



BARROW COUNTY
Georgia

MEMORANDUM – ADDENDUM NO. 2

To: Parties Interested In RFP2017-13

From: Misty Landers

Date: April 4, 2017

Re: RFP2017-13 – 9-1-1 Telephone System

The following questions have been submitted for RFP2017-13

Questions:

1) Do communicators wish to use headsets for both telephone and radio traffic?

RESPONSE: Yes, headset will interface with both the telephone and the radio.

2) Does the PSAP operate with a local ALI database? If no, who is the ALI database provider?

RESPONSE: No, off site ALI-ANI database, West Safety (formerly Intrado) is the provider.

3) Is there a building UPS available for the 911 system?

RESPONSE: Yes, building UPS is available.

4) Does the County wish to integrate the new 911 system to a different admin. phone system for non-emergency calls? If so, what is the brand, model and is SIP licensing available for the admin. system?

RESPONSE: No, do not wish to interface with the county Shortel system.

5) The RFP asks for “3 mobile back up positions”. Will the County provide VPN connectivity for the mobile positions? Are these mobile positions in addition to the needs of the existing or future disaster recovery (DR) site?

RESPONSE: The three (3) mobile positions will be used for DR in the event of evacuation of the current facility. County will provide connectivity.

6) The RFP states: "The proposed system shall have geo-diverse soft switch components, with the ability to alternate call routing when needed to respond to a disaster or high-call volume."

- Does the County currently have a backup or (DR) site in place?
- If yes, can the County provide high-speed connectivity between the primary site and the backup site? What is the bandwidth of the high-speed connection?
- If no, what is the timeline for the new backup or DR site?
- How many CAMA trunks are or will be at the DR site?
- How many answering positions are or will be at the DR site?
- Are the backup answering positions full workstation softphone positions or will an IP phone be sufficient for the position(s)?
- Is there a site UPS that will provide backup power to the DR's 911 system?

RESPONSE: The County currently has a MOU with adjoining county to accept our 911 re-route trunks in the event of evacuation of facility or we lose the trunk line connectivity.

- Unable to provide the bandwidth or high speed connection. However, the connection will be provided by a third party ISP such as Comcast, Windstream, AT&T, etc., to be determined at a later date.
- No CAMA trunk lines at the DR site.
- No permanent positions at the DR site, will use the portable mobile positions (see questions above).
- Soft phone positions.
- Your question is not applicable, reference DR site ups.

7) In regards to page 8, Workstations – Call List, Question 4: *"When used in conjunction with an Incident Management feature, Incident-related lists shall also be provided"* Please provide additional clarification with regards to the definition of the Incident Management feature and the desired functionality required.

RESPONSE: This is referencing a system such as Computer Aided Dispatch and is not applicable as the CAD and phone system will each be stand alone, however the phone system must provide ANI-ALI data connection to the CAD.