

REFERENCE

QUESTION (Answers listed below each in Red Type)

page 8: System Reliability 2. The proposed system shall have geo-diverse soft switch components with the ability to alternate call routing when needed to respond to a disaster or high-call volume.	What are the locations for the geo-diverse components? Shall only the controllers be distributed or also gateways and workstations? Could you please provide more details how the alternate call routing will be used?
Geo diversity is not required for this system and can be omitted.	
page 15: Integration with Telephony PBX, optional The County currently utilizes a Vesta Meridian phone system with xxx lines, xxx phones and xxx conference sets. 2. Voice Mail for xxx	Does the county intend to provide values for xxx?
County does not currently have a functioning PBX in place. The Vesta Meridian system was inadvertently pasted from another RFP. County does require a PBX or Similar type system in the proposal. It should have the ability to incorporate all incoming lines. (12) 911 trunks and (12) administration lines. Ability to transfer calls to all phones and should include no less than (3) conference sets. Voice mail will be available for up to (6) extensions with optional pricing for expansion.	
. It is mentioned that there is no PBX on site but also that there is a Meridian switch. Is the current 911 system on-site or hosted? Are the admin lines supplied through Centrex?	

There is no Meridian Switch on Site (see Above) Current system is a Zetron 3200 analog system on site. All admin lines are direct into facility and are not managed through a centrex.

. Can you clarify geo-diversity expectations? Soft switch is mentioned. Where would the second server be located?

Geo diversity is not required for this system and can be omitted.

. If there is a backup site with additional PBX equipment or required equipment? Is there networking between the sites and if so what type?

Geo diversity is not required for this system and can be omitted.

. Our records indicate there are currently 4 answering positions but the RFP asks for a system 'capable of up to 6'. Does the county want 6 full positions quoted or 4 full positions?

There is currently 6 CAD positions but only 5 of these are answering points. We request to maintain these 5 positions.

. Radio headset “sharing” is mentioned. Can you be more specific on the requested functionality? Is this simply a RTHI (radio / telephony headset integration) or is there an additional requirement (s)?

This is a simple THRI system. Currently we are running A Zetron 4040 Radio console with a Zetron 3200 analog Phone system. System will be required to interface on a single headset jack integrating with the current radio system.

Can the County provide the number of call takers / end users who will require training in use of the 9-1-1 call handling system equipment and software?

Can the County provide the number of system administrators who will require administrator and system configuration training?

Will require Training for 14 users and 3 Administrators.

The RFP indicates that the PSAP receives four (4) 9-1-1 trunks from Frontier and eight (8) 9-1-1 trunks from a local exchange carrier. In some instances we have seen the CLEC provide their subscriber files to the larger LEC for ALI DB maintenance, resulting in a requirement to only connect to a single ALI database instead of one per LEC.	Please clarify if the PSAP queries two separate ALI DBs (Frontier and the local telco) or if all subscriber files are maintained by Frontier
For clarification: There are 4 911 trunks that were previously managed by Verizon and are managed through the switch to the (2) Clarksburg WV and (2) Wheeling WV fiber trunk lines. These four trunks carry the ALI data base. We also have 8 trunk lines that come directly from the local CO's to the PSAP. These 8 trunks do not carry ALI but function as 911 routing if Main Fiber trunks are down. All 12 Trunks are currently managed by Frontier Communications.	
“The system shall be capable of providing 6 fully functional call handling workstations and up to 12 Administration phones.”	Please confirm if any of the Administration phones are to be used for backup handsets at call-taking positions. If so, please specify the number of Administration phones which will be used for position backup vs. used for standalone administrative use
	If the County requires fewer than 12 phones included in the base configuration, should the remainder of the 12 be included in optional pricing?

Include in your quote: 5 fully functional workstations with 12 admin phones. Each workstation will have a backup handset located at the station with full ANI/ALI display. An additional 3 of the admin phones will have full feature with ani/ali display. The remaining 4 phones will be strictly for admin use. Bidder may include optional pricing for additional phones, both full featured and admin.

On page 15, the RFP states the following under Integration with Telephony PBX, optional	Does the County require the respondent to include optional pricing for a new standalone IP-based PBX system to replace or upgrade the existing Vesta Meridian phone system?
"...we would like an option to upgrade this system, since it is currently end-of-sale and approaching end-of-life."	The RFP does not identify the number of lines, phones, and conference sets; if the proposal is to include a new PBX system, can the County clarify the number of lines, phones, and conference sets required?
	If a new standalone IP-based PBX system is not required, does the County require the call-handling system to include voice mail functionality? If so, please specify the number of voice mail boxes required in the solution.
	If a new standalone IP-based PBX system is not required, does the County require the call-handling system to include ACD functionality (this would relate to the question below regarding ACD)?
	Will the County accept PBX features native within the proposed IP-based call-handling system, which provide similar functionality to a standalone PBX, in lieu of a replacement standalone PBX system?

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On Pages 10 and 11 of the RFP, the County identifies system requirements for both Ring-All and Automatic Call Distribution (ACD) call distribution schemes.	Does Hampshire County 911 require the proposed 9-1-1 call-handling system to be configured for Ring-All call distribution or for ACD?
	If the County does not require the system to be configured for ACD, does ACD functionality need to be included in optional pricing?
	· Item 4 in the ACD section requires configuration of a large-format display showing live ACD queue activity. Does the County desire a system capable of displaying large-format PSAP call and activity statistics within a Ring-All environment, priced in the base or optionally?
In our current environment A Ring-All system is desired. ACD functionality can be quoted as an option with or without the capability of large screen display.	
Logging Voice Recorder Questions / Clarification:	Can the County identify the make/model of the logging recorder system currently in use?

	Does the County require the system to interface with an analog or IP-based logging recorder?
	If the proposed system is to interface with an analog-based logging recorder, does the County require the system to interface with an IP-based recorder without additional equipment or software?
PSAP currently utilizes a COMLOG IP capable recording system by CVDS. All current connections are direct analog from incoming copper at the punch blocks. In order to capture all voice transmission at the time of connection (In liue of when phone answered) we will keep recorder connectivity prior to reaching quoted system. As an option please quote any equipment required for IP connectivity if future needs dictate.	
On page 10, the RFP states "The system must include Network Time clock, fully integrated into the solution."	Can the County confirm a new Network Time clock is required or if the County intends to re-use the existing system?
Existing Net Clock will be used. Quoted system will require ability to connect to network.	