

**Office of Procurement Services**

P.O. Box 7800 • 315 W. Main St., Suite 416 • Tavares, FL 32778

**SOLICTATION:** 9-1-1 Logging Recorder Replacement 05/26/2023

Vendors are responsible for the receipt and acknowledgement of all addenda to a solicitation. Confirm acknowledgement by including an electronically completed copy of this addendum with submittal. Failure to acknowledge each addendum may prevent the submittal from being considered for award.

THIS ADDENDUM CHANGES THE DATE FOR RECEIPT OF PROPOSALS FROM 05/31/2023 AT 3:00 PM TO BEFORE 06/28/2023 AT 3:00 PM.

**QUESTIONS/RESPONSES**

Q1. You list the number of channels per location in the NICE NRX recorders, but there is no mention as to how they are licensed. Are all the recorders licensed just with VoIP, or are there some Analog channels as well? If so, what would be the breakdown of each system between VoIP and Analog?

R1. Both Nodes are SIP enabled and record 911 Positions and Trunks for all agencies

***Lake County Sheriff’s Office PSAP – ADDING MOUNT DORA TO THIS LOCATION***

ECOC

425 West Alfred Street, Tavares, FL 32778

Bus: (352) 343-2101

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **VIPER Positions** | **SIP Trunks 911** | **SIP Trunks Admin** | **Admin Lines** | **Radio Consoles** | **Radio Interfaces** | **VIPER Node** | **Remote** |
| 12 | 40 | 10 | 30 Analog | 12 | AIS &Analog - 14 | ECOC | No |

***Leesburg PD PSAP***

115 East Magnolia Street, Leesburg, FL 34748

Bus: (352) 787-2121

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **VIPER Positions** | **SIP Trunks 911** | **SIP Trunks Admin** | **Admin Lines** | **Radio Consoles** | **Radio Interfaces** | **VIPER Node** | **Remote** |
| 5 | 10 | 10 | 15 | 5 | Analog - 5 | LPD | No |

***Groveland PD PSAP***

408 West Orange Street, Groveland, FL 34736

Bus: (352) 429-4166

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **VIPER Positions** | **SIP Trunks 911** | **SIP Trunks Admin** | **Admin Lines Local** | **Radio Consoles** | **Radio Interfaces** | **VIPER Node** | **Remote** |
| 3 | 10 | 10 | 5 | 3 | AIS &Analog - 5 | LPD | YES |

***Eustis PD PSAP***

51 East Norton Avenue, Eustis, FL 32726

Bus: (352) 429-4166

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **VIPER Positions** | **SIP Trunks 911** | **SIP Trunks Admin** | **Admin Lines Local** | **Radio Consoles** | **Radio Interfaces** | **VIPER Node** | **Remote** |
| 2 | 10 | 10 | 5 | 3 | Analog - 5 | ECOC | YES |

***Mount Dora PD PSAP – MOVING TO SHERIFF OFFICE***

1300 North Donnelly Street, Mount Dora, FL 32757

Bus: (352) 735-7130

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **VIPER Positions** | **SIP Trunks 911** | **SIP Trunks Admin** | **Admin Lines Local** | **Radio Consoles** | **Radio Interfaces** | **VIPER Node** | **Remote** |
| 2 | 10 | 10 | 5 | 2 | Analog - 2 | ECOC | YES |

***EMS PSAP***

ECOC

425 West Alfred Street, Tavares, FL 32778

Bus: (352) 383-1200

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **VIPER Positions** | **SIP Trunks 911** | **SIP Trunks Admin** | **Admin Lines** | **Radio Consoles** | **Radio Interfaces** | **VIPER Node** | **Remote** |
| 10 | 26 | 10 | 20 Analog | 11 | AIS &Analog - 14 | ECOC | YES |

**Current Software Licenses on NICE**

|  |  |  |  |
| --- | --- | --- | --- |
| NICE Inform Professional | Server  | Device | 5 |
| NICE Inform Text | Client | Concurrent | 35 |
| AQUA Integration | Client | Concurrent | 2 |
| NICE Inform Organizer - Media Player | Client | Concurrent | 1 |
| Viper Station EDCR | Client | Concurrent | 140 |
| Evaluatee | Client | Concurrent | 28 |

Q2. On the pricing sheet you ask for a breakdown in pricing between Radio and Telephones, but there is no mention of how many channels or recording are needed for the radio. What is the number of “Talk Groups” that are currently being recorded?

R2. See Q1

Q3. What is the software version of the Motorola P25 radio system?

R3. Astro P25 2021.1

Q4. Does the County have a current Motorola service contract?

R4. Yes Annual SUA

Q5. How many talk groups are to be recorded utilizing the AIS server?

R5. 250

Q6. Are there recorders to be installed in the RNI or the CEN?

R6. AIS IP connection provided to the Recorder

Q7. What is the software version of the Viper system?

R7. Intrado POWER 911 Version 6.4.0.346 at time of RFP

Q8. Is the Viper system currently under an Intrado (or other) service contract?

R8. CenturyLink/Lumen Contract

Q9. How many Viper positions are at Tavares?

R9. See Q1

Q10. How many Viper positions are at Groveland?

R10. See Q1

Q11. How many Viper positions are at Leesburg?

R11. See Q1

Q12. How many Viper positions are at Eustis?

