

April 30, 2014

ADDENDUM #1

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

Addendum #1 is being issued to provide updated Table Information, responses to questions asked during the Mandatory Pre-Proposal Meeting of April 16, 2014 and revised date for issuance of the County Sample Contract.

1. Section 6.1 Table 1: PSAP Breakdown has been updated since the RFP was published.

Location	Call-Taker Only Positions	Dispatch Only Positions	Combined Position	Supervisors
Sheriff's Dispatch			5	
Dispatch and Alarm (secondary)			5	
City of St. Peters PD	1		2	
City of Wentzville PD			3	
City of O'Fallon PD		1	3	2
City of Lake St. Louis PD	1 ⁽¹⁾	2	3	1 ⁽²⁾
Division of Emergency Management - Not Applicable – back-up site			2	
City of St. Charles			6	3

Notes

- (1) Call taker position (during daytime business hours) is in the Records Division which only takes admin calls and can access CAD – no 911 calls and no radio.
- (2) Dispatch Supervisor's position can take admin calls, CAD and will be able to answer radio with new system but doesn't take 911 calls.

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2. Section 6.2 Table 2: Telephony and Logging Systems has been updated since the RFP was published.

Location	Model	Version
Sheriff's Dispatch	NICE Systems Inform/NRX	Inform 6.0 NRX 6.2
Dispatch and Alarm (secondary)	NICE Systems Inform/NRX	Inform 6.0 NRX 6.2
City of St. Peters PD	Oaisys Tracer	6.2
City of Wentzville PD	Eventide Mediaworks	1.9
City of O'Fallon PD	Audiolog Quad-Core Trunked Radio Recorder	
City of Lake St. Louis PD	Voice Print / Verint Audiolog (future)	3.0.13.0 / 5 (future)
Division of Emergency Management	Not applicable	
City of St. Charles	Eventide Mediaworks	1.9

3. Section 6.3 Table 3: Computer Aided Dispatch has been updated since the RFP was published.

Location	Vendor	Modules	Version
Sheriff's Dispatch	ITI	CAD	4.21.1.0
Dispatch and Alarm (secondary)	TriTech	CAD, AVL/MD	5.4
City of St. Peters PD	PAMET	CAD	4.1.3.5
City of Wentzville PD	ITI	CAD/RECORDS	4.21.0.0
City of O'Fallon PD	ITI	CAD/RMS/JMS	4.21
City of Lake St. Louis PD	ITI	CAD/RECORDS	4.21
Division of Emergency Management	Not applicable		
City of St. Charles	OSSI Sungard (OSSI is now ONESolution)	CAD/RMS/JMS	10.6.2.14 0

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4. Section 6.4 Table 4: PSAP Demographic Summary⁽¹⁾ has been updated since the RFP was published.

Element	Totals	SCC Sheriff's Dispatch	SCC Dispatch and Alarm (2)	St. Peters. City of	Wentzville. City of	O'Fallon, City of	Lake St. Louis, City of	St. Charles, City of	SCC Emergency Management (3)
PSAP Count	8	1	1	1	1	1	1	1	1
Workstation Count		5	5	3	3	4	2	6	4
9-1-1 Trunks		4	4	3	3	3	2	4	2
Wireline		4	4	3 ⁽⁵⁾	3	3	2	4	3
Wireless		0	0	0	0	0	0	0	0
Administrative Lines		6	6	4	5	5	2	4	8
Population Served		94,360	368,666	54,078	32,198	81,979	18,210	66,463	368,666
2012 9-1-1 Call Count	127,230 ⁽⁴⁾	23,059	23,818	22,860	11,133	25,568	8,164	36,446	N/A
2013 9-1-1 Call Count	123,543 ⁽⁴⁾	22,245	23,787	21,990	11,490	24,113	7,430	36,275	N/A
Agencies Served									
Law		1		1	3	1	2	1	x
Fire			10						x
EMS			10						x
Personnel		21	22	12		16	11	16	7
Managers		1	2			1	1	1	1
Supervisors		6	4	1	1	1	1	3	0
Operators		14	16	11	14	14	6FT, 3 PT	15	6

Notes

- 1) Vendor is advised to validate the data supplied for accuracy in reporting and Response pricing
- 2) Secondary PSAP
- 3) Emergency Backup
- 4) Primary Only
- 5) 3 PRI (23/lines each with a combined capacity of 69 lines at our PSAP)

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5. Please confirm if your 911 system at your PSAP is integrated to your CAD system. Please identify any information passed from the 911 system directly into your CAD without manual entry by Dispatchers.

