

ADDENDUM NO. 1

DATE: January 23, 2020

TO: All Potential Qualifiers

FROM: Penny Owens, Assistant Purchasing Agent, City of Knoxville

SUBJECT: Addendum No. 1 – RFP for Digital Patrol Car Video Capture & Management System

RFPS TO BE OPENED: January 30, 2020 at 11:00:00 a.m. (Eastern Time)

This addendum is being published to address the following questions received regarding the above referenced RFP. This addendum becomes a part of the contract documents and modifies the original specifications as noted.

Question #1: What is the City's anticipated date for award?

Response: To be determined following evaluation of proposals and City Council approval.

Question #2: What is the City's anticipated date for project execution?

Response: To be determined following evaluation of proposals and City Council approval.

Question #3: Does the City intend to conduct a pilot trial test before making an award?

Response: Qualifying submitters may be asked for a brief demonstration to assure specifications and compliance with the RFP prior to award.

Question #4: Can the City please clarify, what is the length of the contract it is seeking, three, four, or five years?

Response: The City anticipates an initial term of three years (following implementation) with the option for two additional one-year renewals.

Question #5: Has the City already secured funding for the project? If yes, what is the City's anticipated budget over the term of the contract?

Response: Initial funding for the in-car cameras has been appropriated. No funding has been appropriated for the body worn cameras as City Council has yet to approve, thus those have been included in the RFP as an option. The City does not disclose estimated budgets in our procurement process.

Question #6: Would the City be interested in pricing options for local server, hybrid cloud, and cloud-based storage solutions so that it may weigh potential cost savings, as long as all the options meet the City's data storage and administrative management requirements?

Response: The City desires to have the solution be cloud based, eliminating the transfer of video data on our network which would reduce network traffic. If we hosted the servers, we would have to ensure CJIS compliance. We would rather have the Cloud server solution be CJIS certified.

Question #7: In order to properly calculate required storage space and accessories;

1. How many shifts per day?
2. How many hours per shift?
3. How many Officers per shift?
4. How many anticipated hours of recorded video per Officer per shift?
5. How many stations/locations does the Police Department have?
6. How much time between shift turnover?
7. Will Officers return to their respective station at the end of each shift?
8. How many Officers will be simultaneously uploading video at any given time?
At each location?
9. Approximately what percentage of videos are extended beyond the stated minimum retention of 3-years?

Response:

1. How many shifts per day? 3
2. How many hours per shift? 10
3. How many Officers per shift? 50
4. How many anticipated hours of recorded video per Officer per shift? 20
5. How many stations/locations does the Police Department have? 3
6. How much time between shift turnover? 2 hours
7. Will Officers return to their respective station at the end of each shift? No, vehicles are driven home
8. How many Officers will be simultaneously uploading video at any given time? 30
At each location? Potentially
9. Approximately what percentage of videos are extended beyond the stated minimum retention of 3-years? 25%

Question #8: Can the City please clarify, does it intend to store videos in the cloud for a minimum of 3-years before burning onto blue-ray discs for indefinite retention, or is disc burning not necessarily related to the retention period?

Response: It is the desire of the City to alleviate the use of optical media for storage or dissemination

Question #9: What is the determining factor for the City regarding acquisition of Body Worn Cameras?

Response: Finding the appropriate device for our needs and City Council approval.

Question #10: Does the City anticipate deciding on BWC before or after contract award?

Response: Before contract award

Question #11: What is the City's current CAD vendor? Is it also Central Square?

Response: Hexagon is the current CAD vendor. No.

Question #12: How many individuals and/or workstations will be dedicated to performing Redaction duties?

Response: Four (4)

Question #13: Does the City solely anticipate transferring videos and data using AT&T First Net, or will it also utilize wireless access points as a secondary/backup method?

Response: It is the preferred desire of the City to transfer video via AT&T First Net

Question #14: If the City does intend to use wireless access points, can it please provide more information regarding the existing setup and locations?

Response: The City does not intend to use wireless access points for the same reasons as Question #6 apply - no video data on our network and no CJIS compliance issues.

Question #15: Is the City anticipating a phased project, or is it planning to install and deploy all the Vehicle Cameras and/or BWC at once?

Response: The preference is all at once, dependent on available funding.

Question #16: Approximately how many TB of existing Mobile-Vision videos and data will need to be migrated, if the City decides to do so?

Response: 90 TB

Question #17: Can the City please provide the documents in Appendix B (pages 31 – 40 of the RFP) in Word format? The current PDF format does not provide sufficient space for response to some items, and does not convert into Word cleanly as is.

Response: Yes, see attached Word version of Appendix B.

