ADDENDUM #2

Date: **July 24, 2020**

RFP/Bid Title: **EMS Tracking System**

Owner: **County of Wake – Tom Wester, Procurement Services**

RFP/Bid No.: **RFP #20-063**

Contents

Vendor Questions & Response

Citation	Vendor Question	Response
1.2 Sponsor Background	How many email addresses would the solution need to accept requests from?	There should not be a limit. The system should be able to accept requests from the public and therefore we would not expect an e-mail limit.
1.2 Sponsor Background	Is the County looking for a solution that integrates with their phone system (CTI) for contact screen pops and automatic call logging?	No. Phone system integration is not required for this project.
5.3 Tentative Schedule, "Assemble Vendor Notification List"	Did Wake assess any Tracking System solutions or	Wake assessed some solutions in a "Request for Information" fashion.

	see any solution demos prior to the issuance of this RFP and if so, which solutions were assessed?	The vendors assessed were, OnBase-Keymark, ShareNet, NextRequest, ZenDesk and ServiceNow.
Attachment A, 6 Issue Processing (Employee)	What type of data will need to be integrated with GSA Fleetwave and FM Interact? Could Wake County provide a list of fields?	See "Sample System and Data Fields" below.
Attachment C, Mandatory Tech. Requirements, row 24, "Vendor and/or solution must be certified by PCI-SSC if the solution supports credit card transactions and payments."	What types of request types would require capturing and processing credit card transactions? Does the solution need to email a receipt to the submitter?	There is not a credit card requirement as part of this project.
Attachment C, Mandatory Technical Questions, row 50, "Describe the application's capability to manage digital transaction signatures, if required."	Does the solution need to integrate with a solution such as DocuSign to capture digital signatures or if this solution provides native signature functionality does this meet the County's requirement?	There is not a requirement to integrate with DocuSign or any specific digital signature capture solutions. Any such capability would require approval by the County prior to implementation.
Attachment D, Bus Needs_Functional Reqs, #4, "Automatically assign request based on request type/sub-type, user group, resource type, unit type/nbr (vehicle)"	Does the County expect the solution to automatically assign to individual users or to a group of users? If it should assign to a group, could the County provide a list of the assignment groups?	The preferred solution will have the capability of automatically assigning requests and tasks within request based on request type and specific workflow.
Attachment D, Bus Needs_Functional Reqs, #6, "Allow submitter to include attachments"	Could the County provide the total file storage allocation that's needed for the solution?	This is a new project and therefore the storage allocation will be dependent on the solution offered.
Attachment D, Bus Needs_Functional Reqs, #32, "Identify step(s) that are expected to occur to complete the business process (workflow) Note: This may need to happen 0-to-many times before moving to the next step (0 = no workflow)."	Could the County provide the list of steps needed for each Request Type?	Sample workflow is provided for 2 request types in the RFP. The workflow for the other request types can be discussed during implementation.
Attachment D, Bus Needs_Functional Reqs, #91, "In some cases, outcomes may need to feed to another application. Minimally, a request and outcome report to be available for export."	Could the County provide a list of which applications and what data would need to be to these outside applications?	Fleetwave, FM Interact, File Handler

Attachment D, Bus Needs_Functional Reqs, #202, "Allow user direct access to request data or provide ability to create ad hoc reports."	Does the County need the solution to provide external users with the ability to create ad hoc reports and view dashboards?	The preferred solution would have this functionality.
Attachment D, Bus Needs_Functional Reqs, #202, "Allow user direct access to request data or provide ability to create ad hoc reports."	Could the County provide a list of reports that would need to be implemented in the solution?	Reports would be dependent on the request type and data captured. Specific reports will be developed as part of the implementation project.
Attachment D, Bus Needs_Functional Reqs, #300, "Provide information to Worker's Comp system when applicable (Request Type = Employee Incidents/Injuries, System = File Handler)"	Could the County provide a list of fields that would need to be sent to the Worker's Comp system?	See "Sample System and Data Fields" below.
N/A	Is the County looking for a solution that provides mobile access? Would mobile access need to be for internal and external users? If so, what types of mobile devices does the solution need to support?	Support of mobile devices would be beneficial/preferred but is not required. Ideally, the public facing portal would be available to a wide variety of cell phone and tablet users.
N/A	Does the County have the need for data to be migrated to this solution as part of the implementation? If so, could the County provide a list of tables and fields that will need to be migrated as well as record counts?	No, this is a new project so there isn't data to be migrated.
N/A	Does the County have IT personnel that will be able to assist in the data cleansing of legacy data prior to the data migration into the new system?	No data migration is necessary.
N/A	Is the County open to an agile-based implementation methodology which allows for Delivering working and potentially-shippable software (go-live) in small, frequent packages?	Yes, as long as there is a schedule of deliverables for payment.
N/A	Will the County be providing a product owner who will	Yes

