

May 30, 2014

ADDENDUM #2

**REQUEST FOR PROPOSAL SEALED PROPOSAL # 14-089  
For St. Charles County Next Generation 9-1-1 Cloud System**

Addendum #2 is being issued to provide responses to questions asked by Vendors since the Mandatory Pre-Response Meeting held on April 16, 2014 and revised date for issuance of the County Sample Contract.

1. **Reference: response to question 10 Addendum 1.**

**Question:** Will alternate proposals other than browser based workstation applications be considered?

**Answer:**

Yes, as long as they meet the requirements as advertised in the RFP.

2. **Reference: response to question 10 Addendum 1.**

**Question:** Since St. Charles County doesn't anticipate computer hardware being installed, is the expectation for the application to reside on local existing hardware?

**Answer:**

Yes. The PSAP will supply a computer that meets application requirements.

3. **Reference: Section 2.2 Schedule of Events, Item 6.**

**Question:** Given that the County Sample Contract is to be released after the questions are due, will there be a second opportunity to ask questions regarding the Sample Contract?

**Answer:**

No. Vendor can take exceptions to contract terms if needed. Any clarification can be resolved in the contract negotiation process.

4. **Reference: RFP Section 3.9 Bonds.**

**Question:** Are there required bond forms?

**Answer:** No

5. **Reference: RFP Section 3.9 Bonds.**

**Question:** Would a bondability letter from our surety be acceptable instead of a bid bond?

**Answer:** No

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**6. Reference: RFP Section 3.9 Bonds.**

**Question:** Would the County accept a performance and payment bond for the installation of the system, in the full value of the installation price/non-recurring costs, then accept an annually renewable bond for the following years of support/warranty?

**Answer:**

Performance and Payment Bonds are not required for the following years of support or warranty.

**7. Reference: RFP Section 3.9 Bonds.**

**Question:** Does the performance and payment bond cover the five (5) year extended maintenance and support period?

**Answer:** No

**8. Reference: 5.2 A. System Objectives.**

**Question:** Is St. Charles County looking to lease hardware or purchase hardware? Is there any hardware components (i.e. workstations, monitors, equipment racks, UPS) that St. Charles County wishes to purchase? If, so could St. Charles County produce a list of PSAP or network hardware it may purchase?

**Answer:**

No hardware should be required to purchase as part of this RFP.

**9. Reference: 5.2 System Objectives, 5.3 System Overview, 5.13 Next Generation F: and Addendum 1 Question 12 and 13:**

**Question:** Will St Charles please provide additional clarification:

Are these sections describing St Charles requirement for a Cloud system to support customer premises Call taker/Call Handling, MIS and Mapping equipment that are Next Generation capable while continuing to use existing standard E911 Selective routing, E911 trunks and ALI connections from the service provider;

OR,

Is it St Charles intent for the vendor to provide a complete Emergency Service IP network (ESInet) that includes New IP selective routing, ECRF,ESRP,ECRP and BCF functionality to replace the current selective routing and analog call delivery?

**Answer:**

St. Charles County does not have a preference and desires the vendor to recommend a solution and explain why this solution best meets the needs of St Charles County.

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**10. Reference: 5.3 System overview H (EIDD) states:**

“Provide a description of the EIDD standards of the Vendor’s intent to use the joint NENA / APCO / IJIS Emergency Incident Data Document (EIDD), which is the agreed-upon go forward standard for call taking, CAD, and other downstream systems to exchange information about incidents.

**Question:** Will St Charles please provide the current equipment identification and locations where this interface is currently being used?

**Answer:**

Part 1: St. Charles County would like the vendor to tell us how they can or intend to provide this component as we move forward with the NG911 implementation and data sharing between user agencies and potentially other entities.

Part 2: Table

| <b>PSAP / Location</b>                          | <b>Current Equipment Identification / Location Where Used</b> |
|---|---|
| Sheriff’s Dispatch                              | IP based, campus  |
| Dispatch and Alarm (secondary)                  | No  |
| City of St. Peters PD                           | No  |
| City of Wentzville PD                           | No  |
| City of O’Fallon PD                             | No  |
| City of Lake St. Louis PD                       | No  |
| Division of Emergency Management – back-up site | N/A   |
| City of St. Charles                             | No  |

**11. Reference: 5.4 E: Hosted System Capability - SSL VPN**

**Question:** Is St Charles requiring only this type of connectivity or can other secure technology be used?

**Answer:**

Vendor shall provide options that would allow secure connectivity from outside the Dispatch Center.

