November 29, 2021

The following is to ensure that proposers have complete information prior to submitting a proposal response. Here are clarifications regarding our request.

Questions and/or statements of clarification are in bold font, and answers to specific questions are italicized.

1. Indicate any software requirements to include databases, space needs, and data storage plan. Specify the system’s basic architecture and licensing requirements and cost of license fees and maintenance. Please provide a layout of the space available.

   Answer: Information will be provided once contract is awarded.

2. Can the software be interfaced to a Jail Management System? If so, describe interfacing capabilities.

   Answer: This is dependent on the vendor's APIs with Tyler Technology.

3. Describe your Data Back Up Requirements.

   Answer: ComVault is utilized for backups.

4. Describe the network infrastructure that must be in place to achieve optimum end-to-end system performance.

   Answer: 10GB/16GB network backbone, typically with 1GB links depending on locations.

5. Please provide a network infrastructure diagram to better determine how to build out our services.

   Answer: This information will be provided once contract is awarded.
6. Describe the hardware requirements such as desktops, servers, mobile devices, and peripherals.

Answer:
10th Generation Intel® Core™ i5-10600 (6-Core, 12MB Cache, 3.3GHz to 4.8GHz, 65W)
Windows 10 Pro (Includes Windows 11 Pro License)
8GB, 1x8GB, DDR4 non ECC memory, M.2 256GB PCIe NVMe Class 35 Solid State Drive, Intel® Integrated Graphics

7. Describe the general approach, which will need to be followed for ensuring continuity of integration, if any interface system is upgraded.

Answer: Our data interchange interfaces are custom-written for the situation. They can involve moving files to/from a network or FTP drop location, or making HTTP requests to a SOAP or RESTful service. Short discontinuities are expected as a part of routine maintenance (e.g. reboots), so our interfaces are built to recover gracefully when they come back up.

8. Does the county employ a scheduled upgrade window for internal systems? If so, what is the timing?

Answer: Yes, software is utilized to push patches every Wednesday. Normally two (2) – four (4) weeks after a patch is released after testing, unless it's an emergency.

Submittals are due NO LATER THAN 1:45 pm, CST, Tuesday, December 14, 2021. Late proposals will not be accepted and will not be considered for award recommendation.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE PROPOSAL RESPONSE PAGE.

Joseph Thomas, CPSM, C.P.M.
Purchasing Director

JT/lj