, INT - 010	You have indicated "EMS currently uses C2C Hub or Central Square Enterprise Edition V22.3.8.1". Can you confirm if the C2C Hub used by EMS is a CentralSquare Unify Hub?	Cary utilizes the Unify hub to pass calls to Raleigh and vice versa. Yes, it will be Unify.
Integration	Appendix B - External Interfaces tab, INT - 033	Please describe the desired functionality for the JOIN interface. Can Cary provide the current vendor/product used?	This was included inadvertently, and is not required.
Integration	Appendix B - External Interfaces tab, INT - 034	Please describe the desired functionality for the PALANTIR interface.	This was included inadvertently, and is not required.
Integration	Appendix B - External Interfaces tab, INT - 025	Please describe the desired functionality for the 3-1-1 interface. Can Cary provide the current vendor/product used?	We would like a two way, bi-directional interface with Salesforce.
Integration	Appendix B - External Interfaces tab, INT - 024	Please describe the desired functionality for the Building Central interface. Can Cary provide the current vendor/product used?	Fire CAD users need the ability to find and review building and premise information such as occupancy, existence of sprinklers.
Integration	Appendix B - External Interfaces tab, INT - 023	Please describe the desired functionality for the City Building Repository interface. Can Cary provide the current vendor/product used?	Fire CAD users need the ability to find and review building and premise information such as occupancy, existence of sprinklers.
Procurement or Legal	RFP Section 1.7 Rights to Submitted Material , Page Number 7	The Vendor proposes in the event of a request for the public release of relevant information and/or documentation, the Town shall provide reasonable notice to the Vendor so the Vendor may respond, as well as a copy of said request.	Proposals received in response to the RFP are public records except any information that is identified as a trade secret, as that term is defined by NC law. Cary will not provide any properly identified trade secret information in response to public records requests.
Procurement or Legal	RFP Section: Instructions to Vendors, 5. Order of Precedence, Page Number 17	The Vendor takes exception to this order of precedence as it would effectively negate the purpose of Vendors' submission of a proposal response. The RFP provides the Town's subjective criteria, to which Proposers have provided subjective responses based on the content of the RFP. The final negotiated contract and statement of work will provide the objective criteria for the project. The Vendor proposes the order of precedence be revised as follows: 1. The Agreement and any amendments thereto 2. The Town's RFP as responded to by the Vendor 3. Instructions in INSTRUCTIONS TO VENDORS	Cary believes that the outlined order of precedence is appropriate for this project; however, should Cary choose a proposal which warrants a re-evaluation of the order of precedence, any such discussions will take place during contract negotiations.

Procurement or Legal	RFP Section: Instructions to Vendors, 16. Inspection at Vendor's Site, Page Number 18	For clarification, any such audit, review, or examination by the Town shall be at the Vendor's place of business, during normal business hours and at the expense of the Town. Additionally, certain areas of the Vendor's facilities would not be accessible due to the presence of highly sensitive and/or confidential materials and work product of other clients. Any and all Vendor confidential and/or proprietary materials shall be protected under the confidentiality provisions of the resulting contract.	Passage 16 on page 17, Inspections on Vendor's site is irrelevant to RFP, and we hereby exclude it.
Procurement or Legal	RFP PDF, Section 1.3, pages 5-6	Appreciating the Town is seeking vendors to propose a commercial off the shelf solution used by vendors for many years and that the vendors' standard agreements are a component of their COTS solution and their offering (including maintenance, licensing, services, and subscriptions), will the Town allow vendors to propose the agreement be based upon their agreement format in lieu of the sample agreement beginning on page 19? In doing so, the Town would reserve the right to negotiate any term of the vendor agreement.	The Town of Cary will not accept an agreement in lieu of the template, but redlines or changes to the template agreement may be proposed. The agreement must maintain all required statutory provisions to address the Town's essential terms, to adequately protect the Town's interests and must include required statutory language. The Town reserves the right to negotiate any terms proposed to ensure its interests are adequately protected.
