



## **ADDENDUM II**

**SUBJECT:** Request for Competitive Sealed Proposals – Online Reporting System with Maintenance and Support for SAPD, (RFCSP 24-120, 6100017295), Scheduled to Close: June 11,2024; Date of Issue: May 10, 2024

**FROM:** Denise Gómez-Esquivel, C.P.M., CPPB  
Procurement Administrator

**DATE:** June 13, 2024

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED  
REQUEST FOR COMPETITIVE SEALED PROPOSALS**

**THE ABOVE MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY  
AMENDED AS FOLLOWS:**

- 1. MODIFY:** The submission deadline has been extended to **June 24, 2024, 11:00 a.m. CT.**

**QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS ON  
COMMUNICATION:**

Question 1: How many users will be administering the proposed solution?

Response: We anticipate five (5) users.

Question 2: How many users will be making/reviewing submitted reports?

Response: We anticipate one (1) user from the Communications – Expeditor Team.

Question 3: Is Mark43 a cloud application?

Response: Yes.

Question 4: Is Mark43 a cloud application?

Response: Yes.

Question 5: If Mark43 is local, does it utilize a SQL Backend?

Response: The Mark43 uses a Microsoft SQL Server (MSSQL) Database.

Question 6: If Mark43 is cloud, can the service limitation and API documentation be provided?

Response: If the vendor is selected, the City will put them in the contract with Mark43 for all API relevant information. There may be costs for utilizing Mark43 APIs.

Question 7: Does SAPD have internal resources who can provide assistance with the API?

Response: Yes.

- Question 8: Will SAPD arrange to have Mark43 support and assist with integration?  
Response: Yes if there are questions that we are not able to answer. There may be a cost for professional services from Mark43 that will need to be covered by the vendor.
- Question 9: Will this be a two-way integration or a one-way integration?  
Response: This is a one-way integration.
- Question 10: Will data/images only be sent from the proposed solution to Mark43?  
Response: Yes.
- Question 11: Will data be sent from Mark43 to the proposed solution?  
Response: No.
- Question 12: Is Central Square a cloud application?  
Response: No.
- Question 13: If local, does it utilize an SQL Backend?  
Response: Yes.
- Question 14: If cloud, can the service limitation be provided, can API documentation be provided?  
Response: There is API, with the cost associated.
- Question 15: Does SAPD have internal resources who can provide assistance with the API?  
Response: Yes, but we are not sure what you need to do with API so it will need to be evaluated.
- Question 16: If not, will SAPD arrange to have Central Square support and assist with integration.  
Response: Yes, at a cost.
- Question 17: With the understanding that CJIS requires certain JMS data to be housed in On-Premises solutions only, is it a requirement to propose a locally installed solution or can a Cloud solution be proposed?  
Response: Not CJIS, just PII, if there is one-way flow of information.
- Question 18: Can an overview be provided on Attachment J if it is to be completed?  
Response: If you are providing a cloud-based solution then a proper Cloud IT security questionnaire needs to be completed and submitted.
- Question 19: Our solution will not translate responses; will this eliminate our solution from contention?  
Response: It will not eliminate the vendor from competition, but it may affect the selection.
- Question 20: Point 4.9 of Attachment C states the solution must support multiple concurrent users, our solution requires a reserved licensed for each user logging into the solution (This does not include the submitter of the E-Form). Will this eliminate our solution from contention?  
Response: No.
- Question 21: 4.22 of Attachment C asks for a test Environment. Is a segmented and separately permissioned area in a cloud configuration acceptable for testing and development or is another full cloud instance required?

Response: It can be segmented.

Question 22: 3.7 of Attachment C asks for a solution for reporting based on state law requirements. Can those requirements be implicitly defined and distributed?

Response: Please refer to Texas Government Code, Chapter 552 for public records to include the Public Information Act.

Question 23: 3.14 of Attachment C asks for a solution for system generated ID in format specified by SAPD, can the format be provided?

