# COUNTY of KANE
# PURCHASING DEPARTMENT
## KANE COUNTY GOVERNMENT CENTER

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## ADDENDUM #2

RFP No. & Title: 12-013 NG911 Phone System

The attention of responders is called to the following changes, clarifications and/or additions/deletions to the original bid document and they shall be taken into account in preparing your RFP response and shall be part of the contract.

### CHANGES

Change #1:
The deadline for submitting Proposals that was scheduled for 2 p.m., Friday, April 5, 2013, has been changed to 2 p.m., Friday, April 12, 2013.

Change #2:
The Montgomery Police Department has dropped out of this solicitation.

### QUESTIONS

1. Q. RFP Item 2.1.3 states that the CAMA trunk quantity of 24 (12 at each PSAP) is based on the existing PSAP trunk quantities for wireline and wireless trunks. However, Table 2-2 (Hardware Summary) includes separate rows for wireline trunks and wireless trunks:

| | | | |
|---|---|---|---|
| Wireline Trunks | 12 | 12 | 24 |
| Wireless Trunks | 5 | 5 | 10 |

Please confirm if the total number of CAMA trunks should be 34 (i.e., 24 wireline plus 10 wireless).
**A. The proposed system should be configured with 17 CAMA trunks at each site (5 wireless and 12 wireline). Each site should be wired for 25 CAMA trunks (accommodate 25 CAMA trunks without significant system upgrade).**

2. Q. Table 2-2 lists three intercom phonesets at the Tri-Com PSAP:

| | | | |
|---|---|---|---|
| Intercom Phonesets<br>(1 Elevator, 2 Building Entry) | | 3 | 3 |

Please confirm if these are considered additional ringdown lines.
**A. These phones should be extensions on the local PBX (included functionality at Tri-Com). The proposal should discuss how these phonesets can be programmed in the proposed system (i.e., ring an extension when lifted, caller is required to dial an extension, etc.).**

3. Q. Table 2-2 in the RFP lists the following training requirements:
   - User training – 33
   - System admin/technician training – 8

However, RFP Item 2.12.3 lists the following training requirements:

- Call Takers – 35
- Supervisors – 10
- System Administrators – 8

Please confirm the number of personnel who will require end user (call taking) training and the number of personnel who will require administrative (configuration/settings/reporting) training.
**A. The proposal should include training for 35 Call Takers, 10 Supervisors, and 8 System Administrators.**

4. Q. Item 2.12.2 mentions training curriculum for call takers, supervisors, system administrators, and training instructors. Please confirm if you wish vendors to propose train-the-trainer courses.
**A. The proposal should include Train-The-Trainer (TTT) instructor training as optional. Please specify proposed TTT training class sizes, class durations, curriculum, etc.**

5. Q. If vendors should propose train-the-trainer courses, how many personnel need to receive this training?
**A. The proposal should include optional TTT training for up to 10 telecommunicators.**

6. Q. Please describe how you will use the remote access described in RFP Item 2.8.3. Do you want the vendor to quote an administrative workstation in addition to providing the remote access via VPN?
**A. System administrators should be able to remotely query system alarms, perform minimal administration tasks (i.e., reset passwords), etc. The proposal should discuss remote VPN administrative capabilities. Proposals may include optional administrator workstations.**

7. Q. Please confirm the number of required ALI modem circuit connections at each site. For example, a typical implementation includes two connections to the customer-provided ALI modems and circuits at each host site.
**A. Tri-Com – 2 modems, KaneComm - 2 modems.**

8. Q. Please provide the make/model/version of KaneComm's existing administrative Cisco telephone sets.
**A. Cisco 7940.**

9. Q. Please provide the make/model/version of the radio system.
**A. The proposed system should interface Tri-Com's 7, Motorola MCC7500 Dispatch Consoles (K2 Core); scheduled for install in June 2013. The proposed system should interface KaneComm's 7 Motorola MCC5500 Dispatch Consoles.**

