



RFP 3065-2024

Questions and Answers Pack 3

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RFP 3065- 2024: THE PROVISION OF ARCHITECT, DESIGN, DEVELOP, INTEGRATE, MIGRATE, INSTALL, CONFIGURE AND TEST AN INCIDENT MANAGEMENT SOLUTION TO THE SOUTH AFRICAN POLICE SERVICE FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Questions	Answers
Please could you confirm what is the Addendum 1 for Annexure B? Kindly clarification on which document is Annex B addendum 1? We can only find Annex B in the tender doc, not sure what is addendum 1.	Refer to page 53 of the specification
<u>Functional Components:</u> 1. What are the detailed requirements for dispatching incidents to patrol vehicles? For example, what criteria determine the selection of the appropriate patrol vehicle and how should standoff time be captured? 2. How should the system manage sign-on/sign-off functions, especially during shift changes at different command centres? 3. What are the key metrics and KPIs that SAPS expects to see on the dashboard for incident management? <u>Non-Functional Requirements:</u> 4. Are there any specific compliance checklists (like MIOS or POPIA) that the system must follow? 5. What is the average monthly ticket volume and the expected size of the user base for the system? 6. What are the data encryption standards that SAPS requires for secure data communication? 7. What are the data replication requirements between distributed servers and the central database? Are there specific latency or synchronization expectations? <u>Integration & Interfaces:</u>	1. The detail requirements will be in the Functional Design Specification (FDS) and Technical Design Specification (TDS) documents. 2. a seamless solution should be provided by the bidder to handle this. 3. Active incidents, incidents awaiting dispatch, incidents not acknowledged, incidents outstanding longer than 3hrs, incidents handled, reaction time: reported to dispatched, reaction time: dispatched to attended and reaction time: reported to attended

Questions	Answers
8. Are there existing APIs for integration with PERSAL, CAS/ICDMS, Circulations, Firearms, Second Hand Goods, IP Telephony, PABX, Fleet Management, and PVS? 9. What protocols (e.g., REST, SOAP, WebSockets) are supported for integration? 10. Can you provide more details on the SAPS SI-Bus technology? Are there specific APIs or protocols (e.g., REST, SOAP) that the solution must support for integration? 11. Can you explain how your current systems (like PERSAL, CAS/ICDMS, and TETRA) work? What kind of data or workflows do we need to support? 12. For voice recordings, do you use any specific tools that we need to connect with? 13. What are the technical specifications and integration requirements for the voice logger system, including supported formats, storage duration, retrieval mechanisms, and API availability for linking voice recordings? 14. How do you want the system to work with other emergency services (like EMS or Disaster Management)? Are there specific ways to share data? <u>Data Migration & Historical Data:</u> 15. What are the specifics regarding the migration of historical incident data? 16. What volume are we expecting for the two-year historical data transfer? <u>General Questions:</u> 17. What are the biggest challenges with your current incident management systems that the new solution should fix?	4.MIOS, MISS, POPIA 5. 190526 incidents 2556 for call centres. 333066 for police stations. 28145 combined call taker and dispatcher users at 1174 police stations. 6.data and security architecture standards will be detailed with the successful bidder. 7. real-time replication. This is however dependant on the speed of the SAPS network. 8.APIs exist on the target systems – accessed via the IBM Message Broker 9.and 10. The IBM Message Broker support all major protocols and will translate between different protocols used by source and target systems 11. This will be done in the Integration Design Document (IDD) with the successful bidder. 12. any specific tools will be detailed in Technical Design Specification (TDS) 13. VoIP – system. Voijavu recording system. Details will be done in the Technical Design Specification (TDS) and Integration Design Document (IDD) will be done with the successful bidder 14. bidder to propose a solution.

Questions	Answers															
	15. The database and data will be available for the proposed solution can make use of or migrate to a new database. 16. less than 100GB of data for all 20 call centres. 17. see 1.2 in bid spec															
One further question. The proposed solution architecture is defined in table 4 of the document "RFP 3065-2024 Final Bid Specification Incident Management Solution SAPS_F02" on page 15. This specifies the following architecture: Table 4: Conceptual View of the Architecture <table><tr><th>No.</th><th>Item</th><th>Description</th></tr><tr><td>1.</td><td>Service Integration Bus</td><td>The SAPS SI-Bus technology used for all integration in the Incident Management Solution (Webservices, IBM MQ, IBM Message broker).</td></tr><tr><td>2.</td><td>Emergency Command Centres (10111)</td><td>Fat client Incident Management Application with server and database for every Emergency Command Centre (10111). Data replicated from distributed servers to the Incident Management central database. Integration with other systems via the Service Integration Bus.</td></tr><tr><td>3.</td><td>Police Stations</td><td>Thin client Incident Management Application connect to central Incident Management server and database. Incident captured directly via the central application onto the central database.</td></tr><tr><td>4.</td><td>Central Application and Database</td><td>Used by police stations to capture and manage incidents. Receive replicated data from all the distributed databases of Emergency Command Centre (10111) to ensure an overall view of all incidents. Data to SAPS Data Warehouse for management information reporting. Integration to other systems via the Service Integration Bus</td></tr></table>	No.	Item	Description	1.	Service Integration Bus	The SAPS SI-Bus technology used for all integration in the Incident Management Solution (Webservices, IBM MQ, IBM Message broker).	2.	Emergency Command Centres (10111)	Fat client Incident Management Application with server and database for every Emergency Command Centre (10111). Data replicated from distributed servers to the Incident Management central database. Integration with other systems via the Service Integration Bus.	3.	Police Stations	Thin client Incident Management Application connect to central Incident Management server and database. Incident captured directly via the central application onto the central database.	4.	Central Application and Database	Used by police stations to capture and manage incidents. Receive replicated data from all the distributed databases of Emergency Command Centre (10111) to ensure an overall view of all incidents. Data to SAPS Data Warehouse for management information reporting. Integration to other systems via the Service Integration Bus	As this bid is a request for proposal the bidder may propose alternative architectures and network topologies. However, the SAPS owns an existing national network and any suggested network topology changes and/or enhancements must be included in the costing presented by the bidder.
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Questions	Answers
The above states and implies a separate local on-prem instance of the incident management system at each 10111 Emergency Command Centre, all replicating to a central national incident management database. It also states all police stations nationally will connect to the central national incident management database. This proposed architecture poses a number of identified inefficiencies, potential risks, and cost duplications which we believe may not be aligned to best practice solution architecture and may not be in the best interests of the client. Hence, please advise if the client will be open to proposal of alternate modern architecture models and network typologies that can simplify solution complexity and management, reduce overall solution costs, and optimise operational efficiencies, whilst not exposing the client to any performance or availability risks. This is especially relevant in the case of commercially off-the-shelf software (COTS) solutions that are designed with a certain optimised architecture which may not align well with the specified model in table 4 above. Kindly confirm.	