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March 31, 2020

**ADDENDUM No. 7**

**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.*

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

QUESTION 1: In Appendix C-3 Section 1.3 – The system must provide audio play back and data analysis software for six (6) users - Please provide more clarification on expectations for data analysis software? Is this for QA purposes, enhanced metrics, other?

**ANSWER 1: Please review section 2.0 MEDIA AND DATA LOGGING PLAYBACK SOFTWARE section which has playback and analysis software requirements. The playback software will be used for technical troubleshooting of call handling and console audio, FOI requests, quality assurance and enhanced metrics.**

QUESTION 2: In Appendix C-3 Section 1.12 - The system must integrate with the call handling system so non-911 calls are tagged with phone numbers called or incoming call numbers - What is the NG911 Call Handling System (Make/Model/Version)? Does the Call Handling System provide an IP interface at each site or only analog?

**ANSWER 2: The call handling system that will be used is unknown at this time. It will be provided after the RFP is awarded as the call handling system is part 2 of this RFP. The NG911 portion would be IP based. Whether the audio streams for the other phone lines and consoles will be IP or analog is unknown at this time.**

QUESTION 3: In Appendix C-3 Section 1.13 - The system must integrate with the RDFFG CAD system, so audio is tagged with incident number - What is the make, model and version of the CAD system currently installed?

**ANSWER 3: This question will be answered in Addendum #8**

QUESTION 4: In Appendix C-3 Section 1.14 - The system must integrate with the dispatch console, so audio is tagged with agency and/or channel used - Please clarify what dispatch console is currently in use including software version, make/model? Also are dispatch/call taker positions combined or separate?

**ANSWER 4: This question will be answered in Addendum #8**

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QUESTION 5: In Appendix C-3 Section 1.16 - The system must record audio at both dispatch center for the **seventy-two (56)** analog radio interfaces; **thirty-six (28)** at the primary and **thirty-six (28)** at the backup site. These might be recordable by IP as the dispatch console will connect to these interfaces via radio over IP (ROIP). Please clarify the how many analog radio interfaces will be required. Also, what is the phone system providing the analog circuits today (Make/Model/Version)?

**ANSWER 5: The system must record audio at both dispatch center for the fifty-six (56) analog radio interfaces; twenty-eight (28) at the primary and twenty-eight (28) at the backup site. The current phone system is not applicable as we are building a new center will all new equipment. The media and data logging system will be recording from the new call handling system.**

QUESTION 6: In Appendix C-3 Section 1.19 - The system must allow full-duplex TX and RX to be recorded as one mixed channel or two (2) separate channels. Please provide system details (Make/Model/Version) of the current radio system.

**ANSWER 6: The current radio system is not applicable to this RFP. The new dispatch console system will be determined once this RFP process is complete as it is part 1 of this three-part RFP.**

QUESTION 7: In Appendix C-3 Section 1.22 - Recording Media Capacity: the voice logger must maintain at least twenty-four (24) months of accessible call history. Call statistics are required to calculate this archive retention period. Please provide:

- a. Number of phone calls to be recorded per month.
- b. Average length of recorded phone call.
- c. Number of radio PTTs per month.
- d. Average length of PTTs.

**ANSWER 7: The following information was calculated from the phone system CDR records, the dispatch console diagnostic logs.**

**Our current phone calls a month averages 2915, with an average call duration of 0:01:17.**

**The dispatch console has an average of 67000 PTT and receive audio events a month with average duration of 10 seconds each**

QUESTION 8: In Appendix C-3 Section 1.27 - The system must support SNMP traps. – Please clarify whether you also require a network monitoring system with the proposal to monitor this information generated by the recording system, or alternately, state if you already have an NMS system and if so what make/version are you using ?.

**ANSWER 8: The Regional District is looking to see if the system supports SNMP traps. We are currently using PRTG for network monitoring to interrogate and log our radio and dispatch network devices, but it is not set up for SNMP traps.**

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QUESTION 9: In Appendix C-3 Section 2.10 - Does the software have advanced call finder ability to quickly find calls based on NG911 ID number, caller ID, call duration, date and time, username, channel ID, call direction, incident ID, notes, and marked calls etc? Please clarify what is meant by 'NG911 ID' number.