Response: We prefer to have the capability to change the format. Current format is "SAPD" + 2-digit year + 6-digit number. We also want to start the 6-digit sequence at the number of our choice. We would prefer it to be customizable.

Question 24: 4.11.1 - 4.11.2 of Attachment C asks for a solution for up time of greater or equal to .9999, please confirm this only applies to cloud systems?

Response: No. We will consider all solutions/vendors, but we prefer .9999.

Question 25: 4.14 of Attachment C asks for solution that does full system back-ups, please confirm this only applies to cloud systems?

Response: No. We will consider all solutions/vendors, but we prefer full back-ups.

Question 26: 4.41 of Attachment C asks for solution for address validation with GIS. Does this refer to where the form is being completed from or validating and entered address?

Response: Validating the entered address.

Question 27: 4.43 of Attachment C asks for a solution that allows for comparison reports, can more detail be provided?

Response: Solution should compare data between systems, ensure data fields map accordingly and quality assurance on quantitative data, consistency in user entries and errors.

Question 28: 5.1 of Attachment C asks for a solution to proactively inform citizens of changes in the system, is this a reference to displayed message when someone loads the E-Form to submit a report?

Response: The solution should notify citizens of status changes of report.

Question 29: 6.8 of Attachment C asks for the vendor to provide a certification system for testing and passed, can SAPD provide any existing documentation for similar implementations SAPD has gone through?

Response: SAPD does not have any existing documentation to share at this time.

Question 30: Are the CAD-related requirements listed in Attachment C go-live critical or could the interface be developed after implementation?

Response: We would prefer if this functionality is available from the beginning.

Question 31: We understand that SAPD is currently using a Mark43 RMS but will be moving to a new RMS soon. Will the chosen citizen online reporting tool need to interface with the Mark43 RMS and then move to the new RMS?

Response: Yes, if we move away from Mark43 then the Online Reporting will need to interface with the new RMS. However, this is not in the scope of this solicitation.

Question 32: Please clarify the RFP number. It has also been listed as 23-126.

Response: RFCSP number is 24-120; RFx 6100017295.

Question 33: In Part A page 11, it states Mandatory Requirements and that includes Indemnification. Will the City negotiate with awarded vendor on the Indemnification clause?

Response: City seeks to contract with vendors that are willing and able to comply with the City's terms and conditions. Respondents may price their proposal accordingly. See also, Section 003 – Instructions for Respondents, Part A, Rejection of Proposals, Variances and Exceptions to Proposal Terms: In order to comply with State law, respondents must submit proposals on the same material terms and conditions. Proposals that contain material variances or exceptions to the terms and conditions, including additional terms and conditions, will be rejected.

Question 34: Please provide an accurate Authorized/Budgeted sworn count for the San Antonio Police Department.

Response: 2710.

Question 35: May the City accept modifications to the Warranty language found in the general terms?

Response: See response to Question 33.

Question 34: Although the indemnification language is non-negotiable, can we add further language that is commonly found in software agreements such as limitations of liabilities (i.e., indirect damages, caps).

Response: See response to Question 33.

Question 35: Can the following language be revisited to a longer time period. This is a short notice period.

Response: See response to Question 33.

Question 36: The provisions of this INDEMNITY are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. VENDOR shall advise CITY in writing within 24-hours of any claim or demand against CITY or VENDOR known to VENDOR related to or arising out of VENDOR's activities under this AGREEMENT and shall see to the investigation and defense of such claim or demand at VENDOR's cost. CITY shall have the right, at its option and at its own expense, to participate in such defense without relieving VENDOR of any of its obligations under this paragraph.

Response: See response to Question 33.

Question 37: Please provide the attendance sheets for the preproposal conferences.

Response: Pre-submittal sign-in sheets are attached to this addendum.

Question 38: Non-City employee Providing Program. Do any of the documents need to be completed for the RFCSP response or just on award of contract?

Response: This is informational but would be expected to be completed and submitted by a successful respondent.

Question 39: Please clarify, if you do not utilize SBEDA or VOSB your bid will be deemed disqualified?

