Financial Management Department
Purchasing Division
1112 Manatee Ave W Suite 803
Bradenton, FL 34205
Phone: (941) 749-3074
www.mymanatee.org

April 28, 2014

To: All Interested Bidders

Subject: Invitation for Bids (IFB) #14-2499DC
           Vesta® 4.x Call Processing System

           Addendum #1

Bidders are hereby notified that this Addendum shall be acknowledged on the Bid Form and made a part of the above named bidding and contract documents. Bids submitted without acknowledgement of the Addendum will be considered incomplete.

The following items are issued to add to, modify, and clarify the bid and contract documents. These items shall have the same force and effect as the original bidding and contract documents and cost involved shall be included in the bid prices. Bids to be submitted on the specified bid date shall confirm to the additions and revisions listed herein.

1.   Bid Due Date is changed to **Thursday, September 4, 2014 at 3:00 P.M.**

2.   An additional site visit is scheduled for the following sites. Any interested Bidders are to meet (Ernie McFarland) at 9:00 A.M. at the Emergency Communications Center (ECC), 2101 47th Terrace East, Bradenton, Florida. Bidders are not required to attend additional visits to any of the sites.
     - Emergency Communications (ECC), 2101 47th Terrace East, Bradenton.
     - Sheriff Communications (MSO), 2101 47th Terrace East, Bradenton.
     - Communications Backup Center (CBC), 1022 26th Avenue East, Bradenton.
     - Longboat Key Police (LKPD), 5460 Gulf of Mexico Drive, Longboat Key.

3.   See attached information dated August 11, 2014 as prepared by the County in response to Bidders questions (8 pages).

Bids shall be received at Manatee County Purchasing, 1112 Manatee Avenue West, Suite 803, Bradenton, Florida 34205, until **September 4, 2014 at 3:00 P.M.**

Sincerely,

Melissa M. Wendel, CPPO
Purchasing Official

1. For the County's benefit, we would like to request an extension of the response due date. This will allow us to perform our professional due diligence and address all of your requirements outlined in the IFB and provide a comprehensive solution that will meet the County's needs. We would like to request a (2) week extension (i.e. until 9/10/2014). Thus, please advise.

   MCG: An extension has been granted, the bid response date is now 9/4/14 at 3:00 PM.

2. Does the County want POE switches for the VOIP phones?

   MCG: Yes. All network switches required for implementation are to be provided by proposers.

3. Are there additional cable runs per position in order to operate in parallel to existing system?

   MCG: Extra cables may exist at some locations, however, if it is determined additional is required, it will be the responsibility of the County to provide.

4. How many spares are recommended and for which items?

   MCG: IFB Section H, item 7 (Spares) states: "The bidder shall maintain an inventory of spare equipment required in order to meet all service requirements." It is the responsibility of the bidder to determine equipment spare quantities and types.

5. Fiber distance between Host A & Host B?

   MCG: City Ring = 34,000 feet
   South Ring = 27,000 feet

6. Fiber distance between Host A & Bradenton PD?

   MCG: PSC (Host A) to BPD = 35,200 feet (City Ring)
   PSC (Host A) to BPD = 28,200 feet (South Ring)
   Admin (Host B) to BPD = 1,200 feet

7. Item D, line 2, "LAN/WAN hardware" does not specify transport to/from the backup center. Thus, is there a t1 or fiber topology?

   MCG: There is dark, terminated County fiber optic cable available. The distances are listed below.
   PSC (Host A) to Backup Center = 14,000 feet
   Admin (Host B) to Backup Center= 14,000 feet

8. Item D, line 7 states "Each position shall be equipped with a Genovation 682 24-key USA programmable keypad"…however, that model is a 35-key. The 683 is the 24-key. Which one is preferred?

   MCG: This is no longer a requirement; we will not use any Genovation keypad.

9. Also, there is no mention of the VoIP phones listed in the requirements. Is it the County's desire for us to provide them?   Also, what type of VoIP phones are desired: Enhanced, Admin…need for Expansion Module?

