



# REQUEST FOR PROPOSALS

2009-4670-1524

April 21, 2009

City of Newport News

OFFICE OF THE PURCHASING DIRECTOR

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## 9-1-1 Telephone System Replacement

### ADDENDUM 1

It is agreed and understood that the following changes shall be made part of the original Request for Proposals (RFP).

*This published addendum consists of twenty (20) pages as follows:*

- 1. Addendum Cover page (1) - Addendum announcement and description.*
- 2. Question and Answers, Pages 2 - 16*
- 3. Firms represented at the March 25<sup>th</sup> site walk through. Pages 17 - 20*
- 4. The 9-1-1 Center layout is a separately posted (Addendum 1 Diagram) electronic file (.pdf) software version that facilitates zooming in without distortion.*

This addendum extends the proposal due date as indicated below.

**New Proposal Due: June 1, 2009 @ Close of Business (COB)**

**Contract Officer:**

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**PLEASE INCLUDE THIS SIGNED ADDENDUM PAGE WITH YOUR SUBMITTAL**

Company Name: \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*(This Form Must Be Signed. Signature must be original, not photocopied)*

QUESTIONS AND ANSWERS (Q & A)

1. The language in the RFP seems to indicate that the demarcation line for the 911 Telephone Replacement vendor is at the Newport News 911 facility. In other words, Newport News is contracting the telephone service directly from the local phone provider (Verizon, AT&T,) and the vendor is responsible for terminating the phone line in the equipment room and providing the ALI database. Is this assumption correct?

ANS: *The E911 telephone service does come into City Hall from Verizon. We are under contract for that service. Dispatchers and call takers must be able to answer E911 calls, non-emergency lines and ring down lines at the console locations. Since all trunks and lines are working today, whatever it takes to have them work at the various consoles is what has to be done by the new equipment vendor. If there is additional information you need, please contact Verizon directly.*

2. Will Newport News allow remote access to the equipment for troubleshooting during the warranty period?

ANS: *This item is negotiable - we currently provide remote access to some vendors. As long as the vendor works with our Information Technology Department to arrange appropriate and secure remote access, the Police Department will allow such access with the added caveat that the vendors must meet all applicable security regulations. If the vendor's proposal involves use of the City network, the Police Department requires that any person/vendor that has remote access to its network (regardless of length of time) must provide documentation that each person with access has received the appropriate level of background investigation per FBI network security regulations.*

3. Please provide the function of each operator, any group functions (dispatch, call taker, trainee) and how the different group functions are currently arranged in the space?

ANS: *A diagram of the Center layout with each position labeled is included as a separate file in this addendum. All Dispatch positions have both telephone and radio and each dispatch position must be able to also function as a full call taker position. The two supervisor positions are fully functional dispatch and call taker positions. Call taker positions have telephone only; no radios. Call taker and dispatcher position groupings should take into consideration a trainer sitting with a trainee. This Center is very flexible and although police dispatchers NORMALLY sit in the front of the room and fire dispatchers together at the side, this is not always the case and any redesign of the Center should allow as much flexibility as possible. When a trainee is training in a radio dispatch position, s/he must have full call taker functionality. On the fly, during peak call times, the trainer may have the trainee resort to being a call taker and then resume radio training when the call surge recedes.*

4. Please provide a list of the current equipment needed by each operator (number of PCs, number of monitors, size of monitors, radio equipment, handset jacks, phones, card rolodex, etc.)?

ANS: *The CAD system requires two monitors and a CPU per position. The radio system requires one PC and one headset jack per dispatch/supervisor position. Three standalone PCs are required in the supervisor's area for Internet access, ACU1000 control and the like. One stand alone PC is required in the Fire Dispatch area for the purpose of Internet access and paging. The PC and jack requirements of the telephone system are undetermined at this time based on the pending replacement of the telephone system.*

5. RFP page 8 (Introduction) - What telephone system are you referring to that "must be compatible with the City's existing telephone and data networks"? Is this the current 911 telephone system or the voice telephone system for the City of Newport News?

ANS: *The telephone system for the City. Page 8 refers to compatibility with the telephone and data networks not an existing telephone system.*

Please explain what you desire under the requirement for “Selective Routing”.

ANS: *This is for ACD requirements. We expect a vendor to either present a proposal to use existing technology/equipment, or to replace it, and why. The following paragraph from NENA best describes what we are referencing and the fact that the individual vendor will need to determine: “Although traditional methods are described for many of the feature requirements of an Enhanced 9-1-1 Selective Routing switch, the method of how the selective routing switch performs that function is left to the creator of the Selective Routing entity. Therefore, whenever this document describes a selective routing switch as a single switching element, it should be understood that this is to aid in readability and describing the requirements. As the 9-1-1 network evolves and matures, the features and requirements of the selective routing function may ultimately be spread across multiple physical components, and look more like the NENA Functional Entity Model than a single switching element. It is also understood that the manufacturer of a selective routing switch could either use recognized standards and methodology to perform the functions, or could develop (and document) new methods or interfaces between the router and other network components needed to perform the outlined selective routing features.”*

6. Is the City going to require any special permits during the installation of the new system?

ANS: *Any required permits will be the responsibility of the vendor awarded the job. We expect vendor(s) to research and obtain any permits needed to install their specific equipment/system.*

7. RFP page 10 (Overview of current environment) - Are the 10 Fire Department hotlines actual physical wired circuits or are they only speed dial buttons on the sets?

