

**ADDENDUM NO. 2**

**ANSWERS TO RESPONDENT QUESTIONS**

**ENHANCED 911 SYSTEM CUSTOMER PREMISES EQUIPMENT  
SPECIFICATION NO. 13-05-201**

**GENERAL**

No.	Question	Answer
1	Is a performance or bid bond required? If so, please describe the requirements.	Neither bond is required for this project.

**PROJECT BACKGROUND**

No.	Question	Answer
1	Are there any other lines terminated such as POTS lines, ringdown lines, direct connects other than the lines that come through the T1s? If so, how many of each?	9 POTS lines, 8 Ringdowns
2	How many channels are being utilized on each of the two T1s? Are all channels to be activated?	13 channels on each T1 are being utilized. All channels will be activated.
3	Will all the 9-1-1 trunks be IP or will they be a mix of IP and CAMA as with the current system? How many and which delivery medium? <ul style="list-style-type: none"> <li>• Analog/CAMA?</li> <li>• CAMA over T1?</li> <li>• SIP for Washington RFAI ESInet?</li> </ul>	All of the 911 trunks are SIP from the Washington ESInet. This is answered in Section II D (13).

4	How many call paths and type (analog or IP) will there be between the Pierce Co PBX and the new CPE?	26 analog ground start call paths over 2 CO Trunk T1s
5	Please clarify whether South Sound 911 intends to replace the Meridian Option 61C along with the 9-1-1 CPE.	Yes, both will be replaced.
6	Please identify your current organization's cabling infrastructure and/or provide a cabling diagram. A network diagram would also be helpful, therefore if available, will South Sound please provide as well?	This will be a new install, as of today there is no cabling for the new system and there will be no reused cabling. This is a new install.
7	When reviewing the RFP, it did not include the amount of administration lines needed or currently in place, please validate the quantity?	There are two T1's from County that provide dial tone (Line out) and routine lines in to the PBX. All administrative lines for the office staff are off of the County PBX and are not run though the 911 PBX.
8	Besides the ESInet connection for delivery of 911 calls via the ESInet, what are the type and quantity of other telephony connections that need to be supported? (E.g., Telco connections: # of admin lines, # dry ring down circuits, # wet ring down circuits, # of 7- or 10-digit emergency lines? PBX interconnects: # and type of interconnects to County or City administrative PBX(es) (analog, PRI w/Q.Sig, etc)? For admin lines, please specify how many are ground start and how many are loop start.	9 POTS lines, 8 Ringdowns, 2 T1's from County PBX (analog). All admin/ office lines come from the County PBX.
9	For sizing the MIS solution, please specify annual call volumes (inbound and outbound; emergency and non-emergency) and typical busy-hour call volumes (i.e., max calls per hour, expected).  What is the Annual Call volume for both 911 and administrative calls?	2012 total 911 calls 437,616; 2011 total 911 calls 421,902; Nonemergency calls for 2012 192,640; Nonemergency calls for 2011 190,012; Total business (ring downs, officer lines, supes, etc.) Total business 2012 272,094; On average we receive 120 calls per hour. Last year we had 393 calls in an hour.

10	How many Admin lines are on the option 61?	9 POTS lines, 8 Ringdowns
11	How many telephones are being used on the option 61? Digital or Analog	Zero Digital; Zero Analog
12	Do the Digital phones have add on modules please provide the number of units being used today?	None
13	Do all of the phones have voice mail?	None

### PROPOSAL REQUIREMENTS

No.	Question	Answer
1	Does vendor need to include trunk-side recorder, or will we be integrating with an external trunk recorder? What is the current recorder?	We will be integrating with an external trunk recorder. The current recorder is a Stancil Recording Solution.
2	Please provide the make and model of PBX (including versions if applicable), type of interface required (analog, PRI w/Q.Sig, etc.), volume of simultaneous calls to be supported, and a brief description of the kind of functionality to be supported between 9-1-1 and office phone systems.	13 channels on 2 T1 are being utilized from the County. On the two T1's (T1's are analog) we have 13 lines inbound and 13 lines outbound. These are the routine lines. We have 30 911 trunks. 9 POTS lines and 8 Ringdowns. If we add all of the lines together that would be our maximum number calls that could be supported at once. We have 14 call taker positions, 1 supervisor position, 8 dispatcher positions. This is a list of the positions that would need a IWS.
3	Several requirements address recording, but a recorder is not part of the requested solution. How would you like us to answer questions regarding long term recording, such as "The system shall provide the ability to record trunk side" and "21. There must be the capability to record trunk side for all 911 lines"	The recorder will be a Stancil Recorder but the vendor will have to provide an interface for trunk side recording.

