

# **R.F.P. 24-01 – IMS**

## **Response to Pre-Conference Questions**

**1. Estimated number of user licenses will be needed?**

**We will have three different groups of employees with varying authority levels:**

- 2-3 core admins who will manage the system.**
- 100 supervisors/employees who will process requests for stocked items and manage the inventory.**
- 2,900 end users who will request stocked items and also need read only access to certain components.**

**2. Estimated number of users of the system?**

**Potentially 2,900 employees.**

**3. As there is an option for employees to request uniforms, do all employees need access to the system? If that's the case, is there anything else they should be able to see in the system other than placing the order/return and tracking the status? such as viewing their profile, updating their profile, etc?**

**All employees should have access to the system for basic requests of stocked items, (uniforms and other non-uniform items), the ability to view their requests and ability to view other information, to include: the list of uniform items they are authorized to be issued, date of last issuance of each item, the sizes each item they were most recently issued.**

**4. Uniforms are allocated based on the designation of the employee; in that case, do we need to track the designation changes for employees? Such as promotions? Or if it is already managed in a different system, does it need to be integrated with that system?**

**A one-way interface from the agency system of record for personnel changes to the inventory management system will need to be established and maintained. The personnel changes include: promotions, transfers, new designations (a Patrol Deputies is now also a member of the Crowd Management Team) and exiting employees leaving the agency.**

5. There are not many details about sourcing the inventory (vendor management, QC process, return of stock if QC fails, etc.), so is it safe to assume these are not in the scope?

**The sourcing of the inventory is not in the scope of this RFP. The return of stock to a vendor from an open Purchase Order and subsequent replacement of that stock is in scope.**

6. Are you open to a solution that is hosted on a Linux platform?

**It's important to note that our organization leans towards Windows-based solutions for compatibility reasons. Nevertheless, we encourage vendors to propose Linux-based solutions if they possess exceptional features or address critical needs that current Windows offerings cannot fulfill. We will carefully evaluate any such proposals based on their merits and alignment with the RFP objectives.**

7. For the handheld device used for the issuance of uniforms, do you already have a hardware device in place? Do you have any preferences?

**There are no handheld devices currently in place that would be used in the new system. The preference would be to have devices in optional sizes to accommodate both belt mounted use and models with larger screens for other uses.**

8. For customizable items (embroidery), how do we send the design to the vendor? Is there a need in the system to upload a design if there is a customization?

**Embroidery and heat press is done in-house and there is no need to send designs to vendors. Some stocked items are customized by the vendors and these customizations need to be incorporated into the items' details. For instance, a uniform shirt has shoulder tabs sewn down and button holes cut by the vendor prior to shipping to us.**