



BARROW COUNTY
Georgia

MEMORANDUM – ADDENDUM NO. 4

To: Parties Interested In RFP2017-20
From: Misty Landers
Date: June 8, 2017
Re: RFP2017-20 – 9-1-1 Telephone System

The following question(s) have been submitted for RFP2017-20:

From Technical Requirements, “Call Distribution-ACD (Automatic Call Distribution) (page 7)

4. When ACD is used, the system shall also provide a large format screen 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. The display should be at minimum sixty (60) inch monitor.

QUESTION:

1. Do you want us to provide and install the 60 inch monitor?

RESPONSE:

Yes. The vendor will be required to provide a full commercial led display and is required to be comparable to the following specifications:

Mfr: Viewsonic

Integrated USB multimedia player, Quad-core processor and RJ45 connectivity, Free bundled vController software, Control multiple devices with HDMI CEC and IR pass-through, Enhanced viewing comfort.

Mfr. Part #: CDE6502

(Please make sure your price is included in the hardware line that is listed on the proposal form).