ANS: *They are dedicated circuits that appear on buttons on the consoles.*

8. Can you explain what the “quasi 911 line” is?

ANS: *It is an internal line from the City’s Siemens telephone system (not associated with the E911 system) but that appears on a button on the 911 consoles as a 911 line. Only City (Siemens) phones calling 911 will come into this line / button. The line allows calls to be routed to the 911 Center in instances where users forget to dial a 9 to get an outside line.*

9. How many of the 17 operational positions are active on average?

ANS: *On average, 8-12 of our operational positions are active with increases expected as we fill vacant positions.*

10. How many non-emergency lines are rerouted to the Alternate Dispatch site?

ANS: *Currently only the 2500 set, but we desire that as many transfer as possible in the future system.*

11. Are there any Administrative lines at the Alternate Dispatch Site (If so, how many)?

ANS: *Currently 6 admin lines from the main E911 center are transferred to the Alternate site. The phones at the alternate site have approximately 20 available line positions that are or can be used. Each telephone set at the Alternate Site is assigned a separate administrative telephone number (on the City telephone system, not the 911 telephone system) and an outgoing line. Note: We are not necessarily looking to keep what we have at the Alternate Site, we are hoping to upgrade as part of this project.*

12. RFP page 11 (Scope of Work – System Design Requirements) - If the City Hall Dispatch Site is down, does the City require the delivery of both ANI and ALI at the Alternate Dispatch Site(s)?

ANS: *We do not currently have ANI/ALI at the Alternate Site (Have caller ID only) but would certainly*

*desire to have ANI/ALI if the budget allows.*

13. How many additional administrative (Non-911 call taker or training) stations are required? What type of telephone set is required for the administrative lines?

*ANS: Administrative offices are on a separate telephone system and will not be included in this project. We have one console (call taker) on the floor that we utilize as an administrative position but it has full functionality as a call taker position in the event it is needed during an emergency.*

14. RFP page 14 (Scope of Work – Training) - Please detail how many individuals (user versus administrative) are to be trained for each application (911, call recording, video recording, etc.)?

*ANS: The vendor should propose the type and amount of training that is recommended for their equipment/system. We have a total staff of 62 including 3 administrative positions. If train-the-trainer is conducive to the system proposed, we normally convene a class of 12 trainers.*

15. Please explain what the City desires in bullet point # 3 “Train-the-trainer hardware and software upgrades”.

*ANS: If the vendor’s proposed system will require major upgrades to hardware and/or software during its lifecycle, each major upgrade should include, at minimum, train-the-trainer delta training for the new version.*

16. RFP page 14 (Scope of Work – Administrative Requirements) - Please explain what the City is referencing in the sentence under paragraph e, “This includes connection to a remote call data collection service”

*ANS: The City currently utilizes a MagIC call accounting system – vendors will need to specify if their proposal(s) utilize this current equipment and if so, how their system interfaces with this equipment. If a proposal replaces the City’s current call accounting system, the vendor will need to specify and indicate if the proposed call accounting system is integrated into their system or interfaced with their system, and detail this relationship.*

17. RFP page 11 (Desired Features) - Will there be a list provided stating the inventory of product to be mounted on and in the furniture provided?

*ANS: CAD and radio equipment is as indicated above (cabling is to be run under the computer floor to the consoles, from the back equipment hallway), telephone system equipment is as yet undetermined pending award of contract. Furniture vendors will be expected to obtain telephone system equipment specifications from the City’s chosen telephone vendor.*

18. Will we be provided information pertaining to furniture features--sit-to-stand, comfort system, task lighting, etc...?

*ANS: The City desires the latest available features in console furniture with specification of what features are standard and which are optional. We view each of these listed as fairly standard in solutions offered today and would expect solutions to have most if not all of these features as part of the proposed package. Additionally, we would expect vendors to address personal storage (employee bags, etc) and business storage requirements.*

19. RFP page 10 (Overview of Current Environment) - What is the number of positions and their function?

*ANS: The number of positions and functions are outlined on the Center drawings provided. A summary is: 8 dispatch consoles – of which 5 are primarily used for Police Dispatch and 3 for Fire Dispatch (all dispatch consoles must also have full call taker functionality); 2 supervisor consoles (which must function as full dispatch positions and full call taker positions with additional management*

functionality); 7 call taker positions (1 of which is used as an administrative – Information Technology position) and 1 fully functional training console (dispatch position with full call taker functionality) located in the Training Office; for a total of 18 positions. Call taker positions do not have radio capability.

20. Can the City provide site information indicating: 53' truck access, elevator, staging and storage area?

ANS: *There is a loading dock leading directly to the 9-1-1 Center which is located in the basement; however, only very small trucks (pick up or small panel trucks) can access this loading dock via the basement ramp, and cannot remain parked there. Most large equipment deliveries are facilitated via pallet movers. There is no on site storage or staging area. Vendor(s) are responsible for arranging all delivery and storage of equipment, independent of City involvement. If a vendor(s) wishes to propose placement of a temporary on-site storage unit (trailer) in the vicinity of City Hall, it would be addressed during the contract negotiation phase and be dependent on available space/other projects.*

21. RFP page 11 (Scope of Work) - Please provide cutover information for the following: Live cutover or empty room. If live, number of positions per day, number of trips, etc.?