   MCG: Yes, please include Astra 6757i Enhanced VoIP phones with two expansion modules.

10. Training: Is the training required to be done by Cassidian, or can bidders (if certified) do their own training. We've contacted Cassidian about the recommended training.

MCG: Bidders with certified trainers may provide training.

11. Do all positions require dual IRR+Radio?

   MCG: Yes

12. How many voice mailboxes are required at each site (Would it be one per position)?

   MCG: None

13. Regarding Bradenton PD, should we include the redundant fiber connection to the PSC?

   MCG: Yes.

14. How is the Logging Recording being handled? Per Position, Per Trunk? Or both? Also, is it analog or IP?

   MCG: Per position, initially analog, eventually IP.

15. Is there a need for adding additional switch ports for IP Logging?

   MCG: No.

16. In the RFP, it mentions mapping under the FE responsibilities. Thus, is mapping supposed to be included with the solution?

   MCG: No. Mapping is included with our CAD system.

17. Is there any need for Admin Machines for Aurora and or Activity View?

   MCG: No.

18. Is there any need for licenses for Activity View?

    MCG: Yes, we need four Activity View licenses, two for the ECC, one for MSO and one for EOC.

19. Do you currently have a need for ACD functionality for call handling? If so, at which sites?

    MCG: ACD functionality is built in to Vesta 4. ACD functionality will be implemented at ECC, MSO and the backup center.

20. External speakers: Should they be mounted on the monitors…Or reside on the desk?

    MCG: Speakers will reside on the desk.

21. Is Headset integration with Radio a requirement? If so what type of Radio System?

    MCG: No.

22. Server quantities list (2) MDS and (2) TDS. Does this mean the solution cannot utilize Virtual Machines (VM) for the backroom? Also, does this have to be physical or can it be a logical VM environment? (1) VM for each host, with MDS and TDS co-res?

    MCG: Virtual Machines (VM) are an acceptable design consideration provided all redundancy and availability requirements are met.

23. For the remote sites, would you prefer racks or cabinets?

    MCG: Due to space constraints at the remote locations, all equipment "backroom" will need to be wall, rack or shelf mounted.

1. What is the required proposal response format? Do vendors have to respond point-by-point with "comply" or "do not comply" to the Minimum Technical Specs starting on p. 15? Or are only the "Deliverables – Bid Submittal," as outlined on p. 26, the only responses required?

   MCG: Compliance point-by-point response is not required. Bidder's signature attests to their knowledge and understanding of the bid requirements, meeting each and every specification, term, and condition contained in the IFB. Any exception to the specifications shall be identified by the Bidder in their Bid submittal.

2. During the site surveys it was noted that Longboat PD, the Sheriff and PSC dispatch floors had SYMON boards that show real-time statistics. Does the County require:
   a. Activity View application at any on the locations?
   b. Will application be loaded on an existing VESTA workstation or new workstations?
   c. Can you provide the total number of unique Activity View configurations (single Activity View application/workstation supports only one active display configuration at one time) at each of the locations?
   d. Activity View utilizes a standard DVI connection to a monitor. Will the County be providing the larger wall mount monitors and associated hardware to handle the monitors?
   e. If vendor is to provide the wall mount monitors, what size does the County desire?

   MCG: a. Yes, we need four Activity View licenses, two for the ECC, one for MSO and one for EOC.
   b. Vesta View will be installed on the new Vesta 4 workstations.
   c. Four.
   d. The vendor will provide monitors and mounting hardware.
   e. Provide 42" monitors

3. C.07 (Page 11)- Training:
   a. Will training for all of the personal occur at the same location?
   b. Will the training occur at one (1) of the PSAP locations?
   c. How many users require VESTA Agent Train-the-Trainer, provided the County has resources to perform end user training?
   d. How many users require VESTA agent training?
   e. How many users require VESTA Administration Training?
   f. How many users require Aurora MIS Administration Training?
   g. How many users require Activity View Administrative training?
   h. How many users require IP Phone training?
   i. Is Cut Over Coaching required for each of the PSAPs?
   j. If yes how many shifts per PSAP need this training?

