



**CITY OF NORTH LAS VEGAS  
REQUEST FOR PROPOSAL 007-029  
ENHANCED 911 PUBLIC SAFETY ANSWERING POINT  
ADDENDUM NO. 2**

1. The RFP does not identify trunk and line counts. Please provide configuration detail such as line and trunk port counts (please include any Ring Down lines in use).
- How many CAMA trunks does the proposed solution need to support?
  - How many analog lines etc?
  - How many digital lines (T1 or PRI)?
  - Does the system need to support any admin/non-911 telephones?
  - Does the system need to support Voice Mail?

**ANSWER: 16 Analog lines; 8 T-1 lines; yes it should support admin telephones; no it does not need Voice Mail. The bulleted items are items that should be submitted as the solution by the vendor.**

2. Section 8 Submittal Requirements - This section states that proposals will be no longer than 40 pages. However, Attachment A, starting on page 16 and extending to page 74, provides a list of specifications we are assuming you desire an answer for. As the specifications without answers covers 58 pages, could you clarify the 40 page requirement?

**ANSWER: 40 pages, not including any attachments.**

3. Is the city contemplating relocating the call center within the foreseeable future? If so, what is the expected timeframe for such a move? Does the City want, as an option, a quote for the costs involved in moving the proposed solution?

**ANSWER: No**

4. Is the City willing to consider a turnkey solution from the winning bidder, including all server and workstation computers? If not, will bidders be penalized for NOT proposing a solution that allows for customer-supplied server and workstation computers?

**ANSWER: Yes**

5. Is integration between the 911 network and the city's LAN and Active Directory structure a requirement, a preference, or a suggestion? If a strong case for NOT integrating these networks can be made, will that affect the score of the proposed solution? In the case that the decision is made NOT to integrate the two networks, would the customer like to see a quotation for the additional costs to integrate the networks?

**ANSWER: We do not have any current plans to integrate the two networks, but would be interested in seeing a quote for potential integration.**

6. Is there room and power available in the backroom for additional racks so that the new equipment may be activated in parallel with the existing equipment during install, testing, and training?

**ANSWER: Yes, the location of the new equipment will be in the radio room (adjacent to dispatch). Current UPS power is sufficient and available for this project, however, electrical conduit work may need to be required depending on the scope of your proposal.**

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7. Can new equipment racks be placed in the backroom temporarily and then moved to their permanent location after the old equipment is decommissioned and removed?

**ANSWER: Yes.**

8. Will the city provide a copy of the RFP in an MS word format?

**ANSWER: No, the city only send the RFP in PDF format to ensure the validity and requirements are not altered either accidentally or on purpose.**

9. Section 6.6.26 of the Attachment states a MINIMUM 6 relay contacts. Is this per position or system wide?

**ANSWER: System Wide**

10. Section 6.5.21 of Attachment A mentions– ACD auto-messaging by geography. Could the City elaborate on what you are looking for?

**ANSWER: In summary, we are interested in reducing repetitive call volumes for incidents.**

11. Section 6.4.45 of the RFP asks for end-to-end VoIP (i.e., native acceptance of IP calls and VoIP to the call taker). Will we be penalized for proposing a non-end-to-end-VoIP solution if it fills their requirements otherwise?

**ANSWER: No, as long as it complies with the NENA standards addressed in the RFP**

12. 6.3.8 Post-Installation Follow-Up - Reconfiguration, after original approval, would be through CenturyLink JCO process and be chargeable?

**ANSWER: If awarded, we would discuss your JCO process with you and reach a mutually beneficial solution.**

13. Is the Nortel Meridian ACD the only ACD platform that is being requested in this RFP or would N. Las Vegas PD entertain other ACD systems?

**ANSWER: Yes, we would entertain other systems**

14. For the Recorder, does the City utilize 'Digital Radio Channels', 'Analog Radio Channels', or a mix of both? We need the specific count breakdown please.