ANS: *Live cutover. The vendor(s) is expected to develop an installation plan. Based on the most recent project (dismantle of console furniture for carpet replacement), we were able to divide the room into three sections and have enough consoles active to remain operational while other areas of the Center were addressed. At minimum, we must keep 5 dispatch positions and 2 call taker positions operational at all times.*

22. Please provide the names of other people involved in the job, site contact, etc.?

ANS: *This information will be provided to the vendor awarded the project.*

23. The RFP states ‘a telephone system is sought that will support both the City Hall and the Alternate Dispatch Site based upon the same, or similar, hardware, operating system, and application software. Will the system at the back up site need ANI/ALI?

ANS: *Ideally, the City would like to utilize the Alternate Dispatch Site not only when the City Hall Site is down, but also for call overflow during disaster level emergencies. See #12 above regarding ANI/ALI.*

24. Will you have 911 wire line trunks coming into it (If so, how many?)?

ANS: *Currently, all 10 911 wire line trunks are transferred to the Alternate Site via 2 hard switches located at the Alternate Site. All 6 wireless 911 trunks are transferred to the Alternate Site via 2 hard switches located at the Alternate Dispatch Site (All 4 switches in the same box). The City expects vendors to propose additional trunks, if needed, and to propose the most efficient call switching mechanism available, not rely on the current set-up.*

25. Does the City desire to have the ability to conference the 10 dedicated Hotlines to the fire stations?

ANS: *No, the city does not desire to conference fire department hotlines; however, if equipment feature(s), such as conference, are available they should be explained. If there is an extra cost for those features that should be explained also.*

What specific type of lines are they?

ANS: *Currently, the dedicated lines are analog.*

26. RFP page 10 (Overview of Current Environment) - What specific type of lines are the "7 Dedicated circuits to other agencies (VDOT, M&M, Multra-Guard Inc., etc.)?

ANS: *Currently, analog.*

27. In addition to hosting the ALI Database, will you also be managing your own MSAG?

ANS: *The City currently manages its own MSAG, if more efficient options are available, the City will consider all options.*

**Pertaining to the Main 911 Center Audio:**

28. PBX details - What is the PBX manufacturer and model?

ANS: *The telephone system is being replaced as part of this project; telephone system specifications will not be available until that contract is awarded.*

Do all calls entering the center come in on analog trunks?

ANS: *Currently, yes.*

What is the total number of analog trunks coming into the contact center?

ANS: *Currently, 16 total 911 trunks for wireless and wire line.*

Of the trunks identified above, how many are to be recorded?

ANS: *All, plus any additional that would be added as a result of the telephone upgrade (if increased, should be minimal).*

Are there any Digital trunks (i.e. T1) coming into the center?

ANS: *None*

Phone Set Model?

ANS: *The telephone system is being replaced as part of this project; telephone system specifications will not be available until that contract is awarded. Whatever the vendor offers or proposes.*

Model number?

ANS: *The telephone system is being replaced as part of this project; telephone system specifications will not be available until that contract is awarded. Whatever the vendor offers or proposes.*

Quantity(ies)?

ANS: *Reference RFP requested quantities*

Analog or Digital?

ANS: *The latest technology is preferred. If limited to analog or digital, digital preferred.*

29. Dispatch and Call taker details - How many Call Taker positions are there?

ANS: *Reference numbers 3 and 19.*

Do call takers use PHONE and RADIO at these positions? If yes, how many positions have RADIO?

ANS: *Reference numbers 3 and 19.*

Are there separate audio sources for both phone and radio for recording?

ANS: *Yes for radio consoles. Vendor will need to determine for telephones based on coordination with telephone vendor. The RFP also indicates that the City would like to view proposals to add recording of small call centers (10 seats or less) at several other sites (Police HQ – Crime Reporting Unit, Public Works Call Center, School Transportation), which could be included in this project, or funded as a separate, add-on piece following completion of this project.*

How many DISPATCH positions are there?

ANS: *Reference numbers 3 and 19.*

Do dispatchers use PHONE and RADIO at these positions? If YES, how many positions have RADIO?

ANS: *Reference numbers 3 and 19.*

Are there separate audio sources for both phone and radio for recording?

ANS: *Yes for radio consoles. Vendor will need to determine for telephones based on coordination with telephone vendor. The RFP also indicates that the City would like to view proposals to add recording of small call centers (10 seats or less) at several other sites (Police HQ – Crime Reporting Unit, Public Works Call Center, School Transportation), which could be included in this project, or funded as a separate, add-on piece following completion of this project.*

Are there any other positions that require recording (i.e. Supervisors)? If yes, how many positions are involved?

ANS: *Reference numbers 3 and 19.*

How many of these are phone?

ANS: *Reference numbers 3 and 19*

How many of these are radio?

ANS: *Reference numbers 3 and 19*

Is Instant Call Playback (Last Message Replay) required at any position(s)?

ANS: *Instant call playback is required at all positions; reference numbers 3 and 19 for positions and number.*

Will select audio at the console be used for recording?

ANS: *Currently there are select “Talkgroup” audio recordings active from the radio console Central Electronics Bank (CEB) and stand alone radio equipment. The City desires a trunked recording system that will record all talk groups on its 800 MHz radio system as well as its stand alone radio equipment.*

What is the connectivity to the consoles from the 911 controller?