10. Q. Please provide the software versions of the CAD systems mentioned in RFP Item 2.6.2 (New World Aegis and Motorola MotoCAD CAD systems).
**A. The proposed system should interface Tri-Com's MotoCAD v1.4 and KaneComm's New World System Aegis 9.0.03350 (SP8.4).**

11. Q. In reviewing the Next Generation 9-1-1 System RFP, section B.16 CERTIFICATE OF INSURANCE REQUIRED BY KANE COUNTY. It states *See Insurance note in Section F. Could you please direct me to where Section F. is?
**A. There is no Section F, please disregard.**

12. Q. The table on Montgomery (Optional) indicates that they have 17 E9-1-1 Telephone Trunks – that seems to be an error?
**A. CAMA trunk count for Montgomery should be 7 at cut and wired for 10. Note that since preparation of the RFP, Montgomery has withdrawn from the procurement. Proposers are asked to optionally include the Montgomery workstations to establish remote workstation pricing.**

13. Q. Please confirm whether the County has a specific form of bid bond and payment and performance bond it would like used. Will AIA forms be acceptable?
**A. AIA forms are acceptable.**

14. Q. It is common for a bond to cover performance and a 1-year warranty period, but not an extended maintenance period. Please confirm that the County's intent is not to request bonding for the extended maintenance period.
**A. Contractor will be required to include a performance/payment bond for the negotiated contract value (to include system hardware/software/services and one-year warranty coverage). The performance/payment bond amount will not include the follow-on maintenance costs.**

15. Q. 2.1.4. Central Office Connections:
The proposed system shall accommodate connection to 2 central offices at each site. Each PSAP shall accommodate up to 5 central office connections without significant system upgrade. What is the significance of the connections? What types of connections is this requirement written for?
**A. The circuits are currently analog lines. We are interested in proposals that include PRI, SIP, and analog. We would have a preference for a T1 and digital communications instead of analog.**

16. Q. 2.1.5. Cellular Telephone Provider Connections:
Each host site shall accommodate connection to 12 cellular telephone provider systems. What is the significance of the 12 cellular telephone provider systems? What type of circuits are we to expect the connections to reside on?
**A. Initially, this connection is CAMA. The proposed system should support future PRI and SIP connections without significant system upgrade.**

17. Q**.** 2.1.7. Hardware Summary:

| Component | Kane Comm | Tri-Com | Total | *Optional – Montgomery PD* |
|---|---|---|---|---|
| Wireline Trunks | 12 | 12 | 24 | |
| Wireless Trunks | 5 | 5 | 10 | |
| 7-Digit Emergency Lines | | 4 | | |
| Ring Down Circuits | 7 | 7 | 14 | |
| 9-1-1 Workstations | 10 | 10 | 20 | *4* |
| Admin Phonesets | 0 | 10 | 10 | |

The numbers under the Wireless trunks (assuming CAMA) go against the numbers given in 2.1.3 (12 CAMA per site = 24 total). Should we build the system for 12 per site or 12+5=17 per site?
**A. The proposed system should be configured with 17 CAMA trunks at each site (5 wireless and 12 wireline). Each site should be wired for 25 CAMA trunks (accommodate 25 CAMA trunks without significant system upgrade).**

18. Q. 2.3.3. ANI/ALI Controller – Audio Signal Processing:
Any CODEC audio signal protocol entering the central CPE equipment from direct VoIP Internet Service Providers (ISPs) must be supported utilizing common VoIP CODEC techniques.
**A. The proposal should identify the proposed system's CODEC standard used and discuss its provided reliability and audio clarity.**

19. Q. 2.3.4. ANI/ALI Controller – Interface, Control Functions, Standards:
The new CPE system architecture must consist of a complete ANI/ALI Controller system with interface modules to administrative circuits. The ANI/ALI control functions shall combine into a fully redundant system. The architecture must conform to NENA standards as well as requirements outlined later in this document. The system must be configured as a fully survivable solution offering a fault-tolerant and secure architecture.