Municipality	911 System Integrated to CAD System	Comments
City of Lake St. Louis	No	
City of O'Fallon	Yes	There is a 911 interface through ITI. The following information is automatically placed into the CAD system: ALI (location) ANI (telephone number) and the first and last name that appears on the 911 screen.
City of St. Charles	No	
City of St. Peters	No	
City of Wentzville	Yes	
SCC Dispatch and Alarm	Yes	The 911 system provides ANI/ALI dump to CAD interface. That data can be accepted for auto population of the CAD Call screen or declined if it does not match the location of the incident and the incident location is entered manually. If the 911 dump information is correct for wireline calls the CAD database matches and confirms the location visually on our CAD maps. For Phase II wireless calls we get a latitude and longitude which is plotted on the CAD map.
SCC Sheriff's Dispatch	Yes	When a mobile 911 call comes in, number information and tower information are populated in CAD. When a landline 911 comes in, the name, address and number are populated in CAD. Dispatchers do not populate any information manually.
SCC Emergency Management	Yes	When a mobile 911 call comes in, number information and tower information are populated in CAD. When a landline 911 comes in, the name, address and number are populated in CAD. Dispatchers do not populate any information manually.

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6. Please identify all carriers that provide service into your facility (i.e. AT&T, Charter, Century Link, Verizon, or Other (please specify)).

Municipality	911	Admin	Internet
City of Lake St. Louis	AT&T	CenturyLink	CenturyLink / Charter
City of O'Fallon	AT&T	CenturyLink	CenturyLink
City of St. Charles	AT&T	AT&T	Charter
City of St. Peters	AT&T / CenturyLink	AT&T / CenturyLink	Protronics Technology Inc
City of Wentzville	CenturyLink / AT&T	CenturyLink	CenturyLink / Charter
SCC Dispatch and Alarm	AT&T	Charter	Charter
SCC Sheriff's Dispatch	AT&T / CenturyLink	Charter	Charter
SCC Emergency Management	AT&T	Charter	Charter

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7. Please identify whether you have desktop/workstation UPS units or whether you have a UPS serving all technology at your PSAP. If you have a single UPS, please identify what systems it is backing up.

Municipality	Data Center backup by UPS	Desktop backup with UPS	Comments
City of Lake St. Louis	Yes (see comments)	Yes	PD Servers
City of O'Fallon		Yes	
City of St. Charles	Yes		Dispatch Center
City of St. Peters	Yes		UPS Services all technology with generator backup to UPS. CAD, RMS, 911, Radio, IT System Servers on site and video surveillance.
City of Wentzville		Yes	
SCC Dispatch and Alarm	Yes		911 and Radio
SCC Sheriff's Dispatch	Yes		911 and Radio
SCC Emergency Management		Yes	

8. Please indicate whether the monitors you will provide your staff have either of the following resolutions (1) 1024 x 768, or (2) 1280 x 1024. If neither, please indicate what monitor resolutions you intend to desire to utilize for 911.

Municipality	Current Monitor Resolutions Supported	
	1024 x 768	1280 x 1024
City of Lake St. Louis		Yes
City of O'Fallon	Yes	
City of St. Charles		Yes
City of St. Peters	Yes	
City of Wentzville	Yes	
SCC Dispatch and Alarm		Yes
SCC Sheriff's Dispatch		Yes
SCC Emergency Management		Yes

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9. Please provide the model(s) of headsets used by your dispatchers and indicate what audio traffic is fed through that headset.

Municipality	Headset Brand(s) used	Headset Model(s) used	Audio Traffic through Headset	Comments
City of Lake St. Louis	Plantronics	H51	Radio and Admin Phone, not 911.	
City of O'Fallon	Plantronics	H41N, H81, H91N	Radio traffic	Sound Innovation – CA12D (not wireless)
	Plantronics	CS50	911, Admin traffic	Wireless
City of St. Charles	Plantronics	H171, H141N, HW291N, H81N, HW251N, H31, H51	All 911, Admin and Radio.	
City of St. Peters	Plantronics	CA12CD Wireless PTT 6-Wire Amplifier for Dispatchers	All 911, Admin and Radio.	
City of Wentzville	Plantronics	H141N	All 911, Admin and Radio.	
SCC Dispatch and Alarm	Plantronics	SupraPlus HW251N	All 911, Admin and Radio.	Headsets are connected to Plantronics CA12CD Wireless push to talk units
SCC Sheriff's Dispatch	Plantronics	SupraPlus HW251N	All 911, Admin and Radio.	Base unit is Plantronics SHS2500-01
SCC Emergency Management	Telex	HB-Plus (adapter)	All 911, Admin and Radio.	Wired headsets

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10. Question:

Please clarify what is meant in the RFP by “hosted” environment. Are you expecting computer hardware to be installed within each PSAP or at each position to support the hosted solution?