ANS: *The telephone system is being replaced as part of this project; telephone system specifications will not be available until the contract is awarded. The vendor will be expected to coordinate these details.*

Is it two wire? If not, please specify other.

ANS: *The telephone system is being replaced as part of this project; telephone system specifications will not be available until the contract is awarded. The vendor will be expected to coordinate these details.*

Is contact closure available for recorder triggering?

ANS: *The telephone system is being replaced as part of this project; telephone system specifications will not be available until the contract is awarded. The vendor will be expected to coordinate these details.*

30. What is the annual call volume at this site?

ANS: *Total incoming and outgoing calls per year currently averages 500, 000 – 550,000.*

What is the desired retention period?

ANS: *By Department policy, audio recordings are maintained for 180 days.*

### **Pertaining to the Back Up 911 Center Audio:**

31. PBX details - What is the PBX manufacturer and model?

ANS: *RoM Mod 50. However, that is based on current equipment and may be replaced/changed based on award of the contract.*

Do all calls entering the center come in on analog trunks?

ANS: *No, PRI's. However, that is based on current equipment and may be replaced/changed based on award of the contract.*

What is the total number of analog trunks coming into the contact center?

ANS: *None. 911 calls are manually switched from the City Hall location. However, that is based on current equipment and may be replaced/changed based on award of the contract.*

Of the trunks identified above, how many are to be recorded?

ANS: *We do not currently record calls at the Alternate Dispatch Site but would consider an option to do so.*

Are there any Digital trunks (i.e. T1) coming into the center?

ANS: *Only at the alternate site for bringing in the non-emergency lines. However, that is based on current equipment and may be replaced/changed based on award of the contract.*

Phone Set Model?

ANS: *RP400. However, that is based on current equipment and may be replaced/changed based on award of the contract.*

Model number?

ANS: *RP400. However, that is based on current equipment and may be replaced/changed based on award of the contract.*

Quantity(ies)?

ANS: *10. However, that is based on current equipment and may be replaced/changed based on award of the contract.*

Analog or Digital?

ANS: *Digital. However, that is based on current equipment and may be replaced/changed based on award of the contract.*

### 32. Dispatch and Call taker details – How many call taker positions are there?

ANS: *Currently, five.*

Do call takers use PHONE and RADIO at these positions? If yes, how many positions have RADIO?

ANS: *No radio – call takers have phones only.*

Are there separate audio sources for both phone and radio for recording?

ANS: *Currently there is no audio recording at the Alternate Site, but the City would consider this as an option. Radio equipment modification would be required to record at the Alternate Site.*

How many DISPATCH positions are there?

ANS: *There are five dispatch positions of which one is used as a supervisor's position.*

Do dispatchers use PHONE and RADIO at these positions? If YES, how many positions have RADIO?

ANS: *The four dispatch positions and supervisor's position (for a total of 5) use radio and must have call taker functionality.*

Are there separate audio sources for both phone and radio for recording?

ANS: *Currently there is no audio recording at the Alternate Site, but the City would consider this as an option. Radio equipment modification would be required to record at the Alternate Site.*

Are there any other positions that require recording (i.e. Supervisors)? If yes, how many positions are involved?

ANS: *There are five dispatch positions of which one is used as a supervisor's position. The four dispatch positions and supervisor's position (for a total of 5) use radio and must have call taker functionality.*

How many of these are phone?

ANS: *Answered above.*

How many of these are radio?

ANS: *Answered on previous page.*

Is Instant Call Playback (Last Message Replay) required at any position(s)?

ANS: *Currently there is no audio recording, or instant playback at the Alternate Site, but the City would consider this if proposed as an option.*

Will select audio at the console be used for recording?

ANS: *There are no consoles, or consolettes, at the Alternate Site. The Site is currently comprised of telephone desk sets and radio base units. The telephone system may be upgraded as part of this project. The radios at the Alternate Site will not be upgraded as part of this project.*

What is the connectivity to the consoles from the 911 controller?

ANS: *Not applicable.*

Is it two-wire? If not, please specify other.

ANS: *Not applicable.*

Is contact closure available for recorder triggering?

ANS: *Not applicable.*

What is the annual call volume at this site?

ANS: *Call volume at this Site is not measured, the Site has never been used, other than for test exercises and stationing a skeleton crew (with no call transfer) during disasters.*

What is the desired retention period?

ANS: *If the Alternate Site is recorded, retention period would be the same as the main site, 180 days.*

33. RPF page 15 (Submittal, item 2c) – Explain what is meant by “Include an explanation of how the system will interface with the Local and Long Distance networks.”

ANS: *How does your equipment “connect to” local and long distance networks, such as Verizon, Cox, etc.?*

34. Please provide the 911 trunk and 7/10 digit administrative line counts for the Alternate Dispatch site.

ANS: *Currently - 2 switches carry all 10 wire line 9-1-1 trunks; 2 switches carry all 6 wireless 9-1-1 trunks; 6 non-emergency lines are transferred from main dispatch site (soft switch, via toll free #). Each alternate site phone has 23 possible line configurations (current phones).*

35. Are the ten (10) “Fire Department hotlines” Central Office ring down circuits?

ANS: *Yes.*

36. Explain how the “Internal quasi 9-1-1 line” is used?

ANS: *It is a line off the Siemens switch that terminates on the E911 consoles. If City phones call 911, this line will ring on the consoles. It provides caller I/D info of the number calling in but not ALL.*

37. Is there a preference for a 2-post rack or a cabinet for backroom equipment?

ANS: *Whatever will provide the most efficient use of space and is the most practical in terms of maintenance.*

38. Are scale drawings in AutoCAD (.dwg) format or Visio (.vsd) format available for the 911 center and the EOC/PWC facility?

