

White County, Georgia

ADDENDUM # 1

June 1, 2018

Next Generation 9-1-1 Call Processing Equipment

Project# 911-2018-001

Proposal Closing Date: August 16, 2018

Time: 2PM

Revisions to RFP Document – Questions Submitted with Answers

This addendum is issued to change or clarify the proposal documents associated with the Next Generation 911 Call Processing Equipment Request for Proposal, Issued May 3, 2018.

Note: A signed acknowledgement of this addendum must be received by the County Clerk attached to your proposal response.

Vendor Name: _____

Address: _____

Email: _____

Authorized Signature: _____ Date: _____

Name (Printed): _____ Title: _____

Addendum To RFP# 911-2018-001

Changes to RFP issued by White County, effective immediately:

- 1) System Specifics, page 4.
Number of T1's Required: **2** **(WILL BE DETERMINED BY AT&T at later date)**
Number of CDR outputs Required: **1**
Number of CAD outputs Required: **1**

- 2) Geographic Diversity, page 6. **Remove from consideration, not required.**

- 3) Call Distribution – ACD, page 9. **Remove from consideration, not required.**

- 4) Call Distribution – Overflow, page 9. **Remove from consideration, not required.**

- 5) SNOM IP Phones with ALI, page 10. **SNOM brand phone not required, must be IP w/ALI.**

- 6) Intelligent Workstations, page 10.
Item b – defined as spare parts on site for emergency repairs.

- 7) Intelligent Workstations – Premise Information, page 14. **Remove, not required.**

- 8) Intelligent Workstations – Standard Operating Proc, page 14. **Remove, not required.**

- 9) Management Information System, page 14.
Item g – remove, data migration not required.

- 10) Geographic Information System (GIS) **Remove from consideration, not required.**

- 11) Maintenance and Support, page 16-17.
Item h – remove, not required.

- 12) ACCEPTABILITY, page 21.
Insurance is to be placed with insurers with a Best's rating of no less than "A" or otherwise acceptable to the Owner.

- 13) RECORDING SYSTEM –
Currently using Eventide 725, we will record line side and stations, including data for future text messaging.

- 14) TEXT MESSAGING –
System must support text to 911 for future applications fully NENA I3 capable when available.

Questions submitted in writing by approved vendors, not answered above:

- 1) Can you confirm the demo dates and the times? **JULY 9th THROUGH JULY 27th, SCHEDULED WITH LEAH SULLENS AT EMAIL, lsullens@whitecounty.net, PREFERABLY NOT ON MONDAY'S OR FRIDAYS.**
- 2) Can you confirm that the demos will be held before the proposal close date in August? **YES**
- 3) Will the county please clarify that the requirement to services and maintain the call handling hardware and software ends at the point of demarcation where the outside lines terminate the building? **YES, THE PROPOSED VENDOR IS ONLY RESPONSIBLE FROM THE "D" MARK, CPE EQUIPMENT AND SOFTWARE.**
- 4) If required, would the county please include these affidavits in a future addendum? **YES, THE COUNTY WILL PROVIDE ALL FORMS AND AFFIDAVITS, REQUIRED.**
- 5) Will there be headset (TRHI) integration between your AVTEC radio system and your new phone system? **YES, STANDARD 6 WIRE NENA INTERFACE**
- 6) Will you be using a DOT Matrix printer? **NO, PRINTING ON DEMAND ONLY WITH NETWORK PRINTERS.**
- 7) What brand and model Netclock is in place? **SPECTRACOM NETCLOCK/GPS 9283**
- 8) Will we be able to use our own IP addressing? **YES**
- 9) Can we use our own firewall for remote diagnostic and maintenance? **WE WILL PROVIDE VPN, IN COMPLIANCE WITH OUR IT MANAGER.**
- 10) Will UPS's be required for workstations? Back rack? **WORKSTATIONS NO, BACK RACK YES.**
- 11) Will KVM's be needed for CAD/Map and other applications on consoles? **YES, COUNTY WILL PROVIDE.**
- 12) Will Genovation keypads be required? **YES**
- 13) Will we need to provide and run new drops/wiring to the consoles? **YES**
- 14) How many people will need to be trained – call takers & supervisors? **CALLTAKERS = 20 WHICH INCLUDES FIVE (5) SUPERVISORS.**
- 15) Your bid form mentions PBX capability. Can you elaborate on that? **SYSTEM MUST INTEGRATE WITH COUNTY VOIP SYSTEM USING SIP TRUNKS FOR TRANSFERS AND ROUTING WITHIN COUNTY DEPARTMENTS.**
- 16) Will we need to bid IP phones? If so, how many? **YES, FIVE (5) EMERGENCY PHONE SETS, and ONE (1) NON- EMERGENCY PHONE SET.**