



MANATEE COUNTY FLORIDA

April 27, 2011

TO: All Proposers

SUBJECT:

Request For Proposal (RFP) #11-0703FL / AVAYA/NORTEL MERIDIAN
TELEPHONE SYSTEMS, PLANT/CML VESTA SYSTEMS, NICE LOG SYSTEM
AND ASSOCIATED EQUIPMENT ANNUAL MAINTENANCE SERVICES

ADDENDUM #1

The following items are issued to add to, modify and clarify the Request For Proposal document. Proposals are to be submitted on the specified time and date due, in conformance with the additions and revision listed herein.

Response to Questions

1. Will there be a site visit?

No site visit is scheduled.

2. Provide Site ID numbers?

Site ID numbers are as follows:

a. The main site is the Public Safety Center (PSC) located at 2101 47th Terrace East. The Data Center, the Emergency Communication Center (ECC) and the Manatee Sheriff's Office Communication Center (MSOCC) are also located there. The ECC is the primary PSAP, MSOCC is a secondary PSAP. The site ID numbers are ECC and MSOCC.

b. Bradenton Police Department (BPD) is a primary PSAP for wired 911 phone calls within the city and a secondary PSAP for wireless 911 calls within the city. All wireless 911 calls are answered by ECC and transferred to BPD. The site ID number is BPD.

c. Longboat Key Police Department (LKPD) is a secondary PSAP. All 911 calls are answered by ECC and transferred to LKPD. The site ID number is LKPD.

d. Palmetto Police Department (PPD) is a secondary PSAP. All 911 calls are answered by ECC and transferred to PPD. The site ID number is PPD.

Financial Management Department – Purchasing Division
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e. The Backup Emergency Communications Center (BUECC) is a Bluebird bus that can be located at either the PSC or Public Works (tandem office reroute required) that serves as the primary PSAP in the event the ECC has to be vacated. The site ID number is BUECC.

3. Is it possible to get greater information on the equipment that is to be covered regarding bid 11-0703FL?

PSC Data Center

a. Total trunk and station ports on Avaya/Nortel Option 61. Is there a messaging application? If so, model and release with number of ports.

The Option 61 is equipped with 66 trunks (one PRI, one TIE and 20 analog), with 62 stations and is running software release is 4.5. There is no messaging application.

b. More detailed information on the Plant/CML Vesta System and Cisco router.

The Vesta is running on software release 2.2. The router is the Cisco Catalyst 2960 series.

c. More detailed information on the Plant/CML MagIC Information System.

The MagIC is running on software release 4.0.

d. More detailed information on the Call Center Management Information System.

The Call Center Management system is running on software release 6.0.

e. Nice Log Call Recording System-Capacity, current release.

The Nice Log is running on software version 8.90.04.03.

f. PSC ECC, PSC MSO Dispatch, PSC EOC, BPD, LKPKD and PPD-are these locations connected to the Avaya/Nortel Option 61? What is the connectivity?

It is really all one telephone system. PSC ECC and PSC MSO Dispatch stations are directly provided by the Option 61. BPD, LKPD and PPD all have remote shelves (off premise cabinets) from the Option 61 at their sites that are connected via T1s.

BUECC

g. Total trunk and station ports on Avaya/Nortel Option 11, Is there a messaging application? If so, model and release with number of ports.

The Option 11 is equipped with 16 analog 911 trunks, with 13 stations and is running software release is 5.5. There is no messaging application.

h. More detail on Plant/CML Vesta System.

The Vesta is running on software release 2.2.

4. How many lines, admin and 911 in the system? (Opt 61 is for a somewhat larger system (200-2,000 lines)

The Option 61 is equipped with 66 trunks (one PRI, one TIE and 20 analog), with 62 stations and is running software release is 4.5.

5. Is the Avaya the building's PBX system?

It is not, it only serves the 911 Emergency Communications Center and Manatee County Sheriff's office Communications Center.

6. Page 14, E.01, 1st paragraph states: "The items to be maintained include, **but are not limited to...**" I wonder if they can provide specifics. What else MIGHT they want the company to maintain in addition to the items listed in the scope?

Only the items listed in E.03 Scope of Work are to be maintained.

7. Should the bid include all costs for second tier support, i.e., costs required by the manufacturer for ongoing software support, extended warranties, etc.; or does the county intend to pay these separately to the manufacturer?

Prefer to not pay separate costs to the manufacturers for second tier support . Inclusion of all second tier costs in the proposal would be at the discretion of the applicant and shown separately.

8. What are the site addresses?

PSC - 2101 47th Terrace East, Bradenton, FL 34203
BPD - 100 10th St. W., Bradenton, FL 34205
LKPD - 5460 Gulf of Mexico Dr., Longboat Key, FL 34228
PPD - 1115 10th St. W., Palmetto, FL 34221

9. How many voicemail ports/number of users?

There are no voicemail ports or users.

10. How many telephone numbers are on the system?

There are approximately 30 DID numbers shared between the ECC and MSO.

11. How many ports on the systems?

The Option 61 is equipped with 66 trunks (one PRI, one TIE and 20 analog), and 62 stations. The Option 11 has 16 analog trunks and 13 stations.

12. What software release are you currently using?

The Option 61 is running software release 4.5. The Option 11 is running software release 5.5.

13. Is there a crash kit onsite? If not, do you want one?

The selected vendor is responsible to provide spares.

14. Do you have remote monitoring now? If not, do you want this established to reduce your costs?

Remote monitoring is being provided now on the Option 61.

No additional questions will be considered after the issuance of this Addendum.

Proposals are to be prepared as instructed in this Request For Proposals and shall be received at Manatee County Purchasing Office, Suite 803, 1112 Manatee Avenue West, Bradenton, Florida, FL 34205 until **4:00 P.M., Tuesday, May 10, 2011.**

Cordially,



Frank G. Lambertson
Contracts Negotiator