ANS: *The addendum includes a drawing of the main site in.pdf formats. Drawings of the Alternate Site and EOC/Public Works facility are not currently available.*

39. What format is required for the “As-Built” deliverable package?

ANS: *A program that will allow ease of viewing without expensive applications to be purchased. Visio is one such application but not the only one. Any program/format that is accessible using Microsoft office professional is acceptable.*

40. Is the contractor required to document existing but unaltered equipment racks and Telco equipment/backboards/power/grounding & bonding in the design deliverables?

ANS: *Yes, if they will be used as part of your proposal.*

41. What is the firewall rating on the wall between the Telco/equipment room and the 911 call center?

ANS: *There is no rating but any opening caused by or used in conjunction with your work will be appropriately sealed and finished off.*

42. Will you hold the contractor responsible for fire stop restoration of openings not part of the new installation?

ANS: *Only openings used or created by you will have to be fire stopped. If wiring is removed from an opening but nothing will be reinstalled, fire stopping is also required.*

43. What is the total height (available space underneath) of the Computer decking in the 911 call center?

ANS: *Approximately 6 inches.*

44. Do you have a preferred method of structured support cabling under the Access Floor area?

ANS: *The City prefers not to dictate or make a recommendation. We will review offers and evaluate advantages of each proposed method.*

45. Which grounding and bonding standard is required by your staff?

ANS: *Current NFPA, NEC, BICSI, etc. standards must be used in accordance with electrical and telecommunications wiring and grounding practices (Ref. page 9 of the RFP).*

46. Is the Plenum in the overhead or under the Access Floor in the 911 center?

ANS: *We believe most of the wiring is under the floor. Some may be overhead but should be very limited.*

47. What are the capabilities of the UPS & Emergency Power system at the EOC/PWC facility?

ANS: *As part of contract negotiation with the chosen vendor, the City will provide contact information and coordination with its maintenance vendor for the UPS systems, as well as City personnel responsible for maintaining the 9-1-1 and EOC generator. The City will expect its vendor to make recommendations concerning the adequacy of its redundant emergency power sources, but any replacement or upgrade of these systems will not be funded through this project. The City will work with the chosen vendor to adjust implementation plans to include these assessments and any other work, if necessary.*

48. What is the total BTU capacity of the HVAC supporting the 911 call center (Telco/Equipment Room) and the EOC (Equipment Room)?

ANS: *As part of contract negotiation with the chosen vendor, the City will provide contact information and coordination with its vendor for the HVAC systems, as well as City personnel responsible for HVAC coordination and maintenance. The City will expect its vendor to make recommendations concerning the adequacy of its HVAC systems, but any replacement or upgrade of these systems will not be funded*

*through this project. The City will work with the chosen vendor to adjust implementation plans to include these assessments and any other work, if necessary.*

49. Will the contractor be required to label cables that are identified as functional/in use, during the implementation and cable removal phase?

*ANS: Yes, if applicable to the project and at the rack end and user termination point.*

50. What is your required response time for M.A.C.'s and/or emergency response?

*ANS: This can vary vendor to vendor and may be negotiated. Provide what you offer.*

51. Will you allow remote access to digital equipment for troubleshooting?

*ANS: This item is negotiable beyond initial installation/implementation - we currently provide remote access to some vendors. As long as the vendor works with our Information Technology Department to arrange appropriate and secure remote access, the Police Department will allow with the added caveat that the vendors must meet all applicable security regulations. If the vendor's proposal involves use of the City network, the Police Department requires that any person/vendor that has remote access to its network (regardless of length of time) must provide documentation that each person with access has received the appropriate level of background investigation per FBI network security regulations.*

52. If "Abandoned/Non-functional" cables are found outside of those directly supporting the 911 call center, are those to be removed during this effort?

*ANS: We want cabling removed that is or will be abandoned within the E911 center or that restricts the installation of new cabling for this project.*

53. Specify how many ALI records currently reside in the database?

*ANS: Vendors are expected to research this type of information and/or to have the ability to project reasonable estimations based on the City's size, or their experience with other similar projects.*

54. Who are the current mapped-ALI and CAD provider(s)?

*ANS: Verizon provides our ALI and our CAD vendor is Intergraph Public Safety. The CAD system uses the City map, as maintained by our Engineering Department, and is interfaced to ANI/ALI to provide spill for call entry as well as for mapping.*

55. What is the expected retention (online) time for recordings?

*ANS: By Department policy, audio recordings are maintained for 180 days.*

56. Are spares stored on-site or off-site?

*ANS: Telephone system spares are stored both on site and off site. The City prefers critical component spares stored on site, as space allows.*

57. Has a room layout been determined?

*ANS: No, we expect the furniture vendor to recommend the optional room layout after working with us to identify wants/needs/resources and the telephone/cabling vendor to develop a workable plan. The City will consider all proposals to include dual proposals from the same vendor providing as/is versus reconfigured room layout pricing.*

58. Please confirm there are to be 17 positions in the main room and 1 position in a separate room. Is that correct?

ANS: *The current configuration is 17 positions in the main room and 1 position in the Training Office. The City maintains the option of moving the fully functional position from the Training Office to the main 9-1-1 floor if space and budget allow.*

59. Will the functions (Supervisor, Police, Fire, EMS, Dispatch, Call taking, etc.) be provided?

ANS: *Yes, they are indicated on the floor plan posted in this addendum.*

60. Will the inventory of equipment, per position be provided (monitors & sizes, CPU's telephones, printers, Keyboards, mice)?

