

**SUPPLEMENTAL INFORMATION
ADDENDUM NO. 1**

PROJECT: RFP 22-35-001
911 Communications Logger/Recorder

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RFP 22-35-001 – 911 Communications Logger/Recorder dated September 3, 2021 is hereby amended as noted herein: BIDDER TO ACKNOWLEDGE RECEIPT OF ADDENDUM BY SIGNING ON THE SIGNATURE LINE BELOW AND INCLUDING A COPY WITH SUBMITTED BID. FAILURE TO DO SO MAY, AT THE OWNER'S DISCRETION, SUBJECT THE BIDDER TO DISQUALIFICATION

- 1) QUESTION: Five (5) 9-1-1 trunk lines (Is this how it is currently being recorded?)
ANSWER: YES- Come in and sent T1, hits a 66 block and ties back to 911 phone system - 2 wire analog
- 2) QUESTION: Seven (7) administrative/non-emergency lines. (How are they currently been recorded?)
ANSWER: Analog
- 3) QUESTION: Does Effingham Co currently record P25 via an AIS Server?
ANSWER: AIS server in place P25 Version just upgraded, version 2019.2
- 4) QUESTION: How many talk paths or talk groups?
ANSWER: Talk groups; currently 44 being recorded
- 5) QUESTION: The 9-1-1 Dispatch Center has five (5) permanent dispatch positions: How many call takers including part time? Full time?
ANSWER: 19; full time only
- 6) QUESTION: For screen capture: how many monitors per position on a single PC? Need to verify from manufacturers if they allow for other widgets to be installed.
ANSWER: 5 PCs call taking, CAD. Per GeoConex; they DO NOT allow other widgets.
- 7) QUESTION: How is the text going to be delivered?
ANSWER: Through Zetron Max Version 2.1.5.13
- 8) QUESTION: Which CAD system does Effingham Co has today? Manufacturer and Version?
ANSWER: GeoConex - Version 11
- 9) QUESTION: What are the response times for critical on site support? Non critical?
ANSWER: 24/7 Helpdesk; remote monitoring; Next day onsite for critical

- 10) QUESTION: Current Recorder – NICE for radio and Digital logger for telephony
NICE logger - Installed 2016
Analog recorder 2-3 years ago
ANSWER: NICE for radio and Digital logger for telephony
NICE logger - Installed 2016 v 7.0.3716.53
Analog recorder 2-3 years ago v3.2.3.0
- 11) QUESTION: What is the retention period?
ANSWER: 3 years, per the state.
- 12) QUESTION: ANI/ALI - YES
ANSWER: YES
- 13) QUESTION: Will multiple offers be accepted for different systems from the same vendor?
ANSWER: Section 2.6 of the RFP does state the no vendor will be allowed to submit more than one offer; however, should a vendor have more than one system they want to submit, please do so in a separate sealed envelope as a separate submittal (with two copies).
- 14) QUESTION: There is a mention of five (5) consoles and one (1) supervisor console, does Effingham wish to record those consoles? If yes, what type of connection (VOIP or Analog)?
ANSWER: Total Consoles are 5 for 911, 1 supervisor, 3 for SO. The Consoles are using VOIP.
9 consoles vs 16 lines (5 - 911 lines), (4 -SO admin lines), (7 - 911admin lines (2 planters + 5 Shoretel))
I think the question was asking about console to console traffic, such as 911 to SO dispatch transfers or calls. The biggest difference would be the method and licensing whether we are recording consoles vs recording lines for phones.)
- 15) QUESTION: Does Effingham County currently record the P25 radio traffic?
ANSWER: Yes
- 16) QUESTION: If yes to P25 radio traffic, does Effingham have an AIS license from Motorola?
ANSWER: The AIS & P25 radio system is Motorola (We currently have a license for the Nice recorder)
- 17) QUESTION: What is the total number of P25 talk paths to be recorded?
ANSWER: Currently 44 being recorded
- 18) QUESTION: Do you want to capture the dispatch position screens or is this something for the future?
ANSWER: No
- 19) QUESTION: Are you currently capturing text communications?
ANSWER: No
- 20) QUESTION: If yes on capturing text, what 3rd party application is being used?
ANSWER: N/A

21) **QUESTION:** Do you have a specific requirement for the retention of phone and radio traffic (1 year, 5 years etc.)

ANSWER: 3 years minimal; state requirement

22) **QUESTION:** What is the current recording system?

ANSWER: Telephony is DLI ver 3.2.3.0
Radio is NICE ver 7.0.3716.53

23) **QUESTION:** In the RFP Scope of work Section, it indicates “The new recording system should have a minimum capacity of handling five (5) 9-1-1 trunk lines and seven (7) administrative/non-emergency lines.” Can you confirm that the (7) administrative/non-emergency lines are analog lines and will be recorded in an analog format, or do we need to account for recording those admin/non-emergency lines/phones in an IP format through a SPAN/Mirror port off of the ShoreTel Phone system?

ANSWER: At the 911 Center there are 5 - 911 trunk lines that come in and are recorded analog today. Our service provider has indicated that they want to upgrade the equipment that this comes in on and has asked about the new E-911 and receiving the lines via VIOP / SIP but this would be a future change.

At the 911 Center there are 7 admin lines, 2 of the lines are analog drops from the local service provider and 5 of the lines are analog drops from our ShoreTel system. We drop the lines off a ShoreTel Switch to keep the county network and the 911 network separated.

At the Sheriff's office there are also 4 admin lines that tie into the Zetron system, 2 of these lines are analog drops from the local service provider and 2 of the lines are analog drops from another ShoreTel switch at the Sheriff's Office Dispatch.

None of the ShoreTel lines will be recorded directly from the ShoreTel system (SPAN/Mirror port). If the need is to record just IP traffic it should be recorded from the Zetron system's IP/VOIP side. That way any changes or upgrades to the ShoreTel system will not affect the 911/admin recording ability.

As an overview to clarify. The system is actually an 8 console system with 1 supervisor station, 3 of the consoles are at a remote site (Sheriff's Office Dispatch) that is directly connected to the main 911 Center via private fiber network. All 911 calls inbound ring to the 5 consoles at the 911 Center as primary. If a 911 call is for the Sheriff's Office after initial Dispatcher has answered and logged the call it is transferred on the Zetron system to a Sheriff's Office Dispatch console. If a call comes in on an admin line for the 911 center it will come in on 1 of 3 numbers (2 local, 1 ShoreTel(the ShoreTel number is assigned to a hunt group that rings the 5 ShoreTel lines)) and will ring directly on the 5 consoles at the 911 Center. If a call comes in on an admin line for the Sheriff's Office Dispatch it will come in on 1 of 4 numbers (2 local, 2 ShoreTel) and will ring in on the 3 consoles at the sheriff's office dispatch. Calls on the Zetron system can be transferred to any console whether at the 911 center or at the Sheriff's Office Dispatch. Today calls coming in at the 911 center either 911 or admin are recorded at the 911 center on their DLI recorder. Calls coming in on the Sheriff's Office Dispatch admin lines are recorded on a separate DLI recorder at the Sheriff's Office Dispatch. Part of this explanation is for the difference between recording from the consoles vs recording from the lines. If recording from consoles then all 8 consoles plus the supervisor console will need to be

