



**BARROW COUNTY**  
*Georgia*

**MEMORANDUM – ADDENDUM NO. 5**

**To:** Parties Interested In RFP2017-13  
**From:** Misty Landers  
**Date:** April 7, 2017  
**Re:** RFP2017-13 – 9-1-1 Telephone System

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**Please see the following option that should be part of RFP2017-13:**

Barrow County requests vendors to propose as an option for consideration the following feature for the 911 Telephone System:

***Call Distribution- ACD (Automatic Call Distribution)***

1. The system shall support Automatic Call Distribution (ACD). ACD allows for inbound call traffic to be grouped, with calls presented to specific calltakers based on distribution algorithms (for example longest idle calltaker).
2. A call taker will be considered eligible to receive a call if logged on and in a Ready state.
3. The ACD distribution shall support presentation of the distributed calls both with and without (configurable by ACD Queue) force-connect (calltaker hears zip tone and is immediately connected to a caller when presented a call from the ACD Queue).

The ACD distribution shall also support:

- Multiple algorithms (Longest Idle, Fewest Calls, Round Robin)
- Multiple Queues with rollover between Queues
- Agent Priority
- Line Priority
- RAN (Recorded Announcement)
- Wrap-up Time (with bypass option)

4. When ACD is used, system shall also provide a large-format display showing live ACD Queue activity including (for each ACD Queue) number of calls in the queue, longest wait time, and agent availability. The display shall also provide audible and visual alerts when configurable thresholds are reached.
5. A configurable Recorded Announcement (RAN) shall be supported on a per-ACD Queue basis. The announcement audio will be interleaved with ring-back indication to the caller while that caller is in a ringing state. Use of RAN shall not delay call presentation.

**Please see the attached *REVISED* Bid Tab (1 page).**

**PROPOSAL FORM  
(SUBMIT ONE ORIGINAL (UN-BOUND) AND FOUR COPIES AND ONE CD)**

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

SUBMITTED TO: Barrow County Board of Commissioners

SUBMITTED BY (NAME, ADDRESS AND TELEPHONE NUMBER OF COMPANY):

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Barrow County Board of Commissioners:

Having carefully examined the Request For Proposal and Related Documents for RFP2017-13, and Addenda(s) \_\_\_\_\_, the undersigned proposes to furnish a 9-1-1 Telephone System Per Technical Requirements for the following amount:

Per Technical Requirements	Costs	Comments (If Any)
Installation of Hardware & Software including all equipment, supplies, shipping, and labor costs per RFP		
Text to 9-1-1 solution proposed including any third party yearly costs		
Implementation, Training and Support Services Costs		
Annual Hardware & Software Maintenance Cost for 5 Years:  Year 1: Year 2: Year 3: Year 4: Year 5:		
Additional Option for Call Distribution- ACD (Automatic Call Distribution) (may be considered but not accepted)		
Other Anticipate Costs (please detail other costs)		

Attached are the documents as called for in the RFP.

Signed, sealed, and dated this \_\_\_\_ Day of \_\_\_\_\_, 2017.

Proposer: \_\_\_\_\_ (Seal)  
(Company Name)

By: \_\_\_\_\_

Title: \_\_\_\_\_

\*Attach warranty statement