



To: All Prospective Bidders

From: Purchasing Department

Date: September 19, 2016

Subject: Inquiries and Responses

RFP#: 106-2016 Security Command Center Software for the Music City Center

### Inquiries and Responses:

1. We specialize in custom solutions that are branded with your look and feel so that applications are unmistakably and proudly yours. Is there a preference for a custom Nashville Music Center custom solution or an off the shelf solution that can be configured to suit your needs? **We are looking for a system that will be ready to implement within weeks of awarding the contract.**
2. How many different User Types or Roles are there for the system and what are they? For example, in the RFP the following users have been hinted at:
  - Guest
  - Guard
  - Supervisor
  - **Administrator**
  - **Additional departments (other departments will also have access)**
  - **Restrictions based on incident type**
  - **Simply stated, the roles must be fully customizable by the MCC Administrator**
3. Is Dashboard functionality limited to the permissions of the current logged in user of the dashboard? **Yes**
4. Upon delivery of the software described as per the RFP is there to be a support contract? We'd assume a support contract would be very different from a development contract. **We are looking for a support contract. System should already be developed.**



5. What is meant by “No additional cost for system updates”? Mobile platforms change from month to month and can require upgraded software frequently. Does this mean no additional cost outside of support contract? **All system updates and/or software upgrades must be provided to the MCC at no cost.**
6. Does the Live Mapping include an interactive display of the building? We envision it with the following **You envision correctly**
  - Multiple level interactive Map
  - Key Locations as noted on the map
  - Incident mapping
  - Guard touring check-in
7. What is meant by the term Custom Fields? **The MCC wants the ability to add fields as it deems necessary if it feels the delivered platform is missing a field of data.**
8. What are the targeted operating systems? **Incident Management System**
9. What is the targeted use case and user for the iPad? **Mobile incident writing and documentation.**
10. Explain “Fixed Location Can Be Programmed” **If I want to assign a device to a guard or guest service representative that has a fixed position, I want to be able to program the device to that location, so when an incident is reported from that device the system will recognize it is coming from that location. This is typically used in the analytics portion of the system.**
11. Is the referenced 2-way communication Walkie Talkie styled? **Text messaging platform**



12. Can guests match lost items via the web or are they limited to simply filling out lost forms? **The MCC want the ability to create a web form for the guest and return a message if the system shows a potential match.**
  
13. Are all users able to perform lost and found or is it limited by permissions? **Permission based**
  
14. How are the tours setup? We assume there are required actions and places to go when touring. Are these to be defined by a "Master Guard" type user? **There are multiple tours that would be created by the administrator.**
  
15. Is the templating regarding new tours or some other templating? **Ability to set up tours in excel and import into the system is preferred.**