Equipment shall be capable of allowing direct trunking to/from Class 5 Tandem offices with ANI and Selective Routing. Please specify the type of circuit referenced here.

**A. The proposed system should initially support the connection of CAMA trunks. It should also support future IP connections to regional ESInet networks.**

Equipment must interface and accept calling number, trunk number, and answering position number information from the ANI Controller/Server.

Is the equipment referenced above to be the Workstation equipment? If not, please specify what equipment. Is the equipment referenced above to be the Workstation equipment? If not, please specify what equipment.

**A. This information must be displayed on 9-1-1 workstations and captured by CAD and the logging recorder system.**

20. Q. The ANI/ALI Controller Switch(es) shall provide the capability for an established E9-1-1 call to be transferred by the call taker, on an outgoing trunk, to another PSAP without requiring hook flash signaling. The transfer shall be initiated by the single click of a transfer button and shall be transparent to the tandem. The ANI shall be transmitted with the transferred call.

911 trunks are incoming only from the providers. All conferences at the tandem level require a hook flash to initiate a conference. They never are capable of direct outbound calling on a separate trunk. Conferencing calls across loopstart or groundstart lines do not produce ANI capable for other agency's 9-1-1 circuits to handle. What is meant by this requirement?

**A. See previous Question (#19) and Answer.**

21. Q. 2.3.38. Maintenance Printing:
Proposal to describe. Please elaborate on the requirement for this item.

**A. The proposal should specify which Maintenance Printer is included and its functionality (i.e., serial printer for backroom maintenance purposes).**

22. Q. 2.4.Master Clock
The proposal shall include a Time Synchronization Device "Master Clock" that utilizes GPS technology. The proposed Master Clock shall be configured and equipped to provide a timing signal to at least six communications center systems: 9-1-1 Telephone, CAD, RMS, dispatch radio system, premise data network, and spare. The proposed master clock shall also be compliant with NENA 04-002, Issue 4, April 9, 2007,and "NENA PSAP Master Clock Standard".
How many systems need to be tied into the clock at each location (broken down by location)?

**A. Tri-Com - Plant vesta, cad, gold elite, Emnet, the servers, the video recorder, and the audio recorder. Everything but the phone BCM.**

**KaneComm - NTP time server on network for all time keeping by all devices.**

23. Q. 2.5.35. Static Map:
The proposal shall include a mapping product (at KaneComm) that plots incidents based on ALI information. The proposed map product's capabilities shall be fully described.
Is it the intent of Kane County to purchase a mapping solution?

**A. The system should include a dynamic mapping application at Kane Comm. The Section 2.5.35 label should be "Mapping".**

24. Q. 2.6 Recorder:
Will Kane County accept Next Generation 911 phone systems proposals which do not include digital recorders? Like-wise, will Kane County accept proposals for digital recorders which do not include Next Generation 911 phone systems?
**A. No.**

25. Q. Item 2.6.2:
What information does Kane County expect to capture from the New World and MotoCAD integrations?
What interface does each of those systems present? Can sample data be provided?
How many people will access the system for search 7 playback at any one time?
How many users will need real time monitoring at any one time?
**A. The Logging recorder system should link recordings to CAD incident information (i.e., CFS/incident numbers, assigned personnel, dispatch times, dispatcher, etc.).**
**KaneComm – New World CAD interfaces are defined in a specification with NWS. We will provide specification to vendor selected. The system should support concurrent playback/reporting access from a minimum of three workstations at each site. Instant Recall Recording should be concurrently accessible (recordings local to each workstation) from all call taker/dispatcher/supervisor positions. Two users should be able to real-time monitor another workstation at any given time.**

26. Q. Item 2.6.4 - How many people need instance access to recordings at any one time?
**A. Kane Comm Annual Emergency Calls: 95,000. Average call duration: 90 seconds.**
**Tri-Com Annual Emergency Calls: 85,000. Average call duration: 90 seconds.**

