



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
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Director of Administration

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Controller

DATE: September 9, 2016
TO: All Proposers RFP #115107: Request for Purchase of 911 Equipment
FROM: Carolyn Ninedorf, Purchasing Agent
SUBJECT: ADDENDUM #2

Dane County is adding cooperative purchasing language to this RFP as follows:

Cooperative Purchasing

Commodities and services may be made available to the State of Wisconsin, other states or municipalities upon agreement of the Contractor. See the Cooperative Purchasing Designation Form for definitions and other information on Municipalities. The State of Wisconsin, other states and municipalities must be able to obtain the commodities and services procured under the Contract at the same rates agreed to by the County and the Contractor. The Contractor shall be responsible for confirming the status of potential State of Wisconsin, other states and municipalities with the County and providing appropriate documentation and support and reporting contract usage by the State of Wisconsin, other states and municipalities.

It is to be understood, however, that Dane County shall not be responsible for any problems that may arise between any other units of government and the Contractor as a result of any sales. Any resulting contract is solely between the supplier and third party unit of government. Billings for items purchased under this agreement shall be directed to the governmental agency making the purchase.

All Contractors must indicate their willingness to allow cooperative purchasing as part of their proposal response. Additionally, Contractors may include pricing for items not requested by Dane County at this time, but which may be used under future cooperative purchasing arrangements.

The following responses are provided to questions received:

- Question #1 Section 5.1.11
Will 3-1-1 calls be answered from the IWS or be transferred to a 3-1-1 call center?*
- Answer #1 3-1-1 operations are a future possibility, so specifics are not known. Proposers should assume intelligent workstations and other equipment used for 9-1-1 call handling may be taking 3-1-1 calls.
- Question #2 Section 5.1.11
Please describe the required call taker's functionality for handling 3-1-1 calls. For example, what information should be presented to 3-1-1 call takers?*
- Answer #2 3-1-1 operations are a future possibility, so specifics are not known. Dane County assumes little more than a calling telephone number would be available.
- Question #3 Section 7.3.5
Please describe the make and model of the light pole.*
- Answer #3 The light poles were furnished as part of the Xybix consoles by that vendor, with limited information as to make and model. Radio vendors in the past have generally needed to examine them in person, which can be scheduled through Purchasing.
- Question #4 Section 11.1.4 Four-Month Refresher Training
For the four-month follow-up training, would Dane County prefer face-to-face training in the base pricing, and webinar as an option?*
- Answer #4 Dane County would prefer face-to-face training.
- Question #5 Number of Administrative phones needed for main location?*
- Answer #5 The Main facility has 21 positions for 9-1-1 and ten digit call answering. The County will provide the analog backup phones at each position.
- Question #6 Number of Administrative phones needed for the back-up facility?*
- Answer #6 The backup facility has 14 positions for 9-1-1 and ten digit call answering. The County will provide the analog backup phones at each position.
- Question #7 7.1.5 The system shall include an integrated soft switch with auto-attendant and IVR equal to or exceeding the current system, and including voice mail.
o Please define functionality required?*
- Answer #7 A Nuance SpeechAttendant server is attached to the current PBX, using four extensions, and initially answering several DID numbers. Callers may respond verbally or via DTMF to be routed into the emergency ACD queue, to a TTY button City of Madison parking enforcement, and separate queues for situations “Occurring Now” and “Already Occurred”. The system will also provide telephone numbers to

frequently-asked for destinations.

Vendors shall propose sufficient capability for ten voice mailboxes.

*Question #8 Follow-up question to #36 on Addendum #1:
Many vendors across the industry define 8x5 Next Business Day as Basic Maintenance and 24x7-4 hour response time as Enhanced or Full Service Maintenance. Does Dane County concur with those definitions or does Dane County define those maintenance levels in some other way?*

*In our experience with an environment that has multiple vendors providing fiber (maintained by?) hardware (HP, Dell, etc.), hardware support (Dane County internal staff?), cabling (IBS), and software (chosen 911 vendor), it can make troubleshooting very difficult. It opens the door for potential finger pointing, time to resolution increase, and possible extended downtime of the 9-1-1 system. In the above scenario and during **Post installation** for your new 9-1-1 call handling system, who will be the single point of contact for post-implementation problem resolution?*

Example - A workstation had intermittent connectivity issues to the ANI/ALI host controllers. Who does that initial call go to?

In this specific issue there could be a problem with a number of components. Let's trace them (outbound from workstation: workstation software (Dane support staff and/or 911 software vendor), network port/card in workstation (Dane support staff), UTP wiring to network switch (IBS), or network switch port (Dane support staff).

Answer #8 The County will require 24 hour maintenance, so an option that does not provide that is not needed.

The Public Safety Communications Technical Services Division will be the first point of contact, as it is today for our other systems that involve similar pieces. The commensurate increase in resolution time is balanced with the practicality of single-vendor approaches, particularly since each system is interconnected anyhow.

For the example given, PSC TSD would receive the initial call. Vendors shall in their proposals clearly outline specific scenarios that may lead to "extended downtime of the 9-1-1 system" that if the proposal is selected may be addressed in contract negotiations.

Question #9 Currently, IBS is not an AT&T approved cabling vendor. Do you expect the winning vendor to contract with IBS for the cabling or will Dane County be contracting with them for these services directly?

How will Dane County determine that the responding vendors are providing you with the correct cabling needs?

Answer #9 The County expects the winning vendor to subcontract with IBS.

The County expects the vendor to ensure that all of its subcontractors are meeting the requirements.

Question #10 Would Dane County be interested in AT&T Capital Finance providing a financing option for this 9-1-1 project?

Answer #10 No.

Please acknowledge receipt of this addendum by noting “Addendum #2 Received” on the bottom of the Signature Affidavit when you submit your bid. If you have any questions regarding this addendum, please contact me at 608-266-4966.

Sincerely,
Carolyn A. Ninedorf, CPPB
Purchasing Agent