Response: Not meeting the requirements to earn the applied 10 M/WBE and 10 ESBE Prime Contract evaluation preference points will not deem your bid non-responsive. The same applies to VOSB requirements.

Question 40: Do you have to provide a waiver or exception to the SBEDA to submit a responsive bid?  
Response: A Subcontracting Goal Waiver Request and/or Exception to SBEDA Program Requirements Request does not need to be submitted with your response to this solicitation as no subcontracting goals have been applied. Not meeting the requirements to earn the applied 10 M/WBE and 10 ESBE Prime Contract Program evaluation preference points will not deem your bid non-responsive.

Question 41: Can City accept a COI showing company's current insurance without submitting a letter from insurer provider stating provider's commitment to insure the Respondent for the types of coverages and at the levels specified.  
Response: No. The contractor will be required to submit a COI with all of the required insurance policies, assigned exposures and assigned limits.

Question 42: Attachment J Cloud Security Questionnaire is this required at the time of RFCSP response or does this only apply to the selected vendor mentioned below in 4.3.1. And does this apply to Attachment I, Exhibit 7, Exhibit 4, Exhibit 5 and Exhibit 6?  
Response: Yes, it is needed as part of the response.

Question 43: Is the City preferring a SaaS cloud solution versus a custom site with appropriate interfaces to the RMS and CAD systems with Licenses? Or can a fully customizable system with appropriate interfaces and security could be a viable solution? A customized system with no licenses to be considered?  
Response: We will consider both.

Question 44: Is the City IT team defining and approving the Security protocols and data encryption? Or is the vendor responsible for the design?  
Response: This City is responsible for approving Security protocols and data encryption and the vendor is responsible for designing.

Question 45: What is the platform of the RMS Mark43 system and CAD Systems? Are they Oracle and .NET? Or mainframe systems?  
Response: They are .NET.

Question 46: For the integration with CJIS, is mainframe in Natural / ADABAS skills required?  
Response: Mainframe is not part of this solution.

Question 47: Are you expecting Cloud storage and cloud security services to be included in the quote?  
Response: Yes.

Question 48: What will be the location where the vendor and subcontractors will work? Is it downtown or remote?  
Response: Both will be considered.

Question 49: Is a Project Manager going to be provided by the City or the Vendor must provide it?  
Response: Both the City and the vendor will have a project manager.

Question 50: Is there an expected date/time frame when the new system needs to be in place and operational?

Response: Currently we do not have an outlined timeline.

Question 51: Please describe all the Integrations required. Please provide information the application name, year deployed, version number, volume of data and type of data.

Response: Central Square Enterprise CAD and Mark43 RMS.

Question 52: What type and volume of data will need to be migrated to the new application?

Response: RTM 5.4 refers to post contract data migration, meaning once the vendor contract expires, not when the contract is issued, as a mechanism to obtain COSA data.

Question 53: What is the budget for professional services for the project?

Response: \$48,080.00 annually.

Question 54: Can we get a two-week extension for submission to June 31, 2024?

Response: New Submission date is June 24, 2024, 11:00 A.M. CT.

Question 55: Please confirm the number of City users that will require access to the system.

Response: Around 75.

Question 56: Which cloud will the application need to be deployed in? Commercial cloud or Government Community Cloud (GCC)?

Response: Government Cloud is preferred but we will consider both.

Question 57: Please describe San Antonio's expectation regarding training. For example, leader-led classroom based, just developing training materials and sharing them with the City, where they do self-paced training, etc.?

Response: SAPD Train-the-Trainer.

Question 58: Can near shore/offshore resources be utilized if those personnel are not working in the production environment and not working with actual client data?

Response: No, this solution cannot remote in from another country.

Question 59: Is utilizing organizational change management (OCM) a requirement for this project?

Response: No, this is not a listed requirement; however, vendor may submit as an option.

Question 60: Has the City seen any demos of applications that may be responding to this RFCSP? If so, which applications were viewed?

Response: The City has not seen any demos for this solution.

