



University of Connecticut
*Office of the Associate Vice President of
Finance and Budget*

Procurement Services

Date: October 4, 2013

To: Prospective Bidders

RE: Addendum #1 - MF082713 - Computer Aided Dispatch and Records Management System

The following questions and answers are clarifications to this RFI and should be considered an integral part of the original document.

- 1) GIS - Will there be a need to interface with your current GIS system (if so what is the system) or are you looking to include GIS in this project?
(FD Response) We would expect GIS to support ESRI GIS based solutions and do not have a vendor at this time. We would like to have layered maps to provide details like travel time, possible routes, integrate with traffic cameras for best access/route, provide utilities, building plans and layouts, life star landing zones, hydrants, staging areas for mutual aid, etc. In addition we need the ability to have AVL (Auto Vehicle Locating) to track where other units are coming in from and current locations.

The GIS vision within the Division is to create a secure mobile public safety GIS operating system operating in real time for hazard/risk identification and incident mitigation, while integrating with the current/future dispatch systems. The integration of automatic vehicle locators for responding apparatus into the GIS is essential. The public safety GIS would ideally integrate with an established and secure University-wide Enterprise GIS for layer and attribute storage to provide universal and secure access to the most recent updates and information sharing throughout the various University entities that currently create GIS information. The University of Connecticut maintains currently the highest SLA through ESRI for their interface products campus-wide. The bridging of current public safety software (Firehouse software, CommandScope) and hardware (video cameras, laptops, tablets) into the functional GIS is critical.

- 2) AVL - Is an AVL system currently in place that will need to be interfaced with or is a new or replacement AVL system part of this project
New/replacement AVL system

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- 3) ESO - What modules of this software are currently being used by the University. To clarify, you are looking a replacing this software (as well as Command Scope), correct?

(FD Response) Although we are not currently looking to replace Command Scope, Firehouse Software or ESO Solutions, our thoughts at the committee meeting were, that if there was a compelling reason to package these functions into the new CAD/RMS software we are agreeable, providing these function can be integrated and this integration would offer us better performance and/or financial reasons (i.e. much lower support costs).

Our current use of Firehouse Software extends to the following modules:

- Activities Module
- Training Module
- Fire Investigation Module
- Equipment Inventory Module
- NIFRS report tracking and reporting to the State
- Staff Management Module
- Scheduling Module (we are getting ready to start using)
- Occupancy Module

Specifically while we are currently using ESO Solutions and Command Scope there are solutions offered by Firehouse Software that would allow us to do this today for lower cost and integrates with our overall database. Firehouse while the default standard in the fire service as we know has some growing pains that sometimes leads to modules that were poorly developed and therefore not as good as some third party software (i.e. Command Scope & ESO) which we have purchased.

A new CAD/RMS system that has similar modules we currently using today, which integrates, lowers cost, reduces software platforms, and increases overall productivity would be beneficial.

- 4) Time stamping of fire alarm and security system notifications - Are you looking at interfacing with current software to auto track this? If so, what is the current software being used?

(FD Response) Yes, we are looking to ensure that time stamping and response address/occupancy information is pushed from the CAD through to our third party software; (Firehouse & ESO Solutions) is accomplished. If we can integrate these third party software programs into the CAD/RMS, the FD will need complete access to the CAD/RMS program (administrative access) at our desktops.

- 5) Please advise how much detail is required to satisfy your initial request?

As much as possible.

- 6) Being that the University of Connecticut is looking for input with "RFI MF082713: Computer Aided Dispatch & Records Management System", I want to make sure the appropriate stakeholders are aware of our solution.

I'm just curious, if the University would accept our RFI feedback, if all we provide is apps allowing public safety personnel to use any CAD/RMS over handhelds and tablets easily and efficiently. We do not provide actual RMS/CAD.

Being that the current and future environment favors moving to mobile apps on handhelds and devices for accessing CAD/RMS, this fits right in with the RFI's goal of seeing what is out there and possibly including it in a future RFP.

