



BARROW COUNTY
Georgia

MEMORANDUM – ADDENDUM NO. 3

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

1. End-user Name:
End-user Address:
End-user Contact:
End-user Email Address:
End-user Phone Number:

RESPONSE: Please note following insert from page 3, INQUIRES, of the RFP:

*“INQUIRIES: Proposing Vendors, or their representatives or agents, **shall not** contact any members, or employees, of the Barrow County Board of Commissioners or any Barrow County Elected Officer or employee of Barrow County Elected Officer, regarding this RFP, proposal evaluation, or selection process from the time the RFP is issued until the time a notification of intent to award is announced.”*

2. How many call taking positions are required?

RESPONSE: (8) plus 3 mobile/portable positions

3. How many positions require TDD/TTY?

RESPONSE: (8) plus 3 mobile/portable positions

4. How many positions require Instant Recall Recorder, IRR?

RESPONSE: (8) plus 3 mobile/portable positions

5. How many positions require Supervisor View?

RESPONSE: (3)

6. Will operators be using handsets?

RESPONSE: (only as back up)

7. Will operators be using headsets?

RESPONSE: (yes)

IF YES:

How many wired headsets should Zetron include?

RESPONSE: (customer provides headsets)

How many wireless headsets should Zetron include?

RESPONSE: N/A

How many supervisor / trainer wired headsets should Zetron include?

RESPONSE: N/A

How many supervisor / trainer wireless headsets should Zetron include?

RESPONSE: N/A

Will headsets be shared with radio dispatch system?

RESPONSE: (Yes)

8. Does the radio dispatch system provide Telephone Radio Headset Interface, TRHI?

RESPONSE: (Yes)

9. Is the radio console Zetron TRHI?

RESPONSE: (Please clarify this question)

10. How many E-911 CAMA Trunk interfaces are required?

RESPONSE: (7)

11. How many standard CO Line interfaces are required?

RESPONSE: (7 administration lines)

12. How many 24-channel PRI interfaces are required?

RESPONSE: (Please clarify this question)

13. How many ringdown line interfaces are required where Zetron equipment will supply the ringing voltage?

RESPONSE: (None)

14. How many ringdown line interfaces are required where the phone company will supply the ringing voltage?

RESPONSE: (Previously answered)

15. Do you require a serial interface to ALL modems?

RESPONSE: (yes)

16. Do you require 1200 baud modems from Zetron to interface to ALL database?

RESPONSE: (no)

17. Do you require a serial interface to a CAD system?

RESPONSE: (yes)

18. Do you require a serial interface to a Mapping system?

RESPONSE: (no)

19. Do you require a serial interface to an MIS system?

RESPONSE: (we require a MIS package with the solution)

20. Do you require a serial interface to a CDR printer?

RESPONSE: (Yes)

21. Should Zetron provide a serial CDR printer?

RESPONSE: (Yes or print to a file)

22. Do you require the Zetron MAX system to provide administrative PBX functionality?

RESPONSE: (no)

If yes, how many extensions?

If yes, should Zetron provide the SIP Telephones?

Should network switches provide PoE (Power over Ethernet) for the PBX SIP telephones?

23. Does the MAX Call Taking system need to connect to an existing PBX?

RESPONSE: (no)

Model of existing PBX?

Method if interconnection: analog channels, PRI interface, SIP trunk?

Number of 24-channel PRI connections required to connect to the PBX?

Number of analog ports required to connect to the PBX?

24. Does the MAX Call Taking system require ACD (Automatic Call Distribution)?

RESPONSE: (no)

25. Does the MAX Call Taking system require IVR (Voice Mail Menu)?

RESPONSE: (no)

26. Does the MAX Call Taking system require Caller Name Lookup?
(pull the caller's name locally rather than external ALI database)

RESPONSE: (no)

27. Do you require hard copy manuals?

RESPONSE: (Yes -2)

28. Should Zetron include UPS for back-room equipment?

RESPONSE: (no)

29. Should Zetron include UPS for position equipment?

RESPONSE: (no)

30. Approximate number of 911 calls processed daily?

RESPONSE: (110)

31. Approximate number of admin calls processed daily?

RESPONSE: (300)

32. Do you require Extended Warranty?

RESPONSE: (Yes How many years? 5 yrs)

33. Is this replacing an existing Zetron Series 3200 or Series 3300?

RESPONSE: (Yes)

What is the System ID?

RESPONSE: (N/A)

34. Do you require a Stand Alone ANI / ALI System?

RESPONSE: (no)

35. Do you require a MIS reporting system?

RESPONSE: (Yes)

36. Do you require Text to 911?

RESPONSE: (Yes)

NOTES:

CONCERNS: