

ADDENDUM 1



Forsyth County

Request for Qualifications and Proposals

Consulting Services for Public Safety Radio Communications

Qualifications and Proposals Will Be Received Until

****Date Change****

12:00 Noon, Tuesday, April 17, 2018

at

**City/County Purchasing Department
City Hall Suite 324
101 North Main Street
Winston-Salem, NC 27101**

March 27, 2018

Please acknowledge receipt of this Addendum and include with your proposal.

Company

Authorized Signature

Date

Clarifications/Questions/County Responses

As stated above the due date for proposals has been changed to: **12:00 Noon, Tuesday, April 17, 2018**

1. All proposals should be returned in a sealed container or opaque envelope containing one original proposal (please mark document as original) showing original signatures and seals and two (2) printed copies and one (1) digital copy of the complete proposal including the pricing structure, marked Consulting Services for Public Safety Radio Communications. - Page 4
 - A. **Can the one digital copy of the complete proposal be sent on a CD or does it have to be a USB? Electronic copy on CD or USB Thumb drive is acceptable**
2. The Public Safety agencies for both the City and County also work in close association with the Town of Kernersville in an interoperable communications arrangement. Kernersville owns their own single site, 10 channel, 800 MHZ trunked radio system and are presently in the final stages of P25 conversion. – Page 5

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- A. Is the Town of Kernersville 800 MHz trunked radio system a Motorola or Harris system? Kernersville currently employs a Motorola 4.1 system and they are actively upgrading to Motorola P25 system
- B. Is the Town of Kernersville using a consultant for the implementation of their 800 MHz system? If so, which consultant are they working with? Kernersville retains the services of a local consultant, Al Linker. His contact email is a.linker@windstream.net. Winston-Salem/Forsyth County does not know the extent of his involvement in the P25 upgrade

11. Analysis and mapping of current system coverage, Identify coverage gaps including in building deficiencies – Page 6

- A. Does the City/County have a list of key or designated buildings in which they would like to assess coverage gaps or deficiencies?

Reply: The coverage gap analysis is intended to determine whether or not we will need another tower site anywhere to provide the same coverage as in our present radio system via the utilization and analysis of system propagation maps on file.

- B. Would the City/County like the consultant to perform coverage testing in-building as part of Phase I?

See # 12 answer

12. Establish Bi-Directional amplifier needs with recommendations – Page 6

- A. As consultants, we have incorporated in-building coverage requirements into RFPs for our clients to purchase new LMR systems. In order to establish the needs for BDAs with recommendations, please let us know if it is for all buildings throughout the County or just certain ones? If just a few, please provide their names and sizes. Furthermore, in order to really know which building(s) needs BDAs, we believe in-building coverage testing will be a much more efficient and accurate approach. Does the City/County want the consultant to perform in-building coverage testing? If yes, for which buildings?

Response: The analysis of Bi-Directional Amplifier needs, as asked for in phase I, at this time is restricted to the buildings/properties owned by the City/County in the downtown metropolitan area of Winston-Salem along with the two Trauma Hospitals and 3 remote police headquarters in the City. The intent of the requested analysis is for the City/County to discover if there is sufficient in building coverage for hand held radio devices to properly operate when changing to P25 signaling technology which will allow the City/County insight into the need to purchase such amplifier technology for the new system. If any vendor feels that in-building coverage testing is the proper method to determine what is requested, then the respondent's pricing should reflect this effort's cost and the task should be noted in the bid response. At this time there will be a total of 11 structures, several of which have no deficiencies in coverage using the existing radio system but should be noted in the assessment as well. There will be 2 trauma center hospitals, 6 multi story (up to 6 floors) office buildings in the downtown area, and 3 single story office buildings.

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5. Additional Miscellaneous Questions

A. Has the City/County allocated funding for this effort?

B. Does the City/County have a budget set or a cost expectation for this RFP?

A & B Reply: the City and County have an agreement to fund the project. Budget figures will be determined by the successful respondent pricing.

1. How many non-public safety agencies will be participating in the new radio system?

14 Non Public Safety Agencies

2. Will you provide a list of the non-public safety agencies to us, prior to the RFP submittal date?

Winston-Salem / Forsyth County Schools, Utilities, Winston-Salem Streets, Winston-Salem Sanitation, Winston-Salem Vegetation Management, Winston-Salem Recreation Maintenance, Winston-Salem Property Maintenance, Winston-Salem DOT, Tanglewood Park, Forsyth County Parks & Recreation, Forsyth County MIS, Forsyth County Health Department, Forsyth County General Services,

3. Does the PSAP analysis required in Phase I include 9-1-1 equipment and call taker operations?

No, the analysis is just to determine radio console functionality and individual needs from the PSAP perspective that might need to be included in the new radio system

4. Bi-directional amplifiers: Is it your intent to provide BDAs for city/county facilities only? Approximately how many facilities will the consultant be expected to assess? Are there any other classes of buildings to be included (malls, schools, etc.)? If so, approximately how many?