Procurement or Legal	RFP PDF, Section 1.3, pages 5-6	Will the Town allow Vendors to submit exceptions to the Sample Agreement and have them considered and then subject to negotiations even where the Town may have not modified the term in question during the Question and Answer phase of the RFP process?	Yes. Redlines or changes to the Town of Cary's template agreement may be proposed to be considered and subject to negotiation; however, the agreement must maintain all required statutory provisions to address essential terms for all agency stakeholders, to adequately protect their interests and must include required statutory language. The Town reserves the right to negotiate any terms proposed, to ensure all interests are adequately protected.
Procurement or Legal	RFP PDF, Section 1.3, pages 5-6	Will the Town allow a vendor to propose an alternate agreement, such as a GSA Schedule-based agreement in lieu of the Town Agreement?	The Town of Cary is willing to entertain the use of cooperative contracts such as GSA schedule-based agreements. The Town of Cary will expect any agreement to address the same substantive areas covered in the template agreement included in the RFP.
Procurement or Legal	RFP PDF, page 19	If the Town has not substantively addressed a question or has not addressed a term to a vendor's satisfaction, aside from not responding to the RFP are there any other options to submit a bid and not be bound to the PCT?	Additional questions received after the Q&A period will be reviewed on an individual basis for relevance to all potential vendors.
Procurement or Legal	RFP PDF, page 21, Item 9d	To clarify a party will have thirty days notice and opportunity to cure an alleged event of default before a party may terminate the Agreement under this section. Is this understanding correct?	Yes this understanding is correct.
Procurement or Legal	RFP PDF, page 21, Item 9e	Will the vendor be paid all the unpaid fees for software or other goods delivered to the Town?	The answer to this question will completely depend on the pricing structure of the chosen solution.
Procurement or Legal	RFP PDF, page 43, Attachment D, Section 2	Will the Town clarify that it intends subpart (d) to mean the Town can contract separately with a third party vendor to implement the third party vendor's solution and that the Town does not intend to allow a Third Party vendor to implement the vendor's software?	It is not the Town's intent for this provision to be interpreted to allow any third party to implement another vendor's solution. Instead, it is meant to dispell any notions that the eventual contract entered into by Cary with a vendor puts in place any type of exclusivity limitations.
Procurement or Legal	Section 1.6, page 6 and Section 2.3, page 10	The Proposal Evaluation Process describes the following: "Proposals will be received from each responsive Vendor in a sealed envelope." Are proposals required to be received in a sealed envelope as a hard copy or as an electronic submission, as indicated on page 6, "Electronic responses ONLY will be accepted through the NC eVP website?"	Thank you for identifying this inconsistency. The first sentence in regard to the "sealed envelope as a hard copy" is hereby omitted. All proposals shall be submitted through eVP.
Scoping or High Level	RFP Section 3 Scope of Services, Page Numbers 11-13	Will the Town please provide the number of mobile workstations to be deployed with the proposed solution? Will the Town please provide a breakdown between law enforcement, fire, and EMS?	The total number of Mobile users is currently 671
Scoping or High Level	RFP Section 3 Scope of Services	Please outline the number of sworn and non-sworn officers that will be using the system in the Town of Cary Police Department and in the Town of Morrisville Police Department.	All department personnel, both sworn and non-sworn, should be able to access the CAD system if needed. The percentage of non-sworn personnel is ~20% of the total mobile CAD users. Total number of users are outlined on page 3 of the RFP, Table 1. *Relevant CAD Statistics for Bidder Attention*.
Scoping or High Level	RFP Section 3 Scope of Services	Does the Town of Cary expect to Go Live with the chosen CAD system solution in September 2025? If not, what is the expected Go Live timeframe?	No. The Town of Cary does not expect to Go-Live with a new CAD solution in September 2025.

Scoping or High Level	Appendix B – CAD Detailed Requirements, Functional Requirements Tab, Requirement ID: Administration – 028	The requirement states, "The system shall have a test (UAT) environment that mirrors the production environment with no*********." Will the Town please clarify what "no******" is referencing?	This was in error, ignore the line "with no*********"
Scoping or High Level	Appendix B – CAD Detailed Requirements, Functional Requirements Tab, Requirement ID: Administration – 055	Will the Town please define the specific preventative maintenance or describe what type of data is needed for reporting to achieve this request?	Specifically, the town would want a summary of information related to maintenance. (i.e., patches or version releases, and any alterations to the production environment)
Scoping or High Level	Appendix B – CAD Detailed Requirements, Functional Requirements Tab, Requirement ID: Resource Management – 019	Is the Town looking to have personnel scheduling for both unit personnel and dispatch personnel, or just unit personnel?	Unit personnel, to facilitate accurate unit recommendations within the CAD during live operations.
