

CHATHAM COUNTY PURCHASING DEPARTMENT

ADDENDUM NO. 1 TO BID# 22-0013-5

FOR: EMERGENCY DISPATCH PROTOCOL SYSTEM FOR CHATHAM 911 COMMUNICATIONS SERVICE

PLEASE SEE THE FOLLOWING ADDITIONS, CLARIFICATIONS AND/OR CHANGES:

- 1. Question:** Referencing p. 30 – 5.2.2(N): Could you provide any additional context or definition of what the County means by “secondary protocol types?”

Answer: The intent was that in essence you would start off with a primary protocol, the main reason the citizen called, and then bridge to a secondary protocol based on additional findings. Example: You have a patient with an uncontrolled bleed but then find out the wound is because someone stabbed them with a knife. The initial protocol is a purely EMS function and the secondary would require a police response. Due to each vendor having different workflows you may read the p. 30 – 5.2.2(N) as: “Who (vendor or user agency) creates the incident protocol types?” and disregard the secondary protocol types.
- 2. Question:** Referencing p. 32 - 5.2.2(V): Could you provide any additional context or perhaps examples of "providing on-scene responders with protocol-based instructions?"

Answer: In the event you have non-medically trained police officers or firefighters on scene and they need instructions on how to assist the patient until an EMT arrives. Example: Deliver a baby prior to EMS arriving on scene.
- 3. Question:** Will the County accept any digital assets along with the written submission? For example, a landing page designed for the County with resources such as videos and/or other multimedia referencing the bid materials.

Answer: Video/multimedia material will be accepted by the County but this must be in addition to what is included in the written response and may not replace it.
- 4. Addition:** Please see attached Vendor Policy for Software Systems that will need to be with your response.
- 5. Change:** See attached revised Cost Proposal Form.

RFP DUE DATE WILL REMAIN 5:00PM MARCH 23, 2022

PROPOSER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES.

March 15, 2022

DATE


MARGARET H. JOYNER
PURCHASING DIRECTOR
CHATHAM COUNTY

REQUEST FOR PROPOSAL
RFP NO. 22-0013-5
EMERGENCY MEDICAL DISPATCH PROTOCOL SYSTEM
CHATHAM COUNTY, GEORGIA
COST PROPOSAL FORM

I have read and understand the requirements of this proposal, RFP #22-0013-5, and agree to furnish the proposed system per the requirements in the RFP for the following amounts:
 Detail of options and any explanations needed may be included as an attachment.

Description:	Qty	Unit Price	Total Price
Telecommunicator Certification Training	120		\$
Telecommunicator Re-Certification Training	120		\$
Quality Assurance License	20		\$
Quality Assurance Training Cost	Per Person		\$
In-House Training Cost (Train the Trainer)	Per Person		
EMD Card Set	30		\$
Work Station Electronic Guides	30		\$
Training Work Station Electronic Guides	6		
Implementation Costs and Fees	<ul style="list-style-type: none"> • Project Management • Travel 		\$ \$
Total Cost of Software and Implementation			\$
Electronic Changes	Each		\$
Card Set Customization/Changes	Each		\$
Additional Hardware Costs (Detailed)	Each		\$
Annual Maintenance	1 Year		\$
Annual Maintenance Percent Increase for Future Years			%

FIRM NAME: _____

PROPOSER: _____

SIGNATURE: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX NUMBER: _____

EMAIL: _____

AUGUST 26, 2021



VENDOR POLICY FOR SOFTWARE SYSTEMS

VERSION 2021.08.26

INFORMATION AND COMMUNICATION SERVICES

REVISION AND EVENT HISTORY

Ref#	Version	Date	Author	Description
1	2019.11.1	11/19/2019	ICS	
2	2021.03.08	3/08/2021	Nick Batey	Updated to include additional terms
3	2021.08.26	8/26/2021	Andrew Cree	Finalized for distribution

DEFINITIONS

vendor – any company providing software products and/or services to any Chatham County agency.

vendor solution – any technology solution provided by a vendor and in use, or under consideration for use, at any Chatham County agency.

system – all related technology in the context of the vendor solution, or the use of the vendor solution within any agency of Chatham County.

ICS – the Information and Communication Services department of Chatham County, responsible for all information technology functions throughout the County government.

third party components – any component required in the minimum system requirements of the vendor solution which is not manufactured and/or controlled by the vendor. These may include plugins, libraries, software, drivers, scripts, dongles, or other similar types of components.

Usable format – a data export which provides all records within the related database(s), and all information necessary to fully represent and relate data components of each record. The preferred format for this data is a CSV file with one record per line, all data columns present with full descriptions for each column header and, where applicable, what each value in each data element represents.

INTRODUCTION

These policies are intended to inform vendors of our expectations and obtain agreement from vendors to meet those expectations. A demonstration on how the proposed solution will meet each of the controls listed here must be performed for the County IT Department during the proposal process.

CHATHAM COUNTY INFORMATION TECHNOLOGY VENDOR POLICY

All vendors providing or proposing a vendor solution to Chatham County **must** adhere to the following requirements:

1. Chatham County owns all data relative to Chatham County, or any subpart thereof, the vendor solution, including, but not limited to, data entered or stored in the system, metadata, and all derivative data generated by any means.
 - 1.1. Chatham County data will not be used for sale, and cannot be sold, by either aggregated data collection or any other variant, without explicit approval of a Chatham County authorized official.
2. All data must be exported and returned to Chatham County upon termination of contract and within 72 hours, allowing Chatham County to continue operations.

