



**August 26, 2026
Newberry County
Purchasing Department**

**ADDENDA ONE
Invitation for Bids No.: 2026-14
Public Safety & Emergency Services Software**

Acknowledgement of Addendum: _____

The following shall become part of the original solicitation:

Questions that have been presented:

1. Attachment A Technical Specifications Workbook

- Section 4.9 references an "**RFP Technical Specifications Excel Workbook (Attachment A)**" and instructs vendors to complete and return the workbook in its original Excel format. However, the RFP package we received appears to contain only a PDF version of Attachment A and does not include the referenced Excel workbook.

Would Newberry County please provide the Attachment A Technical Specifications Workbook in Excel format to all prospective vendors?

2. System Hardware and Server Specifications

Section 5.4 requests detailed server and hardware specifications, including the number of required servers, operating systems, processor specifications, memory requirements, storage requirements, RAID configurations, and network adapter specifications.

Would Newberry County please clarify whether the County is seeking proposals for:

- A cloud-hosted Software-as-a-Service (SaaS) solution,
- An on-premises deployment,
- Or both deployment models?

If cloud-hosted solutions are acceptable, please confirm whether vendors may respond to Section 5.4 by providing the architecture and operational characteristics of their hosted environment in lieu of customer-owned server specifications.

Please quote both deployment models

Please provide the version and the number of seats (if applicable) for the following:

Active Alert/Active 911 **x86 Desktop App Version 1.12.0.0**

Rapid SOS

First Due **Web version**

'Ability to download an app to Android or Apple device through

Please clarify what is meant by through.

The ability to download an application to a cell phone / tablet that does not open the device up to court proceedings. The phone does not store any information

Page: RMS pg 011

Please provide the name of your current Fleet Management Module.

We do not currently have one.

Please confirm that the total pages in the RFP pdf document is 66, but that the last page (page 66) has been left intentionally blank. The LAST page of the RFP, on page 65 is JMS.pg 006.

The last page is JMS pg.006

It appears that page 26 of the first part of the RFP may be missing. The last page that we have for that section is 25 of 26.

The number of pages received is correct and no pages are missing. Page numbers got off when converted to PDF

Under Section (towards to top of the page)

'User have the ability to sort units by:'

One of the choices is ' None.'

Please clarify what is meant by the selection None

There is no available option for sorting units

1. How many handheld or mobile devices are available that can support and run the application? **At least 100**

Computer Aided Dispatch Questions:

1. If contract award or execution occurs later than the County's anticipated schedule, will the December 31, 2026 go-live requirement be extended accordingly?

Go-live date should remain the same

2. Does the County require Where Technology Happens (WTH) to remain the GIS/AVL platform, or may proposers provide an alternative GIS/AVL solution that meets or exceeds the stated requirements?

WTH mapping must remain

3. If WTH must remain, will the County provide the current WTH interface specifications, API documentation, data exchange requirements, and vendor technical contact information?

Yes

4. The RFP requires all data conversion to be completed within ten (10) weeks of contract award. Please clarify whether the ten-week period begins upon notice of award, execution of the contract, or the vendor's receipt of a complete and usable copy of all source data required for conversion. If delivery of the source data is delayed for reasons outside the awarded vendor's control, will the conversion deadline and corresponding go-live date be extended accordingly?

10 weeks will begin upon the execution of contract and can be extended for reasons outside the vendor's control. Go-live date will remain the same.

5. Will the County provide current interface specifications, API/protocol documentation, and vendor technical contacts for each mandatory third-party interface identified in Attachment A?

Yes

6. Should proposers include third-party vendor fees associated with required interfaces, or will the County contract directly with and pay those third-party vendors? Page: CAD pg 003

If there are additional fees for required interfaces, they need to be included in your proposal.

7. Please clarify the required RapidSOS functionality and data exchange, including the specific RapidSOS services currently used by the County.

RapidSOS UNITE currently sends 911 call data to the WTH GIS map. The county also uses Motorola Facilities (RAVE) with the Hospital and School District for emergency notifications.

8. Please clarify the required CAD and Mobile workflows for the NCIC eAgent 2.0 interface and identify the responsible state CJIS interface/provider.

