



Department of Purchasing

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Director

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Main: (404) 612-5800

November 17, 2015

Re: 16FB10036C, Utility Locate Ticket Management

Dear Bidders:

Attached is one (1) copy of Addendum 2, hereby made a part of the above referenced Quote.

Except as provided herein, all terms and conditions in the Quote referenced above remain unchanged and in full force and effect.

Sincerely,

Felicia Brooks
Procurement Officer

**16FB10036C, Utility Locate Ticket Management
Addendum No. 2
Page Two**

This Addendum forms a part of the contract documents and **modifies** the original Quote documents as noted below:

- Attached Question(s) submitted for clarification
- **The RFQ due date and time has been extended to November 24, 2015 2:00 PM**

ACKNOWLEDGEMENT OF ADDENDUM NO. 2

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the Quote due date and time **November 24, 2015, 2:00 P.M.**

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative

Title

Attachment#1

Question(s) submitted for Clarification

Question #1: Bullet point no 9 - Can you please let us know what kind of workstations are being used. Are these smart phones, tablets or laptops/workstations. Please let us know what OS do these devices run.

Answer: Work stations include windows based personal computers, android OS (Samsung) smart phones, and tablets are being considered but the OS has not yet been determined.

Question #2: Bullet point no 10 - Are you looking for a total hosted solution?

Answer: Yes with an option for an owner hosted solution per question #6 below

Question #3: Bullet point no 11 - This requirement refers to a sketch tool. Are you looking for a tool that can edit & create? Can you please let us know what is the use case for this. We want to know how this is used and how it benefits.

Answer: The sketch tool will provide capabilities to provide notes and limited linework on the maps with a stylus.

Question #4: Bullet point no 13 - Can you please let us know what kind of GIS system is referred to here. Can you provide us details of the APIs available.

Answer: We use ESRI GIS System and their standard APIs

Question #5: Bullet Point no 14 - Can you provide us the appendix titled "Technical Requirements"?

Answer: Technical Requirements are contained at the end of this document.

Question #6: In Pricing sheets (item 5) - What is the Owner hosted additive?

Answer: The hardware would be provided by the County in a county facility, so the vendor would provide the software, configurations, installations, and training for users and admins.

16FB10036C, Utility Locate Ticket Management
Addendum No. 2
Page Four

Question #7: Can we request for extension of the submission date by 2 weeks please?

Answer: RFQs are not intended to be longer than 10 business days and cannot be extended for an additional two weeks.

Question #8: This is regarding #5. PRICING SHEETS – 6. Owner Hosted Additive. Is this question strictly regarding a possibility if you choose to have the hosting and software on your systems?

Answer: Yes

Question #9: I am assuming that we would be providing everything that would be needed to host the data and software at your site, is that correct?

Answer: Yes

Question #10: Meaning hardware and software for the servers or would you get the hardware that we requested?

Answer: The hardware would be provided by the county in a county facility, so the vendor would provide the software, configurations, installations, and training for users and admins.

Appendix

Technical Requirements

HARDWARE AND SOFTWARE REQUIREMENTS

This section presents the requirements for the County’s hardware and software standards. Actual memory sizes, processor speeds, peripherals and system software standards packages shall be recommended by the Proposer.

(Please provide complete hardware specifications within your response. Refer to below “County Standards” for acceptable configuration information.)

Servers, desktops, laptops and tablet PCs shall not require administrator rights to operate. The County standard prohibits providing administrator or root privileges to servers for executing any software in the production environment.

1.1.1.A End User Software

Component	Current Standards
Operating System	Windows7
Word Processor	Microsoft Word 2010
Spreadsheets	Microsoft Excel 2010
Presentations	Microsoft PowerPoint 2010
Database (Desktop)	Microsoft Access 2010
E-Mail Client	Microsoft Outlook 2010 Outlook Web Access (latest release)
Project Management	Microsoft Project Professional 2010
Graphics	Microsoft Visio Professional 2010
Web Browser	Microsoft Internet Explorer IE8/IE9/IE10
Antivirus	Microsoft Forefront Server/Client Security
PDF Files Read/Write	Adobe Acrobat Reader/Adobe Acrobat
Other	Must be approved