Question #18: How should a vendor mark required information that is confidential in nature (i.e. company financials)?

Response: Please submit your confidential information in a sealed envelope with a title and list on the outside of what is included.

Question #19: Specification 3.2.2 Video Data Transfer on page 6 of the RFP states, "It is desirable to be able to support video data transfer from the patrol cars directly to the cloud server using a communications device in the car. The vendor must specify and cost the communications device and provide the storage available if the communications is unavailable." Would the Police Department prefer that this communications device be a mobile hotspot in the patrol cars?

Response: Yes

Question #20: Specification 3.2.2 Video Data Transfer on page 6 of the RFP states, “It is desirable to be able to support video data transfer from the patrol cars directly to the cloud server using a communications device in the car. The vendor must specify and cost the communications device and provide the storage available if the communications is unavailable.” Is this communications device needed in the patrol cars because they are take-home vehicles and will not return to the station to transfer video to the cloud?

Response: Yes

Question #21: Specification 3.2.2 Video Data Transfer on page 6 of the RFP states, “It is desirable to be able to support video data transfer from the patrol cars directly to the cloud server using a communications device in the car. The vendor must specify and cost the communications device and provide the storage available if the communications is unavailable.” Does the Police Department have any existing mobile hotspots or other communications devices in their patrol cars?

Response: AT&T First Net Unlimited Data – no throttle sims in laptops (not used as hotspots)

Question #22: Specification 3.2.2 Video Data Transfer on page 6 of the RFP states, “It is desirable to be able to support video data transfer from the patrol cars directly to the cloud server using a communications device in the car. The vendor must specify and cost the communications device and provide the storage available if the communications is unavailable.” If the Police Department does have existing mobile hotspots in their patrol cars, what kind of data plan will be used (e.g. unlimited data, limited data plan, etc.), if applicable.

Response: See response to Question #21 above.

Question #23: Section 4B Cost Proposal – Would it be acceptable for us to provide pricing in a table format in Word so that we have more room to provide details around the optional items and warranties, etc; as long as it gives all the information requested in 4B?

Response: Yes, that would be acceptable provided it meets the requirements in Section 4(b) – Cost Proposal of Appendix B.

Question #24: Section 4D Functional Requirements – On page 36 of the RFP, it states “.....responses should be clearly shown in the Comments column and must be included in the Cost Section.” – Would the City like vendors to answer the specifications for this section within a table format in Word?

Response: Yes, this format is acceptable

Question #25: Would the PD consider KSI's hybrid cloud storage model where evidentiary files are stored in cloud storage and non-evidentiary files are stored locally? Our hybrid cloud storage model is well-suited for economy-sensitive environments.

Response: Proposers may present other options for storage but the City desires to have the solution be cloud based. That way no video data is transferred on our network which would reduce network traffic. If we hosted the servers, we would have to ensure CJIS compliance. We would rather have the Cloud server solution be CJIS certified.

Question #26: What CAD/RMS system is currently being used by the PD?

Response: Hexagon is the current CAD provider

Question #27: What is the bandwidth capacity and availability for the cellular service and for the wireless access point connections?

Response: Maximum 12 meg download, 5 meg upload

Question #28: Will the installations take place at your facility or can they be completed at a nearby, off-site location proposed by the bidder?

Response: Our facility is preferred; however, a nearby location could be considered.

Question #29: Would the City like for the provider to quote access points to replace the old systems off-loading points? If no, do the current access points support 802.11AC? If yes, how many access points should be quoted?

Response: The City's preference is to get away from wireless access point offloading altogether, if possible. However, the City may consider access points as a backup solution, if determined to be cost efficient.

Question #30: Will the City of Knoxville accept a separate bid for the Data Storage and Administrative Management portion?

Response: No, a separate bid will not be accepted. Firms may team to provide the complete solution but the City will require a single proposal from a prime contractor who will agree to sign the contract with the City and be responsible for the entire project and ongoing maintenance and support.

Question #31: On page 21 under "Evaluation Criteria," the City states that they will consider the following factor during proposal evaluation and scoring: "Feasibility, timeliness and quality of the implementation schedule, and ability to meet the City's implementation deadlines"

Response: The City does not have a specific timeline set at this time or implementation deadlines but will review past experience and references from the proposers to indicate the ability to meet schedules. The City will work with the winning proposer as decisions are made for implementation to ensure the schedule required is feasible, based on the proposers submission of typical installations of similar size.

Question #32: Are there any specifics the City will be using to evaluate quality of implementation schedule?

Response: The City will review past experience and references for successful implementations.

END OF ADDENDUM 1