The solution should support integration with NCIC eAgent 2.0 for both CAD and Mobile operations. Typical supported workflows include person, vehicle, property, firearm, driver's license, registration, warrant, and criminal history inquiries, as well as authorized entry, modification, and cancellation functions were permitted by the agency and state CJIS authority. eAgent 2.0 is designed to provide NCIC, Nlets, and state database access from both dispatch and mobile environments.

For South Carolina agencies, NCIC/CJIS connectivity is administered through SLED CJIS. Final interface requirements, message specifications, testing procedures, and approval processes will be coordinated with SLED and the agency's designated TAC/ATAC representatives during implementation.

9. Please identify the required system acceptance criteria, testing period, test responsibilities, and conditions required for Final Acceptance.

System Acceptance Criteria

The CAD, RMS, and JMS solution will be considered acceptable when the system:

1. Is installed, configured, and operational in the production environment.
2. Meets all functional requirements and specifications identified in the contract, proposal, and approved design documents.
3. Successfully completes system integration testing with all required third-party interfaces and state/regional systems.
4. Demonstrates compliance with applicable CJIS, NCIC, NIBRS, and jurisdictional security requirements.
5. Successfully migrates agreed-upon legacy data with validated accuracy and completeness.
6. Passes performance, reliability, and disaster recovery testing criteria established during implementation.
7. Provides all contracted software modules, licenses, documentation, and training.

8. Resolves all defects and implements approved workarounds or corrective action plans for any remaining non-critical issues.

Testing Period

Following implementation and completion of Vendor-led System Testing, a formal **User Acceptance Testing (UAT) period of 30 to 90 days** will be conducted, or as mutually agreed upon with the Agency.

During this period:

- The Agency will validate business processes and operational workflows for CAD, RMS, and JMS.
- Users will execute predefined test scripts and real-world operational scenarios.
- The Vendor will provide technical support, issue tracking, and defect resolution assistance.
- Any identified deficiencies will be documented, prioritized, and addressed according to established project procedures.

Testing Responsibilities

Vendor Responsibilities

- Develop and execute system, integration, and performance testing.
- Provide test plans, test scripts, and testing documentation.
- Correct software defects identified during testing.
- Support data conversion validation activities.
- Provide personnel to assist with issue resolution and retesting.
- Maintain an issue log and provide regular status updates.

Agency Responsibilities

- Designate subject matter experts and end users to participate in UAT.
- Execute acceptance test scenarios and document results.
- Validate workflows, reports, interfaces, and migrated data.
- Review and approve test results.
- Provide timely feedback on identified issues and resolution verification.

Conditions Required for Final Acceptance

Final Acceptance will occur when all of the following conditions have been met:

1. Installation and configuration of all contracted CAD, RMS, and JMS components have been completed.

2. User Acceptance Testing has been satisfactorily completed.
3. All critical and high-priority defects identified during testing have been resolved.
4. Required interfaces, integrations, and data conversions are functioning as specified.
5. Training and system documentation have been delivered.
6. The system has operated successfully in a production environment for the agreed acceptance period without unresolved critical issues.
7. Pass SCIBRS submission testing required by the South Carolina Law Enforcement Division (SLED), prior to live production reporting, the Vendor and the Agency must successfully complete a **minimum three (3) month test-site submission period** for all applicable:
 - a. South Carolina Incident-Based Reporting System (SCIBRS) submissions
 - b. South Carolina Information Exchange (SCIEx) submissions

During the test-site period:

- a. All required RMS and JMS data submissions shall be transmitted in test mode.
- b. Submissions shall be evaluated for accuracy, completeness, and compliance.
- c. Errors identified by SLED shall be corrected and resubmitted.
- d. Successful completion shall be confirmed by or through SLED.

Live production reporting shall not commence until SLED test-site requirements have been satisfactorily completed.

The Vendor shall be responsible for supporting all technical and compliance activities related to SCIBRS and SCIEx submissions / testing and certification, including but not limited to:

- a. Configuration of test-site reporting
- b. Error correction and resubmission
- c. Ongoing technical support during the test period

Vendors are permitted and encouraged to **contact SLED directly** for the most current technical specifications, test-site requirements, and certification procedures related to SCIBRS and SCIEx submissions / testing.

