



September 26, 2025

**Addendum #1  
RP028-25**

**Provision and Implementation of a Unified Crime Intelligence Platform on a Multi-Year Contract**

**Revisions**

**R1. The due date has been revised. Proposals must be returned in a sealed container marked on the outside with the Request for Proposal number and Company Name. Proposals will be received until 2:50 P.M. local time on **October 7, 2025** at the Gwinnett County Financial Services - Purchasing Division – 4th Floor - Nash Building, 75 Langley Drive, Lawrenceville, Georgia 30046.**

**Questions**

- Q1. Contract Duration - The request for proposal references a “multi-year contract” but does not specify the exact duration (see request for proposal Page 1). Exhibit C – Pricing Response Workbook appears structured for a 5-year term. Please confirm the intended contract length (initial term and renewal options, if any).**
- A1. The services to be performed under this Agreement shall commence on upon execution. The initial term of this Agreement shall be through December 31, 2025. This Agreement shall terminate absolutely and without further obligation on the part of the County at the close of the calendar year of execution and at the close of each succeeding calendar year of renewal, if renewed. This Agreement shall be automatically renewed upon the same terms and conditions unless the County terminates the Agreement on the day of the close of the calendar year in which it was executed or within sixty (60) days after the day of the close of the calendar year of execution or of each succeeding calendar year for which it may be renewed, for a total lifetime obligation of sixty (60) months.**
- Q2. Technical Architecture – Page 12, Q3.1 requests a description of how the solution would be accessible to County users, “external users,” or “non-users”. Please clarify what is meant by non-user access. Does this refer to individuals outside of the County’s network who are not licensed users but may still interact with the system in some way?**
- A2. Non-users are defined as any individual(s) who don’t have a log-on or subscription but have access to information such as a public facing dashboard. If not applicable, please state N/A.**
- Q3. User Management – Page 13 Q3.6 requires an explanation of user management and notes that “general public access to the system must not require licensing”. Please clarify what is meant by general public access in this context. Specifically, does this refer to anonymous users, authenticated but non-licensed users, or members of the public interacting with specific features or datasets?**
- A3. General public refers to members of the public having access to information but don’t have a log-on or subscription. If not applicable, please state N/A.**
- Q4. Solution Rehosting – Page 23, Q3.117–Q3.125 - This section asks service providers to describe rehosting to new server environments; however, the intended scope for the solution is cloud-based, service provider-managed solution. Is the intent for service providers to describe their cloud migration and update processes as equivalent, or is the expectation to respond as “Not Applicable”?**
- A4. If updates to the solution will be imperceptible to the end users and will not require any intervention or participation from DoITS or departments, then mark as Not Applicable or N/A. If the update process is perceptible or requires intervention, please describe what impacts to end users and interventions required by DoITS or the departments.**

Q5. Terms and Conditions – Page 50 is a sample contract form with a signature page. Please confirm that service providers are not required to sign and return this form at the proposal stage, and that it is provided only for review?

**A5. Confirmed.**

Q6. DoITS Requirements – IT-3 (Disaster Recovery & Business Continuity). Page 19, Q3.71 requests service provider's' Disaster Recovery (DR) plans and failover testing procedures. Please clarify the County's DR/BC operational requirements. For example, are there specific Recovery Time Objectives (RTOs), Recovery Point Objectives (RPOs), or other standards from DoITS (sometimes referred to as IT-3) that service providers must meet?

**A6. The County expects a 99.99% uptime from service providers. Any deviation from this standard from a service provider would need to be explained for consideration. The County expects an RTO time of no more than 1 hour and RPO time of no more than 15 minutes. Any deviation from these requires an explanation from the service provider as to why these are unable to be met. If these times are unable to be met, please provide RTO and RPO times that can be met and examples within the last twelve months of meeting the provided RTO and RPO times, or explanation of how the ability to reliably meet these standards has been confirmed.**

Q7. Integration Scope. The request for proposal Pages 20-21 requires integration with multiple systems (RMS, CAD, JMS, Axon, Flock, etc.) for both GCPD and GCSO. Please confirm whether these integrations will be implemented once in a unified platform serving both departments, or if separate instances and integration work will be required for each agency.

**A7. Each department will require its own platform with integrations.**

Q8. Will the County accept a proposal with multiple integration packages?

**A8. Yes.**

Q9. What is the order of precedence between the Multi-Year Service Provider Contract on Page 47 of the request for proposal and the General Instructions for Vendors, Terms and Conditions?

**A9. The Multi-Year Service Provider Contract will be first in order of precedence.**

Q10. What is the process for renewal after the base contract period?

**A10. See A1.**

Q11. Can the County confirm that each of the following is required?

- Bid Bond
- Payment Bond
- Performance Bond

**A11. Bonds are not required.**

Q12. What is the County's timeline look like for this project? When will the decision be made?

**A12. It is expected to award the proposal by the end of the year, with implementation beginning in early 2026 and project completion by the end of 2026.**

Q13. Is this project already budgeted for? There was an estimated budget listed of 500k to 2 mil and I wanted clarity on if this was for a year or all 5 years?

**A13. There is approved funding for this project. The County expects each service provider to proposal a competitive price. Award will be made to the highest scoring service provider.**

- Q14. A service providers pricing model is per sworn officer count and dispatchers. Please confirm that 1,800 users is an accurate count. If not, please provide the correct count.
- A14. 1,800 is the anticipated user count for both departments combined, with the following breakdown of users: Police Department – 1,100, Sheriff’s Office – 700. Authorized personnel breakdown for each department: Police Department – 1,075, Sheriff’s Office – 647.**

Acknowledge receipt of this addendum on Page 38 of the proposal document.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dana Garland".

Dana Garland, CPPB, FOII, NIGP-CPP  
Purchasing Manager