Response: The analysis of Bi-Directional Amplifier needs, as asked for in phase I, at this time is restricted to the buildings/properties owned by the City/County in the downtown metropolitan area of Winston-Salem along with the two Trauma Hospitals and 3 remote police headquarters in the City. The intent of the requested analysis is for the City/County to discover if there is sufficient in building coverage for hand held radio devices to properly operate when changing to P25 signaling technology which will allow the City/County insight into the need to purchase such amplifier technology for the new system. If any vendor feels that in-building coverage testing is the proper method to determine what is requested, then the respondent's pricing should reflect this effort's cost and the task should be noted in the bid response. At this time there will be a total of 11 structures, several of which have no deficiencies in coverage using the existing radio system but should be noted in the assessment as well. There will be 2 trauma center hospitals, 6 multi story (up to 6 floors) office buildings in the downtown area, and 3 single story office buildings.

The first paragraph in the *Forsyth County ADVERTISEMENT FOR BIDS/Consulting Services for Public Safety Radio Communications* states "To obtain the complete proposal document or receive instructions for submitting proposals...".

Q1.To what proposal document does this refer? **Response** This Proposal

Q2.Are there instructions for submitting proposals in addition to the 12-page *ADVERTISEMENT FOR BIDS/Consulting Services for Public Safety Radio Communications* document? **Response instructions for submitting the document are included within the document.**

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The “*Familiarity with Laws and Ordinances*” section and the “*By signing below the Service Provider agrees to the following:*” section of the RFP each refer to “*Franchise Holder*”.

Q3. Does “Franchise Holder” mean the same as “Service Provider”? **Response The word Franchise Holder is an error and should say service provider.**

The section “*INSTRUCTIONS TO PROPOSERS/INTRODUCTION*” states “*The proposer must return the RFP with all information necessary to properly analyze the proposer’s response in full.*”

Q4. Does the County require the proposer to include in its proposal a copy of the entire RFP? **Response whatever information the business deems necessary to properly analyze the proposer’s response in full.**

The following requirements (numbered 1 through 3 below) are enumerated in Phase I of the RFP.

1. “*Frequencies available and identify non trunked needs as appropriate*”

Q5. Can the County be more specific about this requirement? **See answer to Q7**

Q6. Is the County referring to existing licenses? **See answer to Q7**

Q7. How does this pertain to identifying “*non trunked needs*”? **The intent is for the successful consultant candidate, during the departmental needs assessment, keep in mind the status of EXISTING licenses, and what the licensed purpose can provide to the department, if solutions to specific needs can be found in RF technology that we are currently licensed for.**

2. “*Catalog list of FCC licenses and assess their current status*”

Q8. Does this requirement refer to cataloging only existing County/City licenses? **Yes**

Q9. Is the County looking for specific “status” information other than active versus expired? **No**

3. “*Detailed analysis of all frequencies to identify opportunities or shortcomings*”

Q10. Does this requirement pertain to existing licenses? **Yes, existing licenses**

The County’s description of Phase II requirements includes the following: “*All infrastructure needed including site equipment, facilities upfit, radio repeaters, microwave radio, antennas, dispatch equipment, mobile and portable radios and accessories as needed, licensed frequencies needed, all peripheral and ancillary equipment needed to build, install and operate a City/County wide communication system.*”

Q11. By “*licensed frequencies needed*” does the County mean only the number/type/band of such frequencies? **That is correct**

The *Background* section of the RFP states: “*Primary purpose of the system is to provide voice communication to our Public Safety partners while providing an alternate service of data delivery for our City/County Fire Department Alerting System.*”

Q12. What is the primary service of data delivery for the City/County Fire Department Alerting System? **The alternate data delivery service referred to is sending data to the remote terminal units in the current Motorola FSA3000 fire alerting system**

Q13. In Phase 2, is the County requesting the consultant to do a conceptual design and budgetary estimate for any new Fire Alerting system in addition to the P25 system, or only to include the design and costing for any integration of a new Fire Alerting system into the new P25 system? **The intent of Phase 1 Asks for suggestions for a replacement Fire Alerting system. This would be a suggestion based upon the professional knowledge of the respondent as it applies to Fire Alerting systems currently on the market. Note the word “suggestions” in Phase 1 No. 14. The City/County is not seeking design/engineering services for a new fire alerting system, more-so**

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what technology concepts are available. However, if, in the consultants professional opinion, the best solution for the City/County would be a system delivered over the new P25 radio system, best effort cost estimates would be required in the response.