R12. See Q1

Q13. How many Viper positions are at Mt. Dora?

R13. See Q1

Q14. Is Viper text-to-911 in use?

R14. Yes

Q15. What is the version of Priority Dispatch Aqua?

R15. AQUA 7.1.1.1 at time of RFP

Q16. Does the County have a current Priority Dispatch service contract for Aqua?

R16. Yes

Q17. How many workstations have Priority Dispatch Aqua that needs audio integration?

R17. 20

Q18. For Mt. Dora, what is each of the 17, minus the Viper positions, that are recorded? Please specify for each item the following:

 Q18A. General description Analog audio

 Q18B. Interface (Analog, Digital, or VoIP)

 Q18C. Make of device

 Q18D. Model of device

R18. See Q1

 R18A: See Q1 – Analog Audio

 R18B: See Q1 - Analog

 R18C: See Q1 – Analog telephone and radio

 R18D: See Q1 – NEC, Motorola

Q19. For Mt. Dora, does the recording of non-viper items at this location need to be redundant? From the network diagram, it appears they are today.

R19. Yes

Q20. For Eustis, what is each of the 17, minus the Viper positions, that are recorded? Please specify for each item the following:

 Q20A. General description

 Q20B. Interface (Analog, Digital, or VoIP)

 Q20C. Make of device

 Q20D. Model of device

R20. See Q1

 R20A: See Q1

 R20B: See Q1

 R20C: See Q1

 R20D: See Q1

Q21. For Eustis, does the recording of non-viper items at this location need to be redundant? From the network diagram, it appears they are today.

R21. Yes

Q22. For Groveland, what is each of the 17, minus the Viper positions, that are recorded? Please specify for each item the following:

 Q22A. General description

 Q22B. Interface (Analog, Digital, or VoIP)

 Q22C. Make of device

 Q22D. Model of device

R22. See Q1

 R22A: See Q1

 R22B: See Q1

 R22C: See Q1

 R22D: See Q1

Q23. For Groveland, does the recording of non-viper items at this location need to be redundant? From the network diagram, it appears they are today.

R23. Yes

Q24. For Leesburg, what is each of the 73, minus the Viper positions, that are recorded? Please specify for each item the following:

 Q24A. General description

 Q24B. Interface (Analog, Digital, or VoIP)

 Q24C. Make of device

 Q24D. Model of device

R24. See Q1

 R24A: See Q1

 R24B: See Q1

 R24C: See Q1

 R24D: See Q1

Q25. For Leesburg, does the recording of non-viper items at this location need to be redundant?

Q26. For Tavares, what is each of the 169, minus the Viper positions, that are recorded? Please specify for each item the following:

 Q24A. General description

 Q24B. Interface (Analog, Digital, or VoIP)

 Q24C. Make of device

 Q24D. Model of device

R24. See Q1

 R24A: See Q1

 R24B: See Q1

 R24C: See Q1

 R24D: See Q1

Q25. For Tavares, does the recording of non-viper items at this location need to be redundant?

R25. Yes

Q26. How many end-user computers need playback software?

 Q26A. At Tavares?

 Q26B. At Groveland?

 Q26C. At Leesburg?

 Q26D. At Eustis?

 Q26E. At Mt. Dora?

R26. See below:

 R26A. See Q1 Plus 10 per PSAP

 R26B. See Q1 Plus 10 per PSAP

 R26C. See Q1 Plus 10 per PSAP

 R26D. See Q1 Plus 10 per PSAP

 R26E. See Q1 Plus 10 per PSAP

Q27. How many employees need to have Quality Monitoring performed on them?

R27. 150

Q28. How many employees will need to perform Quality Monitoring?

R28. 50

Q29. Are all network ports 1 GB Full Duplex?

R29. Yes. Proposed configuration will need reviewed. Refer to diagram for current network.

Q30. Is remote access to the computers available for remote maintenance and support?

 Q30A. Can the Customer provide a VPN?

 Q30B. Can the Vendor provide a remote access software solution?

R30. Yes.

 R30A. Yes

 R30B. Yes. Will be considered with configuration/security identified in the proposal.

Q31. Is SMTP to external emails available for remote alerting?

R31. Yes, can be configured and be considered with configuration/security identified in the proposal. Should allow multiple emails per PSAP and configurable per PSAP as well as full system.

Q32. Is SSH outbound available for remote monitoring and alerting?

R32. Internal only today. Will be considered with configuration/security identified in the proposal.

Q33. What is the required audio retention period?

R33. 180 days with ability to change for each PSAP.

Q34. Are the CAD workstations to be screen recorded, accessible by the same network as the client software and recording equipment?

R34. No but can be identified as an option.

Q35. How many monitors and at what resolution are the displays at each CAD workstation to be screen recorded?

R35. Not Applicable unless identified as an option. Resolution is 1920 X 1080. Provide pricing at options available.

**ACKNOWLEDGEMENT**

Firm Name: Click or tap here to enter text.

I hereby certify that my electronic signature has the same legal effect as if made under oath; that I am an authorized representative of this vendor and/or empowered to execute this submittal on behalf of the vendor.

Signature of Legal Representative Submitting this Bid: Click or tap here to enter text.

Date: Click or tap to enter a date.

Print Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Primary E-mail Address: Click or tap here to enter text.

Secondary E-mail Address: Click or tap here to enter text.