- 2.1. The format for this data return must be negotiated and agreed to at the time of contract signing. In the absence of an agreed format, a full database extraction routine/script must be provided, which produces data in a usable format, along with all accesses and permissions for data extraction.
- 2.2. Data cannot be withheld from Chatham County for any reason.
- 2.3. Data return, with all conditions in this document met, will be free of charge to Chatham County.
3. Only the Chatham County Information and Communications Services (ICS) Director, the County Manager, or designee are authorized regarding the copying, replicating, and modifying of data, outside of normal operations of vendor solution, unless granted through explicit written permission, per instance.
4. The Contract is between the County and the Vendor, not the employee who is assigned to use the service. Contract modifications must be conducted only by specified personnel and in writing. No "Click-Wrap Agreements", "On-Screen", or other user agreements are enforceable under this contract.
5. User management must be accomplished through the existing centralized user management utilized throughout the County for authentication, authorization, and all access permissions. Specifically, at the time of this writing, either Active Directory, Azure Active Directory, or a compatible broker service will be required.
6. ICS must approve and supervise/log all modifications to production systems, including, but not limited to, log files.
7. Provisions must exist which provide Chatham County continued use of the software or hardware in the event the vendor or manufacturer should cease operations. This includes access to the production data or solution source code.
8. The vendor solution must provide all necessary components to use the proposed system on the end user PC, including, but not limited to, an automated packaged installation method, minimum requirements, and third-party software.
9. The vendor must provide documented industry best practices for using the vendor solution and demonstrate how these best practices are being followed, both operational and security related.
10. Chatham County prohibits the use of end-of-life components and the vendor solution must operate on ICS supported platforms.
 - 10.1. In the event third party components are utilized, the System software provided by vendor must continually use current, supported components and the support for those components fully covered by the vendor's support agreement.
 - 10.2. Vendor must provide an inventory of software used to install and support vendor solution. ICS must approve all support software.
11. Vendor must get ICS approval for remote access software and/or hardware to access any Chatham County equipment.

12. Vendor Solution must operate within Chatham County's current environment with minimal configuration outside of the vendor's solution.
13. If any credit card transactions will be facilitated, in any way, the system must be PCI Compliant and the vendor must provide a PCI DSS certificate upon request.
 - 13.1. Vendor must provide a complete Service Level Agreement in the proposal, and as part of the final contract, outlining the service levels for uptime, system response time, data backup restore, and customer and technical support.
14. Outsourcing
 - 14.1. The cloud vendor is directly responsible for all terms of the contract, regardless of outsourced functions.
 - 14.2. The vendor must inform the County of any outsourced functionality and its provider.
 - 14.3. No assignment of the contract or components of the contract can occur without explicit, written agreement from the County.
 - 14.4. All legal or regulatory requirements that apply to the County data must be supplied by the Vendor. (Example HIPAA)
15. The Chatham County IT Director may consider exceptions on a case-by-case basis.

ITEMS SPECIFIC TO ON-PREMISE SOLUTIONS

The following items are specific to solutions deployed on Chatham County infrastructure

1. The vendor must request remote access to on-premise systems in advance and be limited to only the systems related to the environment of the vendor solution.
2. Core functions of the vendor solution must operate without internet access or remote services. Absence of this, the vendor solution will be considered "Hybrid" and the conditions of the SAAS solutions will also apply.
3. The vendor must document, in detail, all functionality requiring remote access, remote services, or other external dependencies.
4. Vendor solution must function within reasonable security controls, in alignment with NIST standards and associated security models, including, but not limited to, industry standard firewalls.
5. All infrastructure is the property of Chatham County.

ITEMS SPECIFIC TO SOFTWARE AS A SERVICE (SAAS) SOLUTIONS

The following items are specific to solutions deployed on vendor hosted infrastructure

1. Communication between the Chatham County network and remote server(s) must be encrypted using current industry standards, in alignment with NIST standards and associated security models. This functionality must be either provided by the vendor or the vendor must comply with and support the methodologies employed by the ICS.
2. Vendor must have established security practices, standards, and regular audits. Chatham County must be provided a copy of this information at least once a year.
3. Data backup must be facilitated
 - 3.1. Vendor will provide backups, including documentation for backup and retention schedules for all data.
 - 3.2. If backups are not provided by vendor, a means for Chatham County to perform backups will be provided as part of the vendor solution.
4. All Chatham County data, or derivatives of, will remain within the continental United States and will not be replicated, stored, or otherwise located, in any way, in a foreign nation. Further, all data will be fully segregated from another customer's data.
5. Data storage and servers must be CJIS compliant.
6. Vendor must be able to limit user accesses to only ICS approved sources, such as an IP address or network.
7. The County must be able to access and retrieve its data stored in the cloud at its sole discretion.
8. Disaster recovery procedures need to be clearly outlined and related timelines established, from the point of disaster declaration, to restoring full system operation.
9. The vendor must coordinate with Chatham County to plan and schedule downtime at least 48 hours in advance. Any other instances will be considered emergency maintenance and a full report of the incident must be submitted to ICS within 48 hours of occurrence.