**12. Reference: 5.13 F: Next Generation Functionality**

**Question:** Does St. Charles County expect ESInet functions by installation of the system?

**Answer:**

Yes. All ESInet functions shall be integrated into the cloud as long as those functions adhere to NG911 standards as they evolve.

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**13. Reference: 5.16: Automatic Call Distribution (ACD)**

**Question:** Can the customer define the ACD routing mechanisms more specifically:

- Circular distribution
- Linear distribution
- Script based routing
- Network call routing

**Answer:**

The vendor shall describe their ACD functionality.

**14. Reference: 5.16 N: Automatic Call Distribution (ACD)**

**Question:** Wall Display board: Will St Charles define how many wall boards are required and who will be responsible to supply them?

**Answer:**

Display boards will be supplied by each PSAP.

**15. Reference: 5.19 A: Automatic Number Identification (ANI)**

A. The system shall be capable of providing visual display of the emergency caller's telephone number and NG9-1-1 compliant standards.

**Question:** Please confirm that the requirement is for the system to display the ALI information for the call; not to display NG9-1-1 standards.

**Answer:**

The requirement is to display the ALI information.

**16. Reference: 5.20 A. Automatic Location identification (ALI)**

**Question 1:** Who will be responsible for providing routers for TCP/IP connection with ALI service bureau?

**Answer:**

The system shall provide hosting for all ALI functionality in the cloud (i.e. not on premise).

**Question 2:** Will there be any instances of analog (modem) connections with the ALI service bureau?

**Answer:**

The system shall provide hosting for all ALI functionality in the cloud (i.e. not on premise).

**17. Reference: 5.20: Automatic Call Distribution (ACD)**

**Question:** How many ALI records are maintained by the county and at what rate is the county paying for them today?

**Answer:**

St Charles County has 11,386 ALI address ranges. St Charles County's reporting system indicates 911 calls received for all PSAPs are about 150,000 per year. This does not include any of the Administrative calls handled through the 911 consoles. Historical information is available for a maximum of two years. Please see Addendum #1 response number 4 referencing Section 6.4 Table 4: PSAP Demographic Summary for more information regarding call counts.

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**18. Reference: 5.20 A: ALI TCP/IP**

**Question:** Will St Charles County provide the number of ALI providers and the number of ALI Links from each location that are currently using TCP/IP ALI links or will be converting before or at new system implementation?

**Answer:**

| Provider    | Contact Name   | Contact Number |
|-------------|----------------|----------------|
| AT&T        | Dave Jayne     | (314) 505-3676 |
| CenturyLink | Debbie Stenger | (636) 240-5997 |

**19. Reference: 5.24 E: Remote ALI Retrieval System Interface**

**Question:** Is St Charles County's current ALI provider(s) capable of supplying ALI in the XML format?

**Answer:**

Vendor shall contact the ALI provider(s) for determination and conversion information.

**20. Reference: 5.25 A: Remote ALI Retrieval System Interface**

**Question:** Will St Charles County please provide the number and name of the current ALI provider, access method, and if the ALI service provider(s) requires proprietary application software to interface with/edit the ALI provider database?

**Answer:**

| Provider    | Contact Name   | Contact Number |
|-------------|----------------|----------------|
| AT&T        | Dave Jayne     | (314) 505-3676 |
| CenturyLink | Debbie Stenger | (636) 240-5997 |

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**21. Reference: 5.28 A: System User Interface (SUI)**

**Question:** Will all CAD, Mapping or Voice Recording interfaces support IP? Or will the type of interface be determined on a PSAP by PSAP basis? If so, could St. Charles County provide a list of the type of interface required for 3rd party equipment per PSAP?