Final authorization to proceed with go-live shall be granted solely by The Agency and shall be contingent upon:

- a. Successful completion of Acceptance Testing
- b. Resolution of all critical and high-severity defects
- c. Completion of the required SLED test-site submission period

8. Written confirmation that the system meets The Agency operational needs

9. All contractual deliverables have been provided.

10. The Agency provides written notice of Final Acceptance, which shall not be unreasonably withheld if the system substantially conforms to contractual requirements.

This acceptance approach ensures the Agency receives a fully operational, tested, and supported public safety platform while providing a clear and measurable path to Final Acceptance.

Does the County anticipate parallel operation of the existing and replacement systems before go-live? If so, for what duration and which applications?

Yes, until the replacement system passes final inspection

If the December 31, 2026 go-live date is mandatory, will the County agree that the implementation schedule is contingent upon a fully executed contract and receipt of complete and usable source data for conversion no later than September 30, 2026, along with timely County participation in configuration, data validation, testing, training, interface coordination, and other implementation activities? Given that the implementation period includes the Thanksgiving and Christmas holiday periods, will delays in contract execution, delivery of source data, County approvals or availability, incumbent vendor cooperation, or third-party interface coordination result in a corresponding adjustment to the required go-live date?

Any adjustments to December 31, 2026 deadline will be done as needed

12. If the December 31, 2026 go-live date remains mandatory, will the County commit to making appropriate subject-matter experts, IT personnel, project management staff, and decision-makers available throughout the implementation period, including during the November and December holiday periods, as necessary to maintain the required project schedule?

Yes.

Records Management Systems Questions:

Agency Structure & RMS Usage

1. What UCR/NIBRS reporting requirements or challenges exist today? **None**

2. Are there any special records categories you manage (Gang, Narcotics, Informants, etc.)?

Not at this time

3. Do you have any specialty units (K9, SWAT, School Resource Officers, etc.)?

We have K9, SWAT, and School Resource Officers

4. How does the victim advocate function manage case notes, restraining/protection orders, and forensic interview requests today, and should these remain tied to the incident record rather than the person record? [NEW]

The V/A module currently contains: Victim Information, Court/Compensation, Ability to document contact made with victim, Ability to document completed tasks and upcoming tasks, and a read-only version of the incident report. All information should remain tied to the incident record.

5. Will each participating agency (Sheriff's Office and each municipal PD) share a single master index with role-based visibility controls, or does each agency require a segregated instance with selective data-sharing between agencies?

Segregated instance with selective data-sharing between agencies with role-based visibility controls

Data Sharing with Prosecutors

1. Does the Solicitor's Office require its own case management system integration for receiving case files, or is the expectation (per §5.6.4) that Solicitor's Office staff will access case information directly via view-only licenses within the RMS/JMS? **No**
 - a. If integration is required, what system does the Solicitor's Office currently use? **Needed files can be uploaded through Axon**
 - i. If a vendor has a software that would allow law enforcement, prosecutors and defense attorneys to securely upload and share evidence/documents via a secured portal (but at an additional price) would the County be interested in this information and optional pricing?

Yes, it can be listed as optional

2. What information must automatically flow to prosecutors (charging packets, narratives, evidence, warrants)?

We do not currently have that ability. All items listed above would be acceptable.

Field Reporting Requirements

What supervisor review or approval workflows must be supported?

Patrol Supervisor, Investigations Captain, Office clerk who submits to SCIEX

1. Can the department further clarify what functionality is expected for the facial recognition of the photo lineups?

Ability to cross reference individuals that have mugshots within our system

Mobile Photo & Audio Collection (RFP §1.2.2)

1. For the mobile photo and audio collection requirement in Section 1.2.2, what types of photos and audio does the Department expect to capture, and how should that be associated and stored within the related incident, case, or record?

Ability to take photographs or record and transcribe audio for reporting purposes. The information should be attached to the incident were applicable.

2. What is the expected volume and use case for this functionality (e.g., patrol officers attaching scene photos, detectives dictating narratives, both)?

Both

Financial Records Management (RFP §1.2.2)

1. Section 1.2.2 requires a solution to generate, manage, and retain general-purpose receipts for financial transactions. Can the department clarify the scope of these transactions (e.g., property/evidence release fees, records request fees, other agency-collected fees) and confirm whether this requirement applies to the RMS/Sheriff's Office side, the court/JMS side, or both?