	own the backlog of requirements and be the liaison between the Vendor and the business groups to help clarify requirements?	
N/A	Will the County be responsible for user acceptance testing and work with the Vendor to provide testing feedback?	The County can provide testers but the 'User Access Testing' process (e.g. test case creation, etc.) is to be owned by the vendor.
N/A	What types of interactions should the solution support (e.g. Letters, Emails, Calls, SMS, Live Chat)?	The solution is envisioned to have a web portal for both public submission of requests as well as internal user requests. There is not a need for specific interactions with letters, e-mails, calls, etc. If that functionality is available, we will evaluate the functionality in context of the total solution.
N/A	Would the County be open to separate contracts, one for the CRM Software Licenses and one for the CRM Implementation Services?	This would be addressed as part of contract negotiations.
N/A	Does the County have a project implementation deadline that is required for this implementation?	No deadline has been set. The implementation timeline will be discussed as the project scope becomes more well defined.
Attachment C, Mandatory Technical Questions, row 5, "The proposed solution must utilize one of the following database platforms and minimum versions: - Microsoft SQL Server 2016 (or greater) - Oracle 18 (or greater)"	Please clarify the requirement for Oracle v18 compliance?	If your proposed solution requires a backend database store the County requires that to be either SQL or Oracle meeting the release levels provided (or greater).
Attachment C, Mandatory Technical Questions, row 5, "The proposed solution must utilize one of the following database platforms and minimum versions: - Microsoft SQL Server 2016 (or greater) - Oracle 18 (or greater)"	Please clarify the requirement for the CJIS compliance?	As detailed in the RFP, any proposed solution will provide the ability to comply with any applicable data storage, transmission, and visibility requirements under the Criminal Justice Information Services Security Policy (CJIS). For more information on CJIS see https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center.

Sample Systems and Data Fields

Workers' Compensation
- Claim category (select list)
- Received date (date)
  - Time (time)
- Loss date (date)
  - Time (time)
- Date reported (date)
  - Time (time)
- Lost Time (Boolean)
- Last Name (text)
- Accident Location (text box)
- Employee Treated (Boolean)
- Work Begin Time (time)
- Lost Time (Boolean)
- Accident description (text box)
- Injury description (text box)
- Unique ID (whole number)

Vehicle/Auto
- Claim category (select list)
- Received date (date)
  - Time (time)
- Loss date (date)
  - Time (time)
- Date reported (date)
  - Time (time)
- Accident Location (text block)
- Accident facts (text box)
- Year
- Make (select list)
- Model
- Driver's License num (whole number)
- Unit num (select list)
- First Name (text)
- Last Name (text)
- Accident description (text box)
- Injury description (text box)
- Unique ID (whole number)

General Liability and Property Claims
- Claim category (select list)
- Received date (date)
  - Time (time)
- Loss date (date)
  - Time (time)
- Date reported (date)
  - Time (time)
- Last name (text)
- Accident description (text box)
- Injury description (text box)
- Unique ID (whole number)

Fleetwave
- Vehicle # (text box)
- Description (select list)
- VIN (text box)
- Ext. Color (select list)
- Dept (select list)
- Division (select list)
- Unit Code (select list)
- License Plate (text box)
- Ownership (select list)
- Class (select list)
- Sub-Class (select list)
- Drive Type (select list)
- Truck Cab (select list)
- Life Status (select list)
- Current Condition (select list)
- Recon/Remount (select list)
- Driver (select list)
- Driver 1 (select list)
- Driver 2 (select list)
- Driver 3 (select list)
- Manager (select list)
- Location (select list)
- Schedule Date (date)
- Schedule Time (time)
- Maintenance Need (select list)
- Employee ID (text box)
- Driver Name (select list)
- Department (select list)

- Division (select list)
- Unit Code (select list)
- Job Title (select list)
- Email (text box)
- Phone (whole number)
- Cell Phone (whole number)
- Employee Status (select list)
- Hire Date (date)
- Termination Date (date)
- Motor Vehicle Report Complete (select list)
- Section Name (select list)
- Supervisor Name (select list)
- Supervisor Position Description (select list)
- Building Code (select list)
- Building Description (select list)
- Room Code (select list)

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End of Addendum