1.1.1.B End User Hardware

	Desktop PC	Laptop
Platform	HP 8100 Elite CMT HE Chassis - Tower	HP ProBook 6550B
CPU	Intel Core i5-650 Processor	Intel Core i3-350M Processor
Disk Configuration	160 GB , SATA 7200RPM hard drive	160GB 7200 RPM Hard Drive
Media Drive	16X DVD R/W combo drive	DVD R/W combo drive
Memory	2GB PC3 RAM	2 GB DDR3 RAM
Monitor	HP Compaq LA1951g 19" LCD Monitor	Wide Screen 15.6" LCD Display
Video Card	Intel Integrated Graphics	Intel Integrated Graphics
Interface Card(S)	Ethernet 100/1000	Ethernet 100/1000, 802.11 a/n wireless, Bluetooth 2.1, V92 Modem
Operating System	Windows 7	Windows 7
File System	NTFS	NTFS

INTERFACE WITH OTHER SYSTEMS

The proposed system should interface into existing systems running other applications for Fulton County. The system should have the ability to export as well as import any data required via the XML format. This includes the following systems among others as defined by Fulton County:

**16FB10036C, Utility Locate Ticket Management
Addendum No. 2
Page Seven**

Apache 2.2 – See Acceptable Standards below

Interface	Description	Comment
Web Service	<ul style="list-style-type: none"> • Supports machine-to-machine interaction over the enterprise network • Meets W3C specification using XML messaging that follows the SOAP standard. • Machine readable description of the operations offered by the consumable system written in the Web Services Description Language (WSDL) 	Best solution for supporting machine-to-machine data transmission over a network.
be Really Simple Syndication (RSS)	<ul style="list-style-type: none"> • Family of web formats used to publish content in a standardize format • Data format follows the RSS specification using standardized XML 	Good approach providing a structured data feed which can be easily processed.
HTML	<ul style="list-style-type: none"> • Traditional browser markup language transmitted over HTTP. 	Weak approach and should be used <i>sparingly</i> as the user interface design may not be compatible with that of the portal

TESTING REQUIREMENTS

The system will undergo a process of certification, which shall include the following, prior to acceptance by the Fulton County Government:

- The proposer shall certify in writing to the County that the application system is completely installed, meets all design requirements, is free of defects, the data conversion is complete, accurate, correct and the total system (application, file building, conversion, back-up and recovery procedures) is ready for operation.
- The proposer shall be prepared to demonstrate all functions of the system prior to the start of user acceptance testing.
- The proposer shall provide documentation and interface specifics on each interface to our existing Fulton County systems.

16FB10036C, Utility Locate Ticket Management
Addendum No. 2
Page Eight

- Upon receipt of the letter of certification from the proposer by Fulton County, a sixty (60) day period of user acceptance testing will commence. User acceptance testing will include an intensive exercise of each component and module of the system simulating a normal workload. This testing will provide assurance that the various components and modules of the system operate as specified. During this period, the system shall demonstrate a total availability of 99.99% or more.
 - Acceptance Criteria
 - The Application Software meets the current published product specifications and documentation;
 - The Application Software is capable of running a variety of data on a repetitive basis without failure;
 - The Application Software meets the requirements and specifications described in this document and discussed with Contractor during the analysis;
 - All Documentation has been delivered and reasonably accurately reflects the operation of the Application Software;
 - All specified training has been conducted and accepted by Fulton County.
 - The Interfaces properly provide the data necessary without disrupting the performance of the system or disrupting any of the original data files.
- Once this acceptance testing is complete and Fulton County verifies the acceptable installation, the warranty period will begin.
- The system will be considered “unavailable” if any of the following conditions occur:
 - Any component or module capability is not available to all active workstations.
 - Any feature or specification either required within this document or stated in the manufacturer’s response or literature does not perform as stated.
 - Conversion of all existing data files is not complete or is incompatible
 - Interface to existing systems has not been completed
 - Reporting features are not available
 - Training for support and user personnel is incomplete or has not been accepted by the technical designee specified the “Professional Services” section.