ANS: *The CAD system requires two monitors and a CPU per position. The radio system requires one PC and one headset jack per dispatch/supervisor position. Three standalone PCs are required in the supervisor's area for Internet access, ACU1000 control and the like. One stand alone PC is required in the Fire Dispatch area for the purpose of Internet access and paging. The PC and jack requirements of the telephone system are undetermined at this time based on the pending replacement of the telephone system.*

61. Please confirm that a "Good-Better-Best" solution would be desirable.

ANS: *Yes, we want the best that our money can buy but realize that some features may be beyond our budget.*

62. Are there any "must have" features that the furniture should provide (sit-to-stand, comfort controls, focal-depth adjustment for monitors, monitor mounting arms, task lighting, etc)?

ANS: *The City desires the latest available features in console furniture with specification of what features are standard and which are optional. We view each of these listed as fairly standard in solutions offered today and would expect solutions to have most if not all of these features as part of the proposed package. Additionally, we would expect vendors to address personal storage (employee bags, etc) and business storage requirements.*

63. Since this will be a "live-cutover", is there any recommendation as far as scheduling the maximum number of positions per day?

ANS: *We will work with vendors to develop a schedule and implementation plan, but as an example, when the consoles were dismantled to install carpeting last year, we performed the work using the grouping of - 4 police radio consoles in front of room, 2 supervisor and 2 fire dispatch consoles in middle of room (total of 4), and 2 radio and 7 call taker positions in back of Center, followed by training console in training office. This would obviously be impacted by reconfiguration of console placement if such is proposed.*

64. Is there a staging area where the parts and pieces of the furniture could be located, close to the actual room, during the construction phase?

ANS: *There is a loading dock leading directly to the 9-1-1 Center which is located in the basement; however, only very small trucks (pick up or small panel trucks) can access this loading dock via the basement ramp, and cannot remain parked there. Most large equipment deliveries are facilitated via pallet movers. There is no on site storage or staging area. Vendor(s) are responsible for arranging all delivery and storage of equipment, independent of City involvement. If a vendor(s) wishes to propose placement of a temporary on-site storage unit (trailer) in the vicinity of City Hall, it would be addressed during the contract negotiation phase and be dependent on available space/other projects.*

65. Is there a dumpster available for waste cardboard?

ANS: *Vendor(s) should plan on off-site disposal of waste materials, keeping in mind that the City reserves the right to retain any cabling/equipment or other materials it deems of value. Such details will be negotiated during the contract phase.*

66. Is the loading dock accessible to a 53' tractor-trailer, or would we need to send equipment on a straight truck?

ANS: *There is a loading dock leading directly to the 9-1-1 Center which is located in the basement; however, only very small trucks (pick up or small panel trucks) can access this loading dock via the basement ramp, and cannot remain parked there. Most large equipment deliveries are facilitated via pallet movers. There is no on site storage or staging area. Vendor(s) are responsible for arranging all delivery and storage of equipment, independent of City involvement. If a vendor(s) wishes to propose placement of a temporary on-site storage unit (trailer) in the vicinity of City Hall, it would be addressed during the contract negotiation phase and be dependent on available space/other projects.*

67. Will there be a floor vendor or city employee to cut access holes in the floor for each position? Or to move the tiles around to accommodate the new equipment with the existing holes?

ANS: *No, the vendor is expected to do (or contract) all work necessary to remove carpet tiles and floor sections to access cabling. Each carpet tile is 24 X 24 and is laid over a 24 X 24 section of elevated computer floor. Vendors will be expected to remove the carpet tile, remove the required sections of flooring, move floor sections with access holes cut in, or cut new access holes, replace floor sections and replace and secure carpet tiles. The City has two boxes of matching carpet tiles stocked that may be used to replace existing tiles as needed. The vendor would be responsible for securing any additional tiles required.*

68. Can work crews stay past 5 PM?

ANS: *This will be negotiated as part of the contract, but the City has approved work past 5pm in the Dispatch Center for other projects. Consideration will be given to the type of after-hours work to be performed (i.e., the City may be more amenable to approving after-hours assembly of furniture over work that may affect the functionality of its telephone or audio recording systems – and which may necessitate the presence of Information Technology and other experts who maintain regular business hours – unless arrangements can be made to have such personnel immediately available).*

69. Is there a WAN connection available between the 10 Fire Stations and 9-1-1 PSAP (If so, what is the available bandwidth)?