27. Q. Item 2.6.4 - How many people need instance access to recordings at any one time?
**A. Instant Recall Recording should be concurrently accessible (recordings local to each workstation) from all call taker/dispatcher/supervisor positions.**

28. Q. Item 2.6.10:
In order to capture talk group and radio ID information, integration to the radio system is required. Please define the supplier type and version of the radio system. Also, please identify the available interface to that radio system that contains the data required.
**A. Tri-Com Radio System: (2005) Motorola Conventional UHF/VHF, 23 radio Channels, Tri-Com is currently on the Motorola Gold Elite and moving to the MCC7500 in June of 2013. The MCC 7500 is a redundant K2Core controlling 19 RF resources, including 5 voting comparators for 7 operator positions.**
**KaneComm - Motorola MCC5500 (8 positions)(2006) 32 channel capable - - - - 19 VHF conventional analog radio channels in use (Motorola/Raytheon).**

29. Q. Please confirm the type of interconnections with the wireless service provider. Are they CAMA trunks?
**A. These are probably CAMA trunks. This could be confirmed by contacting your telco contact.**

30. Q. Are there two ALI connections at each location?
**A. Yes, you will need to provide info for each PSAP.**

31. Q. Are 9-1-1 back-up phones required at each locations?
**A. May include as optional.**

32. Q. Will Tri-Com be responsible for supplying wireless headsets?
**A. Proposals shall specify optional wireless headsets (Ref. Section 2.5.4.1).**

33. Q. Does the Ring Down circuits have voltage on them (wet) or is the existing equipment providing voltage (dry)?
**A. The telco provides the ringing generator in the CO and when a phone at the one end or the other comes off hook, they send voltage to ring the CPE at the opposite end.**

34. Q. Is a touchscreen monitor required for the mapping solution?
**A. May include this as an optional solution for mapping.**

35. Q. What brand and type of timing devices are currently used at Kane Comm and Tri-Com?
**A. Tri-Com - Tri-Com has a Spectracom 9183 – It acts as an NTP server.**
**KaneComm - Spectracom GPS/Netclock model 9383 with Spectracom Timeserver model 9388 (opt08,09).**

36. Q. How are the timing devices interfaced with the current 9-1-1 phone system?
**A. KaneComm - NetClock is for phone, radio, recording, and other equipment. NetClock is NTP time server for KaneComm only.**

37. Q. Are the timing devices used for any other network sources outside of 9-1-1?
**A. KaneComm - Timing device is for 911 only.**

38. Q. Will the County's fiber connection between Kane Comm and Tri-Com be direct termination? If so, what type of hand-off is it? LC vs. SC? Single-mode or multi-mode fiber?
**A. Initially, leased data service will be used between the facilities. In the future, the interconnection will be provided by the County Fiber Network. Proposals shall provide network connection requirements (circuit types, quantities, etc.) for all connections between PSAPs, remote sites, and central offices.**

39. Q. Please confirm, is a two-post 42U rack preferred at Tri-Com?
**A. Two-post rack is preferred for both KaneComm and Tri-Com.**

40. Q. During the pre-proposal conference there was mention of an additional training position at Tri-Com. Is this training position included in the original position count (i.e., RFP Table 2-1 shows ten workstations at Tri-Com, wired for 15)?
**A. Tri-Com has 11 positions and should be wired for 15.**

41. Q. Are back-up UPS devices required for positions at either KaneComm or Tri-Comm?
**A. Back-up devices for workstations will be provided by the Customer.**

42. Q. Please confirm, are remote positions at Montgomery PD no longer required?
**A. Remote positions at Montgomery PD will no longer be included. However, Proposers are requested to include optional remote positions to establish unit pricing if other PSAPs decide to join the project.**

43. Q. Will a Kane County facilities person be responsible for the grounding of all equipment?
**A. Contractor will be required to connect provided equipment to the existing grounding system.**

44. Q. Do the facilities have any specific requirements with regard to voice/data cabling color?
**A. KaneComm - Requires a single color for voice/data cabling. Location and position labeling at panel and receptacle. Tri-Com - The network connectors at the consoles and offices are color coded, but not the cables.**

45. Q. Are there any special networking considerations (for example, MantaProbe, VPNs, connections to other secure networks)?
**A. Tri-Com - At Tri-Com we have VPNs set up through our Cisco firewall for remote access.**
**KaneComm – No.**

46. Q. The table in RFP Section 2.1.2 shows 15 administrative phones at Tri-Com. Should these phones be included in the channel count for the recorder?
**A. No, only four of the nine specified administrative phones will be recorded.**

47. Q. Will there be a need for select audio as analog input at the workstation?
**A. The analog input should be included as optional.**

48. Q. Will we be expected to spill or stream information to the existing reader board at Tri-Com?
**A. No, only CAD information is displayed.**

49. Q. During the site visit to Tri-Com, we noticed a PBX output located on the existing Cassidian 911 rack, labeled "Output to PBX Test Point." It was our understanding from the RFP that there was no PBX at Tri-Com. Is that correct? What is the purpose of the "Output to PBX Test Point" located on the Cassidian rack?
**A. Tri-Com uses the Vesta Pallas for both its administrative phone service throughout the office in the building, as well as for 9-1-1 service. There is no other PBX on the premises. Voice Mail is included for each of the offices.**

50. Q. 2.6.1, do we need to quote enough licenses and build the system to match the "Wired For" count or the "At Cut' count.
**A. Licenses should be proposed for At Cut quantities. Note: Tri-Com At Cut 9-1-1 workstations have increased to 11.**

51. Q. 2.6.2, C, what is the expectation of this Interface?
**A. The Logging recorder system should link recordings to CAD incident information (i.e., CFS/incident numbers, assigned personnel, dispatch times, dispatcher, etc.).**

52. Q. 2.6.2, F. G, what is the maximum concurrent potential of supervisor/manager users?
**A. The system should support concurrent playback/reporting access from a minimum of three workstations at each site. Instant Recall recording should be concurrently accessible (recordings local to each workstation) from all call taker/dispatcher/supervisor positions.**

53. Q. 2.6.3, please provide current storage usage of each PSAP to help us to properly size storage for 1 year?
**A. KaneComm – 95,000 annual CFS with average duration of 90 seconds.**
**Tri-Com – 85,000 annual CFS with 90 second average duration.**

54. Q. 2.6.7, can you tell us the total quantity, or estimate, of persons to be evaluated. How many telecommunicator/dispatchers total?
**A. 35 Telecommunicators.**

55. Q. 2.6.8, can you expand on this specification?
**A. A redundant recording solution should be included for each site. To minimize single points of failure, each audio source should be recorded on separate server components.**

56. Q. 2.6.14.1, are you expecting removable media storage?
**A. Yes, recordings should be writable to removable media (optical discs, thumb drives, etc.).**

57. Q. 2.6.16, do you have an estimated timeline/expectation as to when you will be ready for this?
**A. The estimated timeline for this project is substantial completion by December 2013.**

58. Q. Will the County consider a geo-diverse configuration (one system deployed across Tri-Com Central Dispatch and KaneComm") if it meets the system availability requirements defined in Section 2.3.5? Please describe the network facilities available between Tri-Com and KaneComm including physical interface, bandwidth, latency, jitter, QoS.
**A. The base proposal should include CPE equipment at each PSAP in a redundant configuration and providing standalone operation in the event of a data network failure. Other configurations may be proposed as optional. Initially, leased data service will be used between the facilities. In the future, the interconnection will be provided by the County Fiber Network. Proposals shall provide network connection requirements (circuit types, quantities, etc.) for all connections between PSAPs, remote sites, central offices.**

59. Q. What is the physical interface and protocol used for connection to the Cisco PBX at Kane Comm? Does the Cisco PBX support a SIP interface? Does the Cisco PBX support a gateway interface to SIP trunks?
**A. The Cisco phone system uses SCCP (skinny) and we can use SIP. We can support a gateway interface to SIP trunks. We currently use PRI trunks for Cisco phone system.**

