March 11, 2020

ADDENDUM No. 4

Request for Proposal CS-20-02
RADIO DISPATCH CONSOLE SYSTEM,
CALL HANDLING/PHONE SYSTEM AND DATA AND MEDIA LOGGING SYSTEM

The addendum is being issued prior to the closing of the request for proposal (RFP) to provide further information, make changes to, or to clarify the RFP documents and is to be read, interpreted and coordinated with all other parts of the RFP documents. In the case of a conflict with the balance of the documents, this Addendum shall govern. **Proponents shall attach a signed copy of this addendum to their proposal submission, failure to do so may result in a non-compliant proposal.** *This addendum shall form part of the Contract Documents.*

This addendum is being provided in clarification to RFP CS-20-02 released February 12, 2020.

QUESTION 1: In Section 1.1 *Supply call handling system to support NG911…as well as 32 analog non911 line:*

- can you provide the number of 911 calls received for 2019/2018? Number of analog/admin calls?
- where do you want those analog lines to terminate or ring to…the call taker interface or a separate IP phone set?
- do you want the 911 call takers to answer these non911 calls or admin calls as well as emergency calls?

ANSWER 1:

Year	911 calls	Non 911 incoming	Non 911 outgoing
2018	4523	16208	16007
2019	3917	15215	14104

All phone calls would be handled by the call handling system and the operator would access the lines on the call handling systems softphone, or possibly an IP phone set for some administration staff.

Yes. Our operators are answering the incoming 911 calls from the PSAP and dispatching calls to the fire/rescue agencies and contacting other public safety entities. All calls by the operator will be using the call handling system.

QUESTION 2: In Section 1.2 *Support connection to Telus NG911 network…meet the Telus universal network interface (uni):*

- is there a specification from Telus we can review?
- will the calls be received from an ESRP from Telus NG911 network?

ANSWER 2: Yes, there is the TELUS UNIVERSAL NETWORK INTERFACE (UNI) SPECIFICATIONS FOR NEXT GNERATION 9-1-1. Telus provided the following response; "When it comes to an RFP the Call Handling Vendors would have to comply with NENA i3 standards Version 2 and parts of Version 3. The UNI test TELUS would provide would just be the interconnection, but NG9-1-1 Call Handling vendors would be aware of the standards they must meet." The successful bidder will have access to the TELUS

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UNIVERSAL NETWORK INTERFACE (UNI) SPECIFICATIONS FOR NEXT GENERATION 9-1-1. A non-disclosure agreement will have to be signed before the document can be securely sent to the vendor.

Yes, the calls will be received from an ESRP from TELUS NG911 network.

QUESTION 3: In Section 1.4 *System requires 2 redundant session border controllers (SBC):*

- these are typically part of the ESInet and provided by the network service provider. Are you requesting 2 onsite SBC's or just interoperability with the Telus network SBCs?

ANSWER 3: The RDFFG will be providing a response to this question in Addendum 5.

QUESTION 4: Section 1.4 also refers to RDFFG cyber security requirements. What are these specific requirements? Is there a copy available for review?

ANSWER 4: The Regional District is in the process of developing our specific cyber security requirements, and therefore these requirements are not available at this time. We would like the Vendor to provide information about their security configurations. What security options are available within the product? And what would be their recommended best practice to utilize their product?

QUESTION 5: In Section 1.13 What is the new CAD system we must interop with? Is it server/IP based?

ANSWER 5: The RDFFG has not acquired a new CAD system yet. Our current CAD is already IP based, and any new CAD product the RDFFG would transition to would be IP based as well.

QUESTION 6: In Section 4.24 *Indicate if the solution can handle geospatial routing.*

- are you referring to routing calls using an ECRF/ESRP? Or do you mean accept calls that are routed to location using NENA i3 formatted messages?

ANSWER 6: Geospatial routing would be the ability to route a NG911 incoming call to a particular operator station or group of operator stations depending on what location the call originated from. A possible use of this would be if we were doing primary call handling, or if the system had a 2nd "agency" doing dispatch on the system.

QUESTION 7: In Section 4.5 *An operator must, at all times, be able to obtain further information pertaining to any call presented to the system:*

- please clarify what is meant by "further information"? Can you provide an example?
- is this a requirement for admin and analog calls as well as 911 calls?

ANSWER 7: The system must be able to provide information on all calls such as Offer time, caller ID for non-911 calls if applicable, if the number already exists in the directory show caller name from the directory. This is for all non-911 calls. 911 calls would have the ANI/ALI information attached to them.

QUESTION 8: In Section 5.6 *Does the system support multiple separate "agencies" operating on the same servers but accessing…:*

- can you provide an example of this scenario? Are they 911 agencies or first responders? What data would they be using?

ANSWER 8: Does the system have the future capability of more than one "agency" using the system. Agency in this context is describing a functional group, ie the RDFFG. The Regional District's current system supports another "agency" handling a different business work flow with separate call takers, call queues, separate reports, etc.

QUESTION 9: In Appendix D-2 - 7 Who is the FDM CAD vendor? Is there a specification you can provide? Also, are you able to furnish specifications for Telus TID-08 CAD feed?

ANSWER 9: FDM CAD is a product of CentralSquare. The Telus TID-08 has the data protocol specifications that our current CAD uses. If a vendor requires the Telus TID-08 CAD ANI/ALI feed specifications they can request it from the RDFFG, and the document can be sent to them.

QUESTION 10: How are admin telephone calls (non-911, non-radio) to be handled at the console positions?
- via desk phones
- via 911 system console
- via radio console

ANSWER 10: **All phone calls would be handled by the call handling system and the operator would access the lines on the call handling systems softphone, or possibly an IP phone set for some administration staff.**

I/We hereby verify that we have considered this addendum in our proposal submission.

Proponent's Signature   Date

All inquiries relating to RFP CS-20-02 must be emailed to:
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