The *Objective* section of the RFP states "...immediate needs including Fire Department Alerting solutions..." and refers to "...*Triad Regional systems*...".

Q14. Will the fire alerting system remain operational until implementation of the P25 system, or will the Fire Alerting System require replacement/upgrade sooner than implementation of the P25 system? **The Fire Alerting System will remain operational until the final cutover to P25. Depending on a selected replacement Fire Alerting system, the new system could possibly begin prior to cutover to P25**

Q15. Is the Triad Region composed of Winston-Salem, Greensboro, and High Point? **YES**

The fee schedule section states "*Respondents shall submit a flat not-to-exceed rate for each phase of the project.*"

Q16. By "*flat not-to-exceed rate*" does the County mean a not-to-exceed cost or does it mean not-to-exceed hourly rates? **The intent is Not-To-Exceed-Cost**

The *Evaluation* section, in number 5, *Cost*, refers to "*the Township*".

Q17. To what Township does this refer? **Disregard the reference to Township, should read "City/County".**

What departments comprise the "*Winston-Salem Governmental Non-Public Safety Departments*"?

Winston-Salem / Forsyth County Schools, Utilities, Winston-Salem Streets, Winston-Salem Sanitation, Winston-Salem Vegetation Management, Winston-Salem Recreation Maintenance, Winston-Salem Property Maintenance, Winston-Salem DOT

Q18. What departments comprise the "*Forsyth County Governmental Non-Public Safety Departments*"?

Tanglewood Park, Forsyth County Parks & Recreation, Forsyth County MIS, Forsyth County Health Department, Forsyth County General Services,

Q19. What are the names of the current (prime and remote) radio sites?

Winston Tower, Fairlawn Road, Palmer Lane, Kernersville, Walkertown, Old Richmond, Lewisville, Clemmons

Q20. What are the names and locations of the dispatch centers?

City Public Safety Center, County Public Safety Center, Airport Dispatch, Beaty Backup Center

Q21. How many radio dispatch positions are in the system at each dispatch location?

City: 8 Sheriff: 5 County Fire/Ems 8

Q22. How many fire stations currently are using fire station alerting? **50**

Q23. Will the number of fire stations requiring fire station alerting change when the new system is implemented? **No**

Q24. Does the County expect that Phase 2 will commence immediately upon the conclusion of Phase 1?

Yes

Q25. Will the consultant be given a single point of contact for the project or will there be multiple points of contact? For example, will there be a single County/City point of contact, or a point of contact for the County and a separate point of contact for the City, etc.

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Yes, the single point of contact will be the Manager of Forsyth County Interagency Communicaitons.

Q27 By whom is the current system maintained? **Motorola Solutions, Inc**

Q28 Does the County have any goal to expand operations to include additional agencies or outside entities? **No plans to extend operations at this time**

Q29 How many physical locations will the consultant need to visit (RF Sites, Dispatch, Fire/EMS nodes, NMS nodes, Control Station locations, etc.)? **8 RF sites, 3 primary 911 dispatch sites, 2 backup 911 dispatch sites, 1 City Fire Station, 1 County Fire station, 3 City Police district headquarters.**

Q30 How many agencies will the consultant have to interface with (City agencies, County agencies, Critical Interop partners, etc.)? **14 Non Public Safety Agencies (City and County), 7 Public Safety Agencies (City and County)**

Please identify how many Winston-Salem Governmental Non Public Safety Departments and Forsyth County Governmental Non Public Safety Departments use the system and will need to be included in the interview process. **Response: There are 28 departments/agencies that will need to be interviewed.**

How many total portable and mobile radio users are on the system? **Response: Last inventory there were 3,712 mobile/portable units belonging to Winston-Salem/Forsyth County and an additional approximately 5,000 interoperable roamer id's issued to public safety agencies across North Carolina.**

Does the City/County have inventory records and as-built documentation/system diagrams of the existing radio system? **Response: The City/County maintains the complete set of as-built documents that accompanied the existing radio system**