60. Q. 2.1.3, please clarify the number of physical gateway ports that should be provisioned in the proposal.
**A. The proposal should include provisions for 12 CAMA trunks at each site. The Tri-Com system should be provisioned for four 7-digit emergency lines, seven ring down circuits, and 20 admin lines.**

61. Q. 2.1.6, please clarify what "standard digital phoneset access" refers to.
**A. Call answering, outbound dialing, forwarding, park, pick-up, transfer, call announce, conference, DID, PA access, voicemail access, etc.**

62. Q. Please clarify the number of admin phonesets required At Tri-Com. 2.1.2 calls for 9; 2.1.7 calls for 10.
**A. Nine.**

63. Q. 2.3.4.B, please clarify if the requirement is for an analog 2-wire loop start reverse battery interface.
**A. The proposal should identify the system's available methods of answer/disconnect supervision. Specific CO requirements will determined as required.**

64. Q. 2.5.35, a static map by definition does not plot ALI – does the County want a static map or a dynamic mapping application?
**A. The system should include a dynamic mapping application at KaneComm. The Section 2.5.35 label should be "Mapping".**

65. Q. Will the County consider waiving the requirement to stop acceptance testing if more than five minor system failures are encountered given that they have little or no effect on system operability and usability if the vendor provides a reasonable plan and timeline for correction?
**A. The County will consider alternative acceptance testing solutions.**

66. Q. 2.6.1 Lines/Positions to Record:
Regarding the radio resources to be recorded (both conventional and Talk Groups) can you confirm that each resource that needs to be recorded is presented to the logger via an analog 2-wire feed? If different, please define the interface.
**A. KaneComm – Yes**

67. Q. Section 2.3.4 (D) references Interface to the existing Cisco PBX is required at Kane Comm. While the same analog ATA's or gateways that were used with the existing Vesta Pallas could be reused; there is also the potential for full IP integration. What revision of Cisco Unified Communications Manager is being used and which SIP protocols are supported.
**A. KaneComm uses Cisco Call Manager version 8.5. Support for SCCP and SIP.**
**Reference for SIP.**
**http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_5_1/delta/delta.html#wp1834330**

68. Q. Section 2.3.6 references Automatic Call Distribution, and a call control module with ACD-like capabilities. The list of capabilities however seem to be general PBX telephony features rather than those typically associated with ACD, such as call delivery to selected operators and call queues. 2.3.31 Call Taking Mode describes features of a square system and the call delivery method is inconsistent with ACD. Can you clarify and confirm how the county anticipates that the system will be used?
**A. The proposal should identify the proposed system's compliance with the capabilities in Section 2.3.6.**
**In response to Section 2.3.31, the proposal should identify the proposed system's capabilities in presenting inbound calls to call takers (distribution based on workload, ring all stations, ring a select group of stations, etc.).**

69. Q. Section 2.3.6 (D) Systemwide and Local Instrument Speed Dial; requires clarification. Are you looking for the ability to have separate user or personal speed dial lists, or based on the local instrument?
**A. The County would like to have systemwide speed dial and personal speed dial lists.**

70. Q. Section 2.3.6 (I) Direct-Inward-System-Access (DISA): DISA is an older PBX technology and not very popular today. How would the County use this feature in a PSAP application?
**A. The proposal should identify DISA capabilities in the proposed system's administrative telephone system operation. DISA is not a minimum requirement in the new system.**

71. Q. Section 2.3.6 (K) Power Failure Transfer: Can you clarify the expected results of implementing a power failure transfer feature, keeping in mind the requested telephony switch capabilities specified in 2.3.1?
**A. The proposal should describe what happens, in the proposed system, when a workstation loses power (i.e., power supply failure) or a monitor during a 9-1-1 call.**

72. Q. Section 2.3.6 (L) Toll Restriction, by area code, by station line: Typically, we don't see Toll Restriction being used in a PSAP environment. Can you clarify the requirement?
**A. Typical Toll Restriction function (i.e., for administrative phonesets).**