Sheriff's Office RMS: Metal Permits, Fingerprinting, records request, sex offender fees, restitution, and misc receipts.

2. What is the anticipated monthly/annual volume of these transactions? **Less than 100**

Citizen Portal / Public Access (RFP §1.2.4)

1. Section 1.2.4 requires a citizen-facing portal supporting arrest record viewing, online incident reporting, records requests, crime tips, citizen complaints, property check requests, GIS-integrated crime mapping, and sex offender registry viewing/export to WTH. Is this functionality expected to be delivered as part of the RMS/JMS response, or will it be addressed separately?

Should be apart of the RMS/JMS response.

2. Is the existing GIS/WTH mapping platform the system of record the portal must integrate with, and is there existing documentation of that interface? **Yes, and can be provided at the appropriate time.**

CAD / Dispatch Integration

1. What specific data must flow from CAD into RMS, and in which direction (e.g., call/incident data into RMS only, or bidirectional updates)?

Case number, incident location, complainant, victim, and subject information, vehicle ownership for tag information run. From CAD to RMS only

2. Can the department describe the prior CAD-RMS integration attempt and the specific firewall/security issues encountered, so we can confirm our proposed approach avoids the same failure mode? **None**

Digital Evidence & Body-Worn Camera Integration

1. Is integration with the department's body-worn camera platform in scope for this RMS procurement, or will digital video evidence continue to be managed and transferred outside the RMS?

At this time the body-worn camera will continue to be managed and transferred outside the RMS.

2. If in scope, what are the expected volumes, retention requirements, and current pain points with the existing process?

Records & Retention

1. What retention schedules does your agency follow?

All agencies have retained the last 22 years of data from our current system

2. Do you need long-term archival or cold storage capabilities? **Not at this time**
3. How do the departments currently manage the intake, tracking, storage, and disposition of physical and digital evidence, and what systems or processes are used to ensure chain of custody, accountability, and compliance with internal policies and statutory requirements?

The current RMS solution manages all of the above items.

4. Do the departments currently use barcode or RFID tracking for physical evidence, or is tracking fully manual/paper-based today? How often are evidence audits conducted, and what documentation do those audits require?

The county currently uses barcode. Quarterly audits are conducted and documentation should include case number, physical location, status of any court cases, any items disposed.

Court

1. Can the county confirm whether they are looking for court case management with this procurement? **Yes**
2. If so, will each independent agency require a municipal court case management or a connection to the state court system, CMS? **Yes**
3. If a court solution is required, how many independent courts require the solution? **4**
 - a. How many staff does each court have? **2-6**
4. Do the court deployments have the same expected timeline of December 31st? **Yes**
5. Does the County court also require a court solution? **Yes**

Procurement, Budget, and Evaluation

1. What are the titles/roles of the individuals who will form the Evaluation Committee? This is not determined yet; however, it is up to the County to choose the committee members who are best familiar with the system and can provide a neutral role in the selection.
2. What is the budget for the current system? This is not disclosed

3. What is the anticipated budget for the new system? Not disclosed
4. Will each agency be billed independently or will the county be billed directly for all agencies? It is the intent that the County will be the sole billing recipient.

Depending on the solution, the county may be billed directly.

Timeline & Implementation Expectations

1. Are there statutory, grant-related, or contractual deadlines vendors should be aware of? **No**
2. Does 'fully operational by December 31, 2026' mean production go-live with full data conversion, training complete, and all users trained, or does it mean system deployed with limited rollout?

We understand that all necessary data may not be converted by the December 31st deadline, but the system needs to be fully functional for new data by the deadline.

3. Due to the extremely compressed timeline for implementation, will the agency accept go-live of the CAD/RMS/JMS while data migrations and integrations are still in progress?

That can be discussed upon award of contract.

Data Conversion Requirements

1. How much data (total volume and file count) needs to be converted from your current system?

At minimum 10 years of previous data

2. What types of data are you looking to convert? **All available data within each system**
3. Please list all data types/fields that need to be converted.

CAD info, Master ID files, Incident Reports, Evidence, Warrants, Booking Reports, Traffic Summons and Warnings, and Metal permits

4. Do you know what current format your data will be converted from? (SQL, Excel, etc.) **I believe SQL**
5. Does your system have a master index, or will the data need to be converted from other items?