**ANSWER 9: The NG911 ID number refers to the Nena i3 standard that specifies each call must have a unique Call Identifier.**

QUESTION 10: In Appendix C-2 Section 1.14 The system must support a total of thirty-two (32) analog telephone trunks, eight (8) at each of the dispatch center locations for non-911 lines. It is our understanding that there are two (2) locations: Main Dispatch Center and Backup Dispatch Center. The requirement is not clear to us. How many non-911 lines would be terminated at each of the two locations? If the answer is eight (8) at each location, how does the quantity of (32) fit into the equation? How many 9-1-1 lines (or call appearances) will be terminated at each of the two locations? Will 9-1-1 calls be delivered via analog circuits or will they be delivered via ESInet from Day 1?

**ANSWER 10: There are two separate dispatch locations: the Primary (Main) dispatch center and backup dispatch center. This is referenced in Section 1.0 Introduction and throughout each of the three specification sections, and specifically in Appendix C-2 Call Handling/Phone System items 1.3, 1.5, 1.7, 1.10, 1.11, 1.14, 1.17, 1.28. See Figure 1 and 2 the block diagram of the three systems showing the two phases of installation with the 2<sup>nd</sup> phase using the two dispatch centers. An important requirement was section 2.0 SYSTEMS DELIVERY AND PAYMENT which explains the requirement to implement these systems in two phases, the first with equipment only at the primary dispatch center and the second phase with equipment at both centers.**

- **there was a typo in the RFP and the correct number of non-911 trunks are thirty-two (32) total, with sixteen (16) at each dispatch center**
- **as per the Telus directive that any new dispatch centers coming online after June 30 of 2020 must use NG911, the 911 circuits for this system will be delivered via the ESInet**

QUESTION 11: What is the expected annual call volume for ALL inbound and outbound calls across both locations, main dispatch center and backup dispatch center?

**ANSWER 11: This was answered in addendum #4 with a summary of calls for 2018 and 2019. The highest values were incoming calls total = 20,731, and outgoing calls = 16,007, so we expect call volumes around this level. Most of these calls would be at the primary dispatch center. The backup dispatch center facilities would be used if outgoing non-911 trunks overflowed to the backup dispatch center, or if there was a facilities or equipment failure at the primary dispatch center, and when testing backup operations.**

QUESTION 12: In Appendix C-2 Section 1.16 The system must support a minimum of eight (8) SIP lines for connection to other phone systems and the radio dispatch console. Can you please clarify the purpose of the SIP connections to the radio dispatch console?

**ANSWER 12: The SIP connection to the radio dispatch console is for the dispatch console requirement of being able to patch a phone call from the call handling system to a radio channel. Whether the radio console system vendor implements the capability of phone patching in this manner is unknown, but this information was included in the call handle specifications as a likely scenario.**



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QUESTION 13: In Appendix C-2 Section 1.20 The call handling operator software must be able to operate on a computer which would also be running the RDFFG CAD software. Is this requirement a "must have" or does the District want the Bidder to discuss alternatives?

**ANSWER 13: This item was included to allow for easier operator workflow. If both the call handling and CAD operator software was on the same PC this would only require one keyboard and mouse for the main dispatch work. We realize this might not be a possibility from either the perspective of the CAD vendor or call handling vendors. The RFP (request for proposal) is specifically designed to allow for the bidder to provide alternate solutions. See Sections 3.5 Non-Compliance with RFP Specifications and 7.1 Minimum Specifications which explains the procedure to follow if a specification item is not compliant, and how to include other solutions.**

QUESTION 14: In Appendix C-2 Section 4.22 - please clarify the requirement with respect to call matching.

**ANSWER 14: Section 4.22 Support caller validation. Recognition of incoming line where the incoming matches to the directory or previous calls. The system should be able to do call matching and display the potential name of the caller/agency if it is a match to the information in the call history or directory data.**

**Clarification of this requirement: On an incoming NG911 non-911 call, if the system has a valid phone number of the incoming call, the system must have the capability to indicate to the operator in the incoming call screen the follow:**

- **the name of the caller and link to the call directory entry for that number matches a number in the call directory**

**If there is a match to previous 911 or non-911 call, indicate this and provide a link to show the previous calls on this number including time and dates of those calls**

QUESTION 15: In Appendix C-2 Section 4.26 Indicate if the proposed solution has an audio/media playback module to: · playback audio · playback of other future NG911 media. We do not understand what the question is asking for.

**ANSWER 15: The NG911 system can handle various media, SIP voice, RTT (real time text), and future requirements of video, and other formats as the NENA i3 specifications evolves. Please provide in your proposal submission what capabilities for playback of these various formats the proposed solution supports.**

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:  
Melanie Perrin, Manager Public Safety Operations  
[mperrin@rdffg.bc.ca](mailto:mperrin@rdffg.bc.ca)