   MCG: Training question responses will be based on a dispersed configuration. Should we co-locate or consolidate training requirements will likely be less.
   a. Yes, all training will take place at the ECC.
   b. Yes, ECC.
   c. Four.

        d. 94
        e. Eight
        f. Eight
        g. Eight
        h. 32 (could be a few as zero and as many as 50)
        i. No.
        j. n/a

4. <u>VESTA 4.x System: Host A- PSC</u> (page 15)
   a. In addition to twelve (12) 9-1-1 trunks, one (1) administrative PRI and one (1) PRI to the County PBX, do you require any additional analog loop start lines (Centrex, POTS, Wet/CO based Ringdowns or Dry Ringdowns)?
   b. Who in the manufacturer of the County's PBX?

   MCG: a. No
          b. NEC

5. <u>VESTA 4.x System: Host B- MCA</u> (page 15)
   a. In addition to twelve (12) 9-1-1 trunks, one (1) administrative PRI and one (1) PRI to the County PBX, do you require any additional analog loop start lines (Centrex, POTS, Wet/CO based Ringdowns or Dry Ringdowns)?

   MCG: a. No

6. <u>VESTA 4.x System: Communications Backup Center (CBC)</u> (page15)
   a. Do you require any PRI or analog loop start interfaces at this location?
   b. Do you require any CAD interfaces here?
   MCG: a. No
          b. No

7. <u>VESTA 4.x System: Sheriff Communications Dispatch Center (MSO)-</u> (page 15)
   a. Does the MSO use the same CAD as the PSC?
   b. Do you require any additional PRI or analog loop start interfaces that where not indicated for the PSC above?
   c. How many individual line appearances and speed dials are required to be displayed on each of the VoIP phones?

   MCG: a. Yes
          b. No
          c. No more than 20

8. <u>VESTA 4.x System: Bradenton Police Department (BPD) (page 15)</u>
   a. Do you require any PRI or analog loop start interfaces at this location?
   b. How many individual line appearances and speed dials are required to be displayed on each of the VoIP phones?

MCG: a. No
b. No more than 20.

9. <u>VESTA 4.x System: Longboat Key Police(LKPD) (page 15)</u>
    a. Do you require any PRI or analog loop start interfaces at this location?
    b. Do you require any CAD interfaces here?
    c. How many individual line appearances and speed dials are required to be displayed on each of the VoIP phones?

MCG: a. No
b. No
c. No more than 20

10. <u>VESTA 4.x System: Palmetto Police Department (PPD) (page 15)</u>
    a. Do you require any PRI or analog loop start interfaces at this location?
    b. How many individual line appearances and speed dials are required to be displayed on each of the VoIP phones?

MCG: a. No
b. No more than 20

11. **LAN/WAN Hardware** Network connection for Host A and Host B (page 16)
    a. Is the bidder required to light the dark fiber?
    b. If yes, can you please provide the fiber length between the PSC and MCA?
    c. How many fiber handoffs will be provided at each of the locations?

MCG: **a. Yes. Bidder is required to provide active equipment to establish 911 network connectivity.**
b. City Ring =   34,000 feet
**   South Ring= 27,000 feet**
c. Multiple fiber strands are available between facilities. Vendor should specify requirement in design submittal and assumptions.

12. **LAN/WAN Hardware** Network connection to remote PSAPs (page 16)
    a. BPD -
        i. Is the bidder required to light the dark fiber?
        ii. If yes, can you please provide the distance of the fiber between the BPD and **MCA**?
        iii. Is the fiber from BPD to **PSC** dark fiber?
        iv. Is the bidder required to light the fiber from BPD to PSC?
        v. If yes, can you please provide the fiber length between the BPD and **PSC**?
        vi. Is this an existing or new T-1 to PSC?
        vii. If existing, will a new one be installed by the County to ensure the existing VESTA equipment can remain in place while the new VESTA equipment is installed and tested?
        viii. Does the County require a 2nd T-1 to the MCA location to meet the redundancy requirements in the "Network" section for calls that would be received at LKPD?

