



To: Potential Bidders  
From: Lisa Hall, Buyer  
Date: November 5, 2014  
Subject: Tompkins County Request for Bids – Digital Voice Logging System

### **ADDENDUM #1**

Please note the following changes to the original specifications.

**Bid due date extension:** The bid due date is hereby extended to **11:30 a.m., November 18, 2014.**

#### **Server Architecture, Section 3.0 – System Capture, Item 3.10: Remove: ISSI**

**Add:** The County will provide an Archiving Information Server (AIS) and a Voice Privacy Module (VPM) as part of the demarcation which will pull off IP trunked and conventional (non-trunked) radio resources and Meta-Data (emergency beacon, acknowledge, clear, unit volume levels, channel changes, ID/Alias, etc.).

Vendor must be able to demonstrate their ability to log and display all Motorola Meta-Data. If the vendor is not a Certified Trusted Source, partnered with Motorola Solutions, vendor must demonstrate successful, working installation that interfaces through a firewall with an MCC7500, release 7.14 system. The vendor must demonstrate how the vendor will interface to the Motorola Radio Network Interface (RNI). It will be the vendor's responsibility to secure or demonstrate appropriate licensing with Motorola. The county will not be responsible for any related licensing fees or development costs.

The proposed recording system must be able to accept up to 120 simultaneous radio transmissions, of which no more than 70 will be active conventional channels. The proposed recording system must be able to store a minimum of 75,000 hours of recordings.

Vendor system must be able to send Simple Messaging Network Protocol (SMNP) (alarms) to the radio system manager's fault monitoring system (UEM). If vendor is unable to interface with the radio system UEM, vendor must supply a suitable alternative SMNP (such as Castlerock or equivalent) for alarm notification.

If a change in the County's retention requirements is required after the initial installation, the vendor must demonstrate that there will be no loss in previously archived audio.

## **Questions & Answers**

- Question:** What is the difference between support and maintenance pricing?
- Answer:** We are looking for on-site technical support if something should not be working properly and a maintenance contract for routine maintenance.
- Question:** Which CAD system is Tompkins County currently using?
- Answer:** Spillman
- Question:** Which mapping system is Tompkins County using?
- Answer:** ESRI-based within Spillman CAD
- Question:** Is Tompkins County looking to replace their current mapping solution?
- Answer:** No
- Question:** How many call taker/dispatcher positions does the 911 center currently have?
- Answer:** 6
- Question:** 11.3 – The system support book marking of messages into bookmark folders: If automated process is envisioned, what criteria or data will be used for categorizing recordings into folders? Where (what systems) will this data be collected from? Or is this be based on manual tagging/bookmarking?
- Answer:** Based on manual tagging/bookmarking
- Question:** 14.10 – Reporting must support at Communication and Assessment reporting. The following examples must be supported:  
- What is the average “Citizen Satisfaction” per Employee?  
Does the County currently have a “Citizen Survey” system in place to collect citizen satisfaction data? Or do you intend to collect this information via QA evaluation sessions?
- Answer:** Via QA evaluation sessions
- Question:** 20.1 – The Logging System shall implement all functionality and interfaces specified in the current version of NENA 08-003. Does the County currently have an i3 network in place, per NG9-1-1 specifications?
- Answer:** Not yet
- Question:** 20.31 – The Logging System shall provide and support a fault-tolerant architecture that allows failover to another Logging System in the even the primary Logging System becomes unavailable. Is the County asking for a fully fault-tolerant solution with 99.999% reliability and no single point of failure, needed for mission-critical recording? Or is a lesser redundancy/reliability acceptable, since degradation to system resilience will occur during failover?
- Answer:** A lesser redundancy/reliability is acceptable.

Question: Section 1.0 – The Tompkins County Department of Emergency Response would like the system to be able to link with ECM (Enterprise Content Management) systems like Laserfiche, Filebound and others. Please provide details of exactly what you would like to link between ECM and the proposed solution including:

- Link Method (Third Party API, Third Party Database queries/views, etc)
- Will the proposed solution be posting data to the ECM system or pulling data?
- How many specific data elements (fields) to post/pull from?

Answer: Undecided. Please provide information regarding your solution.

Question: Section 3.1 – The system must support telephone and radio capture and recording. The system must be capable of capturing Analog, Digital, VoIP, and T1/E1 simultaneously in the same server. Systems requiring separate servers to capture these disparate audio sources will not be considered.

- Do all 4 of these capturing methods currently exist in the environment?
- What is the breakdown the 64 channels of Analog, Digital VoIP, and T1/E1 channel/ports to be recorded respectively?
- What digital solution is currently deployed including manufacturer, make, model, and version?
- What phone models will be recorded?
- What VoIP solution is currently deployed including manufacturer, make model, and version?
- What phone models will be recorded?
- Will the tap for T1/E1 be passive or terminated?

Answer(s): Answer A – No  
Answer B – Currently less than 20 analog, less than 20 digital, 1 T1/E1, 16 9-1-1, 0 VoIP  
Answer C – None currently  
Answer D – Vesta 4x  
Answer E – None currently  
Answer F – Unsure at this time  
Answer G – Unsure at this time

Question: Sections 3.2, 3.3, 3.4, and 3.5

- Please provide specifics on the technologies currently in place for which this functionality would be applicable.
- How many users is the applicable for?
- If these sections refer to future functionality, please advise of the implementation timelines.

Answer(s): Answer A – None currently  
Answer B – 30  
Answer C - Flexible