**Answer:**

Part 1: [St Charles County would like the vendor to tell us how they can or intend to make this work with their proposed system.](#)

Part 2: [Table](#)

| <b>PSAP / Location</b>                          | <b>Upgrading CAD, Mapping, or Voice Recording systems?</b> | <b>Identify <i>existing</i> hardware interface(s) to CAD, Mapping and Voice Recording systems</b>  |
|---|--|--|
| Sheriff's Dispatch                              | Voice Recording System                                     | IP based (Serial to CAD, AT&T providing mapping, voice recording is IP)  |
| Dispatch and Alarm (secondary)                  | Yes  | IP based interface   |
| City of St. Peters PD                           | No   | ANI/ALI IP based interface   |
| City of Wentzville PD                           | Voice Recording System                                     | IP based interface   |
| City of O'Fallon PD                             | No   | Buscom voice recording system will integrate with VoIP system with purchase of additional equipment. Cad currently integrates with 911. Mapping not currently integrated with 911. |
| City of Lake St. Louis PD                       | Voice Recording System                                     | ANI/ALI IP based interface   |
| Division of Emergency Management - back-up site | N/A  | N/A  |
| City of St. Charles                             | Voice Recording  | ANI/ALI IP based interface   |

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**22. Reference: 5.29 K: System User Interface (SUI)**

K. Call-takers shall be able to view each status category to obtain more information about calls in each category:

- i. ANI
- ii. Position
- iii. Call Taker
- iv. Start Time
- v. Call-Taker
- vi. Start Time

**Question:** Call taker and Start Time are repeated, can one set be removed?

**Answer:** Yes

**23. Reference: 5.29 L: System User Interface (SUI)**

L. To save the operator valuable time, the system shall provide numerous "canned" predefined messages based on incident type, i.e., Law Enforcement, Fire Protection, and Emergency Medical Services. The system shall permit the administrator to select and change screen colors for those features not systematically predetermined by color.

**Question:** Is this in reference to TDD/TTY communications?

**Answer:**

This applies to all types of calls.

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**24. Reference: 5.29 System User Interface (SUI)**

**Question:** Are there instances of analog or IP PBX systems that need integration with the SUI? If, so could St. Charles County provide list of those PBX's and the number extension at each PSAP?

**Answer:**

| PSAP / Location                                 | List of PBX / Extension Numbers integrating with System User Interface (SIU)   |
|---|--|
| Sheriff's Dispatch                              | IP based, integrated with ShoreTel PBX   |
| Dispatch and Alarm (secondary)                  | 10 digit emergency numbers and administrative phone lines are integrated into the 911 system console.  |
|   | NOTE: The below numbers have all been ported to Charter as part of the CO.VOIP System<br>Telephone numbers which come in through telephone switch or Centrex lines that ring at the dispatch and alarm consoles:<br>636-278-4444 These ring into console extension 8426, 8427, 8428, 8429 and 8430<br>636-724-0424 They should roll and hunt for the next available extension of 8426 thru 8430.<br>636-978-3900<br>636-332-8744<br>636-332-6905<br>636-332-0055<br>636-928-7569<br>Centrex Lines under 1-888-636-0911 include:<br>636-639-8802<br>636-6398725<br>636-639-8109<br>636-639-8081 |
| City of St. Peters PD                           | Primary x3520, 8 Rollover lines 2521 through 2527(main hunt group).<br>Dispatch Extensions 3430, 3431, 3432, 3433  |
| City of Wentzville PD                           | Primary x2150, rollover to lines 3150, 4150. 10 digit emergency numbers and administrative phone lines are integrated into the 911 system console:   |
| City of O'Fallon PD                             | Digital Avaya IP Office 500 PBX system not integrated with 911. 911 connects to CAD and Buscom recording system.<br>Admin main line 240-3200 hits a menu tree that transfers to a Dispatch Hunt Group (5480) which rings at extensions 1035, 1069, 1099, 1109, and 1187, these numbers connect to Buscom but not CAD.  |
| City of Lake St. Louis PD                       | Analog lines, the extensions to those phone numbers in dispatch are 7961, 7979, and 7980. The main phone line into dispatch is 636-625-8018, but isn't routed to 911.  |
| Division of Emergency Management – back-up site | N/A  |
| City of St. Charles                             | 5 lines, extensions: 3309, 3310, 3311, 3312, 3313  |

**25. Reference: 5.33 PSAP Marquee Display**

**Question:** Will a PSAP marquee display be required at each PSAP? If not, could St. Charles County provide a list of the PSAPs that require the marquee display?

**Answer:**

A marquee display is not required at each PSAP. Currently, Dispatch and Alarm is the only PSAP with a display. Please recommend optional display and prices.



