

October 18, 2016

QUESTIONS AND ANSWERS

Request For Proposal: RFP 17-02-10 E-911 Communication Recording System

1. In reference to #19 under ATTACHMENT C – Desired Functionality Form, what type and style of rack would you like included in the proposal?

Answer: **Whatever size rack is sufficient to house your proposed equipment. The recorder equipment is currently in a standalone half-height 22U 4-post rack without doors.**

2. Are the 39 Tele communicators remote personnel, what system will they connect to?

Answer: **The 39 tele communicators are on site working in 2 shifts. See normal staffing in same paragraph.**

3. How many PCs per CAD position? How many screens per workstation & what is the resolution of each screen?

Answer: **One PC for screen recording at each position with up to 6 monitors as defined in the RFP. Screen resolution varies but is generally 1280x768 or 1280x1024.**

4. West/Intrado-VoIP available? What version is the switch? Is there a 2-wire analog recording output on the console?

Answer: **West Viper version 4.1.4 phone switch. Whether VOIP recording of the positions is available or not is a question for West. Currently analog audio is recorded over a 2/4-wire circuit between the West workstation and the current recorders. One is a VOX circuit (2-wire) and the other uses a contact closure (4-wire). Our preference is for analog recording by position versus VOIP since we hope to be recording trunks via VOIP.**

5. Who are the VoIP vendor, switch, phone make and model in the admin office?

Answer: **The VOIP phones mentioned are connected to the West Viper phone switch and are SNOM 760 phones with expansion modules.**

6. Are the 20 IP E-911 trunks independent of phone positions West Intrado trunks? Can a span of these IP trunks be provided? What is the codec? Are they encrypted?

Answer: **Details on the trunk configuration would have to be provided by West.**

7. Please identify are the 16 administrative trunk lines, 4 out-going administrative trunks and 22 ring down trunks Analog/digital or VoIP?

Answer: **Analog as specified in the RFP.**

8. Are the 47 P25 trunked talk groups currently being recorded on the Roanoke County recorder? Is there a network connection to the Roanoke County recorder?

Answer: **We don't know what talk groups the county records. We prefer an independent recorder instead of sharing. We currently have no network connection to the county recorder though network connectivity is feasible.**

9. Are the 45 analog trunked talk groups and 35 conventional radio channels through Motorola CCGW interface currently being recorded on the Roanoke County recorder?

Answer: **No.**

10. Will the city be supplying the Network Attached Storage (NAS)?

Answer: **The NAS referenced is describing the current system. Offerors should submit proposals based on their proposed solution to the City's need for redundant storage. The existing NAS should not be considered due to its age.**

11. What is the manufacturer's name of the 5 IP phones? What is the version of the communication manager for the PBX? What is the model or models of the 5 (or 10) phones you want to record?

Answer: **The VOIP phones mentioned are connected to the West Viper version 4.1.4 phone switch and are SNOM 760 phones with expansion modules.**

12. Should the pricing of 20 IP E911 trunks include the licensing for recording these? Should the pricing include the pricing for the necessary hardware infrastructure to support these licenses?

Answer: **Proposal should include all applicable licensing and hardware.**

13. Are the 28 radios tuned to frequencies or talk groups?

Answer: **Voice frequencies.**

14. Do you prefer to use your existing over air solution to record the 47 talk paths from the Motorola Astro 25 system? Do you want to continue using the GenWatch system or are you looking for a more integrated system using Motorola AIS? Do you want to see pricing of system with AIS as an option?

Answer: **We would prefer the vendor include pricing for both options (Genwatch de-trunking or AIS).**

15. What is the output from for the 45 trunked radio channels?

Answer: **Analog audio.**

16. Will you be supplying the network managed storage devices for this storage capability?

Answer: **The vendor should propose what redundant storage solution they recommend.**

16. Do you want the CAD incident number to be automatically added to the call recording's Meta data? Do you want the capability of manually adding the CAD incident number to the call recording Meta data?

Answer: CAD incident number in the Meta data would be beneficial. Manually adding data to the Meta data may include CAD incident number or other data as desired by the user.