Public safety agencies are seeing three major benefits by using handhelds and tablets instead of or in addition to desktops and laptops:

- Cost savings - much cheaper than laptops and the "bells and whistles" with them
- Smaller and less equipment - smaller and lighter (plus everyone has a handheld at all times these days)
- More efficient - can take them with you anywhere (unlike a laptop)

In the future yes, right now we need to establish a CAD&RMS system.

- 7) Please clarify whether the University desires a new Mobile system or a CAD/RMS interface with the existing. If an interface is preferred, please note the current Mobile vendor.

We are not looking for an interface just a new mobile system.

- 8) Is the University interested in having Mobile functionality on handheld devices (PDAs)?

(FD Response) Yes, we currently have Toughbook's, I-Pads, and Modems in the FD Apparatus. We want our third party software, (Firehouse) to be live in the apparatus. We do not have this available right now. We also want to ensure that our GIS system can interface between the CAD and FD apparatus.

- 9) The RFI states that a requirement of the CAD system is "vi. Standardized digital flip charts." Will the agency please clarify what is meant by "flip charts?" What is the function of these "flip charts" if they are a feature of your current system?

- a. Please clarify what is meant by "flip charts?" **It is the type of system that we use. There are also flip books, but the latest is the self-standing charts.**
- b. What is the function of these "flip charts"? **"Flip Charts" is the Powerphone EMD system that we use for pre-arrival instructions.**
- c. Are they a feature of your current system? **Powerphone does have a system that can be integrated into our current CAD, however it has a significant cost associated with it.**

"Digital Flip Chart" was my made up word for a software solution to a manual call processing protocol system. UCONN currently uses Powerphone EMD and is progressing toward Powerphone Total Response, which is a police, fire, EMS protocol system. The Powerphone software equivalent is called CACH (Computer Aided Call Handling). I would be interested in a solution with a proven interface with CACH or a CAD/RMS solution with its own proven call handling protocol front end.

- 10) Please clarify what is meant by "viii. Second and third alarm assignments."

Second and third alarm assignments are used to escalate calls to bring in additional resources.

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11) Please clarify what is meant by “xi. Bulletin board features.” What is the function of these “Bulletin board features” if they are a feature of your current system?

“Bulletin board features” term for a centralized repository for shared dispatcher information. A CAD solution that replaces a “pass-on” book or the like.

12) In an effort to understand the size and scope of this project, can you please provide the following regarding application installations:

- The number of CAD workstations?
- The number of mobile units out in the field? The number of mobile fire units out in the field?
- The number of RMS workstations?

(FD Response) Four Ambulances, Two Engines, One Tower, Two Special Hazards Units, One Command Tahoe, Three Chief vehicles, and Four FMO vehicles.

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The fire department apparatus is currently equipped with MDT's but does not communicate with the current CAD product. The MDT's run other support applications, unique to the fire service. It's estimated that there will 12-15 MDT users if a when a new CAD system comes on-line. AJL

There are currently 4 dispatch positions within the Communications center. The current CAD/RMS software is installed on these positions and throughout the police department. System administrators determine call-taker, dispatcher or RMS workstation. The communications manager also needs full functionality so any proposed solution should include a minimum of 5 full CAD workstations. There should also be a MDT dispatcher solution for mobile command post scenarios.

Police Mobile Units- approx. 25

RMS Workstations – approx. 40 We have regional campuses and we want then with access to CAD & RMS system

13) In reference to data migration from existing systems. Can you tell me what the back end databases are? Also is there administrator privileges to export that data or will the software vendor need to be involved.

Most likely vendor and University Information Technology Services will have to be involved.

14) Under Response Instructions, please clarify the second bullet which states “All submissions may be reviewed on a rolling basis”. Can the University elaborate on this statement? A: We may review the proposals as they are received prior to the final due date.

Not our Statement to elaborate on.

15) We request the University extend the deadline for response by two weeks to October 11, 2013 at 2 pm to allow us adequate time to provide a detailed and quality response to your RFI.

Please see the new opening date below.

***NEW* RFI OPENING DATE: October 18, 2013, 2:00 PM local time**

THE INQUIRY PERIOD FOR THIS RFI IS NOW CLOSED.

All other terms, conditions and specifications remain as per the original document.

Please acknowledge receipt of this addendum prior to the due date and time via email to michael.franklin@uconn.edu.