Question 61: Was an external firm used to support this RFCSP? If so, which one?

Response: No external firm was used to support this RFCSP.

Question 62: How critical is previous experience with the following applications in the last four years: Mark43 RMS and Central Square CAD? For example, if a vendor has not done any integrations with either of these systems, can we assume that it would have an adverse impact on the 35 points available for component?

Response: All submissions will be reviewed and scored appropriately.

Question 63: If a firm submits as a prime contractor and includes an S/M/WBE firm, how are the 20 available points allocated? Is it based on the dollar value of the work they will receive, the percentage value of the overall services bid, or another metric?

Response: When a Prime respondent is SBEDA eligible and is certified, points will be awarded for meeting the 51% scope of work requirements by adding up Prime and SBEDA eligible subcontractors' contribution to the entire contract value. If the prime is SBEDA eligible and is certified as an ESBE, they will receive ten (10) evaluation preference points. Additionally, if the prime is certified as an M/WBE, they will receive ten (10) evaluation preference points. Up to twenty (20) SBEDA points can be earned for this solicitation.

Question 64: Can a firm secure the 10 bonus points as an ESBE submitter and also secure up to 20 points for the S/M/WBE firm if they are added to their proposal?

Response: If the prime respondent is SBEDA eligible and is certified as an M/WBE and/or ESBE, points will be awarded for meeting the 51% scope of work requirement by adding up prime and SBEDA eligible subcontractors' contribution to the entire contract value. There are no points awarded to non-certified prime respondents for subcontracting to SBEDA eligible M/WBE and/or ESBE firms.

**SBEDA Eligibility:** A firm, whether responding as a prime contractor/consultant or listed as a subcontractor/subconsultant, is deemed SBEDA eligible if they meet BOTH of the following criteria:

- A firm must be certified by the South-Central Texas Regional Certification Agency (SCTRCA) as a Small Business Enterprise (SBE).
  - Additional certifications are available and sometimes necessary to earn Prime Contract Program evaluation preference points and/or to meet subcontracting requirements.
  - Please note that the City of San Antonio accepts certifications from the SCTRCA only; the WBE and MBE (ABE/AABE/HABE/NABE) certifications are awarded based on 51% ownership status. Additionally, while the Small Business Office encourages vendors to obtain other agency's certifications (Texas HUB/HUBZone, US Department of Transportation DBE, SBA 8a, etc.), those certifications do not count towards SBEDA eligibility.
- A firm must be headquartered in or must have a significant business presence in the San Antonio Metropolitan Statistical Area (SAMSA).
  - A significant business presence is defined as 20% of your organization's workforce being located in SAMSA for at least one year per the solicitation due date.

SAMSA is defined as Atascosa, Bexar, Bandera, Comal, Guadalupe, Kendall, Medina and Wilson Counties.

Question 65: Are any of the 10 points available if the bidder's proposal has less than 51% subcontracted to an M/WBE?

Response: If the prime respondent is SBEDA eligible and is certified as an M/WBE and/or ESBE, points will be awarded for meeting the 51% scope of work requirement by adding up prime and SBEDA eligible subcontractors' contribution to the entire contract value. There are no points awarded to non-certified prime respondents for subcontracting to SBEDA eligible M/WBE and/or ESBE firms.

Question 66: What will happen if the Police Department does not implement an Online Reporting System?

Response: If SAPD does not implement an online reporting system, then Expeditors would have to receive reports through dispatch and would have to populate those reports which can be a lengthy process and efficiencies will not be realized.

Question 67: What specific performance metrics will be used to evaluate the success of the Online Reporting System?

Response: Metrics will be determined based on the delivered product.

Question 68: How will user satisfaction be measured and what benchmarks will be used to evaluate it?

Response: User satisfaction will be determined based on the delivered product.

Question 69: What are the expectations for system uptime and how will it be monitored?

Response: See response to Question 24.

Question 70: What are the acceptable response times for the system and how will they be measured?

Response: Near real-time response is expected.

Question 71: How will the effectiveness of the maintenance and support services be evaluated?