Scoping or High Level	Appendix B – CAD Detailed Requirements, Functional Requirements Tab, Requirement ID: Business Support – 057	Will the Town please provide the number of CAD Supervisors needing to be trained by the Vendor?	There are approximately 10 CAD Supervisors and Assistant Supervisors.
Scoping or High Level	Appendix B – CAD Detailed Requirements, Functional Requirements Tab, Requirement ID: Business Support – 057	Will the Town please provide the number of CAD Call Takers/Dispatchers needing to be trained by the Vendor?	There are approximately 27 CAD Call Takers/Dispatchers.
Scoping or High Level	Appendix B – CAD Detailed Requirements, Functional Requirements Tab, Requirement ID: Business Support – 057	Does the Town have a team dedicated as trainers who will be responsible for training the remainder of the staff that do not attend the Vendorprovided training?	We would expect to train in-house Trainers during the implementation.
Scoping or High Level	Appendix B – CAD Detailed Requirements, Functional Requirements Tab, Requirement ID: Resource Management – 184.	Is the Town interested in a mobile app for handheld devices? If so, will the Town please provide the quantity desired?	The Town requires mobile CAD capabilities. This assumes via mobile devices in patrol vehicles, for the number of mobile personnel specified. Vendors are welcome to propose whatever mobile solution(s) they recommend that best meet the Town's requirements. Total number of users are outlined on page 3 of the RFP, Table 1. *Relevant CAD Statistics for Bidder Attention.*
Scoping or High Level	Appendix D – CAD Service Requirements Response Form, Requirement SR-09: Data Migration and Conversion, Pages 19-20	Will the Town please provide the number of sources from which data will need to be converted? Is it one database or multiple? If multiple, please describe each database separately for each of the following: a) For each data source, will the Town please detail the RDBMS (Relational Database Management System) type (SQL Server, Oracle, etc.)? b) For each data source, will the Town please detail how many years of data are in the source CAD system? c) For each data source, will the Town please provide the size of the CAD database\data set in GB or TB? d) For each data source, will the Town please list the CAD agencies? e) For each data source, will the Town please list the total number of tables in the database. f) For each data source, will the Town please provide the total number of tables in the database with >10,000 records. g) Does the Town wish to convert Historic Incidents? If so, how many years? h) Does the Town wish to convert Premise & Caution Note Information?	It is the expectation of the Town that the bidder shall work with Cary to determine data to be migrated and/or converted from legacy CAD / Cary systems. The information here will have to be determined throughout the implementation.

Scoping or High Level	Appendix A – Operational Use Cases, UC#6 Context: Quality Assurance, Slide Number 21	Will the Town please provide details for the QA process that is used? Specifically, which parts cause the extra manual and labor-intensive adjustments (specific data fields that aren't found in the standard method, missing metrics, etc.)?	Power users have to add in a lot of description / narrative into fields that are purely text. Currently, this is a very manual process and hard to effectively translate between systems for analysis. Functionality such as spellcheck, keyword alerts and time stamps are useful. The Town would welcome any options for efficient and useful checks and balances to improve or streamline QA.
Scoping or High Level	Appendix A – Operational Use Cases, UC#6 Context: Quality Assurance, Slide Number 21	Will the Town please expand on which specific information is outdated that is causing unreliable QA reporting (e.g. old or unused data fields)?	Open text fields that describe incidents. For example, information is provided to respondents in as timely a manner as possible. A significant portion of this information is populated in open text fields, which makes QA reporting on this information very difficult.
Scoping or High Level	Appendix A – Operational Use Cases, UC#7 Context: User Interface Configuration, Slide Number 25	Will the Town please list the additional software solutions required to complete their operational dispatch process (to include, but not limited to, software integration desired that is restricted now with the current software solution)?	At this time, the town hasn't fully decided on further integrations, but it expects the bidder's system to be functional and easily integrated with modern systems.