**ANSWER: We use a mix**

15. Would the City consider allowing the vendors to a system presentation to introduce the company and system to the dispatch staff?

**ANSWER: Yes**

16. 6.4.8 Alternate Routing -The wording in this requirement implies that "The System" being a 9-1-1 solution will perform the function of alternate routing. There is no 911 system capable of doing this as this function is performed by a 911 Selective Router which Embarq provides for NLVPD today, unless it is the intention of this RFP for NLVPD to purchase a 911 Selective Router and perform that function themselves, please advice.

**ANSWER: Today this function is performed by the local telephone company, we expect this process to remain the same.**

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17. 6.4.17 Call Routing Functionality -The only traditional 911 system capable of Selective Routing is a Selective Router, which Embarq provides to NLVPD today via the Embarq 911 network. Is it the intention that this requirement to include pricing for a city owned Selective Router? If yes, then the city would need to also require from Embarq, all CLEC's in the region and wireless providers to provide 911 trunking into that City owner selective router, is that the intention of this requirement?

**ANSWER: See answer to #16**

18. Relay Control – Please outline what is the customer responsibilities (i.e. purchase special locks, etc.)

**ANSWER: Your proposal should provide dry contacts only, rated at 2 amps each.**

19. Identify phones to be used?

**ANSWER: Need more information to answer this question, it is too vague.**

20. We would like to request an extension to the RFP as the answers to the above questions could make changes to the configuration of the solution to be provided to the City.

**ANSWER: Extension of bid opening date to November 5, 2009 at 2:00 p.m.**

21. What is the target implementation date?

**ANSWER: Totally dependent on funding. The user wants it fully implemented within 6 months of funding date.**

22. When can the questions / answer addendum be expected to be released?

**ANSWER: Addendum No.2 should be issued October 14, 2009.**

23. Key configuration detail is still forthcoming and will not be clarified until the addendum is published. In light of this, a minimum two week extension is requested to allow for detailed and comprehensive responses.

**ANSWER: Extension granted.**

24. Please clarify the number of call-taking positions required. Is it 11 positions in dispatch and 4 positions in the training area upstairs?

**ANSWER: Yes**

25. Project Fee (3000 pts): This section requires one year warranty followed by 5 subsequent years of maintenance for a total of 6 years of system support / maintenance. Is it the City's intent to have a total of 6 years of coverage? Typically, system support is quoted as first year warranty (including Maintenance) with 4 subsequent years of maintenance, for a total of 5 years system coverage.

**ANSWER: 1 Year warranty, 4 years maintenance for a total of 5 years.**

26. Section 6.3.5. Power: Please clarify the requirement of 115V, 60 Hz single phase power. If the City is asking for a fully redundant Nortel Meridian based solution the power requirement will need to be 230-208V with dual feed.

**ANSWER: This can be accommodated**

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27. Section 6.4.15. Disaster Recovery: Please clarify this requirement.

**ANSWER: Refer to Question #16**

28. Section 6.4.26. Fault Tolerance and Fallback Modes: Please clarify this requirement. Typically this requirement is based more on a LAN-WAN failure scenario rather than a call center solution.

**ANSWER: The bidder must describe in detail the level of fallback for a LAN/WAN failure and/or their equipment**

29. Section 6.4.8. Alternate Routing: How do you envision this working, please explain.

**ANSWER: Refer to question #16**

30. Section 6.8.7. ISDN Basic Rate Interface: RFP states that BRI is required for incoming / outgoing wireline and wireless 9-1-1 calls and for incoming admin calls. IS BRI in use today and how are they being used today? How many ISDN/BRI lines will be installed in the new system? Please expand on the requirement for ISDN/BRI trunks.

**ANSWER: We have eight BRI lines in use. Proposals should accommodate those 8 lines**

31. Section 6.8.8. ISDN BRI: Please expand on the requirement for ISDN/BRI trunks. How many ISDN/BRI lines will be installed?

