

**ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT**

**REQUEST FOR PROPOSALS NO. 23-OEM-RFP-567**

**ADDENDUM NO. 1**

Arlington County Request for Proposals No. 23-OEM-RFP-567 for Commercial-Off-The-Shelf Computer Aided Dispatch and Complementary Mobile Product is amended as follows:

**I. FOLLOWING ARE THE RESPONSES TO QUESTIONS RECEIVED BY THE SOLICITATION QUESTION DEADLINE:**

**Question 1: Can you please provide us with the number of sworn officers for each of the agencies that are included in the dispatch system**

**Answer 1:** The number of Uniformed officers is as follows:

SHR- 275

FIR-377

POL-377

**Question 2: The County provided the average number of incidents annually for Arlington County as approximately 278,000 for Fiscal Year (FY) 22. Should we consider this the total Calls for Service (CFS) processed by the County in FY 22? If not, what was the total CFS processed for all agencies by the County in FY 22.**

**Answer 2:** That number should not be considered, the total calls entered into CAD was 145,555. This number reflects all call types and priorities, regardless of a unit needing to be dispatched for the event type.

**Question 3: "Relative to the ASAP to PSAP capability, please answer the following with respect to the County's GIS data that will support CAD address verification: Is address point data used? Is centerline data used? Provide the format of available data (.i.e. shapefile, dbf, spreadsheet, etc) Provide GIS data platform (i.e. Esri, etc)"**

**Answer 3:** The County uses Street Centerlines to generate address ranges and tie in associated metadata such as GPS coordinates. Address Points are also included in the database as a layer.

**Question 4: "Relative to the ASAP to PSAP capability, please provide the following implementation information: Provide the population served by the agencies in this ASAP implementation Number of PSAPs where alarm calls are accepted via telephone from alarm companies Does the PSAP receive calls from alarm companies and dispatch into other jurisdictions?"**

**Answer 4:** Not all alarms are on ASAP to PSAP.

**Question 5: Has the County made a selection for a Structured Emergency Dispatch Protocol solution?**

**Answer 5:** The County is currently procuring a solution.

**Question 6: In order to ensure the best quality response and ample timing of the agency for answers to questions, will the County allow for a 2 week extension to the current RFP due date?**

**Answer 6:** No, the County will not extend the due date.

**Question 7: Page 24 of the main RFP document "23-OEM-RFP-567 CAD System" describes the AlertUS application at a high level, but "Exhibit G - Table of Conformance" is missing specific requirements for this interface on the "V. Interfaces" tab, row V.C-3. Does the County have specific requirements for the AlertUS interface, such as direction of data, type of data to be shared, and expected workflow between the CAD system and the application.**

**Answer 7:** The County is looking for best practices and requesting guidance from the Offeror on implementation and requirements based on information already shared.

**Question 8: Page 24 of the main RFP document "23-OEM-RFP-567 CAD System" describes the MarcusAlert application and provides additional relevant information on the website provided. However, "Exhibit G - Table of Conformance" is missing specific requirements on the "V. Interfaces" tab, row V.C-4. Does the County have specific requirements for the MarcusAlert interface, such as direction of data, type of data to be shared, and expected workflow between the CAD system and the application.**

**Answer 8:** Please see Answer 7.

**Question 9: Page 24 of the main RFP document "23-OEM-RFP-567 CAD System" describes additional optional interfaces (Watch Desk Software and Call Center as a Service (CCaaS) Software) that are not mentioned in "Exhibit G - Table of Conformance" on the "V. Interfaces" tab. Does the County have specific requirements for these interfaces, such as direction of data, type of data to be shared, and expected workflow between the CAD system and the application? Or are these mentioned for information only and do not require a vendor response.**

**Answer 9:** Please see Answer 7.

**Question 10: For "IV. Infrastructure tab" of "Exhibit G - Table of Conformance", requirement IV.A-1 "Ability to ensure any wireless transmission of data does support Arlington County wireless standards.", please provide a copy or spec for the County's wireless standards.**

**Answer 10:** The County's Wireless Standards are regularly updated and can contain sensitive information. For this reason, full documentation can be shared after the Contract is awarded. At a minimum, any Offeror's system should:

- Be able to support WPA2 enterprise (minimum) security with TKIP/EAP or PEAP and 802.1x.
- Support authentication to the County's MS Active Directory (AD) for authentication of users.
- Ensure authorization is controlled by MS AD group memberships.
- Ensure all wireless traffic is encrypted.

**Question 11: Requirement V.B-6 indicates an interface to Structured Emergency Dispatch Protocols. Please specify the EMD vendor (e.g., ProQA, APCO Meds, etc.).**

**Answer 11:** Please see Answer 5.

**Question 12: Requirement V.B-18 indicates integration with Rapid Deploy to ingest information related to the outbound emergency text system. Please describe, in detail, the desired workflow.**

**Answer 12:** Please see Answer 7.

**Question 13: Please provide the number of mobile units to be deployed in the proposed solution with a breakdown between law enforcement, fire, and EMS.**

**Answer 13:** MDT breakdown, excluding spares:

POL - 310

SHR - 25

ECC - 12

FIR\EMS - 85

**Question 14: Please provide the current number of active CAD workstations that are used for dispatching. Please do not include workstations that are strictly used for disaster recovery situations. Please specify if any of the workstations are used for training purposes only.**

**Answer 14:** Workstation counts are as follows: Primary PSAP- 27, Alternate PSAP- 14.

**Question 15: Please provide the number of sworn officers by each participating law enforcement agency.**

**Answer 15:** Please see Answer 2.

**Question 16: Exhibit G, Tab V. Interfaces, Items V.C-3 and V.c-4 (AlertUS and MarcusAlert Interfaces) are listed just as TBD for requirements. Is it the County's intention to provide details of these interfaces in an addendum? Or will requirements be determined sometime after the proposal period? 2. Exhibit G, Tab V. Interfaces, Item V.B-18.1: please confirm this line has all required information. It appears to have been cut off.**

**Answer 16:** Please see Answer 7.

The balance of the solicitation remains unchanged.

Arlington County, Virginia

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**RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:**

**OFFEROR ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER 1.**

**FIRM NAME:** \_\_\_\_\_

**AUTHORIZED SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_