Scoping or High Level	RFP Section 1.2.1, Page 3	Please outline the number of sworn and non-sworn officers that will be using the system in the Town of Cary Police Department and in the Town of Morrisville Police Department.	All department personnel, both sworn and non-sworn, should be able to access the CAD system if needed. The percentage of non-sworn personnel is ~20% of the total mobile CAD users. Total number of users are outlined on page 3 of the RFP, Table 1. Relevant CAD Statistics for Bidder Attention. Total desktop users for this system is expected to be around 125 and total mobile users are currently numbered at 670.
Scoping or High Level	RFP Section 1.2.2, Page 5 (Table 2)	Although police calls for Apex Police are currently handled by the Apex Police Department internally, please outline the number of sworn and non-sworn officers in the Apex Police Department.	This is not relevant to this RFP.
Scoping or High Level	Appendix D – CAD Services Requirements Response Form > Requirement SR-01: General	Will the town please provide an example of a "Deliverable Expectation Document (DED)?"	Please note that it will be up to the vendor to work with the town of Cary's implementation team to craft and format a deliverable expectation document based on the experience of their proposed team and the implementation frameworks that this team follows
Scoping or High Level	Appendix D – CAD Services Requirements Response Form > Requirement SR-11: Training	Please provide the number of CAD end users to be trained.	We expect that all users of CAD, both desktop and mobile, within all stakeholder agencies, will receive some training material or in-person training. It is up to the vendor to propose the most appropriate breakdown for each based on their experience, their change management approach and the intuitive characteristics of their product. Total number of users are outlined on page 3 of the RFP, Table 1. *Relevant CAD Statistics for Bidder Attention.*
Scoping or High Level	Appendix D – CAD Services Requirements Response Form > Requirement SR-11: Training	Please confirm the number of "super users" to be trained via the "Train the Trainer" approach.	Please note that it is up to the vendor to propose the number of super users to train based on their previous implementation approach, the vendor's change management approach, and their understanding of this RFP.
Scoping or High Level	RFP- Attachment D	The Proposed CAD System is a commercial Off the Shelf (COTS) Product, which will be available with complete transparency including manuals & help documents but providing / sharing the source code is not possible. We will share the Product Release Note covering the version details and an End User License Agreement as part of the software license delivery. Kindly confirm.	While providing source code is not mandatory. It is expected that the bidder's platform can be customized to meet the town's needs. Further, for training purposes, it is likely that the vendor be willing to train users to use the system effectively.

Scoping or High Level	RFP - Section 3	Please confirm the ongoing maintenance and support period of Cary CAD project is 5 years with options for up to 2 additional 1-year contract extensions. Also please confirm the expected project implementation period. Please confirm if maintenance & support needs to be provided with "on-site" manpower or is it expected to be provided only "remotely". If "remote" please confirm if Cary would enable secure remote access to the system for support & maintenance	We can confirm this maintenance and support period. It will be up to the vendor to propose a realistic and appropriate implementation period based on the product features and the proposed vendor team.
Scoping or High Level	RFP Response Timeline	Could we humbly request a three week extension to the bid submission deadline please. Would really appreciate it as that would allow us to submit a thorough proposal post the town's responses to queries queries.	We are unable to meet the request of a extension. The timeline for submissions has been set for seven weeks, from April 14 through May 30, 2025.
Scoping or High Level	Appendix F; Appendix D, page 30	In Appendix F - Bidder Cost Proposal Template, the Town asks for Vendors to provide Years 1-5 of maintenance. However, in Appendix D - CAD Services Requirements Response Form, on page 30, the Town says Vendors will provide maintenance for one year, with 7 additional one-year optional extensions. Can the Town please confirm how many years of maintenance need to be included in Vendors' proposal responses?	Please provide costing information on providing maintenance for one year, with 7 additional one-year optional extensions.
Scoping or High Level	Appendix B, Vendor Response Instructions tab, lines 16-19	In Appendix B - CAD Detailed Requirements, in the Vendor Response Instructions tab, the Town has provided a definition for the I (Yes - via Integration) code. This code requires vendors to "Name the proposed third-party software package", but in the case of interfaces to the Town's existing third-party software systems, vendors would not be providing the software itself. We would just be providing an interface to the software. Can the Town please clarify if Vendors should use the I - Integration code only when proposing a third-party partnership to meet the requirement? Or should Vendors also use this code when answering the External Interfaces tab, such as proposing an interface to the Town's external systems like PageGate or Power DMS?	Please use this code for both proposing a third party partnership and an interface with the town's systems, like PageGate or PowerDMS.