73. Q. Section 2.3.7 (E) references support for multiple ALI data presentations from different data bases. Are you referencing the support for multiple Mobile Positioning Centers (MPCs) and Gateway Mobile Location Centers (GMLCs) via a common ALI link?
**A. The proposal should confirm that the proposed system supports Phase I data (including cell tower location and tower face orientation) and Phase II location. Describe how call information updates (including map updates) when, upon re-bid, a Phase I call becomes a Phase II call.**

74. Q. Section 2.3.10 (C) references support for SS7 signaling. Support for SS7 is optionally available and can also be added to the system as a future addition. Would the County consider optional pricing without SS7 included as part of the system solution to keep the cost under control?
**A. The base proposal should include SS7 support. The proposal should describe the design of the interfaces and identify any additional software, hardware, or external devices required to support this.**

72. Q. Section 2.3.19 references Media Gateways. It is possible that in the future a media server, or Incident Data Exchange will be utilized for incident aggregation. Could you clarify the expected immediate functionality of such gateways?
**A. The Emergency Gateway supports the management (moves, adds, changes, security) of IP phonesets on the system.**

**The Media Gateway is expected to support TDM trunk traffic in an IP-based system. Note: the provided system must support future NG9-1-1 operation without the need to replace CPE or workstation hardware.**

73. Q. Section 2.3.30 references the ability to transfer an established E911 call to another PSAP on an outgoing trunk without sending a hook flash to the tandem, on an outgoing trunk is in contradiction to the Telcordia GR350 standard/practice (formerly Bellcore TR-TSY-000350). The requested ability would result in a conference (either supervised or unsupervised), requiring a second line resource and preventing additional calls on the CAMA trunk until the final disposition of the call. Can you tell us which other PSAP? Are you referring to communications between PSAP's over an IP Link? i.e. KaneComm to Tri – Com.
**A. The proposal should describe how the proposed system will transfer calls to PSAPs via telco trunks. Confirm that ANI is transmitted with the transferred call.**

74. Q. Section 2.5.19 references the requirement for a "visual display" of the calling parties Street Address info based on ANI. Is the County looking for an alphanumeric display of the callers address or a map representation?
**A. The caller's address should be displayed (in text) on Tri-Com and KaneComm call taker workstations plus on the included mapping display at KaneComm.**

75. Q. Section 2.5.35 references the requirement for a mapping product at the Kane Comm site; is Tri-Com's Motorola Cad intended to provide the map source for 911 call mapping?
**A. Yes.**

76. Q. Section B16.6 Professional Liability policy to cover all claims arising out of the Consultant's operations or premises, Sub-consultant's operation or premises, anyone directly employed by the Consultant or Sub-consultant, and the Consultant's obligation of indemnification under this Contract. This section seems to apply to a consultant and not contractor. Does this belong in the RFP for the CPE system?
**A. "Consultant" in this section should be replaced with "Contractor."**

77. Q. Item 2.6.2, what information does Kane County expect to capture from the New World and MotoCAD integrations?
**A. The Logging recorder system should link recordings to CAD incident information (i.e., CFS/incident numbers, assigned personnel, dispatch times, dispatcher, etc.).**

78. Q. What interface does each of those systems present? Can sample data be provided?
**A. KaneComm – New World CAD interfaces are defined in a specification with NWS. We will provide specification to the selected vendor.**

79. Q. How many people will access the system for search 7 playback at any one time?
**A. The system should support concurrent playback/reporting access from a minimum of three workstations at each site. Instant Recall Recording should be concurrently accessible (recordings local to each workstation) from all call taker/dispatcher/supervisor positions.**

80. Q. How many users will need real time monitoring at any one time?
**A. Two users should be able to real-time monitor another workstation at any given time.**

Please confirm receipt of Addendum #2 on your Proposal Response Form. If you have any questions please feel free to contact my office at (630) 444-1071.
Sincerely,
Jim Hansen, Assistant Purchasing Director