

Wythe County CAD System Addendum No. 1

Clarification: The Wythe County Sheriff's Office uses Southern Software for evidence management and its records management system (RMS), rather than just the evidence module mentioned in the original RFP.

The following questions have been asked of Wythe County by potential respondents. Answers are provided below for the benefit of all respondents as an addendum to provide additional clarity and context.

Question: Are you looking for a quote that includes CAD and RMS so everything will work together or just CAD only? If RMS, I would need to know the number of sworn officers and the number of vehicles with MDT's.

Answer: Provide both CAD and RMS. User counts include:

	MDT	RMS Users
Wythe County Sheriff's Office	37	44 (36 sworn, 8 civilian)
Town of Wytheville	37	31
Town of Rural Retreat	1	2 (1 FT sworn, 1 PT sworn)
Total	75	77

Question: I would like to get some clarity on telex radio. Is it required to do an integration with them?

Answer: Telex is the paging console, not the radios.

Question: Currently have integrations with Kenwood radios, what about the repeaters?

Answer: Our stations use Kenwood radios to connect to off-site Kenwood Kairos repeaters.

Question: On Carolina Recordings: We have call and radio recordings, does it have to be this specific company?

Answer: We currently work with Carolina Recordings. If your system has full recording capacity and redundancy, we will consider.

Question: What kind of RMS are you using? Can you give us more information on southern software's evidence management module?

Answer: RMS is a mix of Motorola Flex and Southern Software. The Sheriff's office is using Southern Software for RMS, including evidence. Southern Software is another CAD provider.

Question: It is mentioned that there are four dispatch seats with plans to add two more. Are the four current seats concurrent users?

Answer: Yes.

Question: How many supervisors per shift are there, and how many system administrators?

Answer: Dispatch has four shifts, each with a supervisor or senior dispatcher, with two administrators (a director and a deputy director).

Question: Does Wythe County have a dedicated GIS person, or is the county's GIS team utilized?

Answer: We contract GIS through an outside engineering firm, King & Moore.

Questions: Is Wythe County's GIS based on ESRI, and does the county have an ESRI Enterprise license?

Answers: Yes and yes.

Question: Which records management system(s) require an interface with the CAD system?

Answer: We're expecting the CAD system and RMS to be included together.

Question: Does Wythe County prefer on-premise, cloud, or hybrid solutions?

Answer: No preference, other than off-site having redundancy and recoverability.

Question: Would Wythe County require replication for the system?

Answer: Unsure of your intent. If your intent is "would we require data migration?", that's negotiable and depends on price.

Question: In the case of disaster operations, does Wythe County have a preference for on-premise, cloud, or hybrid solutions?

Answer: No preference, other than redundancy, recoverability and accessibility.

Question: What is the total number of agencies dispatched by the Wythe County ECC?

Answer: 13: Four law enforcement (Wythe County Sheriff's Office, Town of Wytheville PD, Town of Rural Retreat PD, Wythe County Animal Control); Six Fire (one full-time staffed - Wytheville Fire & Rescue, five volunteer: Rural Retreat Fire, Barren Springs Fire, Ivanhoe Fire, Max Meadows Fire, Speedwell Fire); Two full-time EMS (Wytheville Fire & Rescue, Wythe County Emergency Services); Public Safety: Wythe County Emergency Services.

Question: Do personnel from the dispatched agencies need/want to log into CAD mobile, or will they be dispatched over radio only?

Answer: Law enforcement require CAD, roughly 76 vehicles at present; fire agencies can work through Active911.

Question: Automatic Vehicle Location (AVL) for tracking emergency response units is listed as a core system requirement. Can the ECC please provide the number of vehicles they would like to track?

Answer: Approximately 120.

Question: What EMD does the County utilize?

Answer: TotalResponse PowerPhone.

Question: What Fire/EMS Reporting interface do they use?

Answer: Active911 and ESO.

Question: How many staff will we need to train?

Answer: See staff counts earlier in addendum.

Question: How many administrators will we need to train?

Answer: 8-10.

Question: Do you want us to include the cost for data conversion? If so, is Spillman the current CAD provider?

Answer: Include as a bid alternative or optional service. Yes, Spillman is our current CAD.

Question: Will Wythe County confirm that they will handle Confidential Information provided in response to the RFP pursuant to the Virginia Freedom of Information Act?

Answer: Yes, to the extent proprietary information is labeled as such.

Question: The Data Management section of the RFP mentions "law enforcement records management," but it is unclear whether the County is requesting a new Records Management System (RMS) or simply CAD integration with an existing RMS. Can you clarify the County's intent regarding RMS functionality?

Answer: Fully integrated CAD and RMS.

Question: What specific law enforcement records management (RMS) functionalities are required beyond CAD-to-CAD data sharing?

Answer: Include your available functionalities as part of the submission.

Question: Will the county require data migration from the existing Spilman CAD and Southern Software's evidence management module? If so, how much historical data needs to be transferred?

Answer: Include migration as an option.

Question: Does the agency require specific compliance with CJIS, NIBRS, or other law enforcement reporting standards?

Answer: Not at this time, but may revisit during reviews.

Question: What level of access control and audit logging is required for law enforcement records within the CAD/RMS system?

Answer: Access permissions set by system administrators. Full audit logging.

Question: Is any mobile hardware required or will the County use existing equipment?

Answer: Would prefer to use existing equipment, but that should be evaluated during the process by the County, partner agencies and the chosen vendor.

Question: Can you provide a list of all third-party systems (e.g., GIS, radios, call-handling, ESiNET, etc.) that need to integrate with the CAD system?

Answer: See RFP.

Question: What level of integration is required with VCIN (Virginia Criminal Information Network) and NCIC (National Crime Information Center)?

Answer: Standard full local agency integration. The PSAP currently uses two VCIN/NCIC terminals.

Question: Will the RMS system need to integrate with digital evidence management systems, mobile data terminals, or body-worn camera solutions?

Answer: Assume yes.

Question: Does the agency require integration with court case management or jail management systems?

Answer: Not considered as part of this RFP, but may be included as an add-on alternative.

Question: What specific API or data exchange requirements does Wythe County have for interoperability with external agencies and systems?

Answer: Cannot answer with certainty.

Question: Are there specific cybersecurity protocols or data encryption requirements beyond CJIS compliance?

Answer: To be determined.

Question: Does Wythe County have requirements for multi-factor authentication (MFA) or role-based access for different system users?

Answer: Some systems require 2FA or MFA.

Question: Are there any special considerations for securing mobile access to the CAD and RMS system for field officers?

Answer: Coordination to and from our IT department.

Question: What are the agency's expectations regarding disaster recovery and data redundancy in the event of a system outage?

Answer: Secure off-site backup and redundancy.

Question: Is there a physical offsite location the County wants to use for a disaster recovery server?

Answer: To be determined.

Question: What is the expected timeframe for full system implementation, including training and go-live?

Answer: To be determined in RFP response process.

Question: Does the county have existing IT personnel dedicated to CAD/RMS management, or will vendor support be required for ongoing administration?

Answer: County prefers to use its own IT personnel for regular maintenance and system administration, with support from the vendor.

Question: What key performance indicators (KPIs) or service level agreements (SLAs) will be used to measure vendor performance post-implementation?

Answer: To be determined.

Question: What are the expectations regarding technical support availability (e.g., 24/7, business hours, response time)?

Answer: The PSAP is a 24/7 operation, so around-the-clock support with a two-hour on-site response time preferred.

Question: Will the county require vendor-led refresher training after initial deployment?

Answer: Yes.