2016-911 Telephone System – Question and Answers

10/9/2015

Jon M. Samuels - Synergem Technologies, Inc.

1. Do you intend to replace all your call answering hardware or do you have some components you wish to keep?

    Answer: We want to replace all of the call answering hardware

2. Do you intend to keep your current Avaya admin phone system? If so, do you wish to answer it from the 9-1-1 consoles?

    Answer: We would like not to keep the current Avaya admin phone system

we have 4 trunk lines and 8 admin lines. I want to replace all of the call answering hardware and I would like not to keep the current Avaya admin phone system and yes the admin lines have to be answered at the 9-1-1 console.

Steven R. Craig SR – ENP - RAM Sales - Advanced Emergency Systems | Solacom Technologies

1. What is the number of 911 trunks required in the new system.

    Answer: We have 4 trunk lines

2. The number of administrative lines that will be connected to the new 911 system?

    Answer: 8 admin lines - the admin lines have to be answered at the 9-1-1 console.

Johnny C. Irons III.,ENP - ECaTS -- Smarter 9.1.1

Section 5.0 Scope of Work – Management Information System (MIS) Advanced MIS. Is it permissible for a vendor to respond to only this section of the RFP or is it Gordon County's desire to have full responses for all technical requirements and services stated in the RFP?

Answer: It is our desire to have full responses for all technical requirements and services stated in the RFP.

Lee Canipe
Public Safety Solutions Specialist
Frontier Communications

1. Who is providing the 911 trunks today? AT&T

2. How many 911 trunks do you have today? 4

3. Will new 911 trunks be ordered for the new system? No

4.   Who is providing the ALI service today? Intrado

5.   Is the ALI service being delivered via Bell 202 modems? Yes

   o   How many circuits are being utilized for ALI? 2
   o   Will new ALI circuits be ordered for the new system? No
   o   Is the ALI a standalone server? Is it duplexed? Yes/No

6.   Are you taking Wireless Phase II calls today, if not please provide an explanation? Yes

7.   Do you have mapped ALI today? Yes

   o   Does this appear on a separate monitor today? Yes
   o   Does the PSAP manage their own Map Data? Yes
       ▪   Who is the Vendor? InterAct
   o   Does the PSAP use ESRI software to manage the Map? Yes

8.   Is the County using a MIS system today? Yes

   o   What is the product? AmCom
   o   Will there need to be any data conversion? No

9.   How many Admin Phone lines will be installed on the new phone system? 8

10.   Do the calla takers have admin lines at their positions? Yes

11.   Are the lines integrated into the 911 system? Yes

12.   Are these lines used to call back hang up calls? Yes

13.   Do the admin lines have VM now? No

14.   Do they transfer 911 calls on the lines? Yes

15.   Are there any Ring Down circuits? If so how many? No

16.   Can you define the use of the 6 modems?

   o   2 for ALI Service? Yes
   o   The other 4 were put in as options for back up.

17.   Section 1.4 Terms and Conditions

   •   No proposal may be withdrawn or revoked for a period of ??? days after date of
       proposal opening. Should there be a number of days in place of the ???
       Martin, is there a standard number of days usually put in for this section?

18.   Section 6.0 Evaluation

   •   Item #2 – Is the Vendor an AT&T Partner
       Please explain why this question is asked?

Due to the 911 trunk lines being supplied by AT&T the PSAP feels it will be much more efficient when there is a phone problem to call one vendor not 2, if this is possible.

Steven R. Craig SR – ENP - **RAM Sales - Advanced Emergency Systems | Solacom Technologies**

The county would like the vendor to provide an option for 15 to 20 minutes of UPS for both the equipment room and at each position, correct? ANSWER: Yes

The county would like the vendor to provide an option for backup IP telephone sets at each position that can also provide ANI and ALI, correct? ANSWER: Yes

How would the county like the vendor to respond to the "yes or no" questions in attachment 4? Since these are yes or no questions are we to literally circle yes or no, or can we simply put the proper response in such as yes? As the county wants at least one electronic response for the RFP it would be simpler for the vendor to simply state yes or no as there would not really be a way to circle the answer in an electronic format. ANSWER: Either way is acceptable to the County.

Finally is the county willing to provide the RFP in a Word document format to facilitate an electronic response? ANSWER: Yes – Please e-mail me a request and I will respond with a word document.