

City of Isle of Palms, SC
Request for Bids (RFB 2020.05)
IOPPD Records Management System

Addendum #1 – Answers to Questions

Item #1:

We are very interested in submitting a proposal for the Records Management System (RMS) and Court Software System RFP 2020-05. Can you please send any technical requirements/city requirements for both the RMS and Court Software that you have? And any other information to help us better apply for the RFP accurately?

Request:

Please provide additional information on the capabilities the system should have.

Answer:

Please add to your bid the costs associated with converting data from Enterpol RMS and the costs associated with an off-site back-up of all data. We will be operating on numerous computers and need to have the ability to remote access the data in the system. If you can tell us we would like to know any added costs for interfacing with LexisNexis Community Crime Mapping, SCIEx uploads, uploads to SCUTTIES, and NIBRS/SCIBRS. We would be looking for a program that allows us the ability to document incident reports, issue e-tickets (municipal and UTTS) that are interfaced with the court software, track personnel, track equipment issued to personnel, track narcotics investigations, case management, track internal affairs cases, track/fill in/print search and arrest warrants, and to track victim advocate cases. We would also need the ability to print the electronic warning tickets as well through the RMS.

Item #2:

I did see in the Submission portion that it states, "Respondents are responsible for submission of accurate, adequate and clear descriptions of the information requested" but not sure what the Information requested would be exactly? Also under the Submission Requirements it states in the 3rd paragraph, "Vendor identification and understanding for the City's Requirements"?

Request:

Please clarify the information in the submission portion of the RFP.

Answer:

The first part of the quoted information above means your company is responsible for ensuring that any information you submit as part of your bid is accurate and correct. The second part means that bids will be evaluated on more than just price.

Item #3:

Would you possibly have an estimate of how many tickets were issued last year on average?

Request:

Provide information on how many tickets were issued in 2019.

Answer:

The total number of tickets entered into RMS last year was 3204. This total includes State, City and Warning Citations. Parking Citations are not entered into our Records Management System.

Item #4:

How many OmniCourt users will there be?

Request:

Provide information on the number of users.

Answer:

The number of users will depend on what the software can do and how the tickets are uploaded into the court software from the records management system.

Item #5:

What is the population of your city?

Request:

Provide information on the population of the City of Isle of Palms

Answer:

Last reports show the population at 4,340, but the current estimation is between 4,500 and 5,000.

Item #6:

How many police officers does your city have?

Request:

Provide information on the number of positions in the police department.

Answer:

We have 22 sworn officers that would be issuing tickets and writing reports, 10 non-sworn positions that would issue municipal summons (3 would need to be able to write reports), 4 communications specialists that need access to reports (not to CAD) and 1 administrative position that handles records.

Item #7:

Any addendum/Q&A issued by City?

Request:

Provide a Question and Answers Addendum.

Answer:

This document will serve that purpose.

Item #8

Can city consider extend of due date by one week?

Request:

Can there be an extension to the deadline?

Answer:

No.

Item #9:

Does vendor need to separately provide Record Management system (RMS) and court software system?

Request:

Does the vendor need to provide two separate bids for two pieces of software?

Answer:

Best practice would be that there is one bid since it was built into the budget that way. But we would prefer to see two separate pieces of software.

Item #10:

Does City need both system combine in a single software?

Request:

Does the vendor need to provide both systems in a single piece of software?

Answer:

Not necessarily, but it would be helpful. If not, then the two software programs must be able to communicate with one another without duplicated efforts of entering tickets in both software as well as being able to upload to SCUTTIES, integrating with JEMS, and any other interfaces needed for the court. The system must also interface with LexisNexis Community Crime Mapping and SCIEx and must be able to meet SCIBRS and NIBRS requirements. Enterpol data conversion is also required.

Item #11

Does City prefer SaaS/Cloud based product or city is looking for on-premise products?

Request:

Would the city prefer to host its own product, or have it hosted in the cloud?

Answer:

We are not necessarily dedicated to one more than the other but would prefer cloud based. We would also like for an off-site back-up cost included in the proposal. The software/program would also need to be able to be accessed remotely from a police MDT.

Item #12

How many users license city is expecting?

Request:

How many licenses will be needed for the software?

Answer:

The answer to this would depend on how each bidder is doing licenses. If one is needed for all personnel that access the software then the Police Department would include 30 users as well as two users for the Court.

Item #13

What is the budget for this RFP?

Request:

Please share information regarding the budget for this RFP.

Answer:

The city has budgeted \$30,000.00 to purchase a new RMS for the Police Department and new court software.

Item #14:

In Pricing “Pricing should include all costs related to the software, required hardware, conversion of existing data, installation, training, final implementation, recurring fees, and convenience costs.” – Are you looking for a one-year pricing or multi-year pricing?

Request:

Please clarify the pricing requirement.

Answer:

This is based on the start-up cost and the annual cost after that.

Item #15

Due to recent Covid-19, can we submit soft copy submission through email/city portal?

Request:

Does this RFP require a physical submittal?

Answer:

It does require a physical submittal, though electronic copies in addition to a physical submittal may be sent to Assistant Administrator Ron Hanna at rhanna@iop.net.

Item #16

What is the start date of the project?

Request:

What is the start date of the project?

Answer:

This will depend on the selected RFP and how long it takes to execute the contract afterwards.

Item #17

What are different sources of records input in the new RMS?

Request:

Where do the inputs for the new RMS come from?

Answer:

The police department is looking for a software that can maintain incident reports, traffic collision reports, tickets (e-tickets for SC UTT, Municipal Ordinance Summons, SC Public Contact/Warning Tickets, and Municipal Warning Tickets), search warrants, arrest warrants, victims advocate case management, investigations case management, internal affairs case management, use of force reporting, pursuit reporting, personnel (administration), equipment issued, training records, and daily forms (tow slips, victim's forms, etc.).

Item #18

How much is the data/records we need to migrate to new system?

Request:

How much data needs to be migrated into the new RMS?

Answer:

45,000 records for Court software, as well as all records for the existing Police Department RMS.

Item #19

What are different archive/importing data formats?

Request:

What format is the data currently in?

Answer:

The data is currently in multiple data-types.

Item #20

Does city looking for digital signature option?

Request:

Would the city like to utilize digital signatures within the RMS and Court software?

Answer:

Yes, this is a requirement for the Court software and would be beneficial for the RMS as well.

Item #21

Does city needs to integrate with any third party application/software?

Request:

What other systems does the RMS need to integrate with?

Answer:

JEMS, SCDMV, LexisNexis Community Crime Mapping, SCIEEx, and potentially interfacing with CAD from Charleston County Consolidated Dispatch's Records Management System.