ANS: *Yes, there is WAN connectivity between all of the Fire Stations and the 911 center. Stations 3,5,6,7,8,9, and 10 have gigabit over fiber connectivity back to City Hall and stations 1,2 and 4 are initially wireless (around 400k ) to the city fiber backbone and then fiber back to City Hall.*

70. What is the maximum/minimum number of pages for the RFP Response?

ANS: *There is no maximum or minimum page requirement. Accurate, to the point information is required. Useless information may detract from any proposal.*

71. Please confirm the total number of voice channels (calculated with T1 trunks as described on page 10) is 414.

ANS: *The RFP does not list T1 trunks. There are E911 trunks, Admin lines and dedicated circuits that equal one (1) talk path each.*

72. Please define the number of playback stations used for investigations (Audio & Video?) and the corresponding capabilities required.

ANS: *Not including instant message recall, the City requires two audio playback stations at administrative positions within the City Hall site and desires to view proposals for additional audio playback capability at:*

*The City Radio Shop  
Police Headquarters (Professional Standards and Criminal Investigations)  
Fire Department Administration  
Sheriff's Office Administration  
Public Works  
School Transportation*

*Those sites listed above would be filtered to access recordings specific to their department/function. See # 75 for video recording/playback details.*

73. What is the required storage duration for Audio and Video files (30 days...)?

ANS: *Audio files – 180 days; Video files – the City will consider all recommendations of 72 hours or greater.*

74. What is the required long term storage (archive for 10 years...)?

ANS: *If this is referring to recordings – we convert the media to .wav files and copy to other storage devices (CD) if needed for long term investigations, since these are stored off-site as part of the actual case file. We would desire a CD burner or other device to facilitate such archival (City Hall administrative positions only), but will also consider other options which a vendor may propose as a more efficient means.*

75. The number of video streams and corresponding requirements are not mentioned in the RFP, is the RFP referring to CCTV or some other type of video stream?

ANS: *The following is all of the information that the Police Department can provide on its video camera project to date (note, the PD has not deployed this project, they have obtained a grant and are in the process of purchasing equipment [with the exception of the 7 cameras that are from an earlier project but have been refitted]. A plan is already in place to record this video, at the server, at Police HQ. The City's interest is to ascertain if, long term, it will be more advantageous and cost effective, to deal with one vendor for its Police Department/9-1-1 Center audio and video recording needs):*

*The PD will have available 30+ deployable, P/T/Z, IP cameras to be fed back to a server in Police HQ (9710 Jefferson Avenue) via either cellular modem or high speed cable connection (cable only on longer term cases) - most of these will be rapid/covert deployment situations. The server will record video from different cameras at different rates and connectivity. Some will only need 5 FPS while other, more important cases, may require 10+ FPS. The PD is also looking at the option of dually recording high priority cases with DVRs at the local camera end for higher resolution.*

*There are 7 (in addition to the 30+), permanently mounted, cameras that are refitted Sony P/T/Z RZ 25's or 30's that will likely be set to a patrol pattern to capture as much as possible in high crime areas, and will be wirelessly connected to the Schools fiber optic system and then switched to the City's fiber optic ring and fed back to the server at Police HQ, as well as to Communications for viewing on a monitor in the 9-1-1 Center. It is anticipated that these cameras will be set to record approximately 72 hours before overwrite (the City is open to better solutions if available).*

*In addition to Communications, the PD will have two other monitoring stations, the Intelligence Office and the Situation Room, both located at Police HQ (the Situation Room will access via VICOM technology).*

*Due to the confidential nature of investigations conducted by the Intelligence Unit, the only video consistently going into Communications (9-1-1 Center) will be the 7 permanently mounted IP cameras. However, if the Intelligence Unit so desires they may install cameras (for instance – at the Mall, or City Center, during holiday season) and have the Communications Division monitor these cameras by providing the camera IP addresses and allowing Communications to log on to the server located at Police HQ (access would be through the server – not to the camera itself).*

*The Police Department believes that the recording resolution is 4CIF but is not positive as of this date.*

76. What is the expected timeframe for delivery of the solution?

*ANS: The City expects the vendor to identify the timeframe (Ref. RFP page 13) for delivery of the solution. The City recognizes that its existing telephone equipment has exceeded its expected life cycle and that its current audio recording system has been certified for end of service as of March, 2010. Therefore, time is a consideration. However, the City desires that vendor(s) have the time needed to present and implement the best possible solution, especially given the criticality of the systems contained in this project. The City will entertain all options, to include such options as replacing the recording system stand alone, followed by other portions of the project – provided that all components are either fully integrated, or appropriately interfaced, at the conclusion of the project.*

77. Can the portable rack "on wheels" behind Dispatch operations area be moved?

*ANS: Yes, within reason (restricted to available cabling). We can accommodate moving the portable rack for installation(s) of new equipment. We will return it to original location after work completion.*

78. Is there a central grounding location for equipment installation?

*ANS: Yes, it is located behind Dispatch operations mounted on the wall near the radio computer equipment. Vendor will be expected to verify this and determine its adequacy, as part of this project.*

79. Which phone blocks will remain in the equipment room behind Dispatch?

*ANS: There are some phone blocks in use by the Radio Shop. They will be labeled to prevent mistaken removal.*

80. Do the radio consoles have enough cable to allow moving without replacing cables?

*ANS: The radio consoles should have enough cable slack to accommodate moving them unless all consoles will be placed in a smaller confined location or farther away from the wall dividing Dispatch and the equipment room. Right now the consoles are spread out somewhat evenly and moving them several feet from original location will cause no problem with the move.*

