

Notice of Addendum**ADDENDUM #2
Next Generation (NG) 9-1-1 Phone System
Jefferson County, WI
(4 Pages Total)
April 27, 2015****Notice to All Firms:**

This Addendum is issued on April 27, 2015 to modify, change, delete from, add to, explain or correct the original Request for Proposals or any previous addendums and is hereby made a part of it. In case of conflict between the Request for Proposals and this Addendum, the most recently published Addendum shall govern.

Questions & Answers

Question #1: "The County's 9-1-1 Center currently has a Nortel PBX system while the remainder of the County's phone system is a CISCO VoIP system; therefore, the system must be capable of integrating/interfacing with the County's VoIP equipment while still function as a stand-alone system. The current system consists of 14 non-emergency lines (PBX), four (4) Landline 9-1-1 Lines, four (4) Wireless 9-1-1 Lines and 12 internal only extensions. Future line requirements are anticipated to be eight (8) Land Lines, eight (8) Wireless 9-1-1 Lines and a minimum of 20 non-emergency lines.

From what I am reading here the Nortel PBX will go away and all integration will be with the CISCO phone system. Are you looking for a SIP interface to CISCO or just analog or PRI to accommodate the 14 non-emergency lines presented on the Power911 today? Additionally can you please clarify what you mean by '12 internal only extensions'. Are these one button transfers off the Power911 positions to the CISCO extensions? Any clarification would be appreciated."

Answer #1: Yes, the plans are for the Nortel system to be completely removed as the Nortel system is no longer supported. We are looking to have one phone system which will have both administrative lines as well as the 9-1-1 system incorporated into it.

We are looking for an interface into the CISCO system which can be either by means of a SIP interface or similar to the current set-up of analog through the current Power911 system in place today. The bidder should offer the best solution they feel will fit the county's needs both now and into the future.

The current "12 internal only extensions" were Nortel phone sets placed in various locations throughout the building at a time when we did not have cellular phone coverage in the building in order to provide 'dial tone' if needed in case the county's CISCO system wasn't functional. Since the installation of the current system, we now have cellular phone coverage in our building and these phone sets are no longer necessary. We do have one handset located at our front desk used to contact our 9-1-1 Dispatch Center after the front desk is closed. A solution will need to be provided for this.

The "12 internal only extensions" are the Nortel phone sets. The current Power911 system already has incorporated into it a single button transfer to any 4-digit CISCO phone extension within the county's CISCO phone system.

Question #2: "On page 4 of the bidding guidelines Section 1.03 it states that Tab 4 should include a "Unit Pricing Sheet" that was included in the Bid package. We were unable to find a Unit Pricing Sheet in the package. Would you kindly resend this Unit Pricing Sheet to us?"

Answer #2: The "Unit Pricing Sheet" that is listed as being included as part of the Bid package was an oversight on our part and was not meant to be included in the package.

We have found over time with various projects that each Bidder has listed the components of their respective system in a format that has been easy to understand.

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What we will be looking at is the Bidder to provide a detailed list preferably in Excel format listing each component or chargeable item and their costs. These items should be grouped together such as equipment required at each position, costs related to controller equipment, costs for items requested as part of this RFP and costs related to annual maintenance broken down over a seven (7) year life-cycle. Any options that the Bidder feels would benefit the county or were listed in the RFP as an option or any addendum should be listed as a separate section as options. Sorry for the confusion.

Question #3: "Page 12 Sec 3.0: 3.01 Compliance response format. What is the RFP compliance response format?"

Answer #3: The RFP compliance response format simply states as listed in Appendix B that the Bidder's response, 1) fully complies with the requirement listed, 2) the Bidder takes exception to the requirement and if so, please provide reasoning for the exception and 3) the Bidder does not comply with the requirement.

Question #4: "Page 12 Sec 3.0: 3.01 Compliance response Exceptions. #3 States taking exception to any of the MANDATORY requirements may disqualify the bid response. What determines a mandatory requirement?"

Answer #4: The items listed in Appendix B are the basic requirements that we are asking for. If the Bidder takes an exception and has provided reasonable justification for their exception, their response will not be disqualified.

Question #5: "Sec 1.03 Composition of response. Does the county provide the templates for the bid pricing worksheet?"

Answer #5: No, please see question/answer #2 above for more detail.

Question #6: "Sec 2.03 Description of Work. The County's 9-1-1 Center currently has a Nortel PBX system. Is this Nortel PBS system the same Nortel 1A2 Key System mentioned above that need to be replaced?"

Answer #6: Yes, please see question/answer #1 above for more detail.

Question #7: "Sec 2.03 Description of Work. Are the 14 non emergency lines coming from the phone company?"

Answer #7: Yes, currently they are coming from the telephone company and are not in form connected to our County CISCO phone system.

Question #8: "Sec 2.03 Description of Work. Are the 12 internal only extensions connected to the Nortel PBX? We assume 12 phone sets need to be replaced."

Answer #8: Please see questions/answer #1 from above for more detail.

Question #9: "Sec 2.03 Description of Work. What is the interface provided by the existing wireless headset technology? Do we need to provide a TRHI box?"

