



BARROW COUNTY
Georgia

MEMORANDUM – ADDENDUM NO. 9

To: Parties Interested In RFP2017-13

From: Misty Landers

Date: April 20, 2017

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

The following question(s) have been submitted for RFP2017-13:

1. Workstations - Integrated Text Messaging:

a. Does Barrow County have a TCC provider preselected?

RESPONSE: No.

b. Is there a targeted timeframe for the SMS text to 911?

RESPONSE: Yes, cut live date with the new phone system.

2. Proposal Form (pricing sheet):

a. Line item no 2 “Test to 9-1-1 solution proposed including any third part yearly costs” implies the winning vendor will select the TCC provider and price this service, is this your intent?

RESPONSE: The winning vendor should present TCC provider options and coordinate with the county on the selection process.

3. Geo Diversity - The RFP is written with a requirement for full redundancy and diversity at each site.

a. Has a second site been identified?

RESPONSE: No.

b. Does the County plan to VPN into the second site?

RESPONSE: No decision has been made to date.

c. Would Barrow County consider Geo Diversity with split host rather than separate full back rooms?

RESPONSE: Barrow County would consider a split as a secondary option to the RFP, but full back room should also be shown as an option per RFP.

4. Active Text Window - Is this a mandatory requirement or can this be removed from the RFP?

RESPONSE: Any vendor who cannot provide this, should submit an alternative option to the Active Text Window. It cannot be removed from the RFP.

5. Alarm Panel - The RFP requires an Alarm panel with electrical contact for alarm priority. Is this a mandatory requirement?

RESPONSE: We are seeking this feature in the RFP. Alternative solutions would be considered.

6. MIS - The RFP requires a Calls List of all previous calls **by this call taker**. Can this be added at a later date?

RESPONSE: No.

Will you accept the Call List provided by position?

RESPONSE: No, we are seeking this feature at the onset for quality assurance purposes and employee evaluations.

7. Provide the location (physical address) for the second location that will be used to provide geodiversity.

RESPONSE: Location has not been determined.

8. If the second location is not currently established, is there a timeline for development of that location?

RESPONSE: No timeline has been established.

9. Has a network been established between the primary and secondary location?

RESPONSE: No.

10. Does the county intend to diversify the CAMA and POTS lines between the two locations?

RESPONSE: Undetermined at this time.

11. It is indicated to have an active and standby softswitch – is an active-active configuration acceptable?

RESPONSE: No.

12. It is indicated “The CDR shall be capable of operating in automatic or batch processing mode” – is that the printing of CDRs or batch processing CDRs to the system for storage?

RESPONSE: Either capable of printing or sending the data to a file for future access.