**ANSWER: 8 911 lines and 16 admin lines.**

32. Section 6.9.2 ACD Records management – MERIDIAN PBX: Is the City of North Las Vegas PD determined to be consistent with other local 9-1-1 Agencies by deploying a Nortel Meridian PBX platform or would the City consider another product that offers ACD capabilities?

**ANSWER: Our preference is deploy a platform consistent with other local PSAPs, however, we would consider other products.**

33. Section 6.14: Digital Voice Recording System: What type of Radio channels/lines will be recorded? Are they Digital Radio Channels or Analog Radio Channels? Are they a mix? Please elaborate.

**ANSWER: See question #14**

34. How many call taker positions will there be?

**ANSWER: 15 total positions to be used by either call takers or dispatchers.**

35. How many dispatch positions will there be?

**ANSWER: See question #34**

36. The RFP states that the recorder must "integrate" with the trunked radio system and then states there are CentraComm consoles. It says nothing about the actual radio system details. Does the term "integrate" mean simply be able to record the analog audio from these consoles, or do they want a full de-trunked solution? Please provide radio system details and explain what is meant by "integrate".

**ANSWER: Analog audio**

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37. The RFP states that the playback interface must be able to display calls by radio ID. To do this, we need to capture data from the radio system however there are no radio system details to work with. Please provide necessary radio system details.

**ANSWER: Analog audio only. Refer to 6.14.3 in the RFP**

38. The RFP states the need to be able to record a mix of analog and digital audio, but does not clearly state how many channels of each, or what the digital audio is.

**ANSWER: Currently, only analog is required**

39. The list of channels currently used is a total of 48. The RFP states that they want a 144 channel recorder. Please explain the purpose of the additional channels up to 144 and confirm that the abundance of additional channels are required.

**ANSWER: We will reduce this requirement to 64 recorded channels.**

40. There is data specific to the number of calls that they take in a year, but not the length of the calls. Can we get call statistics for phone and radio regarding the length of the calls?

**ANSWER: Average talk time is 1:04 per phone call, .05 for radio call**

41. How many supervisors will be required to have Reconstruction? There is no mention of the number of copies of software desired. Please clarify the quantity of software copies

**ANSWER: 10 licenses**

42. Submittal Requirements

This section states that proposals will be no longer than 40 pages. However, Attachment A, starting on page 16 and extending to page 74, provides a list of specifications we are assuming you desire an answer for. As the specifications without answers covers 58 pages, could you clarify the 40 page requirement?

**ANSWER: See question #2.**

43. Is the City willing to consider a turnkey solution from the winning bidder, including all server and workstation computers?

If not, will bidders be penalized for NOT proposing a solution that allows for customer-supplied server and workstation computers?

**ANSWER: See question #4**

44. Is integration between the 911 network and the city's LAN and Active Directory structure a requirement, a preference, or a suggestion?

If a strong case for NOT integrating these networks can be made, will that affect the score of the proposed solution?

In the case that the decision is made NOT to integrate the two networks, would the customer like to see a quotation for the additional costs to integrate the networks?

**ANSWER: See question #5, Yes, we would like to see a quote for the additional costs.**

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45. Section 6.6.26. Relay Control: of the Attachment states a MINIMUM 6 relay contacts. Is this per position or system wide?

**ANSWER: Refer to question #9**

46. Section 6.5.21. ACD Auto-Messaging Based on Geographic Location: of Attachment A mentions– ACD auto-messaging by geography. Could the City elaborate on what you are looking for?

**ANSWER: Refer to question #10**

47. Section 6.4.45. VoIP: of the RFP asks for end-to-end VoIP (i.e., native acceptance of IP calls and VoIP to the call taker). Will we be penalized for proposing a non-end-to-end-VoIP solution if it fills their requirements otherwise?

**ANSWER: refer to question #11**

48. Please provide a definition of what an LX 7100 is.

**ANSWER: It is the City's Unisys Mainframe.**