81. What is the capacity of the current 911 dispatch UPS? What are the upper limits of this unit?

*ANS: As part of contract negotiation with the chosen vendor, the City will provide contact information and coordination with its maintenance vendor for the UPS systems, as well as City personnel responsible for maintaining the 9-1-1 and EOC generator. The City will expect its vendor to make recommendations concerning the adequacy of its redundant emergency power sources, but any replacement or upgrade of these systems will not be funded through this project. The City will work with chosen vendor(s) to adjust implementation plans to include these assessments and any other work, if necessary.*

82. Please provide the following dates to allow us to get an idea of the planned timeline.

- a. Estimated contract award date
- b. Estimated date to begin installation
- c. Estimated date of cutover

ANS: *Our timetable would be the quickest that the vendor can efficiently get the job done. The RFP requires the vendor to develop and present a schedule (Ref. RFP page 13, Implementation) for evaluation. See also #76.*

83. RFP page 8, (Introduction) – Please clarify the vendor’s responsibility for video quality in the statement “any proposed video recording equipment must be of a quality that provides for visual recognition in ‘all’ types of high and low lighting environments”.

ANS: *The vendor is not responsible for video quality beyond the capability of the camera system.*

84. RFP page 8 (Introduction) – Pertaining to the paragraph “The infrastructure of the 9-1-1 telephone system must serve the City’s current needs as well as future Next Generation 9-1-1 (NG9-1-1) applications. Proposed solutions shall include, but are not limited to:

- Network
- Transport

Does this network need to be replaced, or is this excerpt only referring to the internal network and transport?

ANS: *We hope we can use the existing network. However, we expect the vendor to analyze our current capability and recommend the best course of action – (e.g. the existing network is adequate or, network needs to be upgraded or replaced – and provide the plan).*

FIRMS & POC'S REPRESENTED AT THE MARCH 25 SITE WALK THROUGH

**1. MICRODATA ([www.md-911.com](http://www.md-911.com))**

**\*next generation 9-1-1 software solutions\***

John Cummings, ENP, regional Account Manager  
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**3. VERIZON SELECT SERVICES, INC.**

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**4. PLANT CML ([www.plantcml.com](http://www.plantcml.com))**

**\*9-1-1 emergency response and systems management solutions\***

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**5. POSITRON PUBLIC SAFETY SYSTEMS ([www.positron911.com](http://www.positron911.com))**

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Cell: 678-877-0413

**6. NICE SYSTEMS, INC. ([www.nice.com](http://www.nice.com))**

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**7. MOTOROLA, INC.**

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804-935-0985  
Fax: 804-935-0986  
Mobile: 804-347-9026

**8. INTRADO, INC. ([www.intrado.com](http://www.intrado.com))**

**\*9-1-1 network\*emergency communications services & mobility solutions\***

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434-985-6161  
Fax: 720-494-6600  
Mobile: 434-242-0913

**9. WRIGHT LINE, LLC. ([www.wrightline.com](http://www.wrightline.com))**

**\*consoles\*enclosures\*office & technical furniture\***

Albert Johnson, Account Representative  
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800-225-7348  
Fax: 508-365-6155  
Mobile: 757-291-7895

**10. VIXXI SOLUTIONS, INC. ([www.vixxisolutions.com](http://www.vixxisolutions.com))**

**\*internet-enabled E911 solutions (for legacy and IP-based technologies)\***

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303-253-9907  
Fax: 303-771-1420  
Mobile: 303-829-0303

**11. COMMUNICATIONS MARKETING ASSOCIATES ([www.communications-marketing.com](http://www.communications-marketing.com))**  
**\*console furniture and equipment (to Public Safety Agencies & 911 centers)\***

Jay A. Caplan, President  
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800-800-0041  
Fax: 800 791-3154  
Cell: 410-952-0869

**12. FREQUENTIS USA, INC. ([www.frequentis.com](http://www.frequentis.com))**  
**\*communications and information systems for Public Safety\***

Robert Nitsch, President  
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301-634-0205  
Fax: 301-657-8002  
Mobile: 301-379-4020

**13. TRI-CITY COMMUNICATIONS ([www.tricitycom.com](http://www.tricitycom.com))**  
**\*structured cabling systems\*communications cable installation & testing (BICSI certified)\***

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757-468-4002  
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Cell: 757-621-7485

**14. ATLANTIC COMMUNICATIONS, INC. ([www.atlanticcom.net](http://www.atlanticcom.net))**  
**\*install\*repair\*maintain wireless communication systems\***

Chuck Blount, President  
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757-380-8498 Ext. 13  
Fax: 757-247-0428  
Cell: 757-328-0455

**15. TELECOMMUNICATIONS DEVELOPMENT CORPORATION ([www.telcomdc.com](http://www.telcomdc.com))**  
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**16. GATELY COMMUNICATION COMPANY ([www.gately.com](http://www.gately.com))**

Joseph R. Gately, Chairman

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757-826-8210

Fax: 757-826-7213

**17. NG-911, Inc. ([www.ng-911inc.com](http://www.ng-911inc.com))**

**\*legacy E-911 systems, Next Generation E-911 systems & related industry products\*  
(Sell, install & support)**

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