

**Comments:**

Delete Item number 25.6, Conferencing and Muting

The call taker shall have the ability to conference with other call takers within the PSAP, call takers at other PSAPs, or any other party. This feature shall create no audio interruption or degradation of audio on the line. It shall be possible for any member of the conference to disconnect and allow the other members to remain in conference.

Additionally, the call taker shall be able to mute the caller's ability to hear conversations within the PSAP.

**Questions:**

1. There are many references to 'network' throughout the RFP. For the most part should proposers assume that 'network' is the infrastructure for connecting the PSAP's between a host and subordinate site and not call delivery from the LEC?

The CPE should be able to handle all existing network connections from the Tandem(s) to and among the 9 PSAPs; but also must be able to handles IP network capabilities in the near future - separate installation effort.

2. Tab 2 - Proposed Solution Description(s)

- A. Multiple alternate solution proposals may be submitted by the same proposer. For each different proposed solution, include the following minimum information. Each different solution shall be tabbed numerically (Solution #1, Solution #2, etc) and shall be complete. With respect to the above. If a bidder can provide two completely different solutions is it preferred that they submit both within one response as described above? If so, and the County should find one of the two solutions technically unacceptable the other will be allowed to proceed? Or, should they submit two complete and separate responses?

Either one proposal with 2 CPE offer/options or 2 proposals with different CPE manufacturers. If separated, both will be reviewed for acceptability.

3. Section 2 Equipment Warranty requests a 2 year commercial warranty but all other references to warranty and maintenance in the remainder of the RFP mandate a 1 year warranty which is typical for government requests. Section 23 Maintenance for example specifies a 1 year warranty. Since this is government and not a commercial bid request. Which is the true and correct requirement?

All warranties should be consistent - one (1) year.

4. Section 2 Project Manager. Typically the PM is assigned only through the installation, training, testing, and final acceptance of a solution. But this section requires the PM to be available basically 24X7 for the entire term, which may be 5 years long. Please clarify.

The Project Manager should be available throughout the entire installation and testing (even 24 X

7 if needed). If the installation takes five (5) years, the project will be obsolete according to E911 Board Standards for shelf life of products.

5. Section 13.3 item f. The LEC already has monitoring in place on the E911 network, trunks and ALI links. Is this request more specifically meant for the proposed CPE solution?

Monitoring should ensure the continued operation of the PSAP both network connectivity and hardware failures.

6. Section 14 Costs, second bullet point. References "all four PSAPs" Is this a typo?

Typo - 8 PSAPs are being upgraded as Tavares PD has equipment less than 2 years old.

7. Section 24.2, item b. By stating visual display of the address information. Could the County be more specific about whether it wants an E911 Mapping solution included?

Mapping is a requirement for Phase 1 & 2 Wireless and VOIP location and should be included. MIS must be included per E911 Board.

8. Section 24.3 Network Requirements, item a. Whose "fiber optic network" is the County referring to?

Plan in place for replacement of existing network for an IP network which may include ILEC, CLEC, and City/County-owned fiber. Proposer will have to connect to any or all connections whether copper or fiber.

9. Section 25.16 ACD. Is this a true requirement or should it be quoted as optional?

ACD was included in 2007 when consolidation to one or two PSAPs was deemed necessary. The ACD feature is good for a large, single call center and may be considered an option from the various vendors/manufacturers.

10. Please clarify the following quantities:

- a. Total number of PSAPS:

Eight (8) (Tavares PD has 2-year old CPE and is not included for this RFP)

- b. Total number of trunks per PSAP, c. Total number of admin lines per PSAP, d. Total number of positions per PSAP:

Clermont – 2 TNKs; 4 Admin; 3 Pos. (Asking for 1 additional)

Eustis – 2 TNKs; 2 Admin; 2 Pos.

Groveland – 2 TNKs; 1 Admin; 2 Pos.

Lady Lake – 2 TNKs; 4 Admin; 2 Pos.

Lake County SO – 10 TNKs (4 wireless & 6 wire line); 8 Admin; 7 Pos.

Lake Sumter EMS – 4 TNKs; 6 Admin; 6 Pos.

Leesburg – 2 TNKs; 6 Admin; 4 Pos. (Asking for 1 additional)

Mount Dora – 2 TNKs; 4 Admin; 2 Pos.

11. Page 20, paragraph j. Please clarify what is meant by CODE 1729:

CODEC 1729 is a standard for Coder/Decoder for IP. Any high quality IP box will do; but this is already being handled with separate IP Network quote from State Grant.

12. Page 20, paragraph k. Please clarify what is meant by "at least 1 GIG":

1 Gigabyte (Bandwith). This is already being handled with new IP Network.

13. Page 21, paragraph d. Is technical training to be understood as administrative training:

All E911 PSAPs must be thoroughly trained for all operations on all installed equipment (CPE). This is for use, not repair/maintenance.

14. Page 24, section 23. Maintenance. Warranty is defined for one year but in page 18 section 2 Equipment Warranty, warranty is defined for two years. Please clarify:

All warranties will be for one (1) year. Disregard disparity.

15. Page 35, section 27 "Overflow Calls". Please clarify if this functionality is expected at the selective router level via trunk groups for wire line, wireless and VoIP for example:

This was included as network was to be part of the 2007 RFP specifications. It is not pertinent to CPE purchase and installation. The network provider will monitor both wire line and wireless traffic to ensure applicability to State Plan (P.01 Level of Service for wire line) and call clogging for wireless (additional circuits will be considered in the event of network overages).

- 16: What type of phone system is in place:

Lake County Admin Lines run off NEC-IMX  
Leesburg PD NEX-IMX  
Lady Lake PD – Nortel  
Eustis PD – AT&T  
LSEMS – Toshiba

Most of the switches can handle any analog or digital connection.