

November 01, 2019

**ADDENDUM #2
RP013-19**

Provision and Implementation of Police Situational Awareness and Crime Response Center (SACRC) Solution

QUESTIONS AND ANSWERS:

Q1. Exhibit C - Tab 5 Required Interfaces - Radio System Interface: In a typical RTCC installation, wireline voice console capability is enabled on one supervisory position. Is this sufficient to meet this requirement? (asked by Motorola)

A1. Minimum of one.

Q2. In regards to Addendum #1, P5 - A25, Exhibit C Pricing Workbook; The answer state that the SACRC is connected to the network. In the required hardware tab of the pricing template Network Switches/Routers are listed. What is the intended purpose of the network components requested?

A2. The County is providing the network; the Offeror is required to identify and provide the components necessary to connect to the County's network.

Q3. In regards to Addendum #1, RFP P38, paragraph 9; RFP requires signed Addendum to be included with section, however the Addendum did not include a signature page. Will one be issued, or how should Vendor acknowledge receipt of Addendum?

A3. Offerors must acknowledge receipt of addenda on the attached Firm Information Page. This form should be submitted with the technical proposal.

Q4. In regards to RFP P45, Section 11.3; Will subcontractor References be included in the required three citations?

A4. Both the prime and any Subcontractors are required to provide separate references in accordance with the RFP.

Q5. In regards to RFP P13, Section 3.3; Will VMS and Camera feeds from sources outside of the ONSSI base system require recording?

A5. Recording will only be required for evidentiary purposes as an extract from the parent VMS.

Q6. In regards to RFP P13, Section 3.3; Will these outside stakeholder camera feeds be considered view-only (no PTZ control)?

A6. View only.

Q7. In regards to RFP P14, Section 3.7; What is the resolution and frame rate of existing cameras?

A7. Variable.

Q8. In regards to RFP P14, Section 3.7; Is there a minimum resolution and frame rate required by the County for the new cameras?

A8. 5 Megapixel (MP) or higher for resolution, best frame rate available, per location.



Q9. In regards to RFP P13, Section 3.3; How many cameras in will require "Respond Mode" (live triggers for events)?

A9. All. Using video analytics tools in a variety of forms from internal and external sources.

Q10. In regards to RFP P13, Section 3.3 and Addendum #1 A13; For recorded video analytics is it correct to assume that only the specified 100 cameras (with long term video storage) will be used for this project?

A10. No.

Q11. In regards to RFP P13, Section 3.3; Are there specific use cases the county is considering for analytics?

A11. The County is looking for the Offeror to identify industry leading capabilities and their integration with external analytic engines.

Q12. In regards to Addendum #1 A1; If the County is "Not seeking a VMS platform", should the Vendor assume that the 100 additional cameras are added to the existing ONSSI platform, and that only additional licenses should be acquired?

A12. Yes.

Q13. RFP P20, Section 4.4; Please provide the approximate size information (or near-future growth potential) on the proposed databases that the Spider needs to catalogue? (County LPR, County Evidence, Fed Interface, etc) This would be to ensure optimal hardware specification for the search engine.

A13. The Offeror should identify scalability limitations with the proposed Solution.

Q14. In regards to RFP P12, Section 3.1; The Conceptual SACRC Ecosystem specifies that analytics and shot-detection exist in-cloud for Arcules and Genetec. Does the proposed solution need to have an existing provision for these features, or only the ability to add them at a later date?

A14. Integration capability(ies) should be part of the proposed platform.

Q15. In regards to RFP P17, Section 3.13; Will Gwinnett County providing the firewalls and secure routing configuration for the Private Enterprise, and Secured Partnership, relationships on this deployment, or does this responsibility fall to the vendor?

A15. The Offeror should recommend firewall placement and a routing configuration based on both experience and industry best practice. The County will work with the Selected Offeror to finalize the design as part of the SACRC implementation.

Q16. Beyond training for functional usage of the system, should vendors plan for transition to any IT operations personnel to support the system within the 60-day post implementation period?

A16. Sufficient to maintain day-to-day operations. Offerors should identify all available training and associated pricing.

Q17. Will on-going fully managed services be requested for the solution (infrastructure, applications, SaaS, end-user help desk) beyond a 60-day post implementation period?

A17. The Offeror should propose an option for fully managed services and include all related costs in the Pricing Workbook.

Q18. Is there an existing Change Management process that vendors must comply with to deploy, enhance or maintain the proposed system?

A18. The Offeror is required to comply with the County's Change Management process to be provided to the Selected Offeror.

- Q19. What mobile device management software should vendors assume will be made available to secure the part of the solution that needs to run on mobile devices?
A19. The County is currently upgrading to NetMotion v.11.7. Smartphones and/or tablets (IOS/Android) must be FIPS compliant.
- Q20. What endpoint management software should vendors assume for analyst desktop devices?
A20. Altiris.
- Q21. If deploying solution on-premise at Gwinnett, can vendors assume that CJIS-compliant infrastructure security controls will be made available to deploy the solution?
A21. Yes.
- Q22. Will system backup/recovery and disaster recovery framework be provided to vendors as infrastructure to support the vendor solution? If so, please provide a description of the configuration
A22. Although the County has internal backup/recovery and disaster recovery processes, the proposed SACRC Solution should include recommendations on its preferred backup/recovery and disaster recovery procedures.
- Q23. Will Security Operations Center management and resources be provided (if on-premise)?
A23. No.
- Q24. Will vendors be allowed to provide Remote Access Management for maintenance/support? Are there any residency requirements or policies that need to be considered for system support?
A24. Yes, in accordance with the County's remote access security protocols which allows for VPN access only (to be provided to the Selected Offeror).
- Q25. Will Systems administration, Network administration support (DNS configuration, proxy/reverse proxy setup, firewall rulesets, etc....) when integrating with Gwinnett on-premise data and systems?
A25. Yes.
- Q26. Will vendors be provided with data archival and retrieval policies that need to be adhered to?
A26. The County will provide the Selected Offeror with the required practices as part of implementation.
- Q27. Is there any enterprise identity management in place that vendors will need to use for authentication and access controls to the proposed solution?
A27. Microsoft Active Directory.
- Q28. In section 5.6, it states the offerer is required to integrate into 25 existing Gwinnett County video surveillance systems. Please provide a list of the 25 systems we need to integrate to.
A28. The 25 cameras specified in the RFP are to be defined to the County's existing OnSSI environment. The concept of the Universal Viewer is to integrate with disparate VMS systems.
- Q29. In Exhibit A, section CRC-12 states: "The system provides display of disparate data elements available to it, but without correlation." Please define the disparate data elements, i.e. Camera location, Alarm points, Amber locations, etc.
A29. The County is asking Offerors to identify the capabilities available in the proposed Solution to correlate disparate data elements from a variety of sources.

ATTACHMENTS:

- Firm Information Page (to be submitted with technical proposal)

