



**ADDENDUM #1 to RFP#03-19MAR18**

**Boone County Purchasing**

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**BOONE COUNTY, MISSOURI**

**Request for Proposal 03-19MAR18 - 911 Call Training Simulator System**

**ADDENDUM # 1 - Issued February 20, 2018**

**Prospective offerors are hereby notified of the following revisions to Request for Proposal 03-19MAR18:**

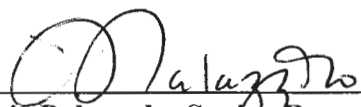
1) Paragraph 3.1.6(a) shall be **REVISED** as follows:

3.1.6(a) The 911 Call Training Simulator System shall have at minimum ***three positions as follows: one position for the Administrator/Server (e.g., Call Taker/Dispatcher) and two (2) separate role-player positions.*** The 911 Call Training Simulator System shall be expandable and have several (e.g. as many as 50) trainee and role-playing positions/configurations available. It is preferred that the base system is equipped with several trainee/role-playing positions/configurations, and does not require additional modules to be purchased to obtain more trainee/role-paying positions/configurations.

2) Pages 26 and 27 have been **REVISED** and are attached hereto. **SUBSTITUTE** the attached **REVISED** pages 26 and 27 for the original pages 26 and 27 in Part 5, the Vendor Response and Pricing Pages of the RFP.

**NOTE:** All changes to original RFP text made as a result of this Addendum are noted in bolded and italicized font.

This addendum is issued in accordance with the RFP paragraph 1.8 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 Proposal including the *Vendor Response and Pricing Pages*.

By:   
Liz Palazzolo, Senior Buyer  
Boone County Purchasing

The OFFEROR has examined **Addendum #1** to Request for Proposal #03-19MAR18 –911 Call Training Simulator System, receipt of which is hereby acknowledged:

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Authorized Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized Representative Printed Name: \_\_\_\_\_

<p>Paragraph 3.1.3: It is preferred although not required that the 911 Call Training Simulator System operate fully on its own, and is a stand-alone unit that does not require dedicated hardware such as a server to operate.</p> <ul style="list-style-type: none"> <li>• If the system is not a stand-alone system, then address what hardware may be necessary to operate the system.</li> </ul>	
<p>Paragraph 3.1.4: The 911 Call Training Simulator System shall possess standard features and functions of computer-based telecommunications systems currently in use.</p>	
<p>Paragraph 3.1.4(a): The 911 Call Training Simulator must be in current production; the County shall not beta-test a product.</p>	
<p>Paragraph 3.1.4(b): The 911 Call Training Simulator shall conform to all current and accepted business, industry, and safety standards for hardware and software used in computer-based training simulators.</p>	
<p>Paragraph 3.1.5-(c) The 911 Call Training Simulator System shall at minimum consist of the following three (3) components that can function alone or be integrated as one fully-coordinated system:</p> <ul style="list-style-type: none"> <li>• Telephone simulator;</li> <li>• Radio simulator;</li> <li>• Computer Aided Dispatch (CAD) simulator.</li> </ul>	
<p>Paragraph 3.1.6-(a): The 911 Call Training Simulator shall be designed for training both instructors/trainers, trainees/students, and role-players.</p> <ul style="list-style-type: none"> <li>• The 911 Call Training Simulator System shall have</li> </ul>	

<p><b><i>three positions as follows: one position for the Administrator/Server (e.g., Call Taker/Dispatcher) and two (2) separate role-player positions.</i></b> The 911 Call Training Simulator System shall be expandable and have several (e.g. as many as 50) trainee and role-playing positions/configurations available. It is preferred that the base system is equipped with several trainee/roleplaying positions/configurations, and does not require additional modules to be purchased to obtain more trainee/role-playing positions/configurations.</p>	
<p>Paragraph 3.2.1: The telephone component of the 911 Call Training Simulator System shall possess at minimum the following functions and features:</p>	
<p>3.2.1(a): A minimum of forty (40) simulated lines for incoming and outgoing calls;</p>	
<p>3.2.1(b): Each line can be designated as either an emergency or non-emergency line;</p>	
<p>3.2.1(c): The trainee/student station has both an audible and visual indicator as to which line is being called;</p>	
<p>3.2.1(d): Visual signals that appear on all stations when a call is answered to indicate which line is being used;</p>	
<p>3.2.1(e): Full-duplex transmission, all lines;</p>	
<p>3.2.1(f): Visual signal (e.g., lit button) on each line to indicate when a call is placed in “hold” status;</p>	
<p>3.2.1(g): A call “Recall” (e.g., button) feature that allows a trainee/student to recall a caller-hang-</p>	