MCG: **i.** **Yes. Bidder is required to provide active equipment to establish 911 network connectivity.**
ii. **1,200 feet**
iii. **Yes**
iv. **Yes**
v. **PSC (Host A) to BPD   =35,200 feet (City Ring)**
PSC (Host A) to BPD   =28,200 feet (South Ring)
vi. **Existing**
vii. **The existing T1 circuit will remain for use by the new Vesta equipment. A migration plan will be discussed with the selected bidder.**
viii. **Yes**

b. PPD-
   i. Is this an existing or new T-1 to PSC?
   ii. If existing, will a new one be installed by the County to ensure the existing VESTA equipment can remain in place while the new VESTA equipment is installed and tested?
   iii. Does the County require a 2nd T-1 to the MCA location to meet the redundancy requirements in the "Network" section for calls that would be received at PPD?

MCG: **i.** **Existing**
ii. **The existing T1 circuit will remain for use by the new Vesta equipment. A migration plan will be discussed with the selected bidder.**
iii. **Yes**

c. CBC-
   i. What is the planned network transport from the CBC to the Host sites?
   ii. Will the CBC have a connection to both Host sites?
   iii. If fiber is it dark fiber?
   iv. Can you provide the fiber length between the CBC and each Host site?

MCG: **i.** **The CBC will reside on the County 911 network to be established by the selected vendor.**
ii. **Yes**
iii. **Yes, it is dark fiber.**
iv. **PSC (Host A) to Backup Center = 14,000 feet**
Admin (Host B) to Backup Center= 14,000 feet

13. PSC (Host A), what is the distance from the MDF to the IDF closets for the workstation cabling?
    a. Is the County providing all interconnection cabling between the closets?

MCG: Approximately 150 feet
   a. **Yes**

14. At the CBC, what is the distance from the MDF to the IDF closets for workstation cabling?
    a. Is the County providing all interconnection cabling between the closets?

MCG: Approximately 50 feet
   a. **Yes**

15. At the CBC, do you require the Airbus mapping application like you have today?

    MCG: **No, we are installing CAD at the CBC location.**

16. Server Hardware Requirements (page 18):
    a. Do you require redundant processors in the servers?
    b. Do you require a 17" monitor that will site on a shelf or a pullout flip up monitor with built-in keyboard?
    c. Will the County be shipping the cabinets at the PSC and MCA locations to Cassidian to be staged per their standard procedures or will equipment need to be installed locally into existing cabinets?
    d. At the PSC and MCA locations, will the County provide all associated mounting equipment, shelves, cable management; PDUs for the County provided cabinet space?

    MCG: **a. No, redundant processors are not required.**
    b. A 17" monitor and keyboard that sit on a shelf is sufficient.
    c. We will provide Airbus DS with cabinets for staging.
    d. Yes

17. VESTA® 4.x Workstations (page 18):
    a. This section mentions only the PSC, are all of the requirements in this section (extension cables, touchscreen monitors) applicable to all other locations?

    MCG: **a. Yes, the requirements apply to all locations.**

18. Data Management (page 19):
    a. Do you require any dedicated "administrative" non-VESTA workstations?
    b. Do you require any of your existing MagIC data to be converted/migrated into Aurora?

    MCG: **a. No**
    b. Historical reporting is desired. Airbus DS has informed us converting/migrating MagIC data to Aurora will not provide filtering and reporting on the converted data at the same level as the Vesta 4 data.

19. Will the County consider options to this IFB?

    MCG: **No. Bidders are to respond to the IFB specifications and requirements.**