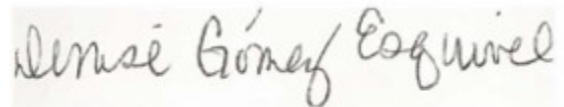
Response: Effectiveness will be based on .9999 expectation.

Question 72: How will the system's compliance with security standards be assessed?

Response: Overall submission will be assessed and scored appropriately.

Question 73: Can you provide more details on the data ownership of citizen-reported information?

Response: City of San Antonio will own all data.



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Denise Gómez-Esquivel, C.P.M, CPPB  
Procurement Administrator  
Finance Department – Procurement Division

Pre-Submittal Conference  
 Attendance Sign-in Sheet  
 May 23, 2024 at 9:00 am CT

RFCSPP 24-120 SAPD Online Reporting System with Maintenance and Support  
 RFX #6100017295

ID	Start time	Completion time	Email	Name	Name2	Organization	Phone	Email address
1	5/17/24 9:03:00	5/17/24 9:03:28	anonymous		Mary Cook	Versaterm Public Safety US, Inc.		
2	5/17/24 9:02:34	5/17/24 9:03:32	anonymous		Michael Camp	Versaterm Public Safety		
3	5/17/24 9:05:15	5/17/24 9:06:05	anonymous		Leslie Hickey	SAPD		
4	5/17/24 9:16:06	5/17/24 9:16:35	anonymous		Susan Price	Firecat Studio		
5	5/17/24 9:22:19	5/17/24 9:23:37	anonymous		Cathy Masters	Versaterm Public Safety		
6	5/23/24 8:59:39	5/23/24 9:00:03	anonymous		Michael Camp	Versaterm Public Safety		
7	5/23/24 8:59:40	5/23/24 9:00:18	anonymous		Mary cook	Versaterm		
8	5/23/24 8:59:58	5/23/24 9:00:29	anonymous		Cherie Short	Canon Solutions America		
9	5/23/24 8:59:40	5/23/24 9:00:52	anonymous		Cathryn Masters	Versaterm Public safety, US		
10	5/23/24 9:01:06	5/23/24 9:02:16	anonymous		R. Curtis Robertson	Canon Solutions America		
11	5/23/24 9:01:57	5/23/24 9:02:35	anonymous		David Nieber	Canon Solutions America		
12	5/23/24 9:01:52	5/23/24 9:02:46	anonymous		Matthew Zuniga	COSA EDD, SBEDA Initiation		
13	5/23/24 9:02:38	5/23/24 9:03:21	anonymous		Elizabeth Richards	LexisNexis Coplogic Solutions		
14	5/23/24 9:05:30	5/23/24 9:05:49	anonymous		Jasmine berlanga	Cosa		
15	5/23/24 9:04:55	5/23/24 9:06:08	anonymous		Jen Greear	LexisNexis Coplogic Solutions		
16	5/23/24 9:05:25	5/23/24 9:06:13	anonymous		Leslie Hickey	SAPD		
17	5/23/24 9:05:52	5/23/24 9:06:24	anonymous		Ravi Pikle	Novulis Corporation		
18	5/23/24 9:05:56	5/23/24 9:06:27	anonymous		Bob Knapp	Canon Solutions America		
19	5/23/24 9:09:15	5/23/24 9:09:41	anonymous		Tasia Justilien	RSM		
20	5/23/24 9:46:16	5/23/24 9:47:18	anonymous		Jennifer Tamirez	COSA / SAPD		

You are not required to provide your address, phone number or email address; however, doing so makes it easier to contact you regarding the solicitation if you have not yet registered in SAePS and/or CivCast

ALL INFORMATION PROVIDED BY YOU ON THIS FORM MAY BE POSTED ON THE CITY'S WEBSITE, OR OTHERWISE DISSEMINATED PUBLICLY. BY INCLUDING THIS INFORMATION, YOU HEREBY AFFIRMATIVELY CONSENT TO THE RELEASE OF THE INFORMATION YOU PROVIDE.