Answer #9: No, however the Bidder will need to provide a 6-wire NENA interface to provide transmit, receive and off-hook sense. The wireless headset technology will already be in place when the radio consoles are replaced this year.

Question #10: "Appendix B System Specifications operation of multiple Vendor applications on the same virtualized servers. This means applications from different vendors or multiple applications from the same vendor? What is the reason for this requirement?"

Answer #10: Jefferson County looks at virtual servers for certain applications throughout the county. As a 9-1-1 Center I don't feel comfortable with 9-1-1 or any operation related to it on a virtual server and will accept a "Does Not Comply" as an acceptable answer for this requirement without any explanation and without penalty.

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Question #11: "Appendix B System Description traffic requirements specified herein. Where are the traffic requirements specified?"

Answer #11: The following is our call volume for the last five years.

	Admin	Wireline 9-1-1	Wireless 9-1-1
2010	112537	3331	14125
2011	101780	2950	14422
2012	99414	3190	14062
2013	104061	2921	15116
2014	99523	2859	15226

Question #12: "Appendix B System Description traffic requirements specified herein. How many FXS interfaces should be included in the offer?"

Answer #12: Our current system has 14 analog phone lines being brought to us by the phone company. We are asking for the capacity of at least 20 lines as listed on Page 7, Section 2.03.

Question #13: "Appendix B System Description traffic requirements specified herein. How many T1 interfaces should be included in the offer?"

Answer #13: The number of T1 interfaces should be enough to handle the capacity of current needs as well as future needs as they are listed on Page 7, Section 2.03.

**As a follow-up to Questions #12 and #13; we currently have each phone line brought to us directly from the phone company without using a T1 or PRI. The County understands that FXS and T1 each have their benefits which the county will take into account when reviewing bid responses. If the Bidder is going to use a T1 or PRI to bring the phone lines into their proposed system, the Bidder will be required to work with the phone company (AT&T) to arrange for these changes. If extra costs exist from the phone company to do this, please list them as a required option to the Bid response.

The following were various questions brought up at the Pre Bid Walkthrough Meeting.

Question #14: "What version of CISCO Call Manager does the county use?"

Answer #14: I will try and have an answer from our IT Department on Monday April 27, 2015.

Question #15: I have learned that our current SpectraCom 9183 NetClock is now a retired product.

Answer #15: Please include the cost of a replacement Master Clock as an option on your bid response.

Question #16: Power MIS Report Generator

Answer #16: Our current system (Positron life Line 100) has a feature (currently a stand-alone computer) that allows us to produce reports. This feature is listed as a system specification on page 26.

Question #17: Positron ePrinter Life Line 100

Answer #17: Our current system (Positron Life Line 100) has a feature where we have the ability to view information about 9-1-1 calls answered via a computer in the backroom of dispatch. The ePrinter will show all the information about the call to include but not limited to: time received, dispatch position that answered the call, ANI and ALI information.

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Question #18: A question was asked if we wanted to be able to respond back to Text to 9-1-1 calls vs. just receiving them.

Answer #18: Jefferson County is requesting the ability to respond as well as receive Text to 9-1-1 traffic along with the ability to add NG9-1-1 features in the future.

Question #19: Cost per year for maintenance.

Answer #19: Jefferson County would like to see listed on the price sheet the cost per year for maintenance of the complete new system for at least the next five (5) years; preferably seven(7). This number is used for budgetary reasons and therefore needs to be broken down per year.

Question #20: Network jacks per position in dispatch.

Answer #20: Each position currently has eight (8) network jacks per position, plus a hole in the wall with extra cables coming down. Where these 'extra' cables are coming from, I will have to contact our maintenance personnel for an answer. Of those other eight (8) network jacks, one (1) is connected directly to our CAD/Records server with the other seven (7) having direct runs to the upstairs equipment room where the current Positron Life Line 100 system is located. Of the remaining seven (7), one (1) is for our county networked computer and three (3) appear to be related to the current Positron system; however I will get clarification on that. At most positions, most of the jacks are being used for the phone, a computer, a printer and the radio system.

If additional wiring needs to be installed per position, I will be checking with our maintenance personnel and our IT department to find out what room if any is left in the current conduit runs or if there is another means to add additional wiring.

If additional cables need to be installed over and above what is already in place, the cost of installing them will need to be listed as an option on the bid response.

Question #21: Redundant Database

Answer #21: Our current Positron Life Line 100 Database consists of one (1) hard drive with no backup or redundancy. The new system will be required to have a backup/redundant system in place.

** If there was a question that I failed to answer that I said I would at the meeting, please let me know so that I can provide you with a response.

Attached to this document you will find the sign-in sheet from the Pre Bid Walkthrough Meeting as requested.

Return the completed and signed acknowledgement of this addendum with your sealed response for this request.

Acknowledgment of Addendum (to be returned with your sealed response)

I _____, as an authorized representative of _____ have received this Addendum #2 and fully understand and will comply with all the information contained within this Notice.

Signed: _____ Date: _____