

Questions & Answers

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(Deadline for Questions 09/02/2026 @ 5:00pm EST)

- 1. Operational priorities (Section 3.1.1, Category 5). Category 5 describes a broad ecosystem of situational-awareness and AI capabilities. Can HCSO describe the operational gaps or priority use cases — for example, unifying awareness across existing camera, sensor, and records investments; watch-floor decision support; or evidence-infrastructure visibility — that the agency and Eligible Purchasers most want Category 5 solutions to address in the first contract year?**

Answer: Category 5 was established to allow vendors to present their full range of emerging situational-awareness and AI capabilities. Because HCSO and Eligible Purchasers represent diverse agencies with varying infrastructure needs, the solicitation does not designate specific operational gaps or priority use cases for Year 1.

Bidders should submit their available, proven solutions within Category 5—detailing capabilities such as system integration, real-time analytics, and decision support—so that each participating entity may evaluate and select options that best fit their individual operational priorities.

- 2. Existing environment (Interoperability Note, p.19). Which existing systems (CAD, RMS, VMS, ALPR, or sensor platforms) should Category 5 proposers prioritize for integration and data ingestion, so that proposed solutions complement rather than replace the technology investments agencies have already made?**

Answer: Because this contract is available to a wide range of Eligible Purchasers—including law enforcement agencies, state and local government entities, municipalities, and educational institutions—existing technology environments (such as CAD, RMS, VMS, ALPR, and sensor platforms) will vary significantly by agency.

HCSO and Eligible Purchasers are not designating a single system or platform for proposers to prioritize. Instead, bidders should detail their solution’s open-architecture capabilities, standard API/data ingestion options, and ability to integrate with diverse third-party systems so that any participating entity can connect proposed solutions with its existing infrastructure.

- 3. Would HCSO be able to provide an editable version of the section 6 bid package for vendors to complete, or are vendors able to recreate this in their own format as long as it includes all fields, questions, headers and footers?**

Answer: Yes. The relevant pages to section 6 of the Bid document have been uploaded to DemandStar and teamHCSO.com Any modifications or alterations to the original document language will be cause for the rejection of a Bid Package.

- 4. Deployment and data residency (Exhibit A ¶32). Do HCSO and the Eligible Purchasers have a preference between cloud-hosted and on-premises deployment models for Category 5 solutions, particularly with respect to data sovereignty, records custody, and jurisdictional storage requirements?**

Answer: No preferred deployment model has been designated for Category 5 solutions. HCSO and Participating Agencies will evaluate all proposed cloud-hosted, on-premises, and hybrid deployment models based on the evaluation criteria outlined in the solicitation, provided the proposed solution satisfies all data sovereignty, CJIS security, and public records custody requirements.

However, proposers are encouraged to provide sample or recommended deployment plans within their response to illustrate how their solution can be tailored to meet varying agency infrastructure and jurisdictional needs.

- 5. The road ahead (Section 3.5, contract term). Over the potential nine-year life of this contract, what emerging operational needs — such as real-time operations centers, unified incident management, inter-agency coordination, or officer safety analytics — does HCSO anticipate growing in importance, so that proposers can present roadmaps aligned with where the agencies are going rather than where the market has been?**

Answer: While HCSO recognizes the rapid evolution of technology in areas such as real-time operations, officer safety, and cross-agency interoperability, HCSO cannot specify future operational mandates beyond the scope detailed in the solicitation. Proposers should detail their technology roadmap and how their platform scales to meet dynamic agency needs over time. Submissions will be evaluated in accordance with the evaluation criteria.

- 6. Demonstrations (Section 4.11, evaluation). Will the Evaluation Committee consider live demonstrations, pilot deployments, or proof-of-concept evaluations as part of the evaluation or Best-and-Final-Offer process for Category 5?**

Answer: No. Live demonstrations, pilots, or proof-of-concept evaluations will not be part of the solicitation evaluation or Best-and-Final-Offer (BAFO) process conducted by the Evaluation Committee. However, post-award, awarded vendors may offer live demonstrations or proof-of-concept evaluations directly to Eligible Purchasers to support their local purchasing decisions.