Answer:

We envision workstation (“clients”) using a browser to open the application by selecting an icon on the workstation. We don’t anticipate computer hardware installed within the PSAP or at each position to support the hosted solution “software as a service”.

11. Question:

Please clarify what “geo-diverse” redundant configuration refers to as referenced in Section 5.5 A.?

Answer:

The Vendor shall supply 2 different carriers, OR if one single carrier – 2 divergent paths to different COs, such that both COs not be offline concurrently. The connection needs to have dual redundancy into the structure to the demarcation point. (Patch panel or equipment where services are handed off.) It shall be up to the PSAP to provide connectivity to each individual position. This applies to instances where more than one PSAP is located.

12. Section 5.13 Next Generation Functionality, item A. states:

“The proposed system shall have the demonstrated ability to manage and process the call formats including Instant Messaging (IM), Voice Over IM (VoIM), Short Message Service (SMS, “Cellular Text”).”

Question:

Please clarify Section 5.13 A. Does this imply that the requirements stated must be supported now or in the future? The RFP doesn’t provide or imply a time frame.

Answer:

We want the vendor to show that they currently have functionality and can they show the ability to manage new standards as they come into existence.

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13. Section 5.13 Next Generation Functionality item F. states:

“Vendor shall describe how the system shall comply with standards as they emerge for such core NG9-1-1 functions such as but not limited to:

- Emergency Call Routing Functions (ECRF)
- Emergency Services Routing (ESRP)
- Emergency Call Routing Proxy (ECRP)
- Border Control Function (BCF)”

Questions include A. B. and C.

A. Are these functionalities to be provided at the PSAP end or by the service provider in the cloud?

Answer: All functionality shall be provided in the cloud solution.

B. Are we talking about call handling or ESI net?

Answer: St Charles County does not have a preference so long as the functionality is provided in the cloud solution.

C. The requirement listed in 5.13 F is not stated as current or future requirement.

Answer: The vendor shall provide a solution that complies with current and future standards.

14. **Question:**

Can hosted data centers be remotely located or must they be located in St Charles County?

Answer:

They can be located anywhere, preferably located outside of St Charles County.

15.: Section 5.16 Automatic Call Distribution (ACD), item P. states:

“The system shall support the ability to transfer a call from a user system interface to any ACD queue in the system.”

Question:

Whose system interface are we speaking of in this requirement, the user or vendor’s user interface?

Answer:

We are speaking of the vendor’s visual interface on the position monitor in 5.13 P.

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16. **Question:** Who owns the ANI/ALI Database as referenced in Section 5.25 A., Section 5.25 B., Section 5.26 A. and Section 5.55 E.?

Answer: St Charles County owns the data. AT&T hosts the database.

17. **Question:**

Please clarify what the minimum requirement is regarding monitor screen resolution for the PSAP Marquee Display as referenced in Section 5.34 PSAP Marquee Display?

Answer:

Minimum resolution requirement: 1280 x 1024

18. **Question:**

What are the reason(s) for building in only a 90 day installation window in the project timeline?

Answer:

We weren't sure what to expect in the test plan, we are looking for feedback from the vendors. We ask Vendors to include a projected implementation timeline in the bid response.

19. **Question:**

Please clarify what is the required/preferred physical distance required between paths / incoming for divergent carriers?

Answer: 25' is current "standard".

***Please note date change for issuance of County Sample Contract**

Section 2.2.6 **Schedule of Events** (page 8 of the RFP)

The date for issuance of the County Sample Contract has been changed. The original issuance date was May 2, 2014. The revised date is now **May 9, 2014**. The Sample Contract will be issued by way of addendum on May 9, 2014 via email as well as posted on the County's website.

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

PROPOSAL ADDENDUM

Addendum #1

Dated _____

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

By: _____

Title _____

Company: _____

Date: _____