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**26. Reference: 5.33 A: PSAP Marquee Display**

**Question:** Will St Charles County please provide the size and number of displays required in each PSAP?

**Answer:**

A marquee display is not required at each PSAP. Currently, Dispatch and Alarm is the only PSAP with a display. Please recommend optional display and prices.

**27. Reference: 5.51 Headset/Handset**

**Question:** Will Radio Integration be required at all PSAPs and positions?

Will some positions or PSAPs only require direct headset with no radio integration or direct handset with no radio integration? Is so could St. Charles County provide a list denoting the configuration at each PSAP?

**Answer:**

Please see the table in Addendum #1 Response 9.

**28. Reference: 5.56 Active Directory (AD) or Lightweight Directory Access Protocol (LDAP) Authentication**

**Question:** Will St Charles County provide the number and location where LD, LDAP connectivity is required?

**Answer:**

Each PSAP will require Active Directory authentication to their Domain.

**29. Reference: 5.57 C: Data Integration and Analysis Item**

C. Vendor shall provide certification that data elements are reduced to an atomic unit of data to ensure that authorized users

**Question:** Please clarify what is meant by an “atomic unit” within a database structure?

**Answer:**

An “atomic unit” is commonly referred to as a “data element” and is defined as the fundamental data structure in a data processing system. Any unit of data defined for processing is a data element; for example, ACCOUNT NUMBER, NAME, ADDRESS and CITY. A data element is defined by size (in characters) and type (alphanumeric, numeric only, true/false, date, etc.). A specific set of values or range of values may also be part of the definition.

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**30. Reference: 5.59 B: Reporting - Part 1**

B. The system shall have “canned” reports including but not limited to a variety of standard reports based on event-driven data providing information on:

- xvii. Network Application Properties
- xviii. Network Application Performance
- xix. Network Incoming Calls

**Question 1:** What specific network applications are being referred to that should be reported on for properties and performance?

**Answer:**

St Charles County would like reports that provide the ability to monitor performance, reliability and functionality.

**Question 2:** Does Network incoming calls refer to i3 9-1-1 calls?

**Answer:**

Reference Section 5.59 Reporting, item B. sub-items “xvii”, “xviii” and “xix” should remove the reference of ‘Network’ in the sentence and be replaced as follows:

- xvii. Application Properties
- xviii. Application Performance
- xix. Incoming Calls

**31. Reference: 5.59 B: Reporting – Part 2**

B. The system shall have “canned” reports including but not limited to a variety of standard reports based on event-driven data providing information on:

- xii. Call-Taker Properties
- xiii. Call-Taker by Supervisor Properties
- xiv. Call-Taker Skill set Properties
- xv. Call-Taker Supervisor Assignment
- xvi. Call-Taker Skill Set Assignment
- xvii. Network Application Properties

**Question:** Please provide clarification or examples of what the properties and assignment means?

**Answer:**

The vendor shall provide a list of available reports.

**32. Question:** In reference to section 5.62 Emergency Notification System, is St. Charles County going to provide a map for the ENS solution?

**Answer:** Yes

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**33. Reference: 5.65 D: System Implementation Schedule**

**Question:** Will St Charles provide information on each location as to if they are Historical buildings or any other known information on Local, County, or State ordinances that might impede the installation of equipment or cabling and impact the Implementation schedule?

**Answer:**

Each PSAP location is currently a 911 answering point. St. Charles County does not anticipate installation work that would be impacted by any historic designation. The only historic property is the O'Fallon Police Department location.

**34. Reference: Addendum 1 Question 11 Answer**

**Question:** Please clarify, Addendum 1, Question 11 Answer states "PSAP to provide connectivity to each individual position". Section 5.65 D: states the "Vendor shall assume responsibility for furnishing, installing, and configuring all required equipment and cabling". What is St Charles intent?

**Answer:**

The vendor shall be responsible for all equipment up to the demarcation point, at which point the PSAP will then be responsible for connectivity to the end user.

**35. Question: How many users and system administrators need to be trained on the mapping system?**

**Answer:**

See Addendum #1 Response 4 referencing Table 6.4 Table 4: PSAP Demographic Summary.

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Bidders shall sign this Addendum as acknowledgment and return with the proposal.

**PROPOSAL ADDENDUM**

**Addendum #2**

**Dated** \_\_\_\_\_

We, the undersigned, acknowledge the receipt of the above Addendum(s) as dated.

By: \_\_\_\_\_

Title \_\_\_\_\_

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

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