HARRIS COUNTY, GEORGIA

Request for Proposal
NG9-1-1 Telephony System

ADDENDUM #1

The following changes, clarifications, and/or additions are made to the Request for Proposal for Harris County's NG9-1-1 Telephony System.

1. The deadline for asking questions has changed.

The deadline for asking questions is now 3pm on June 09, 2017.

2. Can companies from outside the USA apply for this (like from India or Canada)?

Only if they can meet all requirements of the RFP and have a permanent physical staffed/manned office in the US.

3. Whether we need to come over there for meetings?

Yes

4. Can we perform the tasks (related to RFP) outside USA (like from India or Canada)?

No

5. Can we submit the proposals via email?

No

6. Is the Fax Line connected to the current 9-1-1 system or simply connected to a standalone machine on a dedicated line?

Standalone fax machine

7. For the admin lines connected to the training room and the shelter, are these connected via the current 9-1-1 system or directly to phones in those locations with dedicated lines?

Connected to 9-1-1 system

8. Please explain in more detail the expectation of pushing what data to the Mobile Data system for the 9-1-1 system.

This is not a requirement.

9. Please describe the logistics of how and where back-up laptops are to be used and in what circumstances.

Laptops will be deployed if there is a reason to leave the 9-1-1 center and go to the backup center. Software should be included so that they can dispatch from the backup center.

10. Do you expect the 9-1-1 vendor to supply call taker headsets? If yes, what brand and type?

Yes. Plantronics have been used before and wireless headsets are preferred. Vendors can propose Plantronics or optional wireless headsets that are approved on their system.

11. On the optional back-up site, is this simply a remote site off the County main 9-1-1 system, or is this a completely separate and redundant system connected to the main? Who will provide the network connectivity between these sites?

The backup will be a remote site off the main system. The backup center currently has Ethernet. There are future plans for fiber to be lit up and provided in Pine Mountain and Hamilton so the PSAP and backup center will be connected via fiber.

12. Many of the dispatcher feature requests are more similar to CAD functions. Are these expected in your 9-1-1 system or future CAD?

This is simply a list of features the County wants to see in a new complete system. The County plans to issue a CAD RFP later this summer. The AVL, RMS, and Mobile interfaces have been removed as requirements for the NG911 system.

13. Section 5.1 - Text to 9-1-1; are you expecting the 9-1-1 vendor to also arrange for and provide the monthly network service to the TCC to support Text to 9-1-1 on behalf of the County?

Yes.

14. Section 5.4 - Please describe what is expected by "Dual IP to the PSAP"?

Diverse redundant IP paths shall be provided to the PSAP. Dual Ethernet LAN connections shall be provided for each call handling position connected to separate LAN switches to prevent loss of LAN.

15. Section 5.9 - Do you expect the 9-1-1 system to provide an AVL interface? Is this a receive interface to be displayed on the 9-1-1 system map? If yes, to what system or service? Please detail the physical interface.

No. The AVL interface is not a requirement.

16. Section 5.10 - Do you expect the 9-1-1 system to provide an RMS interface? If yes, to what systems or services? Please detail the circumstances and physical interface.

No.

17. Section 5.11 Do you expect the 9-1-1 system to provide a Mobile Data interface? If yes, to what system or service? Please detail the circumstances and physical interface.

No.

18. Are Back up phones needed for PSAP?

Yes.

19. The RFP states 8 lines. Are there any other phones that should be added?

No.

20. Are there 3 or 4 positions?

Harris County has 3 current positions, but would like 4 positions for the new system.

21. Could you clarify send ALI transfer?

This requirement has been removed.

22. In regards to the database, who is the provider?

AT&T.

23. How are the calls routed?

Tandem transfer

24. Will there be CAMA trunks added at backup remote site?

Yes

25. What are laptops used for?

In the event that they need to evacuate, they will take laptops and move to the backup center to dispatch.

26. Are the phone lines in the shelter room tied across the D-Marc?

 Yes.

27. Of the total calls from last year, can you break out admin total and 9-1-1 total?

9-1-1 lines: 22,379 calls. Administration lines: 25,250 calls.

28. When will you get the CAMA trunks over at the backup center?

After the Commissioners approve the backup site.

29. Do we need to provide pricing for equipment and service for text to 9-1-1?

Yes.

30. This addendum must be acknowledged.

All proposers must submit written acknowledgement with their proposal that they acknowledge Addendum #1. This includes acknowledging the receipt of any future addendums as well.