



BOONE COUNTY, MISSOURI
Request for Proposal #: 58-25NOV08 – Voice Logging Recorder

ADDENDUM #1 - Issued November 14, 2008

This addendum is issued in accordance with the Instructions and General Conditions of the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response Form*.

The following questions have been received for the above referenced RFP and the followings responses are provided. Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

Question 1: Would a 16 channel analog recorder be sufficient? This would allow up to 16 channels of analog telephone lines, analog telephones and or analog trunks on your two way radios. Keep in mind if you have digital phoner we could use logger patches.

Response: A 16 channel analog recorder would not be sufficient. PSJC currently uses 42 telephone lines and can expand up to 128 lines.

Question 2: 3.5.1 - Pre-Pickup audio can be recorded if the phone lines are recorded using trunk-side tapping. This solution tends to be costly and none of the many other PSAP customers of ours in the states of Missouri and Illinois including St. Louis County 911, are doing this type of recording. Is this a mandated recording solution or is this an item you would like to make sure the chosen recording solution can do in the future?

Response: This is not mandatory; however, we would like the option to do this without changing recording systems should it become necessary.

Question 3: 3.5.9 - Please provide the following information to determine compatibility:

a. What is the make and model of your current PBX?

Response: The County does not understand this question. We do not record the telephones in our administrative offices (these are Nortel phones). We record telephone/radio in our communications center. The system used is Plant CML ECS1000 9-1-1 Equipment with Sentinel positions.

b. Is CTI installed, configured, licensed and running on your PBX? Please list protocol and version # of CTI if enabled.

Response: The County is not sure that we understand this question. We currently use Plant CML ECS1000 9-1-1 Equipment with Sentinel positions. We use this system to answer both 9-1-1 and non-emergency calls in our Communications Center. We do not record the telephones in our administrative offices.

c. What is the make and model of your 911 system? What are the makes and models of the phones used that will be recorded. Both admin lines and 911 lines.

Response: Both admin lines and 911 lines. Plant CML ECS1000 9-1-1 Equipment with Sentinel positions.

d. Who is your current CAD vendor and what version of the software are you running?

Response: Our CAD vendor is Enroute (formerly GEAC) Public Safety. We currently use the Text User Interface (most current version), but are in the process of upgrading to the Graphical User Interface (most current version).

e. What is the make and model of your current Radio system? How many channels need to be recorded, please identify?

Response: Orbacom TDM 150. We currently have a 32 channel system. We are recording on 28 channels. We require a system that can accommodate a minimum of 32 channels with the option to expand with growth.

f. What type of PC's are you using in dispatch and what version is the operating system?

Response: Intel PC Compatible computers running windows XP Professional Service Pack 2

g. How many dispatch stations do you have at your location?

Response: We currently have 9 call-taking/Dispatch stations in our communications center. We require the ability to record all current positions (both radio and telephone). We also require the option to expand as the need arises.

Question 4: 3.5.11 - What is meant by "edit" the call? Please give scenario.

Response: The ability to remove, distort or "beep out" caller address, phone number, name etc. for the purpose of creating recordings for training new personnel and/or releasing to the media. We currently must export calls to a third party software to accomplish this. We would like the ability to create "scenarios" within the recording software, without changing the original call.

Question 5: 3.5.25 - Please elaborate on this type of storage needs. Please clarify the process of receiving text messages, telematics data, photos and motion pictures.

Response: We currently do not require this type of storage; however, we are seeing indication that this type of information (e.g. images from wireless devices, video images from patrol vehicles etc.) may soon be common for 9-1-1 centers. When this occurs, we need the option to record this information. Does the recording company have this capability? Can the recording company currently record TTY?

Question 6: 3.5.31 - Is the County of Boone wanting to store calls long term on a NAS/SAN device or will DVD-RAM be adequate for storage?

Response: We currently store calls for one year using DVD-RAM -This is adequate for now; however, we require the option to move to NAS/SAN device if necessary. Does the recording company have both abilities?

Question 7: 3.5.36 - What are your plans for moving to a trunked radio solution? Are you expecting this recorder to fulfill this type of recording or would you like to know if the chosen recording company can record trunked radio?

Response: We have no current plans for a trunked radio solution; however, we would like to know if the recording company has this ability.

Question 8: 3.5.37 - Please give an example of this, and what your vision for the use of Speech Analytics would be in your PSAP.

Response: This has been mentioned in a number of industry trade magazines. The ability to search for a recorded call based on characteristics of the caller's voice. For example: Quality Improvement Review personnel might be able to easily and quickly search for calls identified by speech analytics has having a highly emotional content/callers. Another application might be to search for all recorded calls where the word "bomb" was used. We would like to partner with a recording company that's forward thinking.

Question 9: 3.5.38 - Is CAD screen recording desired this will allow both audio and video for review in our Quality Evaluation system, not just the call audio.

Response: CAD screen recording is not required; however, we would like to know if the recording company has this ability.

Question 10: Are you currently recording lines in your PSAP, if so what make and model recorder are you currently using and what is the current channel count.

Response: The PSAP currently uses the ASC Marathon Pro. 32 Channels.

Question 11: If you are recording currently what is the break down between analog and digital channels.

Response: All channels are analog; however, our needs may change, so we require the option to record both. Can the recording company record both?

Question 12: 3.5.1 Pre-pickup audio can only be recorded if you record the trunks. I believe that during our visit it was indicated that there were 42 trunks. Can you confirm the number, the type, and if it is your intent to record these trunks?

Response: PSJC only needs to know is if the ability exists.

Question 13: 3.5.2 Can you tell us how many work stations you will need to have access to instant replay?

Response: All of them currently - -nine, with growth expansion.

Question 14: 3.5.9 Can you confirm to us the number and type of channels (radio, telephone, analog, digital, other) that you will be recording initially and plan for the 5 year future?

Response: All the above

Question 15: Can you confirm the make and model of the phone and radio systems (frequency used UHF, VHF, 700/800 SMARTNET/SMARTZONE, LTR) that are currently in place?

Response: CML & Orbacom TDM150

Question 16: Do you have any short term plans to move to digital P25?

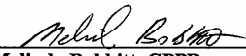
Response: No

Question 17: 3.5.29 Can you define what you are looking for in a QA dashboard and what importance and significance you place on it?

Response: No, PSJC just wants to know if you have it

Question 18: 3.5.32 Can you be specific about the type of data and from what source you wish to capture, store, and marry the voice recordings?

Response: PSJC requests that you describe what type you can provide---cell phone pictures, tdd, voice, text, etc.

By: 
Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #1 to Request for Bid # 58-25NOV08 – Voice Logging Recorder, receipt of which is hereby acknowledged:

Company Name: _____

Address: _____

Phone Number: _____ Fax Number: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____