

# THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

## REQUEST FOR PROPOSALS (RFP) ADDENDUM

### **FAILURE TO RETURN THIS ADDENDUM IN ACCORDANCE WITH THE INSTRUCTIONS BELOW MAY SUBJECT YOUR PROPOSAL TO REJECTION**

RFP Number: RFP120424KJM

Addendum Number: 01

Addendum Date: December 17, 2024

RFP Opening Date / Time: January 22, 2025, at 5:00 PM Eastern Time (ET)

**Instructions:** Return one properly executed copy of this addendum prior to the RFP Opening Date / Time specified above. This addendum may be included with your proposal, or it may be emailed separately to Kimberly Middleton at [middletk@email.unc.edu](mailto:middletk@email.unc.edu).

**A.** Subsection (3.4.14) is hereby added to Section 3.4 (BUSINESS AND TECHNICAL SPECIFICATIONS) of the RFP as follows:

**3.4.14** Integration with Video Management Systems (VMS): Does the CAD system support streaming video using RTSP? List supported VMS integrations (e.g., iPro Video Insight, Milestone, etc.).

**B.** Please see the following University responses to all questions received by the deadline to submit written questions of December 11, 2024, at 3:00 PM ET:

1. Question: Can you assist with a bom, also can you confirm if there is a system id we are adding onto.

Answer: The University is not providing a Bill of Materials (BOM) as part of this RFP. Additionally, this is a new build and is not being added to an existing system ID, if that is what you are referring to.

2. Question: Is there the ability to request a 2-week extension for the response to this RFP? With limited staffing over the holidays, it would help provide the time needed to create a full response.

Answer: The deadline will be extended to January 22, 2025, at 5:00 PM ET.

3. Question: Do you have another document that shows the integrations that are required? It seems to be missing from what is posted online.

Answer: Minimum integrations are provided at the bottom of each Excel sheet. UPD is also open to exploring new partnerships and integrations to meet evolving needs.

4. Question: To ensure vendors have sufficient time to review the scope and terms of the RFP and provide an accurate proposal, would the University consider a one-week extension of the Questions Deadline to Dec. 18, 2024?

Answer: No, this deadline will not be extended.

5. Question: We respectfully request a 3-week extension to RFP120424KJM UNC Police – CAD, RMS, Mobile Replacement.

Answer: The deadline will be extended to January 22, 2025, at 5:00 PM ET.

6. Question: Can the University please provide Attachment D Cost Form? There is no form contained within the RFP document. Also, can the University please provide the Form in Excel or otherwise fillable format?

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Answer: Please use your own format to provide your cost information or quote.

7. Due to this and the upcoming holidays, we respectfully request a four-week extension to submit our proposal.

Answer: The deadline will be extended to January 22, 2025, at 5:00 PM ET.

8. We would also like to request the deadline for the demonstration/presentations be extended by two weeks.

Answer: This deadline is to notify vendors of their selection to demonstrate and/or present. Scheduling will be planned at a later time.

9. How would you like us to designate responses that are partially compliant in the technical specification spreadsheet (Attachment 3)? Currently the options are "Yes, No, Modify and Future" - However, there is no option for partially compliant responses.

Answer: Please use the Modify option and provide your response with the partial or proposed change to meet the specification.

10. The University indicates there are 8 Desktop Computers with CAD Access. Of those 8 workstations, how many are utilized for full time dispatcher or call taking positions (positions staffed 24x7x365)?

Answer: There are 8 Desktop Computers with CAD Access. Of those workstations, 5 are utilized for full-time dispatcher or call-taking positions.

11. The University indicates there are 8 CAD Users (Dispatch and Call Taking)? Does this number include all full time, part time, and supervisors? If not, would the University please provide the total number of Dispatchers, Call Takers, and supervisors?

Answer: There are currently 9 CAD Users. This includes 7 dispatchers/call-takers, and 2 supervisors.

12. Can the University please clarify who the vendor of the EMD interface is?

Answer: UPD aims to ensure that this capability is supported in the proposed CAD solution, though a final decision on an EMD adviser has not yet been made.

13. Can the University please clarify what call event data they are looking for? Does the University want this data sent in real time or near real time into Veoci?

Answer: In real time, including location, call type, and call disposition.

14. The University has asked vendors to return a completed Attachment D - Cost Form with their offers. However, on page 37 of the RFP, Attachment D: Cost Form is blank except for the word "Reserve." Can the University please provide the full Attachment D and/or clarify how vendors should provide the cost of their system?

Answer: Please use your own format to provide your cost information or quote.

15. Does the University have a Cost Form format they prefer to use?

Answer: Please use your own format to provide your cost information or quote.

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16. What are the expected data elements and or scope for the Cassidian Interface?

Answer: The goal is to eliminate the duplication of re-entering TTY/TDD interactions occurring through VESTA into CAD.

17. What data elements are expected for the Veoci interface?

Answer: Location, call type, and call disposition.

18. Is the EMD Adviser system ProQA?

Answer: UPD aims to ensure that this capability is supported in the proposed CAD solution, though a final decision on an EMD adviser has not yet been made.

The goal of this upgrade is to modernize the agency, aligning it with current technology standards and operational best practices. Imagine visiting the University PSAP as it was 15 years ago—if you had the opportunity to design this implementation from the ground up, what innovations, efficiencies, and capabilities would you prioritize? We encourage vendors to take a forward-thinking approach, focusing on creating a cutting-edge, future-ready solution. Section 3.4, BUSINESS AND TECHNICAL SPECIFICATIONS, outlines several workflow challenges UPD aims to address. Use these challenges as an opportunity to demonstrate how your proposed solution can enhance and improve these workflows.

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## Execute Addendum:

Vendor Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name and Title: \_\_\_\_\_

Email Address: \_\_\_\_\_