## GLOBAL CPE REQUIREMENTS

No.	Question	Answer
1	The RFP calls for a two-post rack. Will we be re-utilizing customer two-post rack, or can the vendor offer a four-post enclosed cabinet?	The vendor will re-utilize the customer two-post rack.
2	The RFP calls for multiple ALI database links. How many ALI database links are there? What are the make and model of the current ALI modems?	There are currently 2 ALI database links. Both are from the Washington ESINET. There are no ALI modems, both are SIP.
3	Section II, Part D, point 13 specifies, "The CPE shall provide direct connect utilizing SIP to the Washington State ESINET. The connection must support the RFIA protocol and the NENA i3 protocol." Section II, Part D, point 15 specifies, "The E9-1-1 controller shall support a minimum of 30 E911 trunks." Is the County requesting the solution be configured/priced to support RFAI, SIP trunks or traditional analog CAMA trunks?	The new system will need to support SIP trunks. It would need to support the capacity of 30 911 CAMA Trunks.
4	The RFP has requested that your New 911 System will need to have like telephony capabilities as your current Meridian Option 61 phone system. Therefore, we will need a current bayface layout of your existing system and serial number of your PBX so we can validate your current configuration. In addition, can you please provide an understanding of what necessary functionality your new phone system must possess? (We want to identify your "must haves" in terms of phone feature sets so we can duplicate capability.)	The RFP goes into great detail on this. The Meridian Option 61 serial number is 418467. 3 queues, ACD, Forced answer, reader board functionality, reporting options are a few of the musts. Refer to the RFP for more detail. (D. GLOBAL CPE REQUIREMENTS)
5	Channel Partner(s) need to respond to "6. Installation of all equipment, conduit, wiring, and any necessary cabling shall be the total responsibility of the selected Respondent. The Respondent shall have total responsibility for system compatibility and successful performance."	This new system will be wired from scratch. There is no reusing of cabling for the new system.

6	"13. The CPE shall provide direct connect utilizing SIP to the Washington State ESINET. The connection must support the RFIA protocol and the NENA i3 protocol." – Did you mean RFAI?	Yes.
7	<p>"14. The system must include security devices performing the role of a firewall for the ESINET." – Will the ESInet provider be responsible for providing a firewall to protect the ESInet from CPE?</p> <p>Proposal ONLY includes a firewall to connect to the ESInet firewall and to protect the proposed CPE solution from the ESInet.</p>	<p>The ESInet provider is Intrado.</p> <p>This would be fine.</p>

### SPECIFIC REQUIREMENTS

No.	Question	Answer
1	Is the CDR record spill needed for the logging recorder?	Yes
2	"1.c) The E911 controller shall allow E911 calls to be routed to a designated alternate location if (1) all exchange lines are busy to the PSAP, or (2) the PSAP closes down for a period of time." – This is a service typically offered by the Telco, and not a function of the CPE E911 controller. Does South Sound have an 'alternate answer' scheme in place, already?	Yes, this is done by the local Telco.
3	"3. c) The CPE shall have the ability to display the ANI/ALI data on a number of types of screens." – What, specifically, is meant by ' a number of types of screens'? LCD vs. plasma? 20" vs. 22"? Different screen layouts? Please clarify.	All of the above, mostly different screen layouts.

4	Can South Sound provide a sample export of the existing Intrado speed dial database with field headings to see if migration would be practical/possible?	Not at this time.
5	"11. d) The console shall provide the ability to program an automated TDD answering string." – Can you please clarify what is meant by 'an automated TDD answering string'? Is this automated detection of an incoming TDD call and response signal? Or, is this an automatic ANSWER of an incoming TDD call including sending of the initial response such as "South Sound 911 what is your emergency q ga"?	We would be looking for the proper tones and a list of questions and answers for automatic reply without having to type the responses.
6	"Once transfer connection has been established, the CPE shall allow an any-party disconnect or a three-party voice conference." – What is meant by 'any-party disconnect'? That the transfer will be held up regardless of which party disconnects? If so, this is equally a function of the types of lines connected in the conference/transfer as well as the CPE. We can only control what the CPE supports, not what the office PBX or telco lines will support.	This will allow any party to disconnect on the call while leave the other parties still connected.  What will your CPE support? This can be answered in the response to the RFP.

#### DELIVERY AND INSTALLATION

No.	Question	Answer
1	Will the new CPE be integrating with a radio at each IWS? If so, what make and model?	9 stations will integrate with a radio. 14 stations will not integrate. Motorola Astro P.25 MCC7500 consoles with 7.13 software (currently we are using Motorola Gold Elite) May need to connect to both depending on install date.

## TRAINING

No.	Question	Answer
1	How many users need to be trained? How many administrators?	10 Users need to be trained. 2 Administrators.
2	What level of maintenance training is needed? Please describe what level of maintenance you would like to provide on the system.	At a minimum, Tier 1 training is required. However, additional levels of training must be in the quote as an option.
3	"3. c) Software training on all aspects of the programmable equipment and services provided by the successful response to this RFP." Could you please clarify what is meant by 'Software training'? Is that computer based training vs. trainer-delivered? Training on operation of the software? Etc.?	This is training on how to use the equipment's hardware and software.
4	How many Call Takers will need to be trained?	10 Users need to be trained. We will be using Train the Trainer.
5	How many system Administrators will need to be trained?	2 Administrators.
6	How many people will need to be trained on the new phone system? Would South Sound 911 entertain the idea of Train the Trainer for both the 911 system and the new phone system?	We will use Train the Trainer.

## PROPOSAL BUDGET

No.	Question	Answer
1	What is meant by "out year escalation rate"?	The budget requires system maintenance pricing for years 1-5. "Out year" refers to years 6 and beyond and is requested as a rate (i.e., a specified percentage, or percentage tied to the Consumer Price Index).