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: [Signature]
Liz Palazzolo, Senior Buyer
Boone County Purchasing

RFP# 03-19MAR18 2/20/18
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: ____________________________
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.

- If the system is not a stand-alone system, then address what hardware may be necessary to operate the system.

Paragraph 3.1.4: The 911 Call Training Simulator System shall possess standard features and functions of computer-based telecommunications systems currently in use.

Paragraph 3.1.4(a): The 911 Call Training Simulator must be in current production; the County shall not beta-test a product.

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.

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:

- Telephone simulator;
- Radio simulator;
- Computer Aided Dispatch (CAD) simulator.

Paragraph 3.1.6-(a): The 911 Call Training Simulator shall be designed for training both instructors/trainers, trainees/students, and role-players.

- The 911 Call Training Simulator System shall have
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. If is preferred that the bas system is equipped with several trainee/roleplaying positions/configurations, and does not require additional modules to be purchased to obtain more trainee/role-paying positions/configurations.

Paragraph 3.2.1: The telephone component of the 911 Call Training Simulator System shall possess at minimum the following functions and features:

3.2.1(a): A minimum of forty (40) simulated lines for incoming and outgoing calls;

3.2.1(b): Each line can be designated as either an emergency or non-emergency line;

3.2.1(c): The trainee/student station has both an audible and visual indicator as to which line is being called;

3.2.1(d): Visual signals that appear on all stations when a call is answered to indicate which line is being used;

3.2.1(e): Full-duplex transmission, all lines;

3.2.1(f): Visual signal (e.g., lit button) on each line to indicate when a call is placed in “hold” status;

3.2.1(g): A call “Recall” (e.g., button) feature that allows a trainee/student to recall a caller-hang-