How does the City/County perform fire alerting in the current operational environment **Response: Presently the City/County utilizes the Motorola FSA3000 platform fire alerting system**

Do the City/County require site surveys of all 8 sites in the current system, or will a representative sample suffice? **Response: Surveys of all 8 sites will be required to identify any major deficiencies, if any, that would warrant considerable capital expenditures to enable the proper functioning of the new P25 network.**

Does the County have a target list of buildings experiencing in-building coverage issues **Response: The analysis of Bi-Directional Amplifier needs, as asked for in phase I, at this time is restricted to the buildings/properties owned by the City/County in the downtown metropolitan area of Winston-Salem along with the two Trauma Hospitals and 3 remote police headquarters in the City. The intent of the requested analysis is for the City/County to discover if there is sufficient in building coverage for hand held radio devices to properly operate when changing to P25 signaling technology which will allow the City/County insight into the need to purchase such amplifier technology for the new system. If any vendor feels that in-building coverage testing is the proper method to determine what is requested, then the respondent's pricing should reflect this effort's cost and the task should be noted in the bid response. At this time there will be a total of 11 structures, several of which have no deficiencies in coverage using the existing radio system but should be noted in the assessment as well. There will be 2 trauma center hospitals, 6 multi story (up to 6 floors) office buildings in the downtown area, and 3 single story office buildings.**

Please confirm that Phase II is to be completed 90 days following completion of Phase I. **Response:**

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Phase II is requested to be completed in 90 days. If for some reason it is determined that 90 days is completely insufficient, any or all respondents may take exception to this requirement.

We request the County accept pricing for Phase IV as an optional Time and Material estimate, or provide a target number of hours for consistency across proposals, since the amount of implementation support may vary greatly and cannot be estimated accurately until conclusion of Phase III. **Response: Any respondent may take exception to whatever they feel the need to. The City/County is seeking candidates that have performed this task, preferably multiple times, and have knowledge of the processes required to complete this Phase. Please note that the word management in Phase IV is to be changed to OVERSIGHT and as such, the City/County feel that a qualified respondent will have insight into how much time will be required and be able to submit a not-to-exceed quotation for this phase. The City/County cannot estimate a “target number of hours” as speed and amount of work produced varies greatly by the talents and professionalism of each vendor and “estimating” time could be a disability to some respondents or an advantage to others.**

Page 9, Fee Schedule, references a “Proposal Cost Form.” Is there a form missing from the RFP **Response: The proposal cost form is intended to mean the Form or Document that each vendor uses to submit their own costs of services in their bid submission. It is not a prepared document from the City/County**

We respectfully request a one-to-two week extension of the due date, to allow adequate time to prepare a thorough proposal. **Response: As indicated in the 1st page the RFP - due date is changed to 12:00 Noon, Tuesday, April 17, 2018.**

Fire Station Alerting: Is the County seeking the consultant to develop specifications for a. Connectivity 800 MHz/IP wireless controllers for sending messages to the station houses OR b. A replacement including design of all relays including lights, signs, audio speakers? The latter may require a comprehensive visit of the fire stations. **Answer: Section 14 of Phase 1 description is intended for the respondent to offer professional advice , recommendations and estimated pricing of comparable types of Fire Alerting systems available with today’s technology, based upon the understanding of our present FSA3000 platform currently in use using the professional knowledge of the respondent. The intent of the spec is not for the respondent to design a complete system, rather to offer guidance on the pricing of similar systems to assist the decision makers with City/County with understanding the capital expenses faced when fire alerting is replaced.**

2. Does the County require the consultant to develop specifications for other systems related to radio operations such as computer aided dispatch (CAD), logging recorders, etc.? **Answer: No**

3. How many distinct public safety and governmental agencies does the County expect to be assessed/interviewed? **Answer: 14 Non Public Safety Agencies and 7 Public Safety Agencies**

4. What level of documentation does the County maintain on all existing land mobile radio subsystems (e.g., network controllers, remote site network equipment, network architecture designs, traffic usage statistics, backhaul radios, antennas, combiners, dispatch consoles, HVAC, UPS, operations and maintenance information)? a. Are these files current and comprehensive? b. Are these files available in electronic formats? **Answer: The Radio System Management office has complete As-Built information on the entire system. The information is dated but current as the entire system is dated. Most all information is electronic in one form or another. All of which may be shared with the successful respondent when needed.**

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5. Does the County maintain detailed subscriber inventory information radio vendor, make, serial number, software load, channel plan, etc.) or is the selected vendor expected to physically gather information on the County's subscriber radios? **Answer:** The radio management office maintains an accurate and up to date inventory of radio equipment, subscriber id, template information where applicable. The model and OEM information is mainly only 4 different models of subscriber equipment from one manufacturer, and as such, is not defined for every radio, only the most recent models purchased in the last couple of years. The vendor will not be responsible for inventorying agencies current subscribers as this information is available from the master subscriber list.