Each system has a "Master ID file"

6. Is the department aware of any data quality issues in the current system's master name index (e.g., duplicate person records, incomplete or orphaned entries) that could affect conversion scope or accuracy? **No**
7. How many previous conversions or migrations has your agency undergone? **None**
 - a. If there have been previous conversions, can you please provide the timelines of these conversions and the vendors? **N/A**
 - b. Would you like to convert ALL data, including information from previous conversions, or how many years of data you are looking to convert? **At a minimum of 10 years all data. All active warrants and all evidence currently in evidence storage will be converted.**

8. Are you looking for read-only access to your legacy data, or do you need to be able to edit/update information in historic records and use them to populate new records? **Read-only access to legacy data is acceptable.**
9. How much data did your agency generate this year and last year? **I do not know the "data" amount. Values are approximate and can change from year to year.**

Tickets Issued – 2404 , Warning Tickets – 1946, Incident Reports – 8000, Inmates Booked - 7000-9000, CAD events – 22000

10. Will each agency require an independent data conversion, or will the conversion be for the County as a whole? **Independent data conversion unless "whole" county can be separated out to allow for read-only permissions**
11. Section 1.2.2 references SCUTTIES e-ticketing as a statewide requirement. Is the department currently issuing e-citations through a non-state solution, and if so, should this be treated as a new process/workflow change for officers rather than a straight data migration? **No**

Jail Management Questions:

1. **On-Premises Hardware Responsibility:** If a hybrid solution is proposed that includes on-premises components, does the County expect the vendor to furnish the required server and storage infrastructure, or will Newberry County provide infrastructure meeting the vendor's specifications?

Newberry County will provide servers and storage meeting vendor specifications

Third-Party Interface Fees: Because fees may be charged by third-party providers, including incumbent or existing County vendors, for interface development, certification, testing, licensing, connectivity, data access, or other required services are outside the proposing vendor's control and may not be available as firm-fixed costs during the proposal period, will Newberry County agree that such third-party fees will be contracted for and paid directly by the County and should therefore be excluded from the proposing vendor's firm-fixed price?

Any fees from third party vendors should be included in the vendor's proposal. Newberry County will not contract with third-party vendors to be billed directly.

3. **Bond Payments / Inmate Financial Accounting:** In Attachment A, JMS Requirements – Additional Features, the County states that the "System must be capable of receiving and entering bond payments." Please clarify the intended scope of this requirement. Is the JMS only required to record that a bond payment was received, including information such as amount, payment method, receipt/reference number, date/time, and payer, or is the JMS expected to process and financially account for the bond payment?

Record that a bond payment was received, including information such as amount, payment method, receipt/reference number, date/time, and payer

If the JMS is expected to maintain the financial transaction, please clarify how this requirement

relates to the inmate trust/account functionality currently housed within the McDaniel Supply commissary system. Is the County requesting that inmate financial activity be maintained across both the JMS and McDaniel Supply systems, or should McDaniel Supply remain the authoritative system of record for inmate financial accounts and transactions?

McDaniel Supply will remain the system of record at this time.

If the JMS is expected to directly accept or process bond payments, please also clarify the required payment methods, payment processing, receipting, reconciliation, and financial reporting responsibilities.

4. **Inmate Trust Fund / Financial Account Management:** In Attachment A, JMS Requirements – Additional Features, the County requires the JMS to “track all monetary transactions for the inmate.” The RFP also identifies McDaniel Supply as the commissary system, which would typically maintain inmate trust accounts and related financial transactions.

McDaniel Supply will remain the system of record at this time

Please clarify whether the County intends for the JMS to become the authoritative system of record for inmate trust fund accounting and financial management, or whether McDaniel Supply will remain the authoritative financial system and the JMS is only expected to record or display limited financial information.

McDaniel Supply will remain the system of record at this time

If the JMS is expected to become the authoritative financial system, please clarify whether this includes management of deposits, withdrawals, commissary transactions, fees, adjustments, account balances, reconciliation, and financial reporting, as well as accepting inmate trust deposits through lobby kiosks and online deposits.

McDaniel Supply will remain the system of record at this time