Scoping or High Level	Appendix B, Functional Requirements Tab, Line 29	Can the Town please clarify what functionality they are describing here, such as what "with no*********" is referring to?	This was in error please, ignore the line "with no*********"
Scoping or High Level	RFP PDF, page 28, Item 20	Will the Town clarify that the Key Personnel means only the Vendor project manager?	The town expects that all vendor personnel who are critical to the project be considered "Key Personnel."
Scoping or High Level	RFP PDF, page 41, Attachment D, Section 1	Can the Town clarify as to what it means "no additional charge" in that will vendor be allowed to invoice and be entitled to payment for the software and services specified in the resulting contract and statement of work?	That is correct. Vendors are allowed to invoice and be entitled to payment for the software and services specified in the resulting contract and statement of work.
Scoping or High Level	General Question	I (Yes- Via Integration) responses require that the "Proponent has established a relationship with a business partner to provide this functionality, which is fully integrated (data, process, application) with the proposed solution." Is it ok to respond with I (Yes - Via Integration) for requirements that will need a 3rd party integration, however the proponent does not have an established relationship yet or an integration built yet? Within Appendix B there is an entire tab of external interfaces containing specifically named required interfaces - some of which may not have established relationships with the proponent. If the proponent is willing to work with the 3rd party to build the necessary interface, is it ok to respond with I (Yes - Via Integration).	Yes "I" can be used if the proponent is willing to work with the 3rd party to build the necessary interface. However, this partner needs to be specifically stated, the relationship needs to be defined, and the capabilities this partner will support should be outlined.
Scoping or High Level	General Question	F (Future Release) response means that: The functionality will be met with a particular feature that is in development. Is it ok to respond with "Future Release" for functionality that is included in our future roadmap but is not currently in development.	Yes, but confirmation of producing this future functionality should be supported with documentation like a product roadmap.
Scoping or High Level	Appendix B - External Interfaces tab, INT - 017 and INT-018	It seems INT- 017 and INT - 018 may be duplicate entries. If they are not, can you please describe the difference between the two requested interfaces to PowerDMS?	Yes you may consider these duplicates.

Scoping or High Level	Section 3. page 11 and Appendix D - Requirement SR-14 Post-Release Implementation Support	Please clarify the time frame for maintenance and support to be offered. "The Bidder is expected to provide appropriate technology and services for the project management, design/configuration, on-site implementation and training of a replacement CAD System, as well as ongoing support and maintenance for 5 years after go-live and system acceptance, with options for up to 2 additional 1-year contract extensions." VS. "Bidder shall provide maintenance and support of the production CAD for a period of one year, with 7 additional one-year optional extensions (totaling 8-years post-implementation / go-live / system acceptance)."	You may use this timeframe for support: bidder shall provide maintenance and support of the production CAD for a period of one year, with 7 additional one-year optional extensions (totaling 8-years post-implementation / go-live / system acceptance
Scoping or High Level	Appendix B - Functional Requirements tab, Administration - 028	This requirement seems to be missing information: "The system shall have a test (UAT) environment that mirrors the production environment with no*********. The test environment should be automatically updated with any information entered into the production environment and visa versa."	This was in error. Please, ignore the line "with no*********" "The system shall have a test (UAT) environment that mirrors the production environment."
Scoping or High Level	Appendix B - CAD Detailed Requirements, Vendor Response Instructions tab	How should vendors respond if they can offer partial compliance to a requirement?	Vendors should indicate that they do not fully meet a requirement. If vendors plan to meet a requirement in the future, this should also be stated, and a product roadmap should be referenced to prove it.
Scoping or High Level	Appendix B - Functional Requirements tab, Administration - 039	Please define your vision for this requirement: "The system's audit and event logging shall interface with other systems such as audio and video recording systems." How would the audit and event logs from the CAD system interface with other systems?	Information from other systems should be stored and tracked in the CAD system for future reference as much as possible. As much information related to event logging, specifically related to audio and video logs, should be stored in the CAD systems for future reference.