TRAINING REQUIREMENTS

The Vendor shall provide a detailed training plan outlining the documentation to be provided, training goal, learning objectives, and learning methods. The training plan shall also include any prerequisites required for training for both the user and technical support. If learning objectives are not met at the end of the training period, the Vendor shall provide alternates means to meet learning objectives.

16FB10036C, Utility Locate Ticket Management
Addendum No. 2
Page Nine

USER TRAINING

The types and amounts of user training that will be supplied at no additional cost shall be described. The proposer shall include a plan that results in acceptable training for system operation. Vendor shall recommend best practices and system configuration for effective system set up. Using this information, the vendor will prepare a manual (DVD/CD only) that defines all work flow processes and procedures for users. The vendor shall provide a sample of the typical manual or training approach as part of the response.

DoIT TRAINING

The proposer shall prepare a training plan for County staff that will enable them to operate and support the system. This plan shall include any courses to be provided off-site, classroom training, and on-the-job training necessary for systems analysts, computer operators, security personnel, programmers, and database, web and network personnel. Training to provide complete support and custom programming and custom reporting will be provided to IT staff. Describe any prerequisite knowledge or skills required. If there are additional costs for this training it shall be clearly identified in the proposal.

Additionally, a description of the number and type of staff required to support the system must be provided. The skill sets required of each individual should be included in this description. The description of staffing requirements should include all management, technical and functional areas for the ongoing support of the system. Training should be provided for a minimum of two employees in all support roles. "Train the trainer" methods of instruction will not be accepted.

During this training, Fulton County will designate senior technical personnel in each class to evaluate the training provided in order to ensure that the training and the instruction provided is sufficient to provide the necessary knowledge and skills. At the end of the first day of any training class, a signoff must be obtained from this designee in order for the proposer to meet this requirement.

16FB10036C, Utility Locate Ticket Management
Addendum No. 2
Page Ten

APPLICATION DOCUMENTATION

It is required that the vendor provide an electronic copy, and optionally a paper copy of the following documentation. Please list all reproducible (DVD or CD format only) copies of documentation that will be provided prior to final system acceptance. For example:

1. User training manuals for all transactions and functions supported
2. Data Dictionary
3. Data model/entity relationship diagrams and data flow diagrams
4. System module chart (application flow) showing each application module and its relation to the other modules
5. General system design and reference information
6. System transaction flow and control
7. List of all application programs, with summary of their purpose or function including a table of all procedures or processes and which processes are called by what other processes
8. Detailed program documentation within each source module
9. Table definitions and record layouts
10. Definition of all system control tables
11. Report and workstation display formats
12. A listing of all "canned" reports complete with full descriptions of these reports.

The County shall be granted the rights the approval to duplicate application documentation at no additional charge provided that all proprietary markings of the Proposer are retained on all duplicates. Any duplicates produces will be utilized for the County only.

GIS STANDARDS

Any software application purchased by the County or any application service subscribed to by the County with a mapping component must meet the following requirements:

1. Any functions designed to display, query, and/or identify geographic features shall have the ability to interface with the County's Enterprise Geospatial Database by one or more of the following methods:
 - a. consumption of an ESRI ArcGIS Server Tiled Map Service, Dynamic Map Service or feature service
 - b. consumption of a OGC Web Mapping Service (WMS)
 - c. consumption of a OGC Web Feature Service (WFS)

16FB10036C, Utility Locate Ticket Management
Addendum No. 2
Page Eleven

2. Any functions designed to automatically determine the geographic position of a location based on an address within Fulton County, shall have the ability to interface with the County's Enterprise Geospatial Database by consuming an ESRI ArcGIS Server geocoding service.
3. Any functions designed to create, delete, query, or update geographic features or perform complex operations and analysis on geospatial data, shall have the ability to interface with the County's Enterprise Geospatial Database by one or more of the following methods:
 - a. Consumption of an ESRI ArcGIS Server geoprocessing service
 - b. SQL simple feature access as specified by the OpenGIS Consortium and implemented in Microsoft SQL Server 2008
4. The application must support the current releases and service packs of ESRI ArcGIS Server and Microsoft SQL Server 2008 at project initiation. As these software platforms evolve and new production releases are introduced, the application provider must certify the supplied application within 6 months from release date.
5. The map interface must be read natively by any browser without requiring third party plug-ins.