6. The RFP states: "The consultant shall develop a detailed project plan with key milestones and timelines describing the work to be accomplished in accordance with vendor input and Winston-Salem/Forsyth County timelines" Does the City/County anticipate the consultant will be the lead project manager for the overall project during the implementation phase, managing and directing the efforts of the vendor and City/County representatives? **Answer:** The addendum should address this as our intent of the first sentence in Phase IV description will be changed to read "the consultant will be tasked with OVERSIGHT of the installation portion of the project ". The City/County realizes that the successful radio system equipment vendor, at that point, will employ a Project Manager for their system replacement installation portion and the consultant will assist the vendor when needed with planning and/or support of this portion of the equipment installation, oversee project time line and act as a technical liaison between the City/County and the equipment vendor representing the interests of the City/County.

Fire department Alerting System – How many stations does the current City/County trunked radio system support? **50 Fire Stations**

Does the Fire Station Alerting study include the in-building alerting systems (i.e., speakers, amplifiers, other enhanced features) that may exist and interfaced to the current City/County trunked system? **The intent of Phase 1 Asks for suggestions for a replacement Fire Alerting system. This would be a suggestion based upon the professional knowledge of the respondent as it applies to Fire Alerting systems currently on the market. Note the word "suggestions" in Phase 1 No. 14. The City/County is not seeking design/engineering services for a new fire alerting system, more-so what technology concepts are available. However, if, in the consultants professional opinion, the best solution for the City/County would be a system delivered over the new P25 radio system, best effort cost estimates would be required in the response.**

Phase IV, Item 2. During the implementation phase, the selected system vendor/contractor typically assigns a Project Manager and assumes the responsibility of providing the construction/project plan, resource assignments, timelines, budget tracking, etc. Is Forsyth County expecting the consultant to perform these tasks and be on-site throughout construction? **Response:** The addendum should address this as our intent of the first sentence in Phase IV description will be changed to read "the consultant will be tasked with OVERSIGHT of the installation portion of the project ". The City/County realizes that the successful radio system equipment vendor, at that point, will employ a Project Manager for their system replacement installation portion and the consultant will assist the vendor when needed with planning and/or support of this portion of the equipment installation, oversee project time lines and act as a technical liaison between the City/County and the equipment vendor representing the interests of the City/County.

The City/County does not expect the consultant to be present on site every day during the entire installation phase of the project. It will be expected that the consultant establish a visitation schedule appropriate to review certain parts of the installation to insure equipment is being installed according to Vendor's

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specifications and time lines as well as R56 compliance. At this time of inspection, noting deficiencies that can be corrected promptly to alleviate a large punch list of items to be corrected at the end of the project.

CLARIFICATIONS

1) Page 10 section 5

Any reference to “Township” should be deleted and substituted with “City/County “

See below as it is written

5. Cost Price shall be based on fees submitted with the proposal with a total amount not to exceed cost. Any services not included as part of any resulting contract scope of services must be approved and authorized by the Township before such work is initiated. The Township shall pay for such approved services at the rate or cost agreed upon between the Township and vendor, provided the respondent has provided a schedule of fees for additional services with this RFP.

Phase IV: CHANGE MANAGEMENT to be OVERSIGHT

Upon selection and project purchase, the consultant will be tasked with management of the installation portion of the project, including but not limited to final system acceptance testing and evaluation.

1. The consultant shall assist with the implementation planning, final system design, project management and installation support, document and manage the project scope as necessary

2. The consultant shall develop a detailed project plan with key milestones and timelines describing the work to be accomplished in accordance with vendor input and Winston-Salem/Forsyth County timelines. The project plan shall have resource assignments, dependencies, actual costs compared to budgets and all other related activities. The project plan shall track all progress and shall be updated regularly as changes occur or at the request of Winston-Salem/Forsyth County.

3. The consultant shall develop system acceptance criteria and shall ensure that each deliverable has been adequately installed or delivered in operational order. The consultant shall evaluate the performance testing criteria and monitor the performance tests for accuracy and consistency. The consultant shall provide full support and project management until the system is fully installed, operating and delivering the expected functionality for final system acceptance.