

# HARRIS COUNTY, GEORGIA

Request for Proposal  
NG9-1-1 Telephony System

## ADDENDUM #2

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

### **1. New Section 4.9 – Financial Stability**

Proposers are now required to submit a statement as to the financial stability of the company. Include in this section a statement about the current financial health of the company and the ability to support your proposed product long term. This new section should be placed as Section 4.9 in the response.

### **2. What is considered Proof of Licensure?**

This requirement is no longer required.

**3. I was hoping to get a little more clarification on the backup location. In response #11 in the addendum it is stated that it will be a backup location, but in response #24 it states that there will be 3 trunks added at the backup location. Normally we view trunks being split between two locations as a request for a fully redundant geo-diverse system with a rack at each location. Could you clarify if we should quote a geo-diverse system with two racks or list it as an option?**

List as an option.

**4. Also, when trunks are split between two sites, the ALI circuits are usually split as well. Is that the intent of the board?**

We are looking at all options.

**5. One question that I didn't see was if there was a UPS on site at the primary site? And will there be one at the back up site in Pine Mt?**

There is both a UPS and generator at the primary site. There is a small APC 600 in the mechanical room at the backup site that may not be large enough for equipment. Vendors can provide optional pricing for a UPS to support their equipment at the backup center.

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6. The answer below assumes that the 9-1-1 customer premise equipment provider for this RFP arranges and provides the network service to the TCC. While (FIRM REDACTED) would be excited to assist the county in the process of providing text-to-911 for the citizens of Harris County, the formal written requests that will be sent to the wireless carriers and any documentation between the TCCs and the County must come from the County. The following link is from the National Emergency Number Association's (NENA) web site and explains options for text-to-9-1-1 as well as sample documents to be sent to wireless carriers requesting the service, which have agreed to a 6-month period time frame to provide the service.

[http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Docs/SMS\\_Text\\_Info\\_and\\_Planning.pdf?hhSearchTerms=%22text%22](http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Docs/SMS_Text_Info_and_Planning.pdf?hhSearchTerms=%22text%22)

Working together with the County and the TCCs and configuring the 911 CPE solution to accept text-to-911 in any of the NENA approved formats is a service (Firm Redacted) will gladly provide. But the PSAP and/or County authority must request this service from the wireless carriers and the TCC's.

Harris County understands they play an active role in this process.

7. I had a question regarding the 911 trunks servicing the storm shelter. Are they the same trunks that ring into dispatch? Should we look at the storm shelter just being an additional answering point for the same trunks and admin lines?

They are serviced by the same trunks.

8. Is it possible to do a site survey of the expected Back-up center in Pine Mountain?

Yes. If anyone would like to see the backup center, the County will accommodate this request this Friday, June 16 at 2pm EST. The address of the backup center is 301 Chipley Street East, Pine Mountain, GA 31822.