



**ADDENDUM TO THE
REQUEST FOR PROPOSALS
North Central Texas Council of Governments
Incident Management and Resource Tracking Software**

ADDENDUM NO. 1

DATE ISSUED: December 4, 2017

**REQUEST FOR PROPOSALS NUMBER: NCT-2017-36
ORIGINAL RFP SUBMISSION DATE: December 12, 2017
REVISED RFP SUBMISSION DATE: December 12, 2017 (No change)**

RFP NCT-2017-36, dated November 22, 2017, is hereby amended to incorporate in full text the following provisions:

EXHIBIT B: Scope of Services, Page 30, Interfaces.
"Existing" is struck from the language.

RFP NCT-2017-36, dated November 22, 2017, is hereby further amended to incorporate in full text the following provisions:

The following questions were submitted by potential proposers during the formal inquiry period, and are answered below. Questions are indicated by the letter "Q" and answers indicated by the letter "A".

Questions are in the format in which the NCTCOG received them.

Q1: Are companies from outside the USA able to apply for this? (like from India or Canada)

A1: We desire an agency that is within the USA, for logistical and security purposes.

Q2: Do we need to come over there for meetings?

A2: Yes, the NCTCOG/SHARE anticipates that on-site meetings will be necessary.

Q3: Can we perform the tasks (related to RFP) from outside USA (like from India or Canada)?

A3: Please refer to Answer 1.

Q4: Can we submit the proposals via email?

A4: As mentioned in section 2.04 of the solicitation document, five (5) physical copies and one (1) digital copy of proposals are required. Any proposer that does not adhere to section 2.04 will be considered non-responsive.

Q5: Where there conditions experienced during recent hurricane response that caused you to seek a new solution or find that your current solution is inadequate unless altered?

A5: No, the effects of Hurricane Harvey were not influential for the purposes of this solicitation.

Q6: The region currently has access to a NC4 solution. Will the entire region begin using the new system awarded under this RFP?

A6: The intent of this solicitation is to make available a software solution as a previously vetted contract via the North Texas SHARE program. Individual entities within the NCTCOG region and beyond will be afforded the opportunity to implement this solution at their discretion. This process will reduce the administrative burden for each of these users, and provide to them a product that meets the needs that they have requested.

Q7: What vendor/system is currently in place today that this RFP seeks to replace or cause a rebid?

A7: At present, there is not a SHARE contract available for this purpose. North Texas SHARE products and services are primarily intended for the benefit of cities, counties, school districts, first-responder departments and other governmental agencies. With 170 cities represented under the NCTCOG, it is not possible to identify which system is utilized by each department within those cities.

Q8: Is this solicitation intended to replace other existing incident management solutions with a new single solution, or just add in another new incident management to also be leverage on top of existing implementations, or to just expand the relationship with the current incumbent vendor?

A8: This effort was undertaken at the behest of numerous agencies from within the NCTCOG member region – for some the primary influence was to streamline and outsource the procurement process, while others have a solution contract that is in need of re-soliciting soon. This effort seeks to satisfy both of these requirements. SHARE does not obligate participants to

utilize our products, though instead attempts to provide highly competitive contracts that are only available via North Texas SHARE. We expect that a large contingent of the region will utilize the Vendor selected for this solicitation as their primary incident management solution.

Q9: Can you identify the CAD currently in place that would interface with the per API requirement? (**Exhibit B**, Section **Interfaces**)

A9: We are unable to identify explicit CAD software due to the fact that we represent numerous agencies that may or may not share the same system. However, we recognize the confusion that the language in Section B / Interfaces poses, and hereby strike the term “Existing”. We ask that all proposers describe their own CAD interface capabilities.

Q10: Can you estimate the overall number of users that will be granted access? It is unclear if this is a regional solution or a per entity solution available through North Texas SHARE.

A10: This contract is to be made available to all SHARE participants as a per-entity solution, however, SHARE contracts have the potential to become regional solutions by way of universal adoption. With as many entities that we represent, it is not possible to estimate the total number of users that will require access. While one NCTCOG Entity police department historically employs up to 3700 officers, it is not known how many of those are intended to have software access. Proposers are welcome to submit responses with ranged rates, if they would prefer.

Q11: The anticipated award date and start date only differ by 1 day. Is it expected that a new regional crisis management solution project would be started on the Friday before the New Year? What is the process to support full contract execution in 24 hours? Or is this just an expansion of an existing solution?

A11: The final award of contract is pursuant upon approval by the NCTCOG Executive Board, which has been re-scheduled from December 28, 2017 to December 21, 2017. The identified winning Proposer will have already begun negotiations of the MSA, with the knowledge that the final award is predicated upon Executive Board approval. The “anticipated start date” reflects the date that a Master Services Agreement (MSA) is executed between the Vendor and NCTCOG/SHARE, thereby becoming the ‘effective date’ on the MSA. For NCTCOG/SHARE intents and purposes, this is the date that all renewals, if any, will be based upon, and the date that will represent the final expiration of contract at five years. Actual implementation will follow this execution of contract.

With the Executive Board meeting having been rescheduled to December 21, 2017, following approval; the MSA can now be executed at any time from December 21 to December 28, as schedules allow.

Q12: The amount of time allotted to complete a thorough response is rather short to ensure that the NCTCOG will receive comprehensive bids for a solicitation this advanced. To

maximize value to the taxpayers and NCTCOG, will a two week extension be granted?

A12: This solicitation effort is attempting to secure a Commercial-Off-The-Shelf (COTS) product that is already available at the time of the solicitation publication. Ideal candidates will identify if their product is able to deliver the features requested by NCTCOG member entities, and how they manage client setup and satisfaction. Ideal candidates are asked to ensure that the features listed in Exhibit B are features that their product supports, or to describe their equivalent of. For these reasons, an extension will not be granted.

Q13: We are respectfully requesting a 1 week extension to the submission deadline. Making the new submission deadline December 19, 2017. If you could please let us know if this extension would be granted, it would be appreciated.

A13: As mentioned in Answer 12, extensions to this project will not be granted.

Tonda Henry
Emergency Preparedness Specialist

Craig Johnson
Provisional Purchasing Manager

COMPANY NAME: _____

SIGNATURE: _____

NOTE: Company name and signature must be the same as on the RFP documents.